



AnyDesk One

User Guide

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AnyDesk recommends using supported software versions, applying security updates, and following the latest security guidance and product documentation.

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1 Introduction

1.1 About AnyDesk One

AnyDesk One is a unified application that combines remote desktop access, team chats, video meetings, and device monitoring in a single interface.

It brings together four applications: AnyDesk, Assembly, AnyTime, and Remote Monitoring and Management (RMM). You can switch between these applications within the AnyDesk One to access remote devices, communicate with colleagues, host meetings, and monitor device performance.

1.2 Applications included in AnyDesk One

AnyDesk One includes the following applications:

Application	Description
AnyDesk	Connect to remote devices to provide technical support, access files, and work remotely.
Assembly	Communicate with other users through direct messages, group chats, and public or private communities.
AnyTime	Create and join video meetings with audio and video communication.
Remote Monitoring and Management	Monitor device health, view system performance, organize devices into groups, and configure alerts for potential issues.

AnyDesk is the core application and remains available in AnyDesk One. You can enable or disable the other applications in the interface according to your needs.

1.3 About this guide

This guide explains how to set up and use AnyDesk One and its applications.

You will learn how to:

- Activate AnyDesk One for your license.
- Navigate the interface and manage applications.
- Access remote devices using AnyDesk.

- Communicate through Assembly.
- Create and join video meetings using AnyTime.
- Monitor devices and configure alerts using RMM.
- Customize application settings.

The guide is intended for users and administrators who want to use AnyDesk One for remote access, communication, and IT management.

Some features require specific account permissions. These requirements are described in the relevant chapters.

2 Getting Started

This chapter explains the requirements for using AnyDesk One, how to activate it for your license, and how to switch back to the standard AnyDesk interface.

2.1 Requirements

To use AnyDesk One, you need:

- A [my.anydesk ll](#) account with a paid AnyDesk license.
- A supported operating system and AnyDesk client version.

To activate AnyDesk One for your license, your [my.anydesk ll](#) account must have the **Owner** or **Admin** role.

2.2 Supported platforms and versions

AnyDesk One is available for the following operating systems. The table lists the minimum AnyDesk client versions required to access AnyDesk One.

Operating system	Minimum AnyDesk version
Windows 7 or later	9.5.0
macOS	9.5.0
Android	8.0.2
iOS	8.2.0
Ubuntu 18.04 LTS or later supported LTS release	6.4.3
Debian 10 or later	6.4.3
Red Hat enterprise Linux (RHEL) 7 or later	6.4.3
openSUSE 42/15	6.4.3
Linux Mint 21 or later	6.4.3
Linux Mint Debian Edition (LMDE) 6 or later	6.4.3

2.3 Activate AnyDesk One

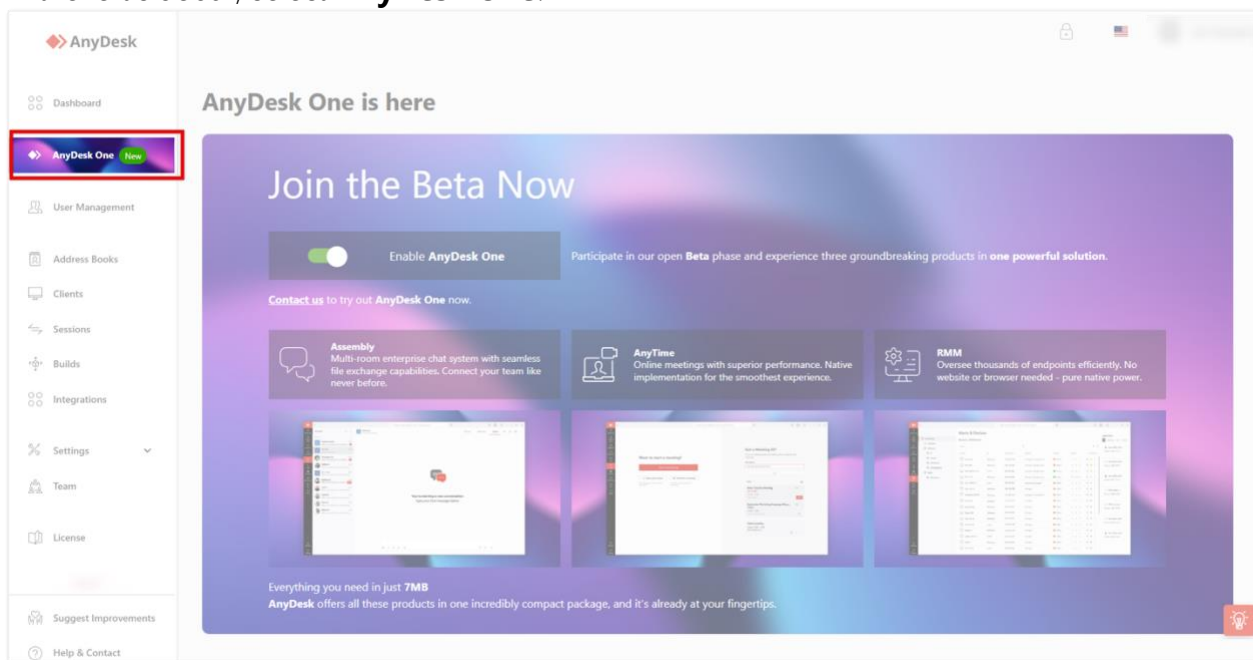
AnyDesk One must be enabled for your license in the my.anydesk.it management portal.

To activate AnyDesk One:

- 1 Sign in to the my.anydesk.it with an account that has the **Owner** or **Admin** role.

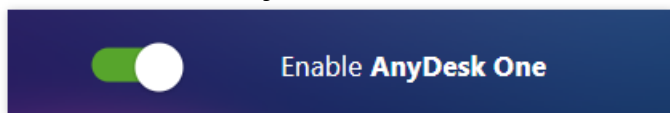
*If your organization uses Ultimate (Cloud), select **Single Sign-On** and sign in with your organization account.*

- 2 In the left sidebar, select **AnyDesk One**.



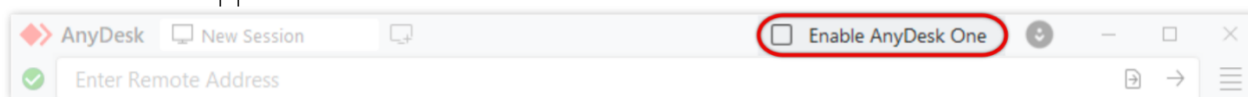
- 3 Locate the **Enable AnyDesk One** toggle.
*If the toggle is unavailable, select **Contact Us** to request access from AnyDesk Technical Support.*

- 4 Turn on **Enable AnyDesk One**.



AnyDesk One is now enabled for your license.

On compatible AnyDesk clients, the **Enable AnyDesk One** checkbox appears in the title bar. Users can select this checkbox to switch to AnyDesk One or clear it to return to the standard AnyDesk remote access app.

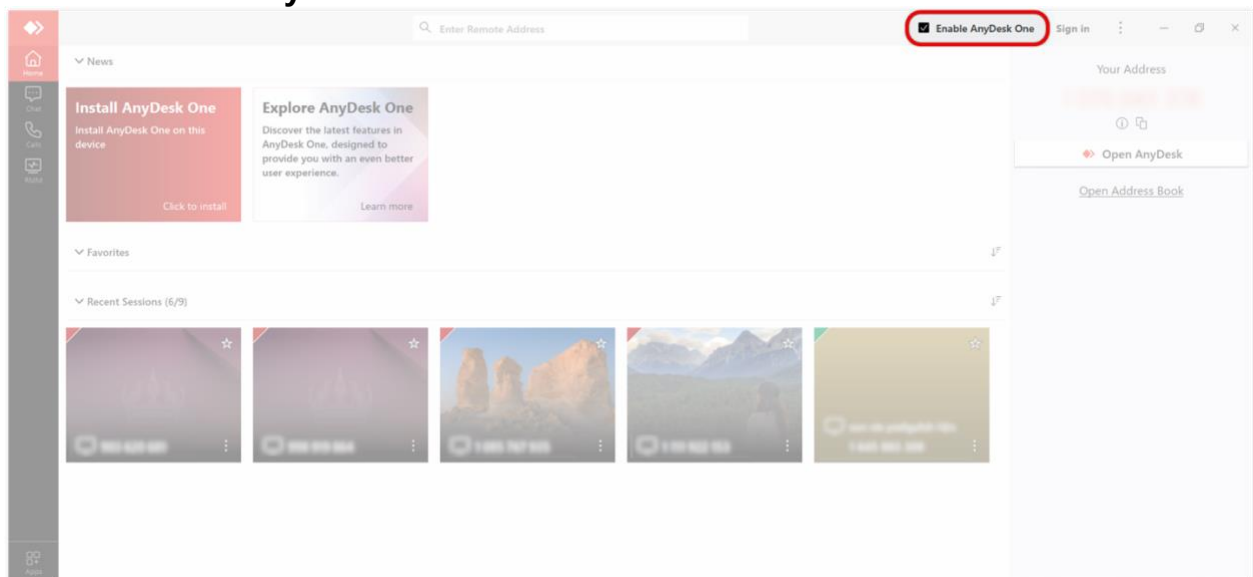


2.4 Switch back to AnyDesk

You can switch back to the standard AnyDesk remote access app on an individual device or disable AnyDesk One for all devices associated with your license.

2.4.1 Switch back on your device

- 1 Open **AnyDesk One**.
- 2 Clear the **Enable AnyDesk One** checkbox.



2.4.2 Disable AnyDesk One for the whole license

To disable AnyDesk One for all devices associated with your license:

- 1 Sign in to the my.anydesk.it with an account that has the **Owner** or **Admin** role.
- 2 In the left sidebar, select **AnyDesk One**.
- 3 Turn off **Enable AnyDesk One**.

After the change takes effect, compatible clients switch back to the AnyDesk remote access app.

3 Navigating AnyDesk One

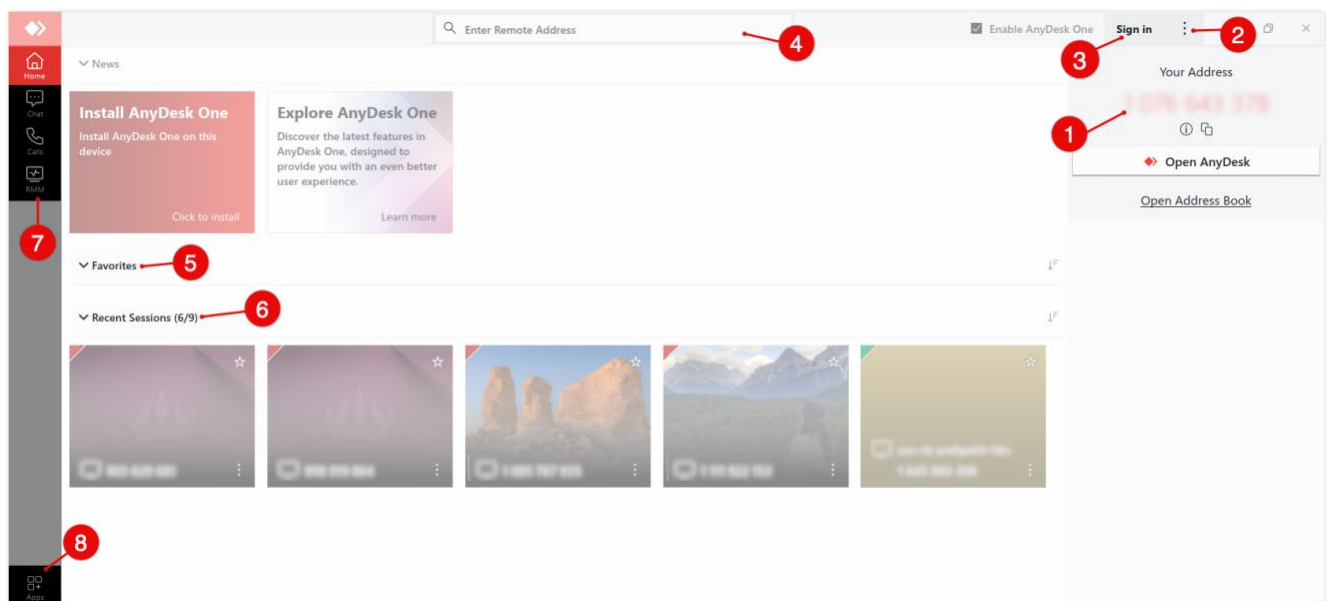
AnyDesk One provides a unified interface for accessing remote devices, communicating with colleagues, joining meetings, and monitoring devices.

This chapter explains how to navigate the interface, sign in to your account, manage the available applications, and customize general settings.

3.1 Interface overview

The AnyDesk One provides access to four integrated applications: AnyDesk, Assembly, AnyTime, and Remote Monitoring and Management (RMM).

The main interface includes the following elements:



UI element	Description
1 AnyDesk ID/Alias	Displays your device's AnyDesk ID and alias, which other users can use to connect to your device.
2 More options menu ()	Provides access to application settings and additional options.
3 Sign in	Provides access to account sign-in.
4 Remote Address	Allows you to enter an AnyDesk ID or Alias to connect to a remote device.

5 Favorites	Provides quick access to devices you have marked as favorites.
6 Recent Sessions	Displays devices you have recently connected to for quick access.
7 Application sidebar	Provides access to AnyDesk, Assembly, AnyTime, and RMM.
8 Apps	Opens the application management options, where you can enable or disable optional applications.

Select an application from the sidebar to open it. AnyDesk opens in a separate window, while Assembly, AnyTime, and RMM are integrated into the AnyDesk One interface.

