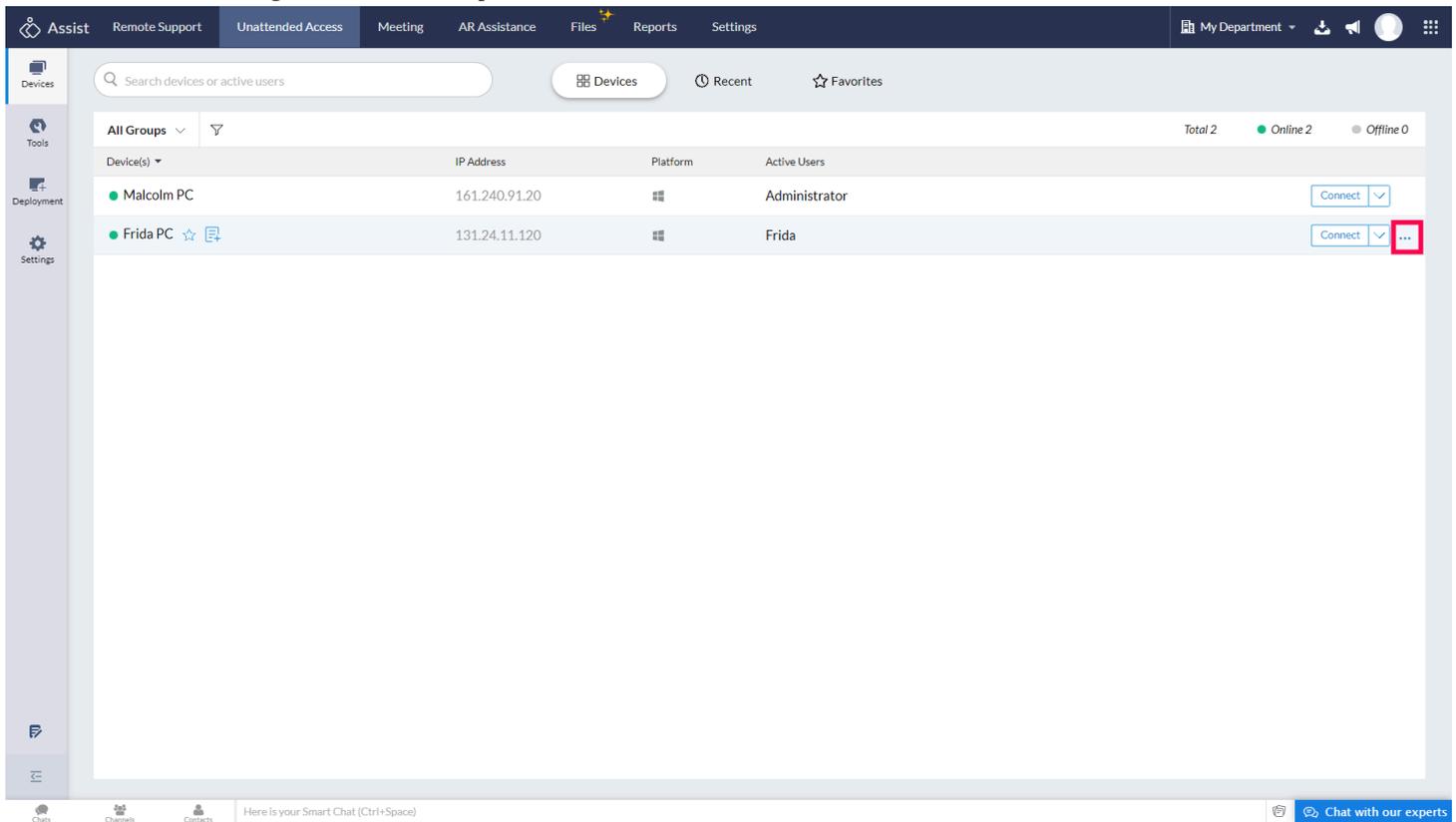


Diagnostic Tools

Using an unattended access agent from the remote end, you can perform certain system diagnostic operations such as opening the command prompt, accessing the task manager and device manager, and viewing the status of the groups, hardware, printers, services, software, and users associated with the computer.

