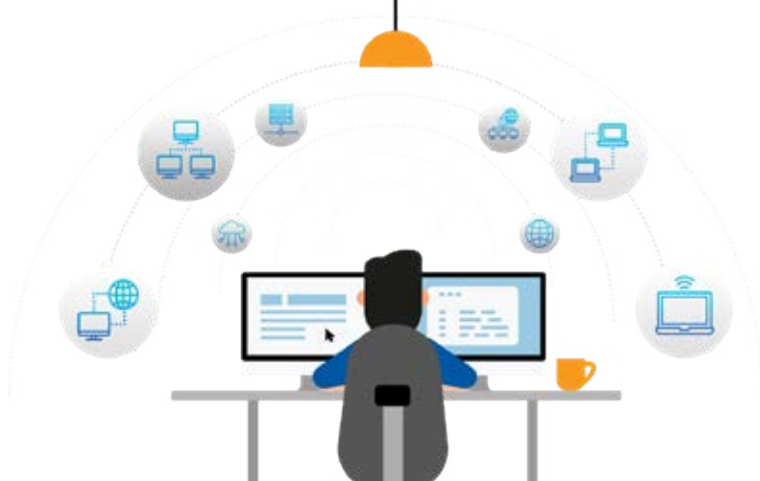


# ManageEngine Remote Access Plus Data sheet



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  Windows server 2008	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 <b>\$200</b> per year ☁ on cloud	50 computers and 5 techs <b>\$95</b> per year 🏠 on premises
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Have you any concerns or queries