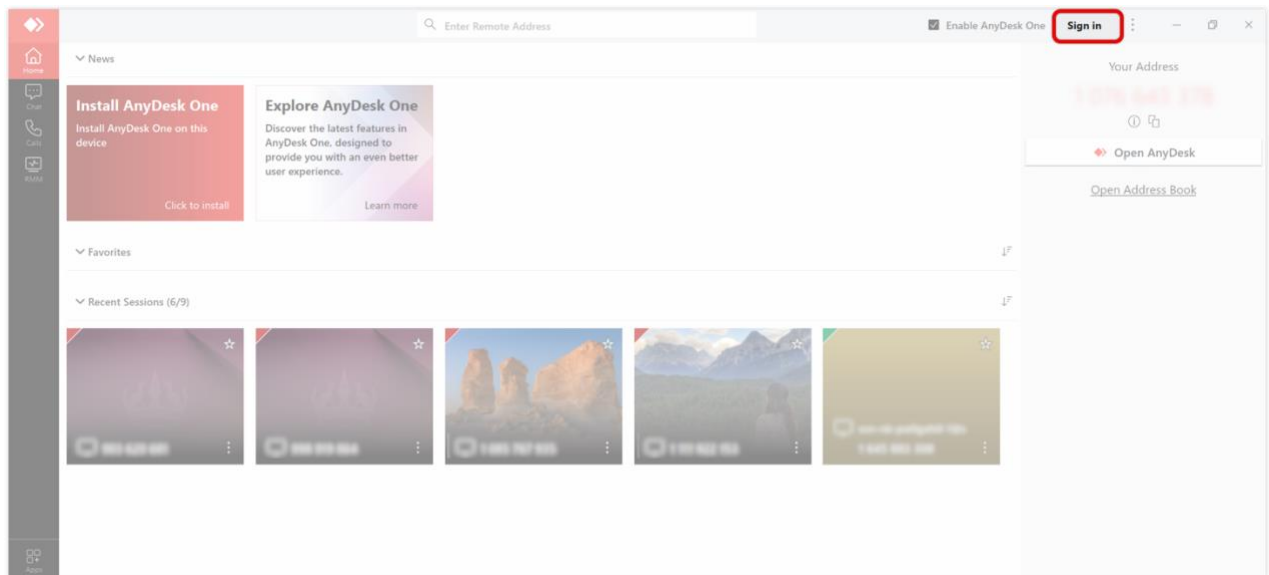
Available applications and features may vary depending on your account permissions and license.

3.2 Sign in to your account

Sign in with your [my.anydesk ll](#) account to access features that require authentication, such as Assembly, AnyTime meeting creation, and RMM.

To sign in:

- 1** Open **AnyDesk One**.
- 2** In the upper navigation bar, select **Sign in**.



- 3** Sign in with your [my.anydesk ll](#) account credentials.
- 4** After signing in, you can access the applications and features available to your account.

Note

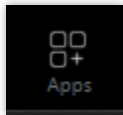
Some features require additional permissions. For example, RMM is available only to users with the Owner or Admin role in my.anydesk ll.

3.3 Manage applications

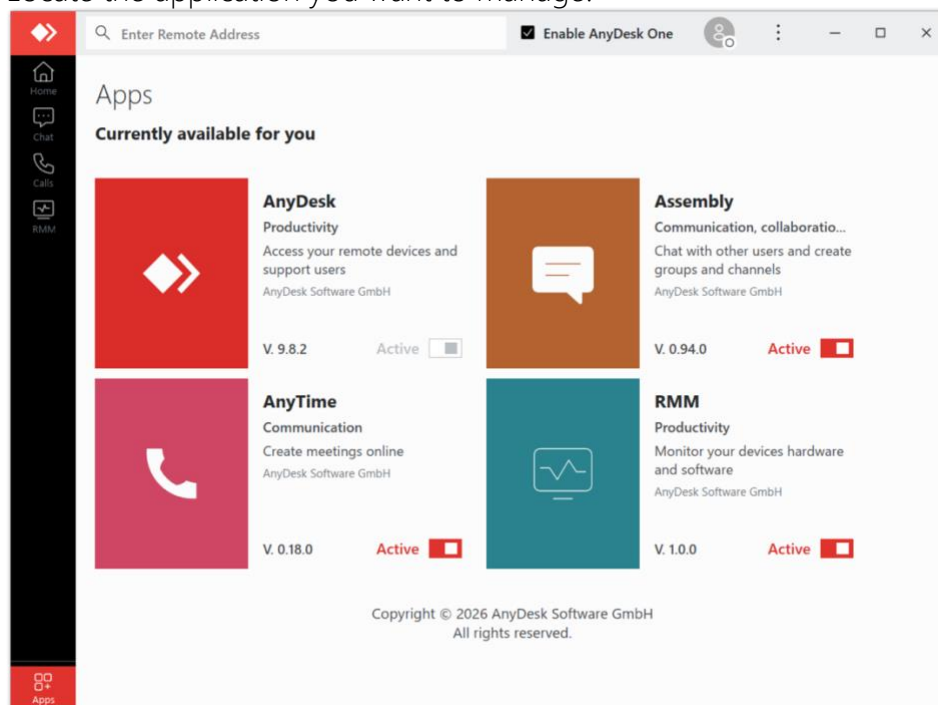
You can customize which applications appear in the AnyDesk One interface. Assembly, AnyTime, and RMM can be enabled or disabled individually. AnyDesk is the core application and cannot be disabled.

To enable or disable an application:

- 1 Open **AnyDesk One**.
- 2 In the application sidebar, select the **Apps** icon.



- 3 Locate the application you want to manage.



- 4 Turn the corresponding switch on or off.

The application sidebar updates to reflect your selection.

3.4 Customize the interface

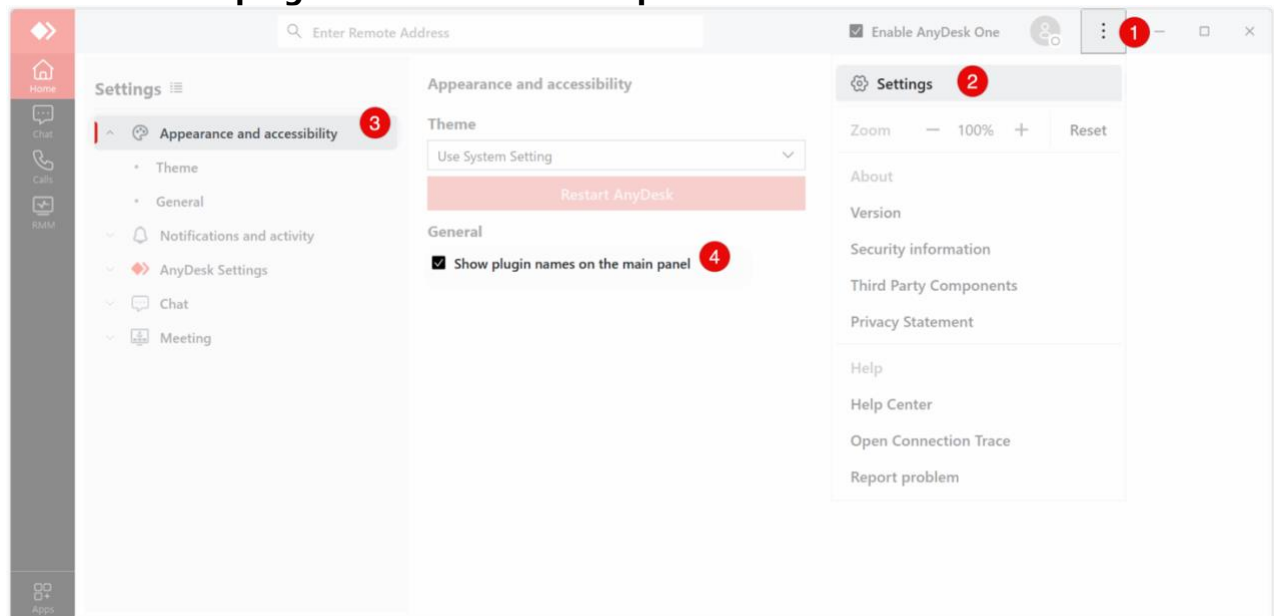
You can customize the appearance of the AnyDesk One interface through the application settings.

3.4.1 Show or hide application names

By default, applications are represented by icons in the sidebar. You can choose whether their names appear below the icons.

To show or hide application names:

- 1 Open **AnyDesk One**.
- 2 In the upper navigation bar, click  and then select **Settings**.
- 3 Go to **Appearance and accessibility** > **General**.
- 4 Select the **Show plugin names on the main panel** checkbox.



4 AnyDesk — Remote Access

AnyDesk is the remote desktop application included in AnyDesk One. It allows you to connect to remote devices for technical support, troubleshooting, file access, and remote work.

This chapter provides an overview of the main remote access features and explains where to find additional configuration options.

For detailed information about AnyDesk features and remote session management, see the [AnyDesk Help Center](#).

4.1 Features overview

AnyDesk enables you to access and control remote devices. Its main features include:

Feature	Description
Remote desktop access	Connect to another device to view or control its desktop remotely.
Unattended Access	Connect to remote devices without requiring someone to accept the session manually.
File Transfer	Transfer files between local and remote devices using the clipboard or File Manager.
Address Book	Organize and manage frequently accessed devices and contacts.
Permission Management	Control what remote users can see and do during a session.
Privacy Mode	Hide the remote screen from people physically present at the remote device.
Session Recording	Record remote sessions for documentation or later review.
Remote Printing	Print documents from a remote device.
Wake-on-LAN	Wake compatible devices from sleep mode to establish a remote connection.

Note

Available remote access features and permissions can vary depending on the operating system, client configuration, and license.

4.2 Connect to a remote device

You can start a remote session by entering the AnyDesk ID or Alias of the device you want to access.

To connect to a remote device:

- 1 In **AnyDesk One**, locate the **Remote Address** field, or select **Open AnyDesk** to open the remote access app.
- 2 In the **Remote Address** field, enter the **AnyDesk ID** or **Alias** of the remote device.
- 3 Press **Enter** to initiate the connection.
- 4 If prompted, wait for the remote user to accept the connection or provide Unattended Access password.

After the connection is established, the remote desktop appears in a session window.

4.3 Access devices quickly

AnyDesk provides several ways to find and connect to remote devices without manually entering their AnyDesk ID or Alias.

- **Recent Sessions** – displays previously accessed devices so you can reconnect without entering their AnyDesk ID or alias.
- **Favorites** – displays devices you have marked as favorites for quick access.
- **Discovery** – automatically detects AnyDesk devices on your local network, allowing you to find and connect to them without entering their AnyDesk ID or alias.

Select a device from either section to initiate a connection.

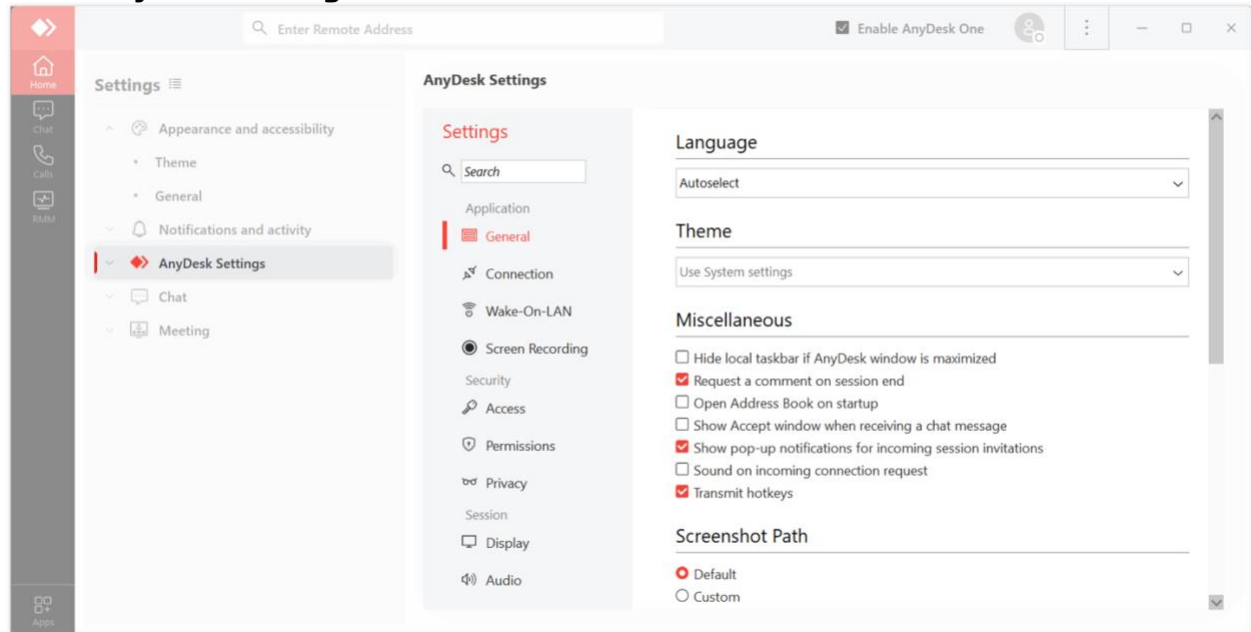
4.4 Configure AnyDesk settings

You can configure remote access behavior, security, permissions, and other AnyDesk features through the application settings.

To open AnyDesk settings:

- 1 Open **AnyDesk One**.
- 2 In the upper navigation bar, click  and then select **Settings**.

3 Select **AnyDesk Settings**.



For detailed descriptions of the available settings and configuration options, see [AnyDesk Settings](#).

5 Assembly — Messaging

Assembly is the messaging application integrated into AnyDesk One. It allows users on the same AnyDesk license to communicate through direct messages, group chats, and public or private communities.

This chapter explains how to access Assembly, manage conversations and communities, use messaging features, and customize notification and appearance settings.

5.1 Requirements

To use Assembly, you must sign in to AnyDesk One with a my.anydesk.it account that has AnyDesk license.

The first user to sign in and open Assembly creates the Assembly server for that license.

