



CommandCTRL™ REVIEWER'S GUIDE

Introduction

This guide has been authored by experts at Liquidware in order to provide information and guidance concerning the evaluation process and normal use cases of CommandCTRL. CommandCTRL was launched at VMware Explore 2023 and received instant recognition; receiving a coveted award from TechTarget Best of VMware Explore Awards. To enable you to navigate the key innovations of CommandCTRL, this reviewer's guide takes you through the highlights and enables you to experience this brand new SaaS offering from Liquidware.



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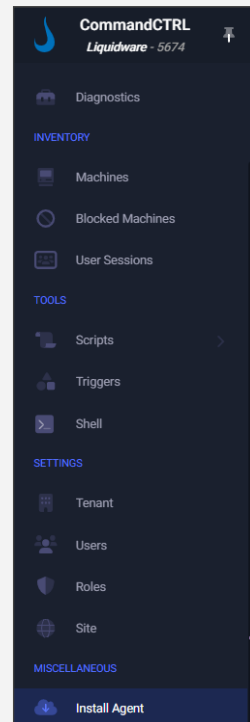
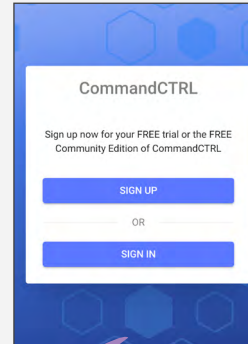
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For more information about how effective Liquidware solutions can be in your environment, visit www.liquidware.com or by contacting sales@liquidware.com.

Quick Start Process

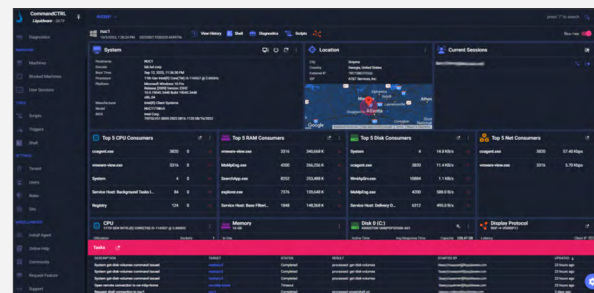
1 Getting started with CommandCTRL is a simple process.

[Visit Here](#)



2 When you are signed up and have logged into your tenant, go to the install agent section and download the agent in the install agent section you will see the tenant ID and API key which are required to install the agent.

3 Once the agent is installed the machine will begin relaying metrics to the console, as seen below.



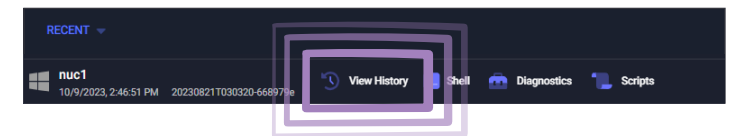
Technology Overview

CommandCTRL is SaaS-based, real-time remediation software that allows you to manage any Windows® or macOS® workspace anywhere by simply launching an agent.

The following innovations within CommandCTRL are the key aspects of the solution to be reviewed.

DVR-like Playback Mode

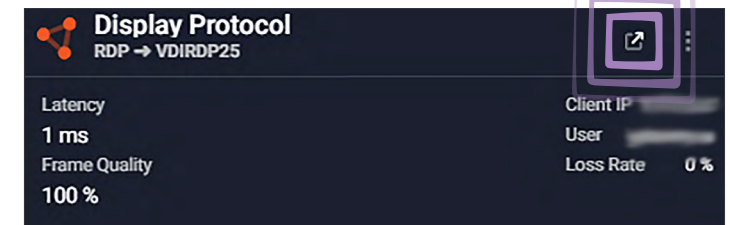
Captures 7 days' history so admins can see exactly what occurred in the environment at specific dates and times. This is incredibly helpful in the troubleshooting process and dramatically reduces the time to resolution. To access DVR, select View History:



CommandCTRL Switch™

Another key feature is the CommandCTRL Switch – an advanced feature that caters to the demands of current requirements, driven by the rising popularity of cloud desktop computing. It enables administrators to seamlessly switch and navigate between two distinct desktop environments: the local desktop and the cloud-based desktop. By effortlessly switching between these platforms, administrators gain comprehensive insights into performance metrics, identify areas of concern, and diagnose performance-related issues. The CommandCTRL Switch leverages the advancements in cloud desktop computing, equipping helpdesk professionals to efficiently troubleshoot and optimize desktop performance in the era of cloud-based workflows.

