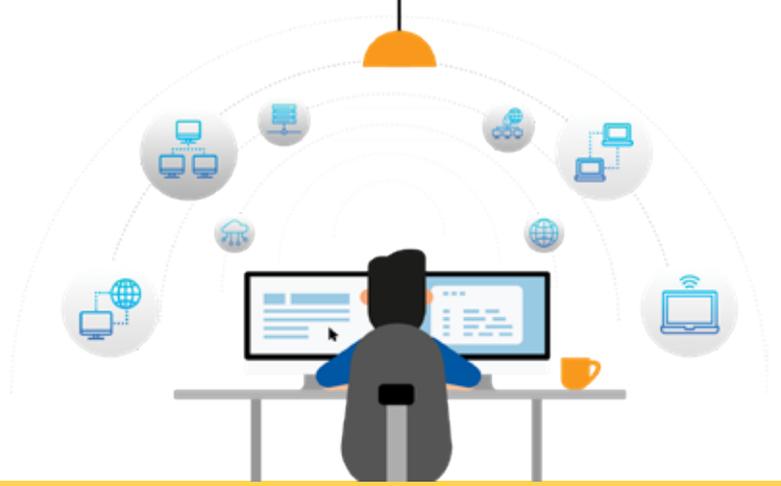# ManageEngine
Remote Access Plus
Data sheet

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 / 2019 / 2022

Supported OS for agents

Windows OS	Windows Server OS	Mac OS	Linux OS
Windows 11	Windows server 2022	13 - Ventura	Ubuntu 10.04 & later versions
Windows 10	Windows server 2019	12 - Monterey	Debian 7 & later versions
Windows 8.1	Windows server 2016	11 - Big Sur	Red hat enterprise Linux 6 & later versions
Windows 8	Windows server 2012 R2	10.15 - Catalina	Cent OS 6 & later versions
Windows 7	Windows server 2012	10.14 - Mojave	Fedora 19 & later versions
Windows Vista	Windows server 2008 R2	10.13 - High Sierra	Mandriva 2010 & later versions
	Windows server 2008	10.12 - Sierra	Linux mint 13 & later versions
		10.11 - El Capitan	Open SuSE 11
			SuSE Enterprise Linux 11 & later

Get Remote Access Plus at just

50 computers and 5 techs
$200
per year
on cloud

50 computers and 5 techs
$95
per year
on premises

Have you any concerns or queries