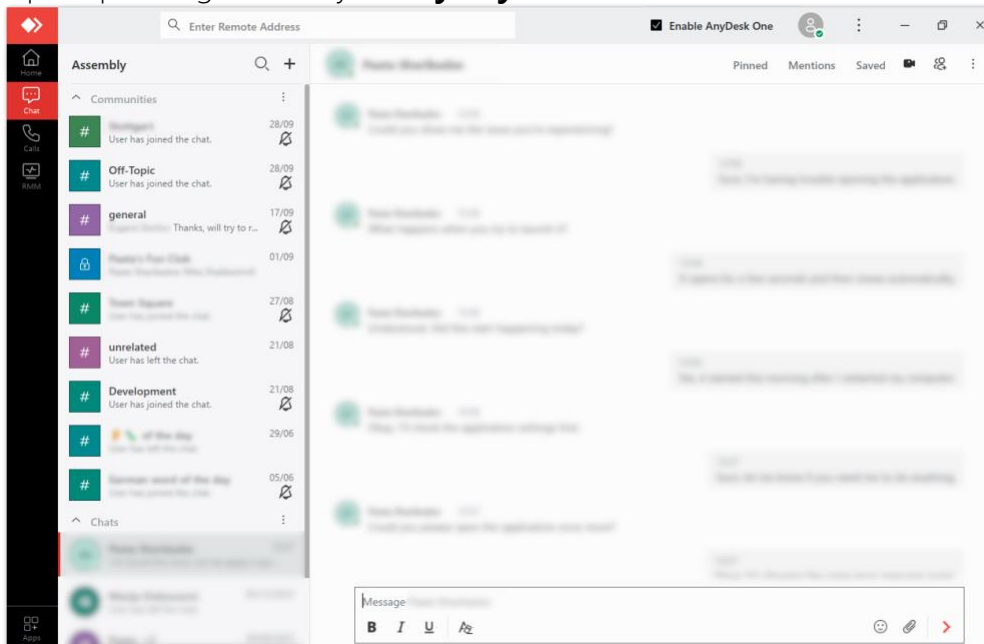
Only users with the **Owner** or **Admin** role in their team or organization can have administrator permissions in Assembly.

5.2 Access Assembly

You can open Assembly from the application sidebar in AnyDesk One.

To open Assembly:

- 1 Open **AnyDesk One**.
- 2 In the application sidebar, select **Chat**.
- 3 If prompted, sign in with your **my.anydesk II account**.

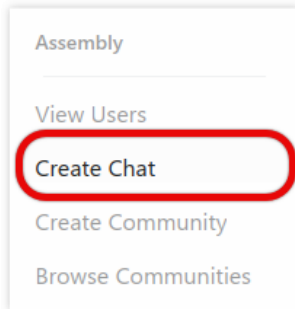
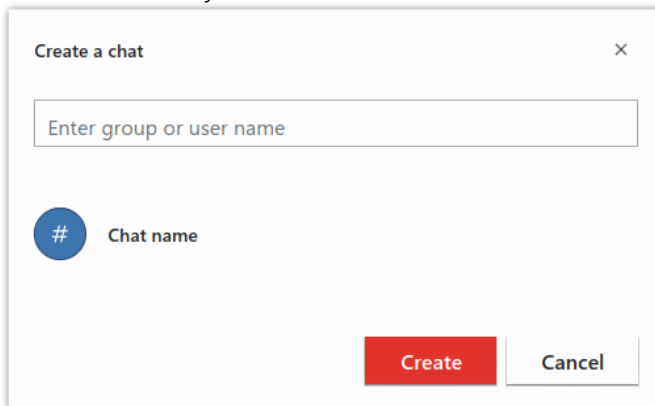


5.3 Start a direct message

Direct messages allow you to communicate privately with another user within your license. You can start a direct message from the chat sidebar or from a user's profile.

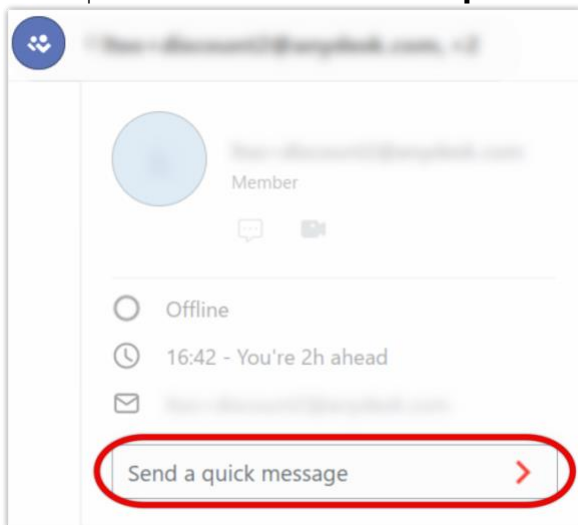
5.3.1 Start a direct message from the sidebar

- 1 In the chat sidebar, select **+**.

2 Select **Create Chat**.**3** Select the user you want to contact and click **Create**.

A direct conversation opens with the selected user.

5.3.2 Start a direct message from a user's profile

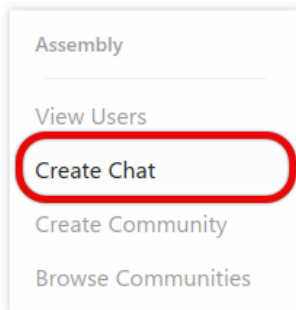
1 Open a chat or community containing the user you want to contact.**2** Select the user's **name** or **profile picture**.**3** In the profile card, locate **Send a quick message**.**4** Enter your message and press **Enter**.

5.4 Create and manage group chats

Group chats allow multiple users to communicate in the same conversation. You can create a group chat or add participants to an existing conversation.

5.4.1 Create a group chat

- 1 Open **Chat**.
- 2 In the chat sidebar, click **+** and then select **Create Chat**.



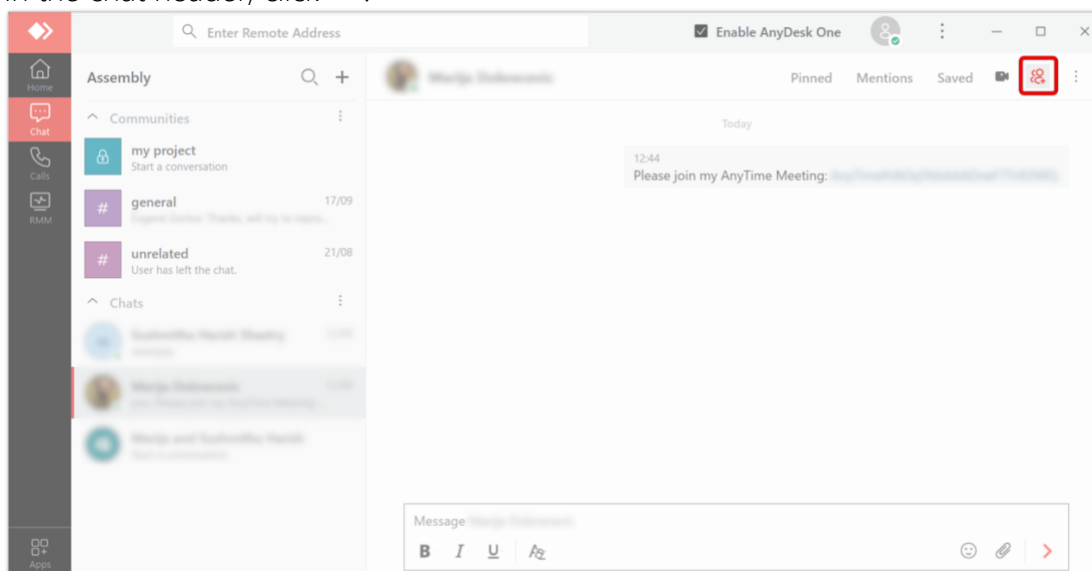
- 3 Select the users you want to include and click **Create**.

A group chat opens with the selected participants.

5.4.2 Start a group chat from a direct message

You can create a group conversation from an existing direct message.

- 1 Open the direct chat with a user.
- 2 In the chat header, click .



- 3 Select the additional participants and click **Create**.

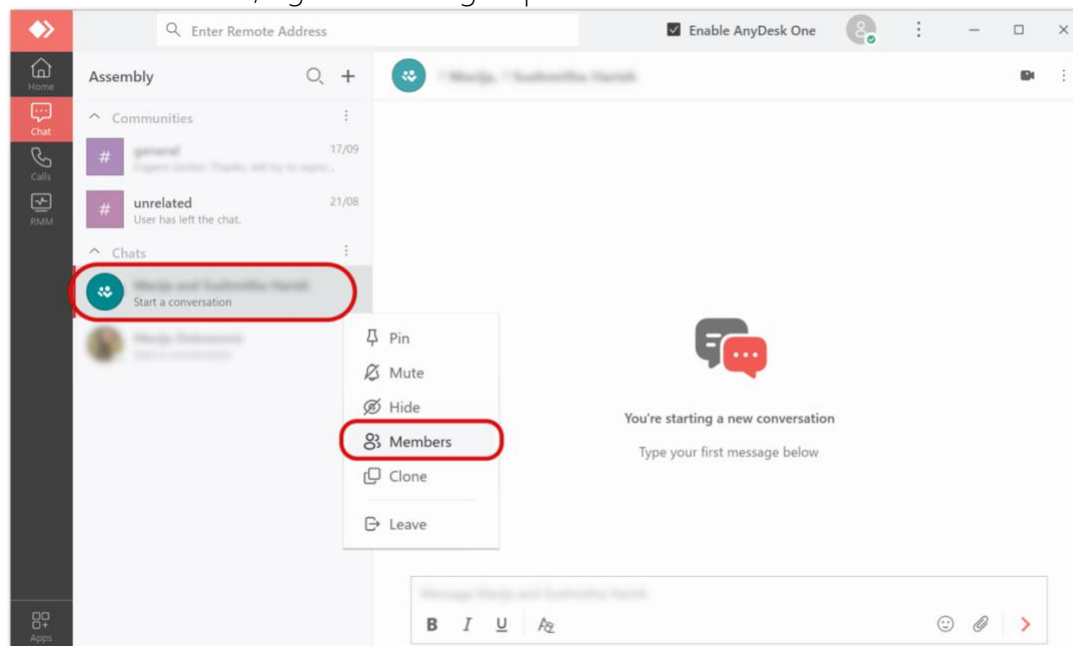
A group conversation opens with the selected participants.

5.4.3 Add participants to an existing group chat

You can add participants from the chat list, the People panel, or the conversation menu.

Option 1: From the chat list

- 1 In the chat sidebar, right-click the group chat and select **Members**.



- 2 In the dialog box, click **Add Members**.
- 3 Select the users you want to add and click **Add**.

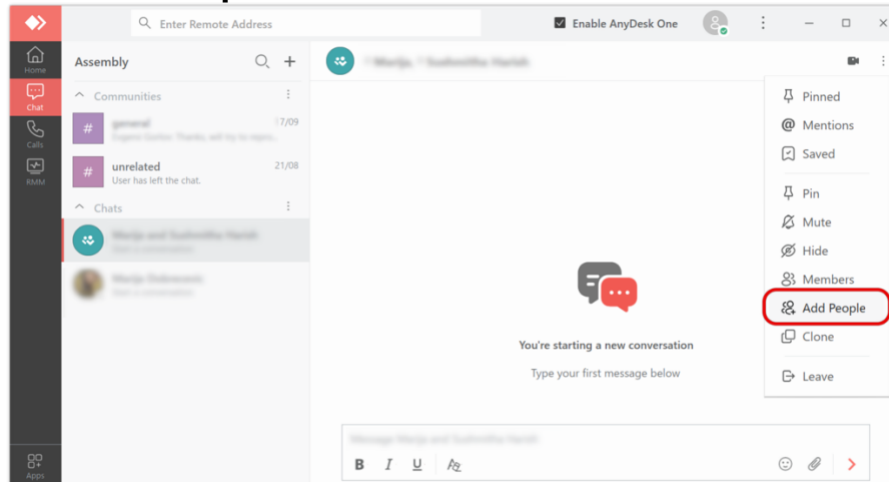
Option 2: From the People panel

- 1 Open the group chat.
- 2 In the chat header, click .
- 3 Select **Add Members**.
- 4 Select the users you want to add and click **Add**.

Option 3: From the conversation menu

- 1 Open the group chat.
- 2 In the upper-right corner, click .

3 Select **Add People**.



4 Select the users you want to add and click **Add**.

The selected users are added to the group chat.

5.5 Create and manage communities

Communities provide a shared space for ongoing discussions, announcements, and team communication.

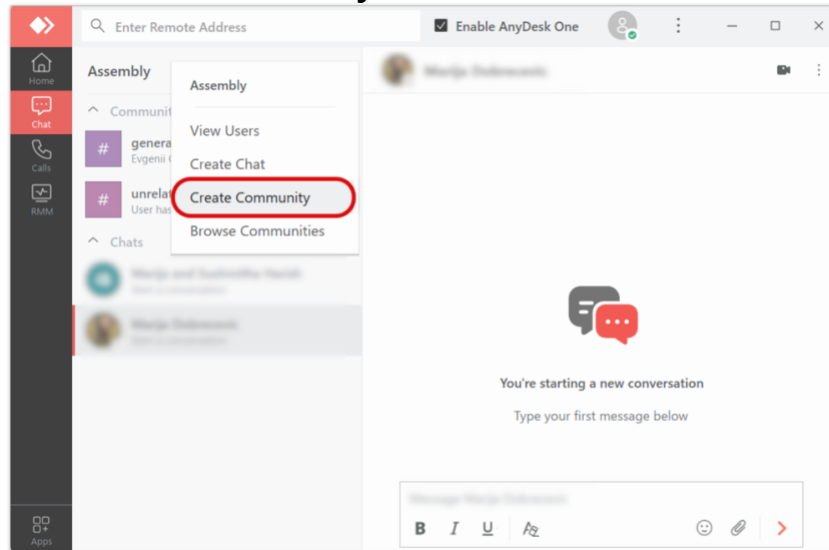
Assembly supports two types of communities:

- **Public community** – visible to users on the same license. Users can find and join the community.
- **Private community** – accessible only to users who have been invited to join

5.5.1 Create a community

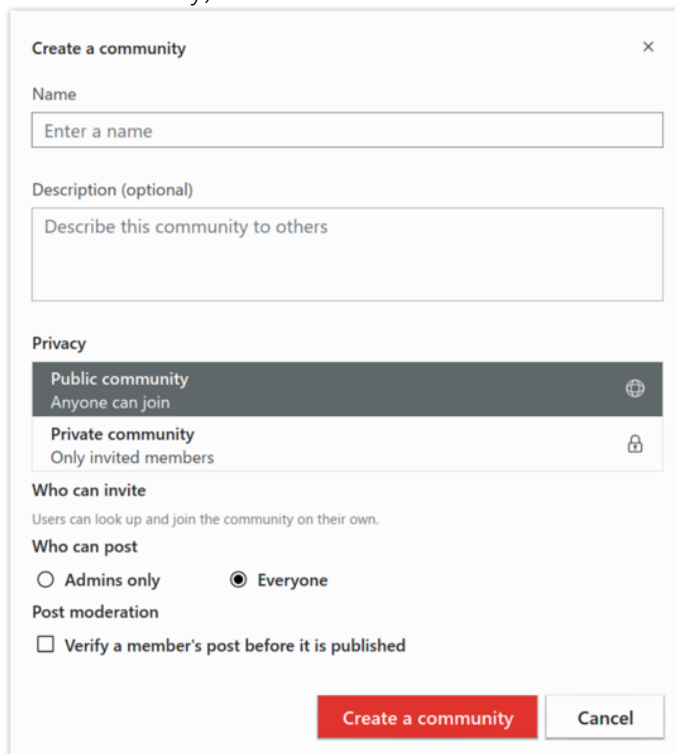
1 Open **Chat** and click **+**.

