

# Remote Maintenance & Getting Started

Medulla Modules Computers / All versions / Public and private SaaS and On-premise / Maintenance

## What to do if remote access (VNC/RDP/PMAD) isn't working?

- Check the TightVNC service on the affected machines.
- Remote access is not available if the computer appears offline (grayed out); if this is the case, check the status of the medullaagent service on the machine.

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