To start performing system diagnostic activities

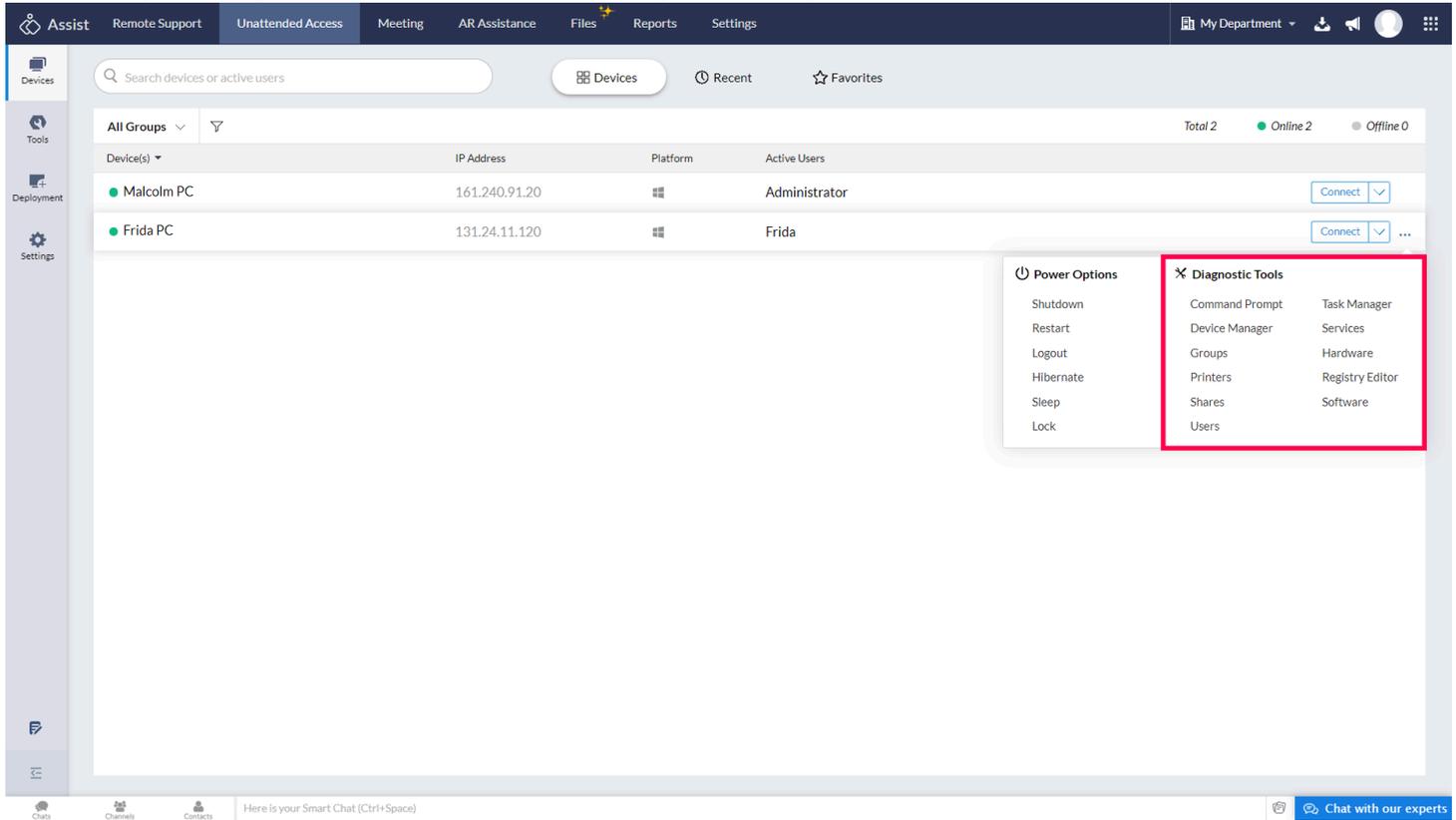
1. Search for the required computer on the **DEVICES** page.
2. Click the three dots icon given beside the respective device.



The screenshot displays the Zoho Assist Unattended Access interface. The top navigation bar includes 'Assist', 'Remote Support', 'Unattended Access', 'Meeting', 'AR Assistance', 'Files', 'Reports', and 'Settings'. The main content area shows a search bar for devices or active users, and a table of devices. The table has columns for 'Device(s)', 'IP Address', 'Platform', and 'Active Users'. Two devices are listed: 'Malcolm PC' with IP 161.240.91.20 and user 'Administrator', and 'Frida PC' with IP 131.24.11.120 and user 'Frida'. Each device has a 'Connect' button and a three-dot menu icon. The 'Frida PC' three-dot menu icon is highlighted with a red box.

Device(s)	IP Address	Platform	Active Users
Malcolm PC	161.240.91.20	Windows	Administrator
Frida PC	131.24.11.120	Windows	Frida

3. Select the required tool you need to access from the list of diagnostic tools specified.



You can perform the following operations with diagnostic tools:

Activity	Description
Command Prompt	Lets you execute commands to automate tasks via scripts and batch files, perform advanced administrative functions, and other DOS operations on managed computers.
Task Manager	Gives you limited control over the programs running on the remote computer.
Device Manager	Displays a list of the devices associated with each computer. You can choose to enable or disable the drivers related to the devices.
Groups	Lets you view and manage local users and groups of the managed computer. You can also perform actions like adding a new group, removing a group, adding new members, and removing members from the group.
Hardware	Use this view and manage currently installed hardware on the computer.
Printer	Displays a list of the printers connected to the managed computer.
Registry Editor	Store all your application related configurations on the remote computer with the help of the Registry Editor. You can get access to complete file information, settings, and other values related to programs and hardware installed using the editor.
Services	Allows you to remotely perform actions to start, stop, and restart the service and set the startup mode for best performance.
Share	Displays a list of all shared folders for the managed computer with the path and description for each. This allows you to view and manage the shared folders with their sessions and open file details and also set restrictions for the number of users who can access.
Software	Use this to view and manage currently installed software on the computer.
Users	Lets you view a list of the users of the managed computer and their status: active or disabled.