2 Select **Create Community**.



3 In the **Create a community** dialog, configure the following settings:

- **Name** – enter a name for the community.
- **Description** – enter a short description of the community and its purpose.
- **Privacy** – select who can join the community: *Public* (anyone associated with the same AnyDesk license can find and join the community) or *Private* (only invited members can join the community).

A screenshot of the 'Create a community' dialog box. It contains the following fields and options:

- Name**: A text input field with the placeholder 'Enter a name'.
- Description (optional)**: A text input field with the placeholder 'Describe this community to others'.
- Privacy**: Two radio button options: 'Public community' (selected) and 'Private community'.
- Who can invite**: A text label with the subtext 'Users can look up and join the community on their own.'
- Who can post**: Two radio button options: 'Admins only' and 'Everyone' (selected).
- Post moderation**: A checkbox labeled 'Verify a member's post before it is published'.
- Buttons**: 'Create a community' (red) and 'Cancel' (white).

4 Select **Create a community**.

5.5.2 Add members to a private community

- 1 Open the private community.
- 2 In the community header, click .
- 3 Select **Add People**.
- 4 Select the users you want to invite and confirm.

5.6 Work with messages

Assembly provides several options for interacting with messages and organizing conversations.

Feature	Description
Mentions	Type @ followed by a user's name to mention them in a conversation. Use <i>@everyone</i> to mention all participants where supported. View messages that mention you in the Mentions tab.
Pin messages	Pin important messages to make them accessible to all conversation participants. Pinned messages appear in the Pinned tab.
Save messages	Bookmark messages for personal reference. Saved messages appear in your Saved tab and are not visible to other participants.
Reply to messages	Reply to a specific message while keeping a reference to the original message.
Edit or delete messages	Edit or delete messages you have sent.

To access the available message actions, hover over a message and select .

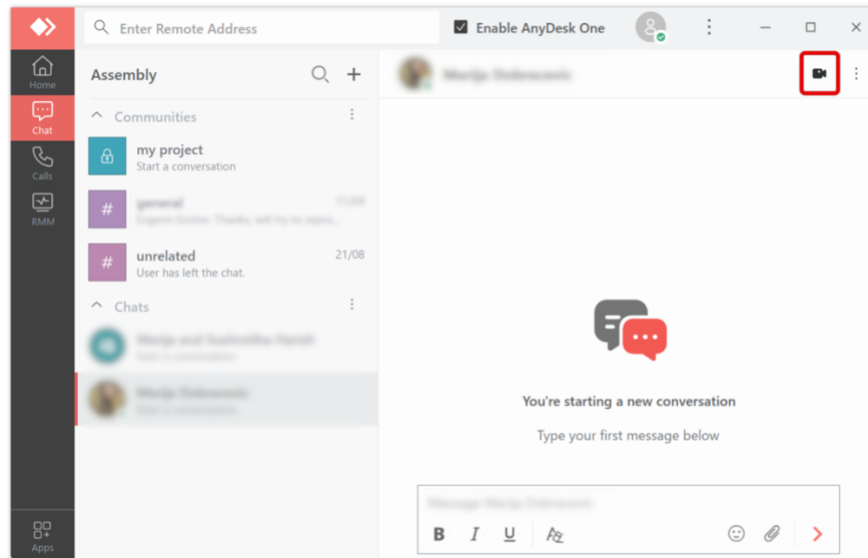
5.7 Start an AnyTime meeting from Assembly

You can start an AnyTime video meeting directly from an Assembly conversation.

To start a meeting:

- 1 Open the chat or community where you want to start the meeting.

- 2 In the chat header, click .



Participants can use the link to join the meeting.

For more information about creating and joining meetings, see [AnyTime - Video meetings](#).

5.8 Configure Assembly settings

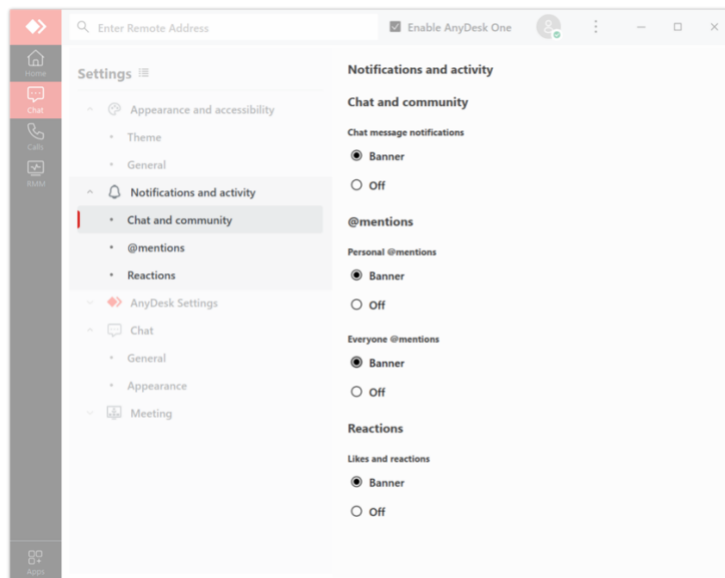
You can customize your Assembly profile, notification preferences, and chat appearance in the AnyDesk One settings.

To access the settings:

- 1 In **AnyDesk One**, click  and then select **Settings**.
- 2 Navigate to the relevant settings category.

5.8.1 Notification settings

Navigation: *Settings > Notifications and activity*

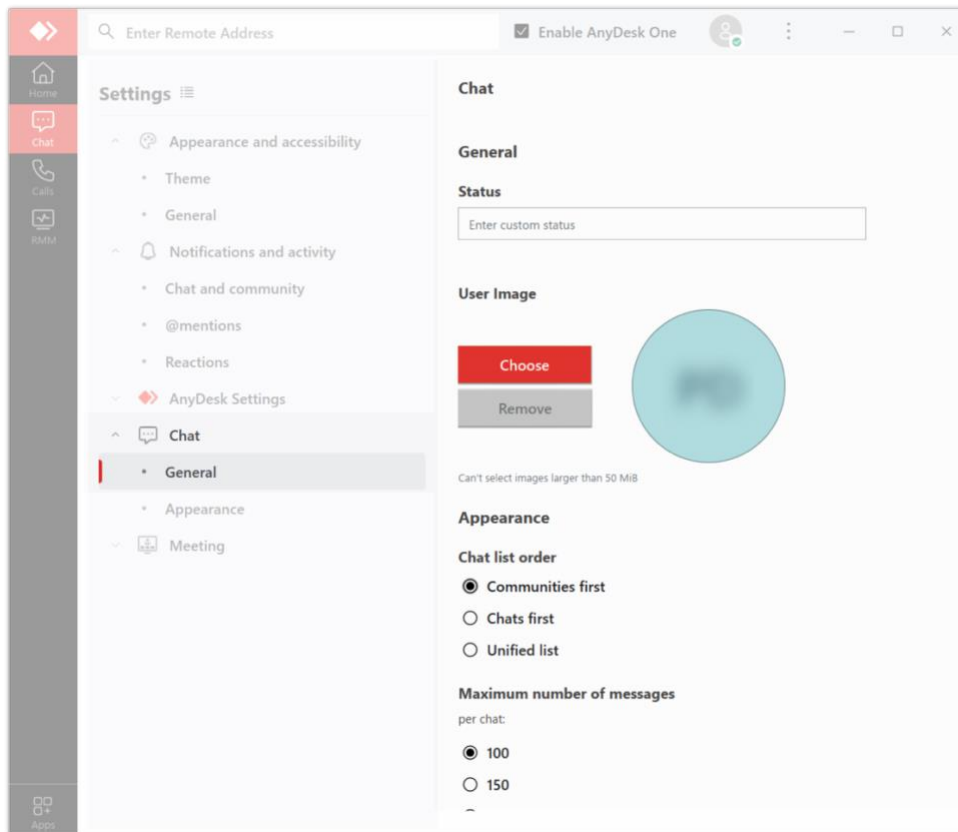


For each notification type, select **Banner** to display notifications or **Off** to disable notification banners.

Setting	Description
Chat and community	Configure notification banners for new messages in chats and communities.
Personal @mentions	Configure notifications when another user mentions you directly.
Everyone @mentions	Configure notifications when someone uses @everyone in a conversation.
Reactions	Configure notifications when other users react to your messages.

5.8.2 Profile settings

Navigation: *Settings > Chat > General*

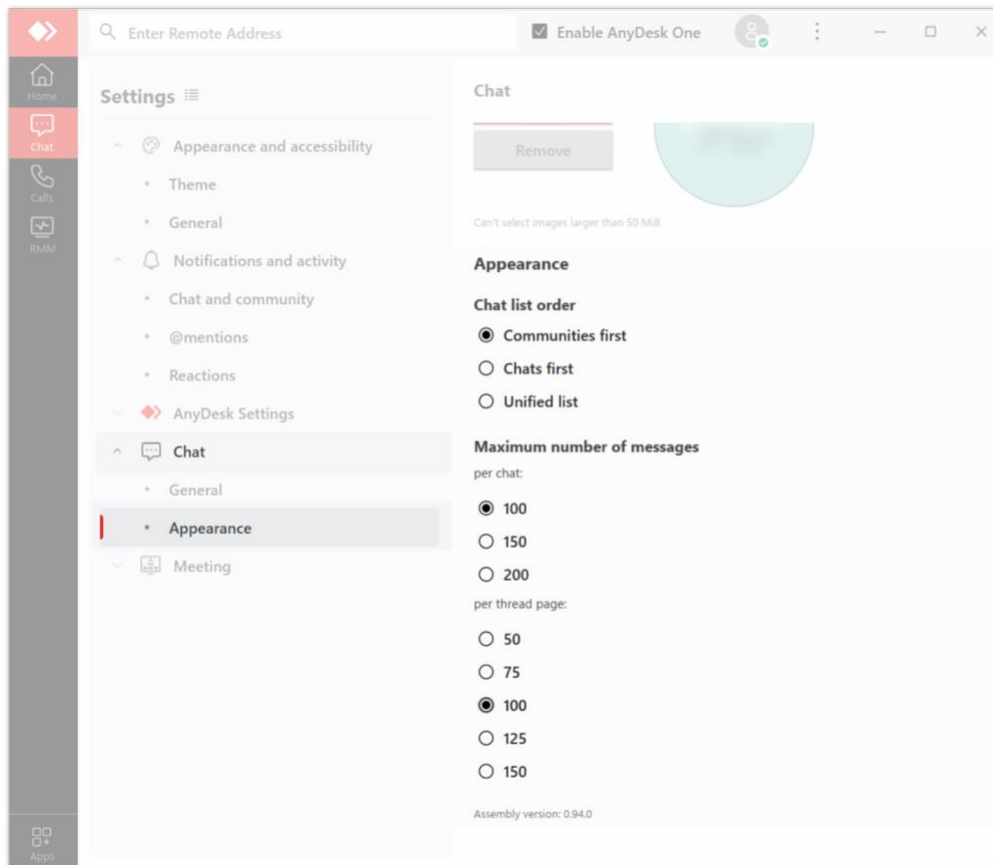


Customize the profile information displayed to other Assembly users.

Setting	Description
Username	Change your display name in Assembly.
Status	Add a status message to share your availability or current activity.
User Image	Upload or remove your profile picture.

5.8.3 Chat appearance settings

Navigation: *Settings > Chat > Appearance*



Customize the order of conversations in the chat list and the number of messages displayed in Assembly.

Setting	Description
Chat list order	Select how conversations appear in the chat list.
Maximum number of messages - per chat	Set the maximum number of messages displayed in a conversation before older messages must be loaded.
Maximum number of messages - per thread page	Set the number of messages displayed per page in threaded replies.

6 AnyTime — Video meetings

AnyTime is the video meeting application integrated into AnyDesk One. It allows you to create and join online meetings without switching to a separate communication platform.

This chapter explains how to create and join meetings, configure audio and video devices, and customize meeting settings.

6.1 Access AnyTime

To open AnyTime:

- 1 Open **AnyDesk One**.
- 2 In the application sidebar, select **Calls**.

- 3 Sign in with your **my.anydesk II account** to create meetings.