The easiest way to view Switch is to RDP to a session host or cloud desktop from an endpoint with the agent installed on both then CommandCTRL can make the association. Open the console on the host, go to the Display Protocol window and click the arrow. This launches the session on the endpoint and shows the association between the two.

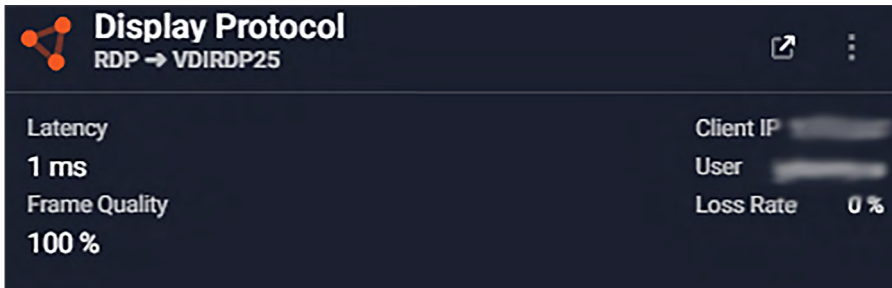


Technology Overview (Continued)

Protocol Mirroring

With the rise of cloud desktops, it is necessary to examine the metrics of the cloud desktop and the endpoint used to access it. This feature gives the user the ability to view the metrics for the local endpoint but to also overlay the display metrics from the cloud desktop on the same screen. This aids the troubleshooting process by providing end-to-end visibility.

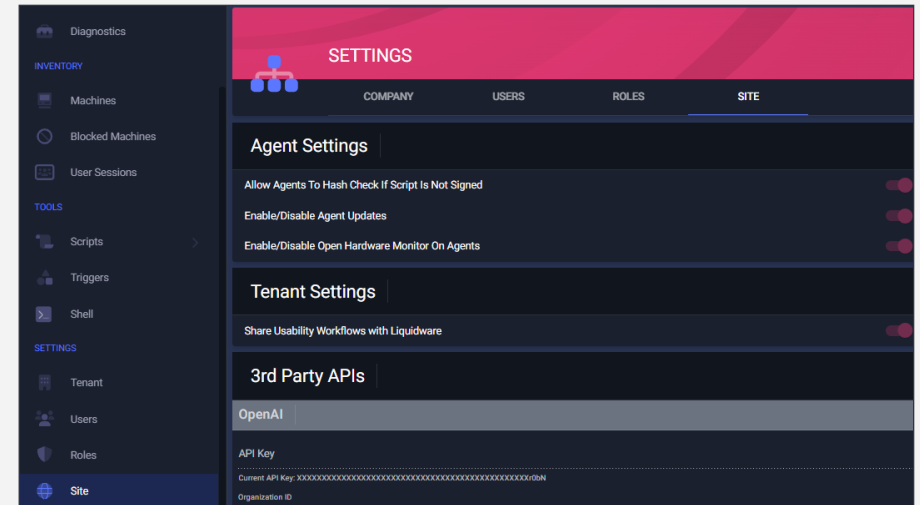
Once you click on this arrow, it first loads the metrics for the host display protocol, giving you the association with the session host or cloud desktop, as seen in the screen shot below.



ChatGPT Integration for Process Identification

ChatGPT integration delivers efficient process identification. With this powerful feature, users can easily determine the purpose and origin of unfamiliar processes consuming system resources. Say goodbye to manual searches and embrace the convenience of AI-assisted process identification!

We will provide you with the API key to enable ChatGPT integration in your tenant.



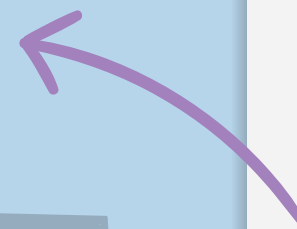
Licensing Options

CommandCTRL is licenced on a per machine basis. While the Community Edition is free, it is limited to 5 machines and 1 day of DVR.

Thank you for reviewing CommandCTRL.

If you have any questions, please contact us on our Slack community and post your questions or thoughts there.

Join Here



To access ChatGPT on a machine, go to processes and then click on the ChatGPT icon.

