



Secure Remote Access Toolkit for IT teams

Fast, secure, and reliable remote access to critical systems and endpoints for IT teams



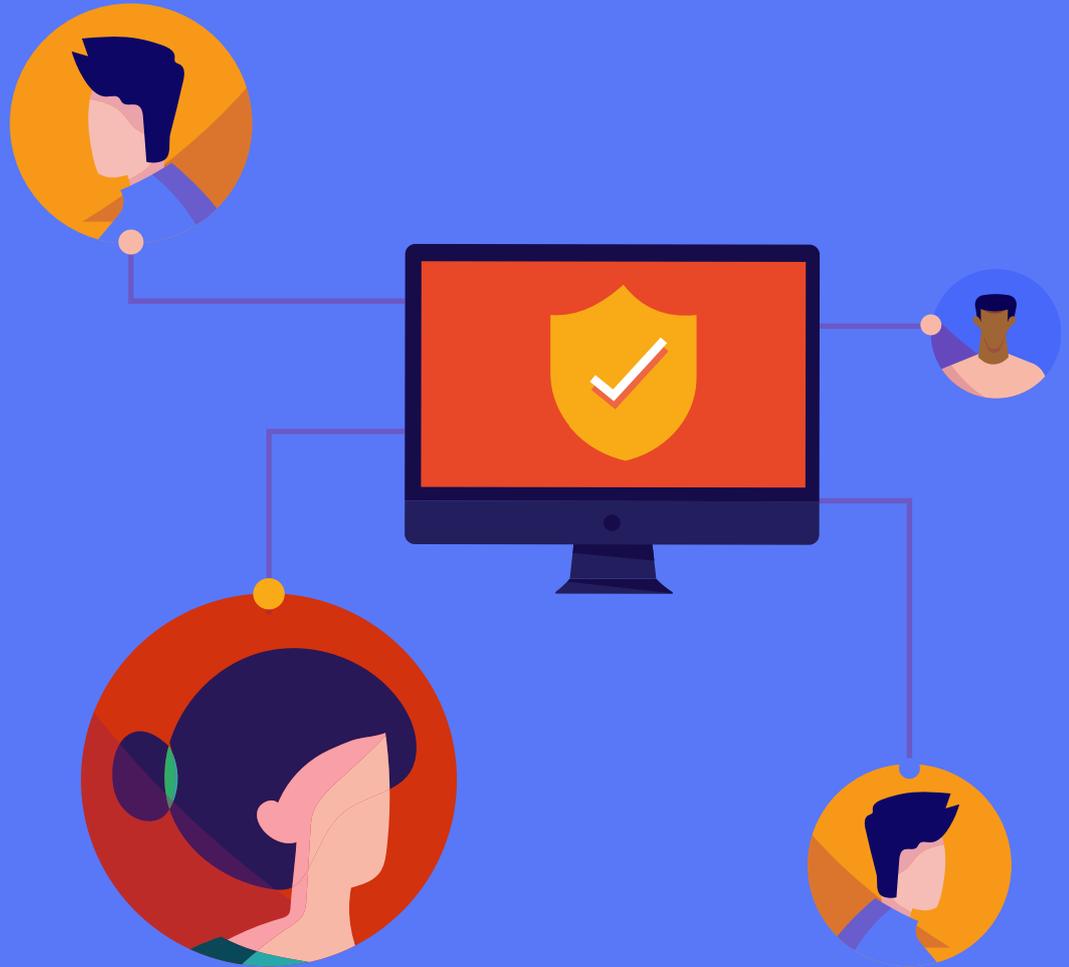
Enable regular infrastructure maintenance and desktop support operations as working from home becomes the new norm

The global corporate landscape is on the brink of a complete premises lockdown in light of the COVID-19 crisis. Challenged with maintaining business continuity, enterprises everywhere have quickly shifted to a mandatory work-from-home (WFH) policy for their employees until the pandemic is under control.

Aside from striving to maintain a healthy but productive workforce, keeping infrastructure and data center services up and running while IT maintenance and support teams work from home is another challenge for organizations. This is especially difficult during a time when cybercriminals are on the prowl, scanning the web for vulnerable VPN connections they can exploit to gain access to critical information systems.

As part of their WFH policies, enterprises should ensure that their IT teams adopt a secure work approach within their home-office environments. Give them the tools they need to remotely connect to their critical business systems and applications to execute their routine tasks without compromising IT security.





ManageEngine Secure Remote Access Toolkit

An essential toolkit for any IT maintenance and support team working remotely. Effective solutions for enterprises to streamline IT management processes and operations while WFH policies are in place, while simultaneously protecting critical assets from unauthorized access risks.

ManageEngine

Remote Access Plus

Web-based remote desktop management solution

(On-premises and cloud offering)

Equip IT technicians with multi-platform support for Windows, macOS, and Linux endpoints.