6.2 Create a meeting

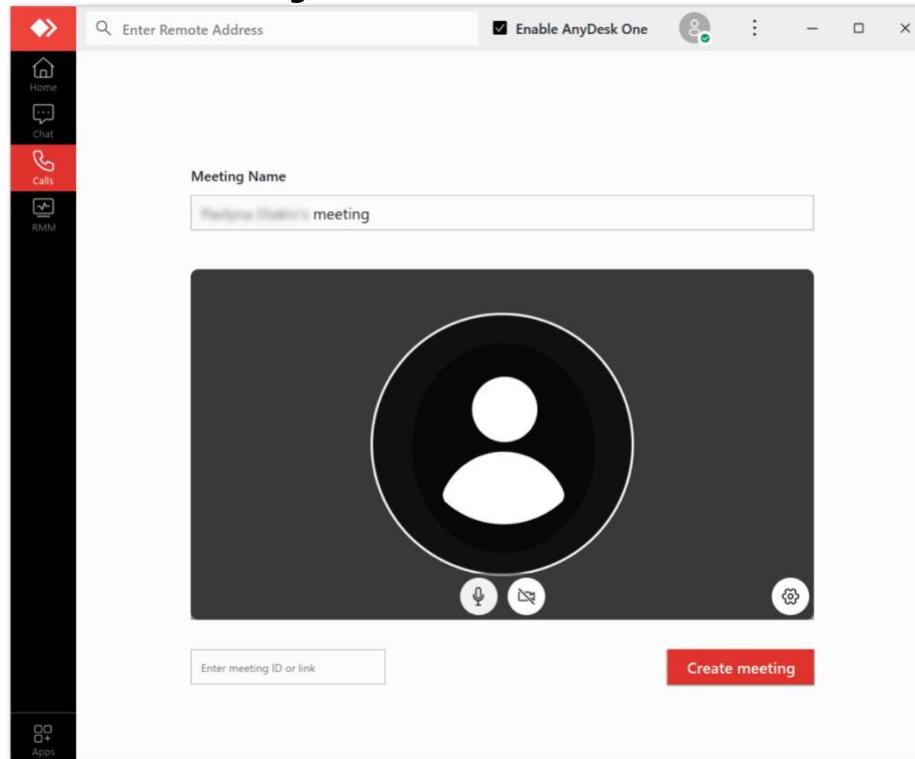
You can create a meeting from **Calls** or start one directly from an **Assembly** chat.

6.2.1 Create a meeting from Calls

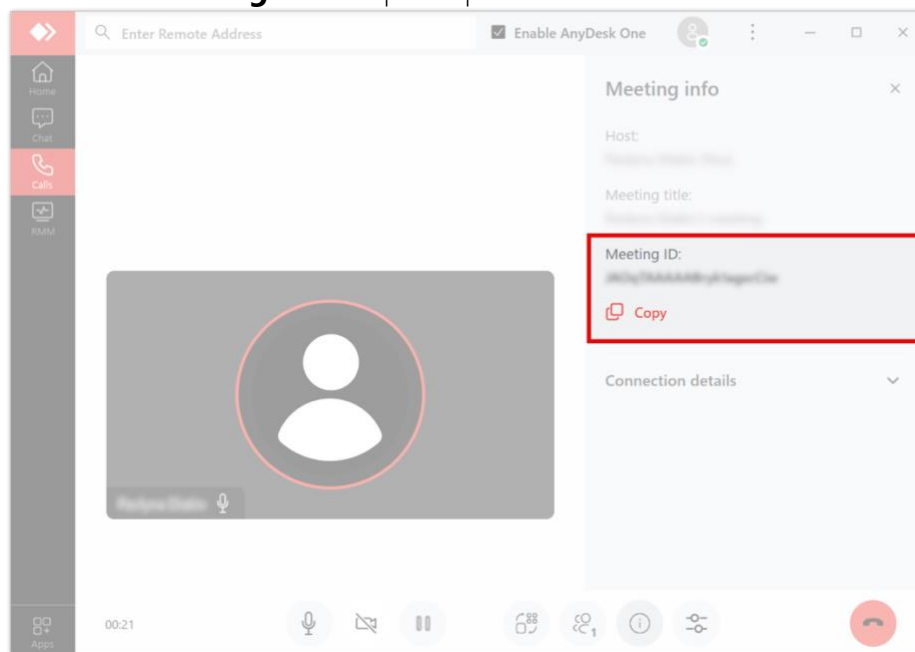
To create a meeting:

- 1 In the application sidebar, select **Calls**.

2 Click **Create Meeting**.



3 Share the **Meeting ID** with participants.

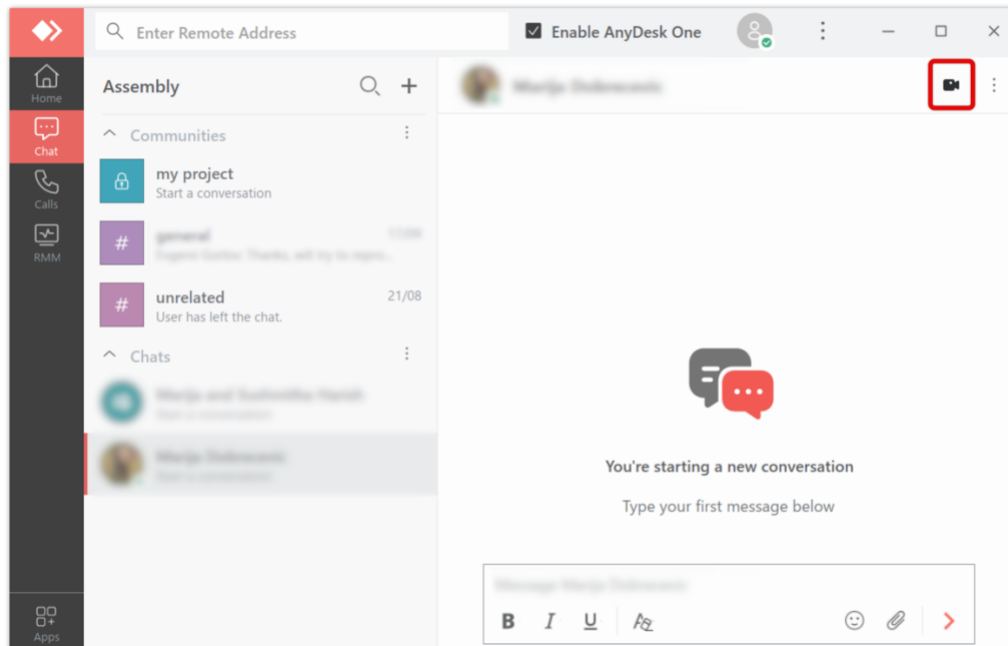


6.2.2 Start a meeting from a chat

To start a meeting with people you're already chatting with:

- 1 Open the chat or community where you want to start the meeting.

2 In the chat header, click .



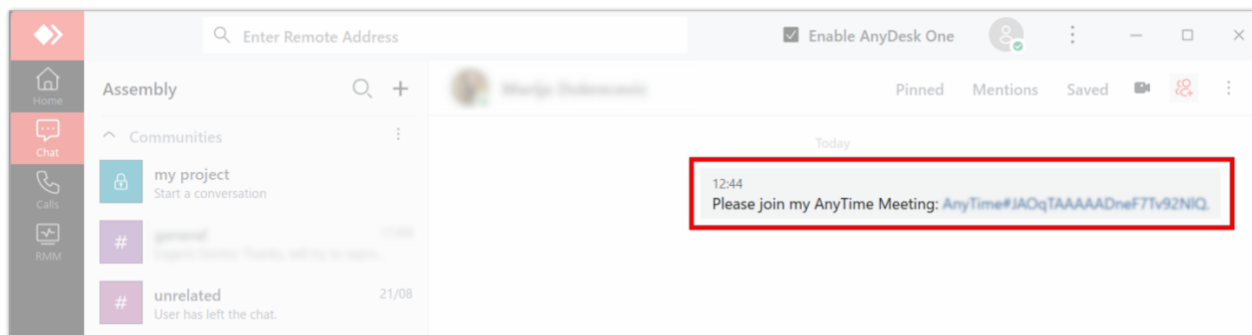
Participants can use the link to join the meeting.

6.3 Join a meeting

You can join an AnyTime meeting using a link shared in an Assembly chat or by entering the Meeting ID in Calls.

6.3.1 Join using a meeting link

In the Assembly chat, select the meeting link shared by the meeting organizer.

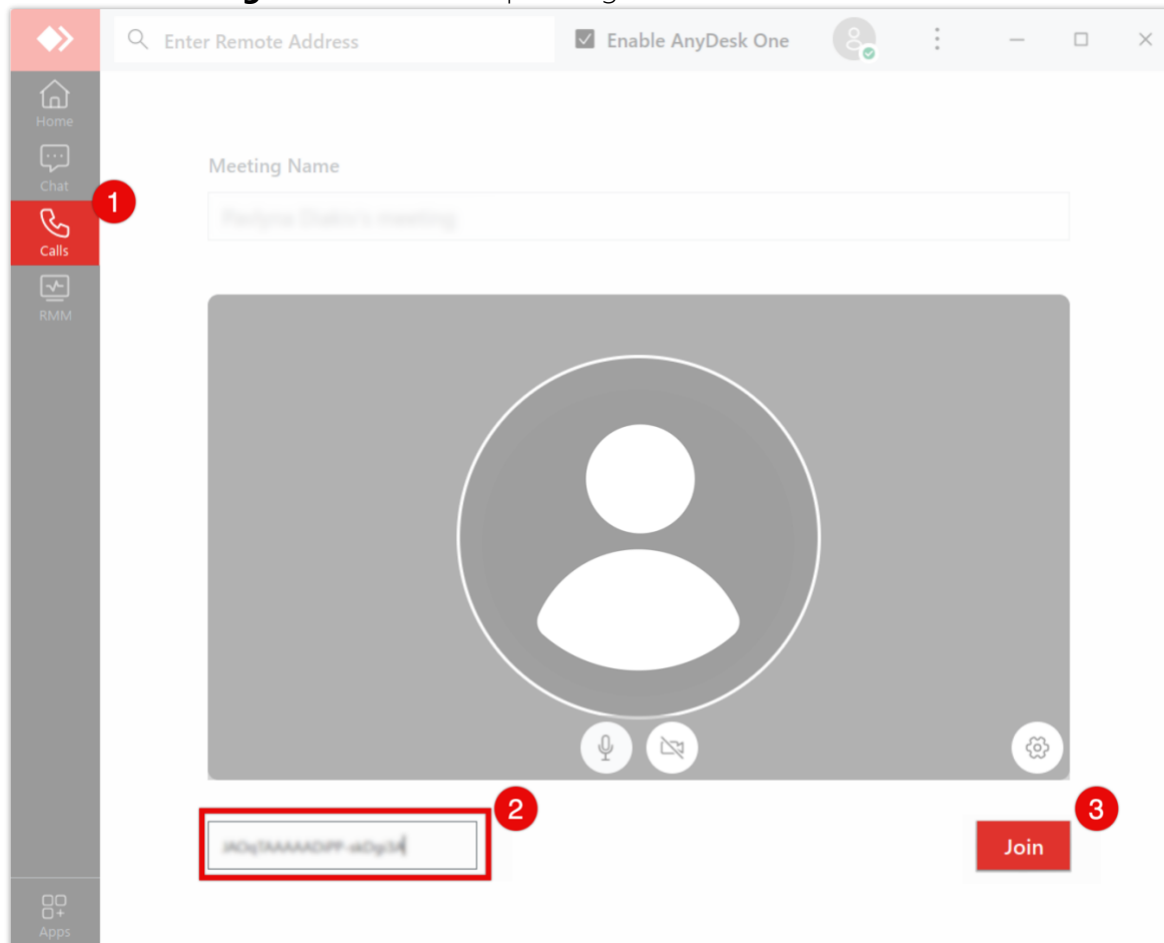


6.3.2 Join using Meeting ID

To join a meeting using a meeting ID:

1 Copy the **Meeting ID** shared by the meeting organizer.

- 2 In the application sidebar, select **Calls**.
- 3 Paste the **Meeting ID** into the corresponding field.



- 4 Select **Join**.

6.3.3 Configure audio and video

Before joining a meeting, you can review your camera, microphone, and audio output settings in the meeting preview.

Setting	Description
Camera	Select the camera used during the meeting and enable or disable video.
Microphone	Select the microphone used during the meeting and enable or disable audio input.
Speaker	Select the device used for meeting audio output.

You can also adjust available audio and video controls during a meeting.

7 Remote Monitoring and Management (RMM)

Remote Monitoring and Management (RMM) in AnyDesk One helps you monitor the health and performance of devices associated with your AnyDesk license.

With RMM, you can view device availability, track system resource usage, review hardware information, and configure alerts to identify potential issues. This allows you to monitor devices across your organization without accessing each device remotely.

7.1 RMM overview

RMM provides the following monitoring capabilities:

Feature	Description
Device monitoring	View and monitor devices associated with your AnyDesk license.
Performance monitoring	Track CPU, memory (RAM), network, and disk usage to identify potential performance issues.
Hardware information	View device specifications, including processor, memory, and network details.
Online status	Check whether a device is online and available for connection.
Custom alerts	Define conditions and severity levels to identify potential performance or availability issues.

7.2 Requirements

To access RMM, you must:

- Sign in to AnyDesk One with your **my.anydesk II account**.
- Have the **Owner** or **Admin** role in my.anydesk II.

RMM displays devices associated with your AnyDesk license. To collect monitoring data from a device, monitoring must be enabled for that device.

