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AnyDesk On-Premises Option: Benefits, Limitations, and Data Privacy for Enterprise Customers

On-Premises Option for Enterprise Customers

For enterprise customers, AnyDesk offers an On-Premises option, allowing them to host their own AnyDesk appliance server on their network. This can be done on both virtual and physical hardware.

A detailed installation guide with screenshots can be found in the Files tab of the On-Premises my.anydesk.com customer portal.

Please note:

The feature “Automatically register the client to the Address Book” is currently not available on On-Premises clients due to system limitations. However, the team is working on making this feature available in the future, although no specific timeline has been provided.

Hosting your own AnyDesk server and database comes with several advantages, which are outlined below:

Further Limitations on Connecting to AnyDesk Clients:

Custom clients created from the my.anydesk.com customer portal are the only ones allowed to connect to each other. Standard AnyDesk clients from the website or custom clients from other customers cannot connect to these clients, as only those created from your portal have knowledge of your AnyDesk appliance server.

For an extra layer of security, you can limit the connections to devices on your internal network using third-party VPN software in combination with the On-Premises custom client. By hosting the AnyDesk appliance server in a DMZ on your network accessible only from IP addresses within the network, the VPN ensures that connecting endpoints change their IP address to one on your network for access to the appliance server. Without the VPN, custom clients outside your network cannot connect or locate your appliance server.

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Use AnyDesk without Internet:

The limitations of using the Cloud version of AnyDesk due to internet reliance are no longer present with On-Premises, as it operates using your own server. As long as both endpoints detect the locally hosted server, sessions between them are possible. Moreover, the appliance server isn't restricted to local use only. If the server location is publicly accessible over the internet, it can be connected to by custom clients in different locations.

Restrict Use to Custom AnyDesk Clients:

Some companies restrict device usage to only administrator-configured AnyDesk clients for security reasons. On-Premises offers a solution by blocking access to regular AnyDesk network addresses in the office network firewall to render the Cloud versions unusable. However, pre-configured On-Premises custom clients will continue to work as they don't depend on AnyDesk servers for information retrieval.

Data Privacy:

Hosting your own AnyDesk appliance server also means managing the database yourself. This provides full control over the data, allowing management and removal of client session history for privacy compliance reasons. Additionally, access to the database enables the management and control of IP addresses allowed to connect to the appliance server.

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