Key features

Advanced remote control

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

Granular control over computers

Remotely control specific user sessions, record and audit remote sessions, and reconnect to sessions after rebooting.

Over 12 handy diagnostic tools

Resolve issues at lightning speed with remote access to Command Prompt, remote access to Registry, Windows File Manager, Event Log Viewer, and a lot more.

Comprehensive assistance

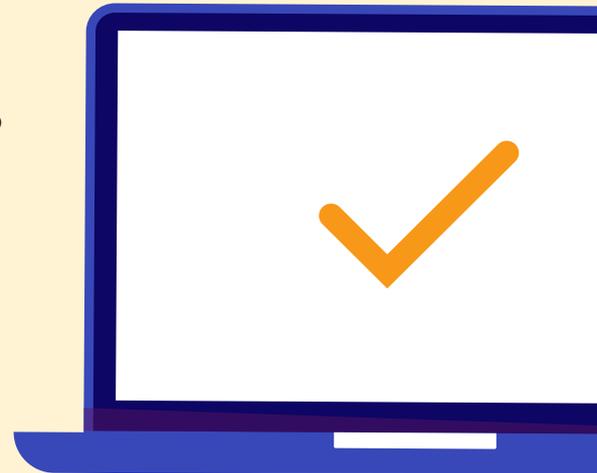
Request users' approval prior to remote sessions, and utilize 256-bit AES encryption, and two-factor authentication.

ManageEngine Access Manager Plus

Web-based privileged session management solution

(On-premises offering)

Enable IT teams to launch remote privileged connections to critical information systems without a VPN.



Key features

One-click remote sessions

Secure single sign-on capabilities for RDP, SSH, SQL, and VNC connections to remote hosts via encrypted gateways.

RemoteApp support for Windows

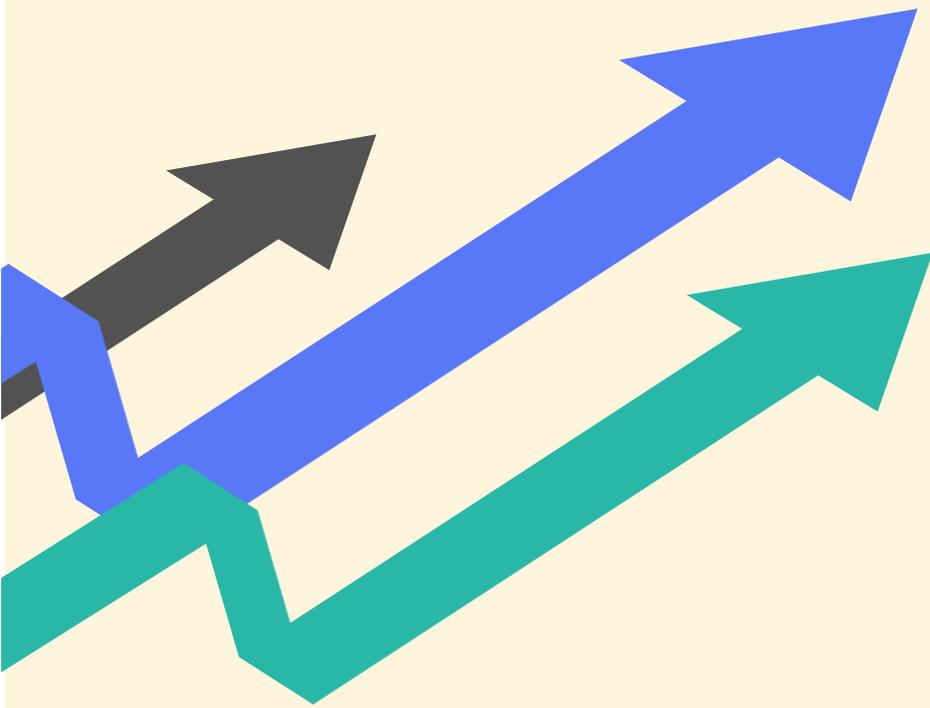
Remotely control specific users, record and audit remote sessions, reconnect to sessions after rebooting, and more.

Privileged session recording

Record every privileged user session, and store them as video files in an AES-256 encrypted database for post-session review.

Live monitoring and collaboration

Shadow user sessions and achieve dual controls. Terminate anomalous sessions instantly, and revoke access to prevent misuse.



At ManageEngine, we always go the extra mile to supercharge your IT management.

So, keeping the current crisis in mind, we are offering free, fully functional licenses for our remote access solutions—Access Manager Plus and Remote Access Plus—until **July 1, 2020** to help businesses run their infrastructure and data center operations safely.

[Claim your free licenses](#)

We hope this is of help to all CISOs and IT administrators of impacted businesses until the COVID-19 crisis subsides.