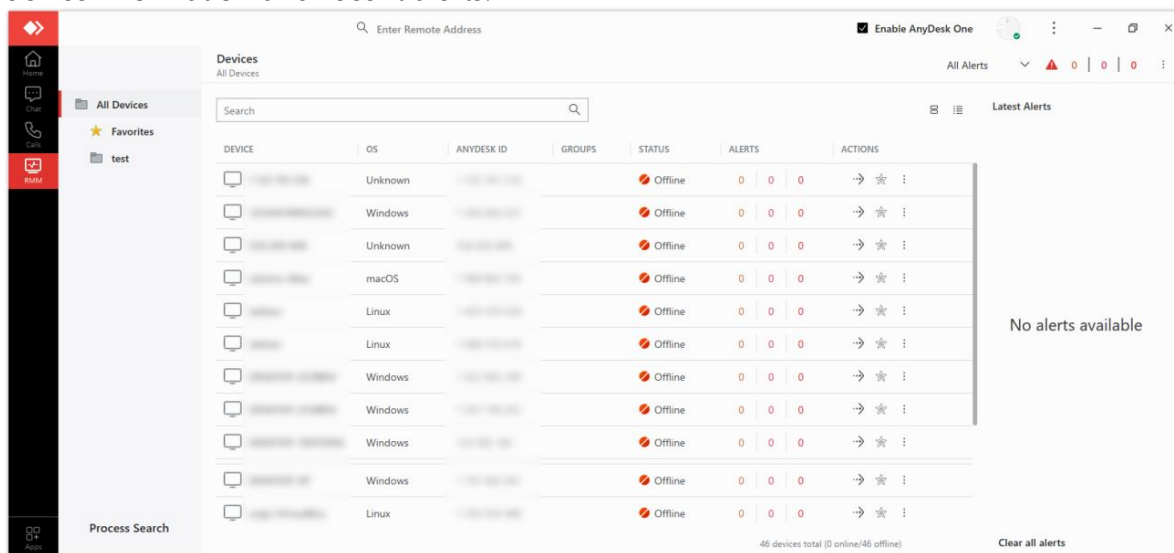
7.3 Access RMM

To open RMM:

- 1 Open **AnyDesk One**.
- 2 In the application sidebar, select **RMM**.



- 3 The RMM dashboard displays devices associated with your license and provides access to device information and recent alerts.



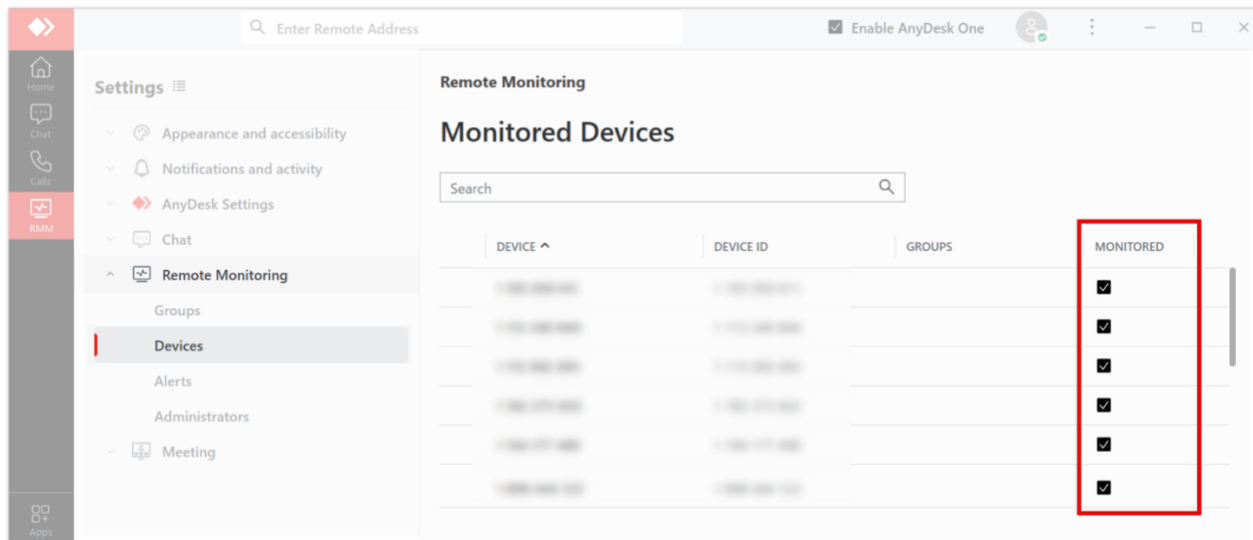
7.4 Enable device monitoring

Before you can view monitoring information for a device, you must enable monitoring in RMM settings.

To enable device monitoring:

- 1 Open **RMM** and click .
- 2 In settings, go to **Remote monitoring** > **Devices**.
- 3 Locate the device you want to monitor.

- 4 Select the checkbox next to the device in the **Monitored** column.

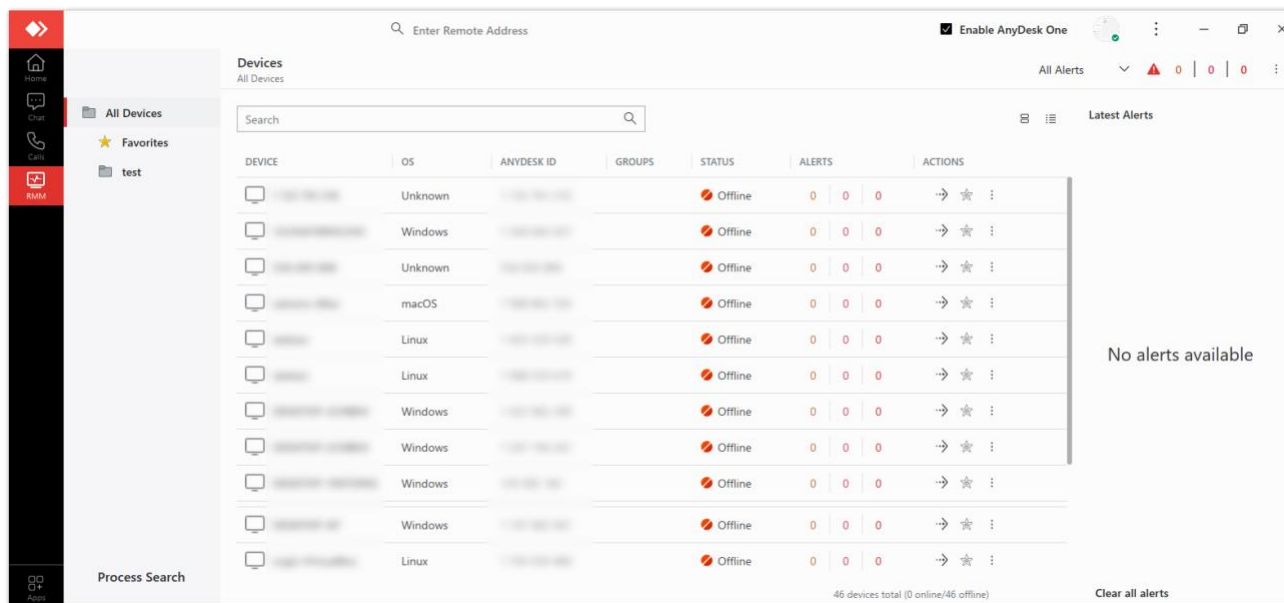


Once monitoring is enabled, the device appears in the [RMM device overview](#), where you can review its available monitoring information.

To stop monitoring a device, clear the corresponding checkbox.

7.5 View monitored devices

The RMM dashboard displays devices for which monitoring is enabled. You can use it to check device availability, review system information, and identify potential performance issues.



The device list provides the following information:

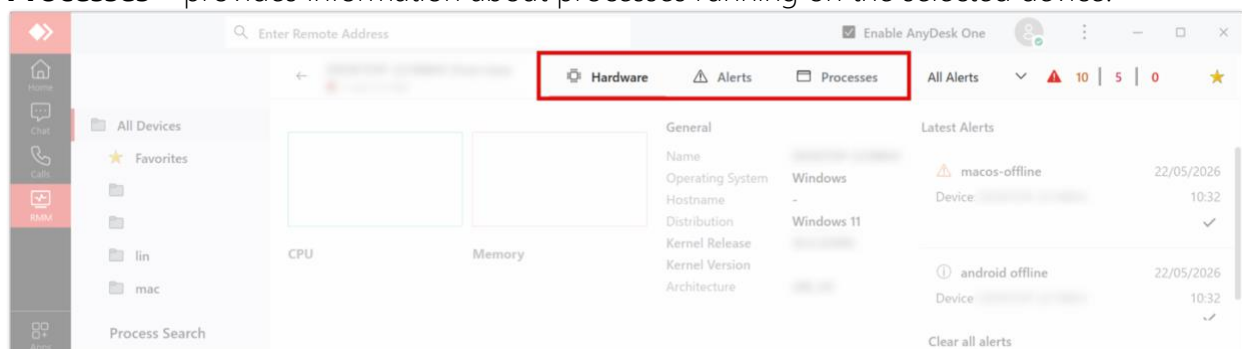
Information	Description
Name	Name used to identify the device.
OS	Operating system of the device.
AnyDesk ID	Unique identifier user to connect to the device remotely.
Groups	Groups to which the device belongs.
Status	Indicates whether the device is online or offline.
Alerts	Displays the number of triggered alerts for the device, grouped by severity.
Actions	Provides options to connect to the device, add it to Favorites, rename it, or configure monitoring.

Note

Alerts appear only when an alert has been created, assigned to the device or its group, and triggered by the configured condition. A device can be monitored without having any alerts.

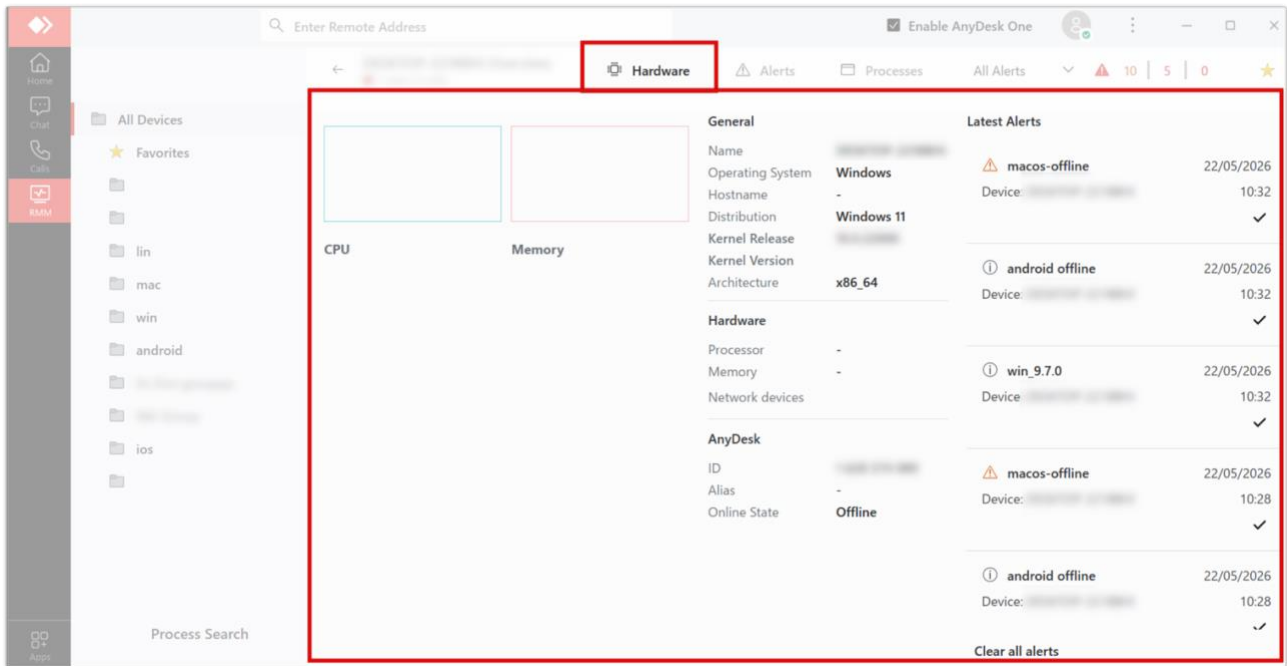
Select a device from the list to open its detailed monitoring information. The device details are organized into three tabs:

- **Hardware** – displays performance metrics, system and hardware information, AnyDesk identification details, and recent alerts.
- **Alerts** – provides access to alerts associated with the selected device.
- **Processes** – provides information about processes running on the selected device.



7.5.1 View hardware and system information

The **Hardware** tab displays performance metrics, system information, and hardware details for the selected device.

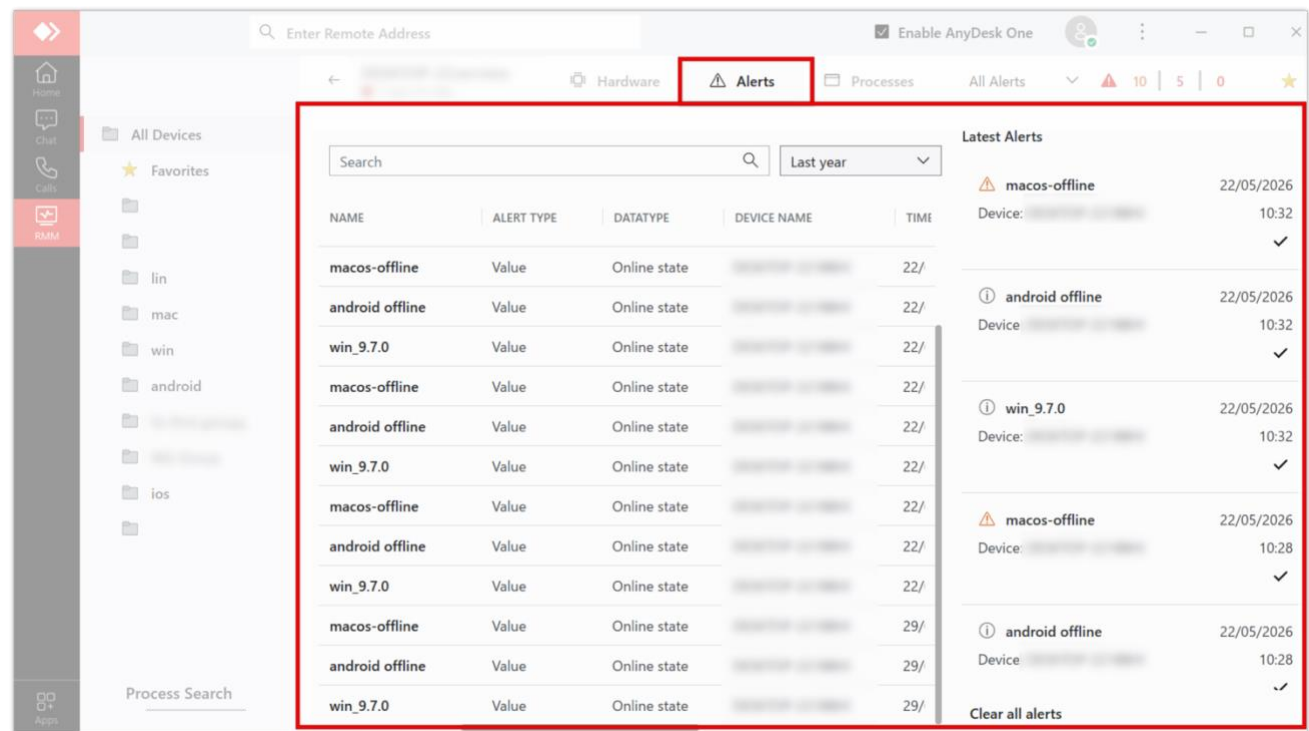


Section	Description
Performance metrics	CPU, memory, network, and disk usage.
General	Device name, operating system, hostname, distribution, kernel information, and architecture.
Hardware	Processor, installed memory, and network devices.
AnyDesk	AnyDesk ID, Alias, and online state.
Latest Alerts	Recently triggered alerts.

