# Offline Computer Check via CW Control

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Purpose

To use Control to verify if the computer is Online or Offline. If the computer is still accessible from Control, then create a ticket and attempt to get the computer online again.

Prerequisites

Send Command via CW Control script

## Steps Taken

* Confirm is computer is online within Control
* Get LTService Status
* Reinstall Automate Agent if missing.
* Restart LTService (if stopped) and gather diagnostic information into a ticket.
* Perform Uninstall and Reinstall of the Automate Agent.
* Get the ComputerID from the computer. If the ComputerID is different than expected, the computer should be retired (this function is disabled by default in the script).
* Resolve ticket at any point when the computer comes back online (during the duration of the script).