# N-ABLE™

# N-able™ Take Control vs. Take Control Plus:
## What's Right for Your Business?

| | Take Control | Take Control Plus |
|---|---|---|
| **Overview** | | |
| Attended support (downloaded applets) | ⊘ | ⊘ |
| Unattended support (installed agents) | ⊘ | ⊘ |
| Connection typically established in under 8 seconds | ⊘ | ⊘ |
| Support from Mac®, Windows®, iOS, Android®, or Linux® | ⊘ | ⊘ |
| Support for Windows and Mac | ⊘ | ⊘ |
| Installed endpoint agents | 50 | 500 |
| Mobile application (iOS and Android) | ⊘ | ⊘ |
| Support for Android and iOS devices | | ⊘ |
| Multiple languages | ⊘ | ⊘ |
| 24/7 chat support | ⊘ | ⊘ |
| 24/7 chat and phone support | | ⊘ |

| | Take Control | Take Control Plus |
|---|:---:|:---:|
| **Customer Experience** | | |
| Simple PIN connect to unregistered devices | ✓ | ✓ |
| "Get Support" request button for your website | ✓ | ✓ |
| Keyboard tray icon support request button | ✓ | ✓ |
| Sending of session links via email or chat | ✓ | ✓ |
| Safe in-session chat | ✓ | ✓ |
| Guide for customers at startcontrol.com | ✓ | ✓ |
| In-session video calling | | ✓ |
| Post-session surveys | | ✓ |
| Pre-session chat | | ✓ |
| Show customer position in request queue in applet | | ✓ |
| Show customer expected wait time in queue | | ✓ |
| VoIP calling | | ✓ |

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|---|:---:|:---:|
| **Branding and Configurations** | | |
| Branding of agent and applet components | ✓ | ✓ |
| Customized emails and alerts | ✓ | ✓ |
| Organize by department | ✓ | ✓ |
| "Get Support" request button for your website | ✓ | ✓ |
| Mass deployment of agents to machines | ✓ | ✓ |
| Default configurations for new agents | ✓ | ✓ |
| Customize your terms of service | | ✓ |
| Customization of startcontrol.com URL | | ✓ |
| Customized reports | | ✓ |
| Automatic report sending | | ✓ |
| IP access control | | ✓ |
| Email notifications | | ✓ |

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|---|:---:|:---:|
| **Session Management** | | |
| One-click access from registered devices | ✓ | ✓ |
| Multisession handling | ✓ | ✓ |
| Session recording | ✓ | ✓ |
| Searchable session notes | ✓ | ✓ |
| Missed session notifications | ✓ | ✓ |
| Hide wallpaper | ✓ | ✓ |
| Full screen/fit screen | ✓ | ✓ |
| Block remote keyboard and mouse | ✓ | ✓ |
| Laser pointer | ✓ | ✓ |
| Lock PC | ✓ | ✓ |
| Technician screen sharing (attended sessions) | | ✓ |
| Switch presenter role | | ✓ |
| Port forwarding | | ✓ |
| RDP forwarding | | ✓ |
| Pause session | | ✓ |
| Blank screen | | ✓ |
| Change terminal services session | | ✓ |

| Security | Take Control | Take Control Plus |
|---|:---:|:---:|
| GDPR ready | ✓ | ✓ |
| AES encryption | ✓ | ✓ |
| FIPS 140-2-compliant components<br>(see FIPS 140-2-compliant components letter) | ✓ | ✓ |
| Multilayer authentication with mandatory 2FA for admins | ✓ | ✓ |
| Clipboard deletion at session end | ✓ | ✓ |
| Lock PC | ✓ | ✓ |
| Prevent auto-sleep, auto-lock, and inactivity disconnects | ✓ | ✓ |
| Idle sessions timeout control | | ✓ |

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|---|---|---|
| **Management and Reporting** | | |
| Video session recording to local machine | ⊘ | ⊘ |
| Session history and search (up to six months) | ⊘ | ⊘ |
| Flexible technician creation and permissions | ⊘ | ⊘ |
| Video session recording to cloud | | ⊘ |
| Session history and search (unlimited) | | ⊘ |
| Post-session surveys for both customers and technicians | | ⊘ |
| Calling cards | | ⊘ |
| Deferred support requests | | ⊘ |
| Real-time session dashboard | | ⊘ |
| Survey summary reports | | ⊘ |
| Technician performance reports | | ⊘ |
| PIN expiration options | | ⊘ |
| Session history export to .xls | | ⊘ |

| In-Session Tools and Features | Take Control | Take Control Plus |
|---|---|---|
| Remote printing to Mac, Windows, and most printers | ✓ | ✓ |
| 4K+ remote monitor support | ✓ | ✓ |
| 24-bit true color support | ✓ | ✓ |
| Dynamic multimonitor support | ✓ | ✓ |
| Automatic color and quality bandwidth adjustment | ✓ | ✓ |
| Fast copy/paste or drag-and-drop file transfer | ✓ | ✓ |
| Automatic keyboard mapping translation | ✓ | ✓ |
| Force reboot and reconnect (in safe mode, if necessary) | ✓ | ✓ |
| System CMD shell with "native" performance and shortcuts | ✓ | ✓ |
| Send CTR-ALT-DEL | ✓ | ✓ |
| Windows commands | ✓ | ✓ |
| Prevent auto-sleep, auto-lock, and inactivity disconnects | ✓ | ✓ |
| Basic system info (OS, CPU, RAM, network, etc.) | ✓ | ✓ |
| Terminal session access with user access selection | ✓ | ✓ |
| Run local batch script | | ✓ |
| Registry editing | | ✓ |

| Device details (apps, drivers, BIOS, video controller, etc.) | ✓ |
| --- | --- |
| AV active status | ✓ |
| Firewall status | ✓ |
| Extensive system info (processes, network, apps, services, drivers and much more) | ✓ |
| Windows event logs and updates | ✓ |
| Take Control proxy | ✓ |
| Mobile config. files upload | ✓ |
| Deferred support API | ✓ |
| History API | ✓ |

# About N-able

N-able empowers managed services providers (MSPs) to help small and medium enterprises navigate the digital evolution. With a flexible technology platform and powerful integrations, we make it easy for MSPs to monitor, manage, and protect their end customer systems, data, and networks. Our growing portfolio of security, automation, and backup and recovery solutions is built for IT services management professionals. N-able simplifies complex ecosystems and enables customers to solve their most pressing challenges. We provide extensive, proactive support—through enriching partner programs, hands-on training, and growth resources—to help MSPs deliver exceptional value and achieve success at scale.

[n-able.com](n-able.com)