Available information depends on the device's operating system and configuration.

7.5.2 View device alerts

The **Alerts** tab displays alerts triggered for the selected device. You can search for specific alerts and filter them by time period.



Section	Description
Name	Name of the triggered alert.
Alert Type	Type of alert, such as <i>Threshold</i> , <i>Value</i> , or <i>Event</i> .
Datatype	Device information monitored by the alert, such as CPU usage, memory usage, disk space, or online status
Device Name	Name of the device that triggered the alert.
Time	Date and time when the alert was triggered.

The **Latest Alerts** panel on the right displays recently triggered alerts, including their severity, affected device, and timestamp.

 Note

Alerts appear only when they have been created, assigned to the device or its group, and triggered by the configured conditions. For instructions, see [Create alerts](#) and [Assign alerts to devices or groups](#) later in this chapter.

7.5.3 View device processes

The **Processes** tab provides information about processes running on the selected device. You can use this information to review system activity and identify processes that may affect device performance.

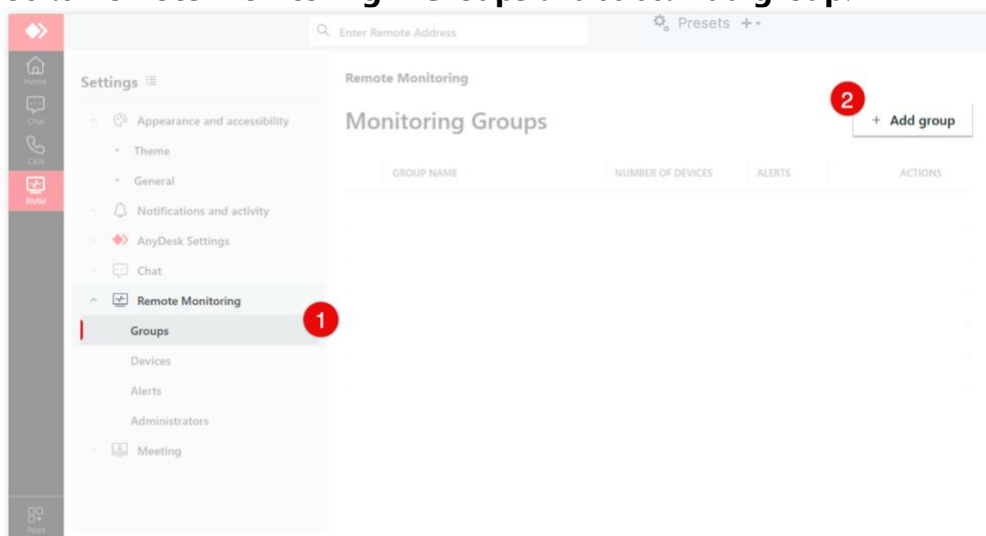
7.6 Organize devices into groups

Groups help you organize monitored devices by operating system, department, location, or other criteria. You can also assign alerts to groups instead of configuring them for each device individually.

7.6.1 Create a device group

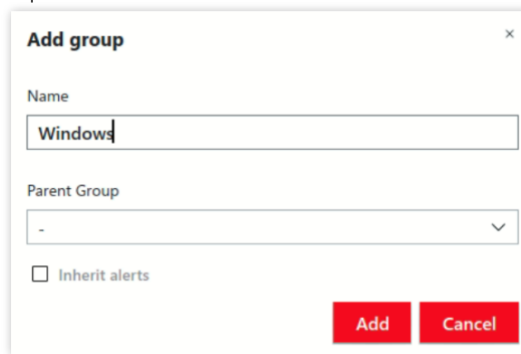
To create a device group:

- 1 Open **RMM** and click .
- 2 Go to **Remote Monitoring** > **Groups** and select **Add group**.



- 3 In the **Add group** dialog, configure the following settings:
 - **Name** – enter a name for the group, for example Windows if you want to separate devices by operating systems.
 - **Parent Group** – select an existing group to create a subgroup (optional).

- **Inherit alerts** – select this checkbox to inherit alerts assigned to the parent group (optional).



The 'Add group' dialog box contains the following fields and controls:

- Name:** A text input field with the value 'Windows'.
- Parent Group:** A dropdown menu showing a hyphen '-' as the selected option.
- Inherit alerts:** An unchecked checkbox.
- Buttons:** 'Add' and 'Cancel' buttons at the bottom right.

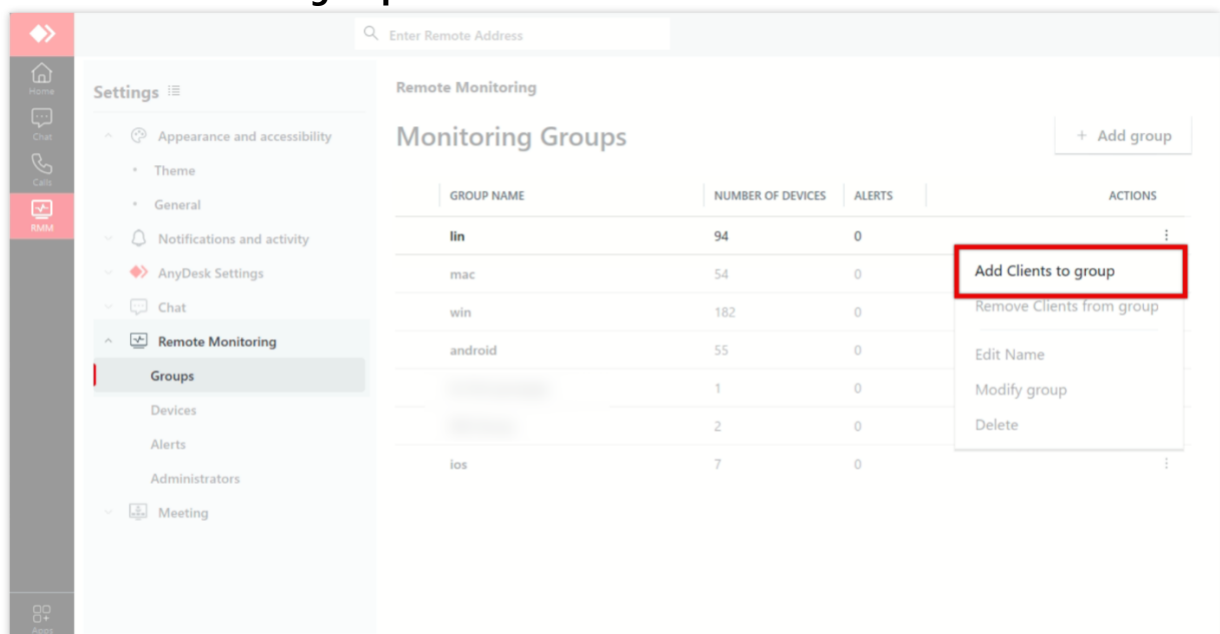
4 Click **Add**.

The new group appears in the **Groups** settings and in the left navigation pane of the RMM dashboard.

7.6.2 Assign devices to groups

You can add or remove devices from groups in the Groups settings.

- 1** Open **RMM** and go to **Settings > Remote Monitoring > Groups**.
- 2** Click  next to the relevant group.
- 3** Select **Add Clients to group**.



The screenshot shows the 'Remote Monitoring' section of the settings, specifically the 'Monitoring Groups' table. The table has columns for 'GROUP NAME', 'NUMBER OF DEVICES', 'ALERTS', and 'ACTIONS'. The 'ACTIONS' column for the 'lin' group is expanded, showing a menu with the following options: 'Add Clients to group' (highlighted with a red box), 'Remove Clients from group', 'Edit Name', 'Modify group', and 'Delete'.

GROUP NAME	NUMBER OF DEVICES	ALERTS	ACTIONS
lin	94	0	⋮
mac	54	0	⋮
win	182	0	⋮
android	55	0	⋮
	1	0	⋮
	2	0	⋮
ios	7	0	⋮

- 4** Select the devices you want to assign to the group and confirm your selection.

To remove devices from a group, select **Remove Clients from group** from the same menu.

7.7 Configure Alerts

Alerts help you identify potential issues by monitoring device performance, availability, and supported system events.

You can configure alerts to trigger when a device meets specific conditions, such as CPU usage exceeding a defined percentage, available disk space falling below a specified value, or a device going offline.

To use alerts, you must:

- 1 Create an alert and configure its triggering conditions.
- 2 Assign the alert to one or more monitored devices or device groups.

7.7.1 Alert types

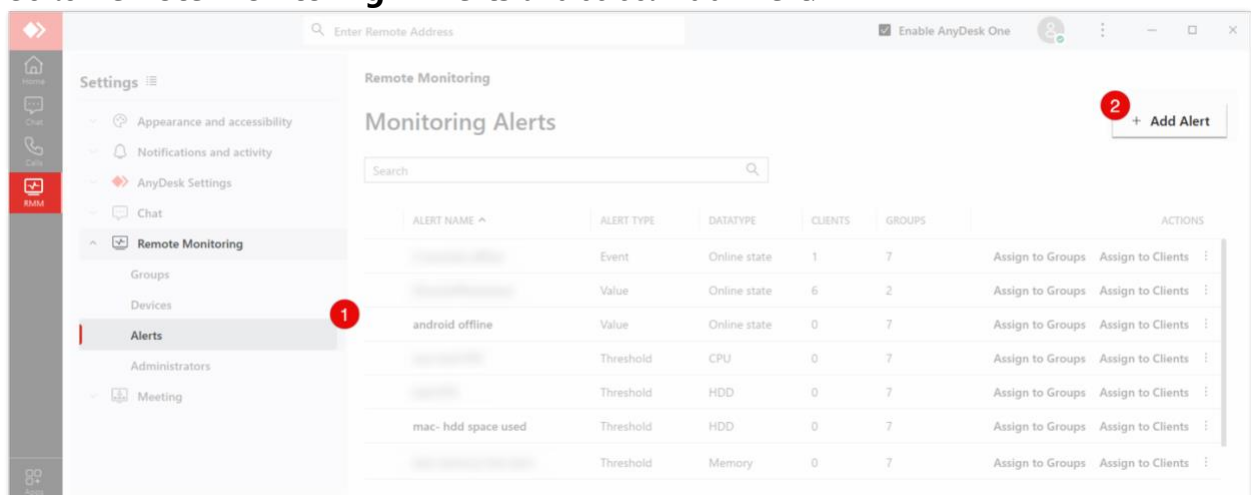
When creating an alert, you first select the Datatype, the device information you want to monitor. RMM then displays the alert types available for that datatype:

- **Threshold** – triggers when a monitored value exceeds or falls below a defined threshold. Available for CPU, HDD, Memory, and Network.
- **Value** – triggers when a monitored value matches a specified state. Available for Online State.
- **Event** – triggers when a supported device event occurs. Available for HDD and Online State.

7.7.2 Create an alert

To create an alert:

- 1 Open **RMM** and click .
- 2 Go to **Remote Monitoring > Alerts** and select **Add Alert**.



- 3 In the **Add Alert** dialog, enter a descriptive **Name**.

- 4 Under **Datatype**, select the device information you want to monitor, such as CPU, HDD, Memory, Network, or Online state.
- 5 Select one of the available alert types: *Threshold*, *Value*, or *Event*. The available types depend on the selected datatype.
- 6 Configure the settings for the selected alert type, as described in the following sections.
- 7 Select **Save**.

The new group appears in the **Alerts** settings.

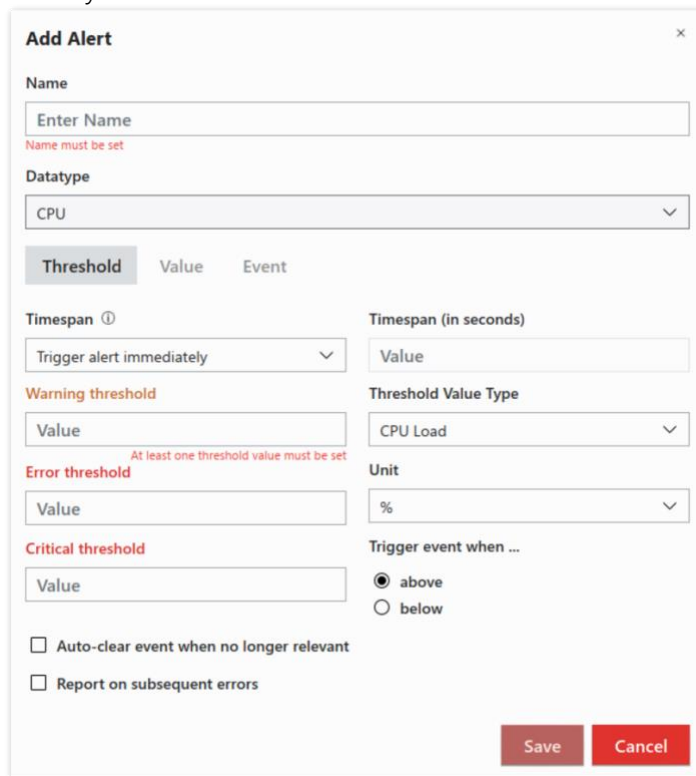
7.7.2.1 Configure a Threshold alert

Threshold alerts monitor system resources and trigger when a value exceeds or falls below a specified limit.

