

# 1E Endpoint Troubleshooting

Troubleshoot faster, respond quickly to incidents and security threats, and provide a better employee experience by resolving issues in minutes instead of hours.

## Common Challenges



### **Responding to urgent security vulnerabilities**

When an urgent vulnerability is published, getting rapid clarity on which devices are affected is a nontrivial problem. Once clarified, many organizations must remediate the issue by writing a script and pushing it out with their systems management tool. Unfortunately, this can be slow and unreliable, and getting to 100% certainty is a real struggle.



### **Responding to incidents on remote machines**

Desktop support is challenging. Systems management tools are suited for bulk jobs. And screen sharing is expensive, invasive, time consuming, and difficult to schedule. IT teams need a way to speed up the process of remediating without the friction of screen sharing.



### **Poor endpoint visibility**

Quickly answering questions about the details of the estate can be challenging. For example, how many endpoints are there? Which apps do we have? How many machines are running have x driver? Depending on the complexity, these questions could take hours to answer accurately.

## Common Use Cases

### Investigate Escalated Issues

Investigate unique issues by querying any data on the endpoint in real-time and comparing it against baseline data. Once identified, minimize the repeat escalation of the issue by creating automation to fix the discovered problem across the entire estate.

### Resolve security-issue-of-the-day

Resolve security issues in minutes by getting rapid clarity on which devices are affected and automating the fix for the entire environment. This capability massively reduces the time and resources required to respond to security issues and helps keep the business and IT operations running smoothly.

### Troubleshoot remote endpoint issues

Troubleshoot issues on remote endpoints without disturbing the end user by interacting directly with the individual endpoint. This capability eliminates the need to burden the admin or the end user with a screen sharing session.

## Benefits



### Quickly respond to security incidents

Action security bulletins in near real time (minutes) rather than days or weeks). Shrink the risk window and get IT operations back to their planned work.



### Free resources and reduce costs

Troubleshooting no longer depends on writing scripts and pushing them out, nor on annoying and hard-to-schedule remote deskside visits. Being able to query and fix in real-time allows tickets to be closed quicker and with far less desktop support personnel or third line support time.



### Provide a better endpoint support experience

Resolve tickets quickly and with less user disruption. Getting the user back to work sooner has a meaningful impact on their productivity and morale.

You need to know what is happening on your endpoints, and you need to know now. 1E Endpoint Troubleshooting's unique single packet architecture gives IT configuration visibility and control of every endpoint in the estate. Empower IT to be proactive, respond quickly to incidents and security threats, and provide a better employee experience by resolving issues in minutes instead of hours.