Frequently asked questions

Which product is right for me?

Remote Access Plus is secure remote support and remote access software. Users can remotely troubleshoot machines through web-based and on-demand remote support sessions to help customers and employees. Additionally, it allows users to set up unattended remote access to remote PCs, laptops, servers, etc. For example, help desk technicians can use the tool to provide remote support and other users can set up remote access to their workplace machines from home. [Learn more.](#)

Access Manager Plus is robust privileged session management software. It allows users to launch secure remote connections to critical systems such as servers, applications, and network devices from a unified console. For example, IT administrators can launch a direct connection to remote data centers and CISOs can launch an RDP/VNC/SSH session to access reports on a remote server directly from their homes. [Learn more.](#)

Who is eligible for free licenses?

Any organization that is working remotely due to COVID-19 and needs to implement secure remote access solution is eligible.

How to use the licenses?

- Download or sign up for our products directly from the below links:
 - **Remote Access Plus** (On-premises): [Download now!](#)
 - **Remote Access Plus** (Cloud): [Sign up!](#)
 - **Access Manager Plus** (On-Premises): [Download now!](#)
- For the on-premises products, licenses will be automatically generated and sent to your email address. Follow the instructions provided on the email to apply the complimentary license.
- For the cloud offering, your subscription will be activated after you sign up for the product on our website and email our sales team(sales@manageengine.com) from your registered email.

Are there any license limitations?

Yes, there are some restrictions:

Remote Access Plus: 100 computers and five users (Professional Edition).

Access Manager Plus: 100 users and unlimited connections (Standard Edition).

Do you also offer technical assistance?

Yes, we are offering free online help resources (**Remote Access Plus** and **Access Manager Plus**) and technical assistance via our **forums** throughout this period.

How does the pricing work after July 1, 2020?

After this offer expires, we will offer the same competitive pricing that we always offer. [Learn more.](#)

System requirements

Hardware

Remote Access Plus - Servers

Computers managed	Processor information	RAM size	Hard disk space
101 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
5001 to 15000	Intel Xeon E5 (8 core/16 thread) 2.6 GHz	16 GB	60 GB

Remote Access Plus - Agents

Processors	Processor Speed		Hard disk space
Intel Pentium	1.0 Ghz	512 MB	100 MB

System requirements

Software

Supported OS for Servers

Windows 7 / 8 / 8.1 / 10

Windows Server 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	CentOS 6 & later versions
Windows Vista	Windows server 2008 R2	10.10 - Yosemite	Fedora 19 & later versions
	Windows server 2008	10.9 - Mavericks	Mandriva 2010 & later versions
		10.8 - Mountain Lion	Linux Mint 13 & later versions
		10.7 - Lion	OpenSuSE 11
		10.6 - Snow Leopard	SuSE Enterprise Linux 11 & later

System requirements

Organizational size	Processor	RAM	Hard disk
Small (<1000 servers and <500 users)	Dual core or above	4 GB or above	Application: > 200 MB Database: > 10 GB
Medium (<5000 servers and <1000 users)	Quad Core or above	8 GB or above	Application: > 500 MB Database: > 20GB
Large (>5000 servers and >1000 users)	Octa Core or above	16 GB or above	Application: > 1GB Database: > 30GB

Supported OS for Agents

- An external mail server (SMTP server) to send various notifications to users.
- SFTP server to be installed on all the target machines for seamless file transfer.
- SSH server to be installed and enabled on the Windows landing server for RDP connections.
- RemoteApp to be installed on the target machines to use the corresponding RemoteApp features.

System requirements

Operating Systems

Windows	Linux
Windows Server 2019	Ubuntu 9.x or above
Windows Server 2016	CentOS 4.4 or above
Windows Server 2012	Red Hat Linux 9.0
Windows Server 2012 R2	Red Hat Enterprise Linux 7.x
Windows Server 2008	Red Hat Enterprise Linux 6.x
Windows Server 2008 R2	Red Hat Enterprise Linux 5.x
Windows 8	Normally works well with any flavor of Linux
Windows 10	

Databases

- PostgreSQL 9.5.3, bundled with the product
- MS SQL Server 2008 or above (SQL server should be installed in Windows 2008 Server or above)

Browsers

Any HTML-5 powered browser such as Google Chrome, Mozilla Firefox, Safari, and Microsoft Edge.

About ManageEngine

ManageEngine is the enterprise IT management division of Zoho Corporation. Established and emerging enterprises — including 9 of every 10 Fortune 100 organizations — rely on our real-time IT management tools to ensure optimal performance of their IT infrastructure, including networks, servers, applications, desktops and more. We have offices worldwide, including the United States, the Netherlands, India, Singapore, Japan, China, and Australia as well as a network of 200+ global partners to help organizations tightly align their businesses and IT.

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