MENDER
by **Northern.tech**

Mender Troubleshoot Add-on

Securely diagnose and fix
devices remotely

Key Features

✓ **Secure Remote Terminal:** Instantly
create a live, secure, and customizable
remote terminal session to individual
devices, complete with file transfer,
port forward, outbound connections,
and device-side restrictions.

✓ **Live Troubleshooting:** Resolve
issues live on the device, quickly
diagnosing issues and applying fixes
over the air. Run diagnostics, analyze
system log files, transfer files, access
local services, and restart the device
with ease.

✓ **Enhanced security:** With complete
end-to-end security built in, ensure
each device is only accessed by
authorized users. Zero open ports,
authentication, encryption, audit logs,
and role-based access control ensure
security in each step.

Remote troubleshooting: Securely resolve device issues in real time

Save time while delivering superior customer experiences with real–time device visibility, access, and troubleshooting capabilities.

With the **Mender Troubleshoot Add–on**, gain real–time visibility into devices to quickly
assess, diagnose, and fix issues directly and remotely.

Rely on a secure, customizable infrastructure for remote troubleshooting, reducing the time
to resolution and meeting SLAs. Ensure security throughout each device diagnosis and fix
with audit logs, access approvals, and role-based user controls. Deliver superior customer
experiences resolving device issues live with the Mender Troubleshoot Add-on.

Why Mender Troubleshoot Add-on:

✅ **Elevate customer service:** Eliminate tedious and resource-intensive support processes - walking customers through troubleshooting or sending technicians onsite. Resolve device issues directly in real-time.

✅ **Save time and effort.** Leverage a secure, customizable, and purpose-built infrastructure without re-inventing the wheel. Reduce the time to resolution per issue for your support team. Optimize operations with low bandwidth requirements.

✅ **Maximize device availability.** Increase device uptime, resolving issues remotely live and ensuring high customer satisfaction.

✅ **Ensure security.** Utilize secure access with no open ports, encryption, audit logs, and role-based access controls. Capture a complete replay with remote terminal session logs.

Requirements

All Mender Add-ons require Mender. Features depend on the underlying Mender version; some features are only available with Mender Enterprise.

Support

All Mender Add-ons receive the same support as the underlying Mender license; check your Mender license for more details on support.

>50%
Add onto any
Mender version

80k
Average monthly
remote sessions

4 of 5
Customers troubleshoot
monthly or more frequent

LEARN MORE →

Mender offers robust, secure, and customizable over-the-air (OTA) software updates for smart devices. Powering OTA software updates for more than a million devices worldwide over nearly a decade, Mender boasts a proven track record with Fortune 1000 clients, including Siemens, Thales, and ZF Group.

Learn more about OTA software update management.

Mender is developed and maintained by Northern.tech. Founded in 2008, Northern.tech is the leader in device lifecycle management with a mission to secure the world's connected devices.

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