

ManageEngine Remote Access Plus Data sheet



Stop juggling multiple troubleshooting tools - here's **Remote Access Plus for every case**



Connect

Remotely tap into an computer across the globe.



Diagnose

Detect for issues with over 12 diagnostic tools.



Communicate

Involve in contextual conversations with end-users.



Collaborate

Join hands with eminent technicians and resolve issues together.



Rescue

Rescue issues at blazing speed with efficient & scalable tools.

10 Reasons why Remote Access Plus is the way forward!

- ✓ Multi-platform support to troubleshoot Windows, Mac and Linux at once
- ✓ Over 12 diagnostic tools to tweak computer settings at the comfort of your desk
- ✓ Voice, video and text chat support for clear communication channels
- ✓ Easy to set up and intuitive interface
- ✓ Track and measure everything with audit-ready logs and real time reporting
- ✓ HIPAA, PCI and trade practise compliant remote control
- ✓ Access computers connected to multiple monitors and track sessions by recording them
- ✓ Wake computers on LAN, fetch idle computers and remotely shutdown to cut production costs
- ✓ Monitor users by shadowing remote sessions
- ✓ Tailor roles and prevent users from accessing information elevated to their privileges

Key features of Remote Access Plus

Advanced Remote Control

Next-gen remote control with integrated tools to initiate chat, send / receive files, blacken end-users' monitors and more

Granular control over computers

Remotely control specific users, record and audit remote sessions, reconnect to sessions on reboot and more

Over 12 handy diagnostic tools

Resolve issues at lightening speed with remote command prompt, registry, file manager, event log viewer, and a lot more

Secure & comprehensive assistance

The ability to request for users' approval prior to remote sessions, 256 bit AES encryption, two factor authentication and more

Hardware Requirements

Remote Access Plus - Servers

No. of Computers	Processor Information	RAM Size	Hard disk Space
501 to 1000	Intel core i3 (2 core/4 thread) 2.9Ghz 3MB cache	4 GB	20 GB
1001 to 3000	Intel core i5 (4 core/4 thread) 2.3Ghz 6MB cache	8 GB	30 GB
3001 to 5000	Intel core i7 (6 core/12 thread) 3.2Ghz 12MB cache	8 GB	40 GB

Remote Access Plus - Agents

Processors	Processor Speed	RAM Size	Hard disk Space
Intel Pentium	1.0 Ghz	512 MB	100 MB

Software Requirements

Supported OS for servers

Windows 7 / 8 / 8.1 / 10 / Servers 2003 / 2003 R2 / 2008 / 2008 R2 / 2012 / 2012 R2 / 2016

Supported OS for agents

Windows OS	Windows Server OS	Mac OS	Linux OS
Windows 10	Windows server 2019	10.14 - Mojave	Ubuntu 10.04 & later versions
Windows 8.1	Windows server 2016	10.13 - High Sierra	Debian 7 & later versions
Windows 8	Windows server 2012 R2	10.12 - Sierra	Red hat enterprise Linux 6 & later versions
Windows 7	Windows server 2012	10.11 - El Capitan	Cent OS 6 & later versions
Windows Vista	Windows server 2008 R2	10.10 - Yosemite	Fedora 19 & later versions
		10.9 - Mavericks	Mandriva 2010 & later versions
	10.8 - Mountain Lion	Linux mint 13 & later versions	
	10.7 - Lion	Open SuSE 11	
	10.6 - Snow Leopard	SuSE Enterprise Linux 11 & later	

Get Remote Access Plus at just

50 computers and 5 techs	50 computers and 5 techs
\$200	\$95
per year	per year
☁ on cloud	🏠 on premises

Have you any concerns or queries