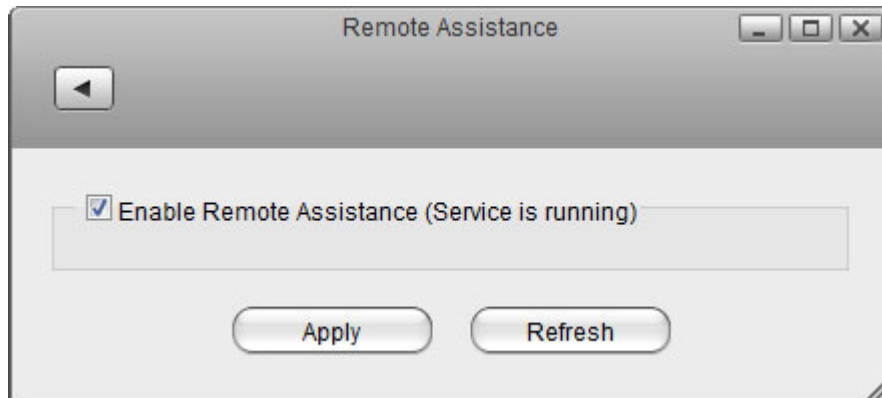# Remote Assistance

By default, the remote assistance service is enabled, allowing tech support to help you troubleshoot system problems remotely. For security reasons, you can disable this service and it will not affect any other services on your network drive but if you contact support for help, please temporarily enable this service again.

Remote Assistance has been discontinued as of August 31, 2019. If this function is currently enabled, we recommend disabling it.

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