Select **Threshold** in the **Add Alert** dialog and configure the following settings:

- **Timespan** – specify when the alert should trigger:
 - **Trigger alert immediately** – trigger the alert as soon as the condition is detected.
 - **Since client went online** – evaluate the condition over the period since the device came online.
 - **Condition met for X seconds** – trigger the alert only if the condition persists for the specified number of seconds.
- **Timespan (in seconds)** – enter the duration when required by the selected *Timespan* option.
- **Threshold Value Type** – select the metric to monitor.
- **Unit** – select a percentage or absolute value, where available.
- **Trigger event when** – select **above** or **below** to define how the monitored value is compared with the threshold.

- **Warning threshold**, **Error threshold**, and **Critical threshold** – enter values for the severity levels you want to use.



The available metrics depend on the selected datatype:

Datatype	Available metrics
CPU	CPU Load, CPU Idle
HDD	HDD Space Used, HDD Space Free
Memory	Physical Memory Used, Physical Memory Free, Swap Used, Swap Free
Network	Total Bytes Sent, Total Bytes Received

You must enter at least one severity threshold.

For example, to monitor high CPU usage, select **CPU Load**, set the unit to **%**, and select **above**. You can then enter *70* for *Warning*, *85* for *Error*, and *95* for *Critical*.

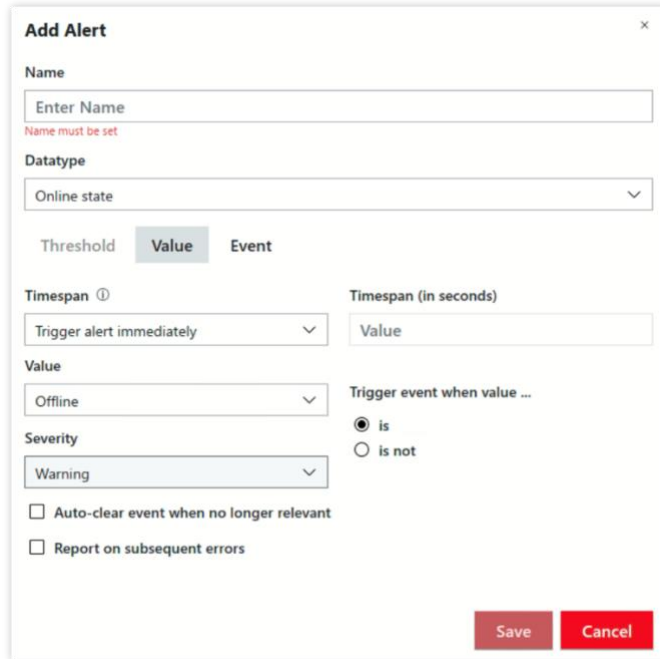
7.7.2.2 Configure a Value alert

Value alerts monitor whether a device's online state matches a specified value.

Select **Online state** as the datatype, then select **Value** and configure the following settings:

- **Timespan** – specify when the alert should trigger.
- **Timespan (in seconds)** – enter a duration if required.
- **Value** – select the state to monitor, such as *Online* or *Offline*.

- **Trigger event when value:**
 - **is** – trigger when the device's state matches the selected value.
 - **is not** – trigger when the device's state does not match the selected value.
- **Severity** – select *Warning*, *Error*, or *Critical*.



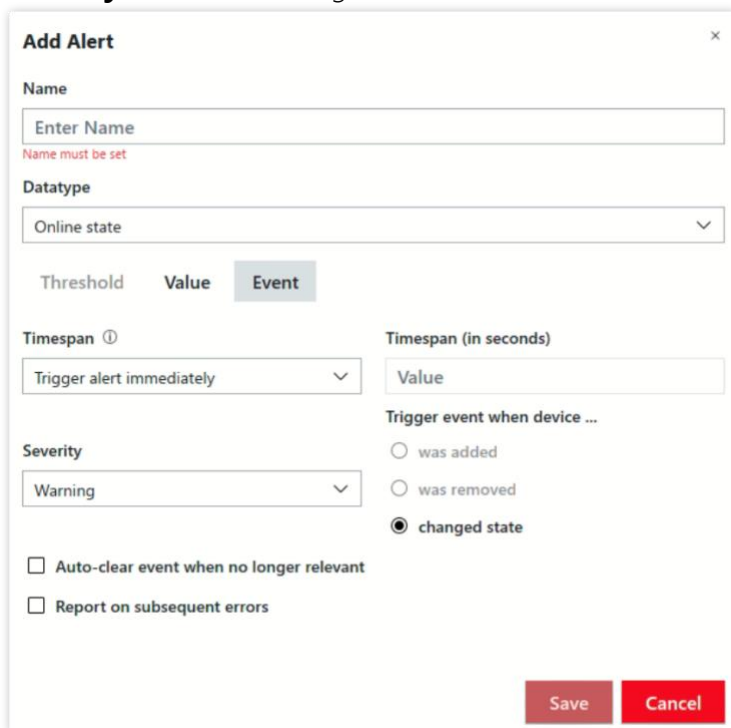
7.7.2.3 Configure an Event alert

Event alerts monitor changes or supported events rather than comparing a value against a threshold.

Select a supported datatype, such as **Online state**, then select **Event** and configure the following settings:

- **Timespan** – specify when the alert should trigger.
- **Timespan (in seconds)** – enter a duration if required.
- **Trigger event when device** – select the event to monitor:
 - **was added** – trigger when the monitored item is added.
 - **was removed** – trigger when the monitored item is removed.
 - **changed state** – trigger when its state changes.

- **Severity** – select *Warning*, *Error*, or *Critical*.



Add Alert

Name

Name must be set

Datatype

Threshold Value **Event**

Timespan ①

Timespan (in seconds)

Severity

Trigger event when device ...
☐ was added
☐ was removed
☒ changed state

☐ Auto-clear event when no longer relevant
☐ Report on subsequent errors

Save **Cancel**

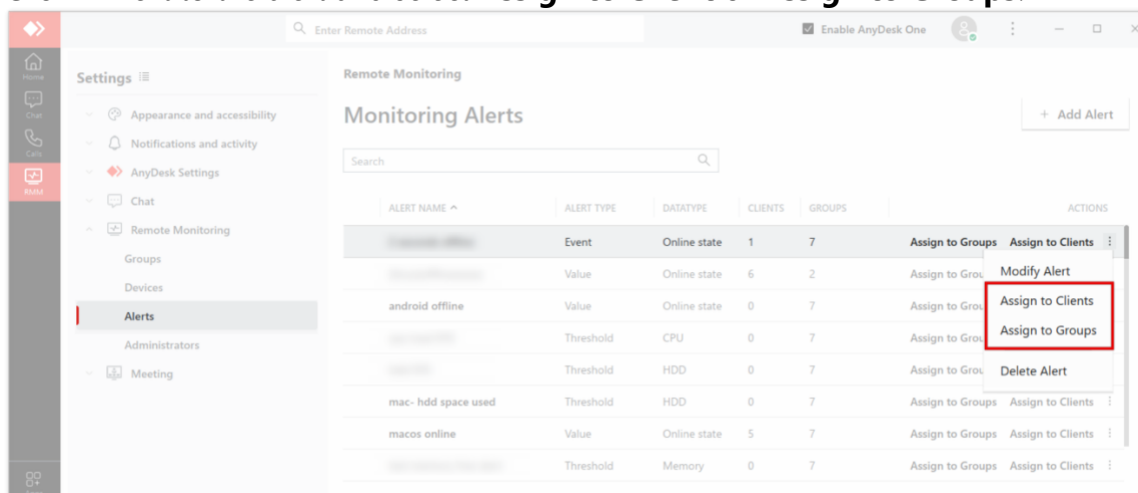
The available events may depend on the selected datatype.

7.7.3 Assign alerts to devices or groups

After creating an alert, assign it to the devices or groups you want to monitor.

To assign an alert:

- 1 Go to **RMM > Settings > Remote Monitoring > Alerts**.
- 2 Click  next to the alert and select **Assign to Client** or **Assign to Groups**.

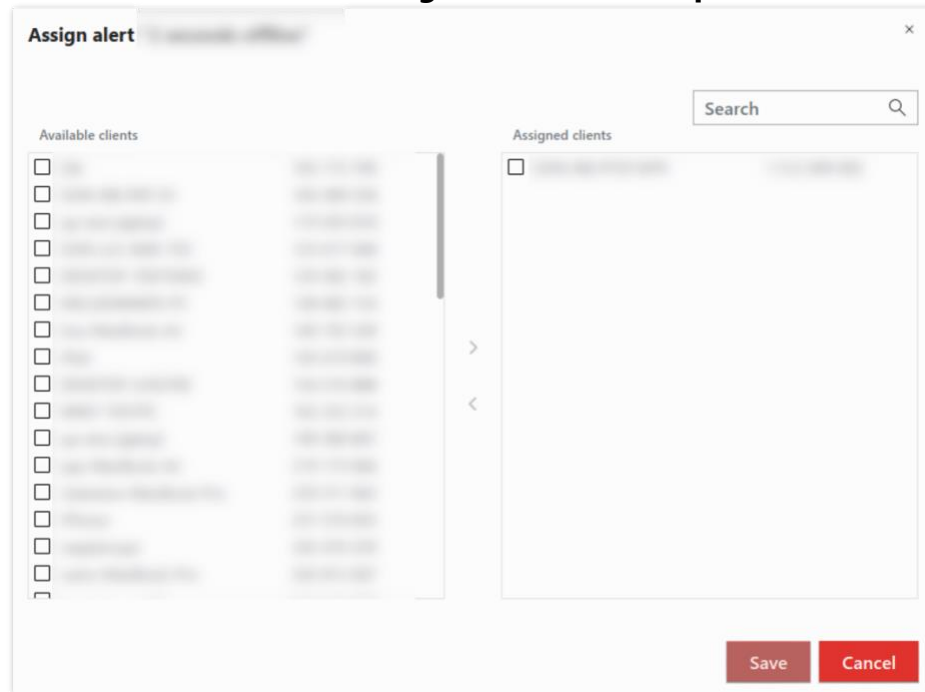


The screenshot shows the 'Remote Monitoring' section with a 'Monitoring Alerts' table. The table has columns for Alert Name, Alert Type, Datatype, Clients, and Groups. A red box highlights the 'Assign to Clients' and 'Assign to Groups' buttons in the 'ACTIONS' column for the 'android offline' alert.

ALERT NAME ^	ALERT TYPE	DATATYPE	CLIENTS	GROUPS	ACTIONS
android offline	Event	Online state	1	7	Assign to Groups Assign to Clients
android online	Value	Online state	6	2	Assign to Groups Modify Alert
android offline	Value	Online state	0	7	Assign to Groups Assign to Clients
android offline	Threshold	CPU	0	7	Assign to Groups Assign to Clients
android offline	Threshold	HDD	0	7	Assign to Groups Delete Alert
mac- hdd space used	Threshold	HDD	0	7	Assign to Groups Assign to Clients
macos online	Value	Online state	5	7	Assign to Groups Assign to Clients
android offline	Threshold	Memory	0	7	Assign to Groups Assign to Clients

- 3 Select the devices in **Available Clients/Groups**.

- 4 Select > to move them to **Assigned Clients/Groups**.



- 5 Select **Save**.

To remove an assignment, select the device or group in the assigned list, move it back using <, and select **Save**.

Once assigned, the alert can trigger when a monitored device meets its configured conditions.

8 Troubleshooting

This chapter provides guidance for common issues related to AnyDesk One activation, account access, application availability, meetings, and device monitoring.

Before troubleshooting, make sure you are using the **latest AnyDesk version available for your operating system**. Some AnyDesk One features may not work correctly with older client versions due to compatibility limitations.

If an issue persists, contact [AnyDesk Technical Support](#).

8.1 Cannot access AnyDesk One

If you cannot access AnyDesk One or its features, check the following:

- Verify that **Enable AnyDesk One** is turned on in [my.anydesk.it](#) for your license.
- Make sure the **Enable AnyDesk One** checkbox is selected in the AnyDesk client.
- Confirm that you are signed in with an eligible [my.anydesk.it](#) account.
- Check that your operating system and AnyDesk client version meet the requirements.

If the issue persists, contact [AnyDesk Technical Support](#).

8.2 A device does not appear in RMM

If a device is missing from RMM, check the following:

- Verify that the device is registered with the correct AnyDesk license.
- Make sure monitoring is enabled for the device under **RMM > Settings > Remote Monitoring > Devices**.
- Check that the device meets the requirements for RMM.
- Verify that the device is available and connected.
- Confirm that you are signed in with an account that has the **Admin** role.

8.3 Monitoring data is unavailable

If a device appears in RMM but monitoring information is missing:

- [Verify that monitoring is enabled for the device.](#)
- Check the device's connection status.
- Confirm that the device supports the selected monitoring metric.
- Allow time for monitoring information to become available after enabling monitoring.

8.4 An alert is not triggered

If an expected alert does not appear:

- Verify that the alert is configured correctly.
- Confirm that the alert is assigned to the intended device or group.
- Check that monitoring is enabled for the device.
- Review the alert condition, threshold, and severity settings.
- Confirm that the device supports the monitored metric or event.

8.5 Contact AnyDesk Technical Support

If you cannot resolve an issue using the steps in this chapter, submit a ticket via the [Help & Contact](#) section in [my.anydesk.it](#) management portal or reach out to [AnyDesk Support](#).

When reporting an issue, provide the following information where available:

- Operating system and version.
- AnyDesk client version.
- A description of the issue and the steps needed to reproduce it.
- Relevant error messages.
- Screenshots that illustrate the problem.

Do not include passwords, authentication codes, or other sensitive information in support requests.



About **AnyDesk**

AnyDesk is a remote desktop software that allows users to access and control a computer from a remote location. It was first released in 2014 and has since gained popularity as a reliable and secure remote desktop solution.

Resources

[Learn more about how to get started with AnyDesk in our Help Center](#)

[Watch our tutorial videos on how to use AnyDesk](#)

[Discover interesting use cases](#)

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