

aws marketplace

Apache Guacamole

# Reviews, tips, and advice from real users



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# Product Recap



Apache Guacamole

# Apache Guacamole Recap

Apache Guacamole provides an open-source, clientless remote access solution that allows organizations to securely access multiple virtual machines with ease, offering customization to enhance security and efficiency.

With no subscription fees, Apache Guacamole is user-friendly and appeals to enterprises by simplifying remote server access and virtual machine provisioning. Its open-source nature enables significant customization, optimizing workflows and improving efficiencies for organizations looking for alternative remote access tools. It supports remote access, application publishing, and session recording with efficient protocols and extensive documentation ensuring secure, fast server access. Despite its potential, improvements in USB redirection, FX protocol, AI features, and intuitive deployment are needed. The interface requires modernization, and a simpler installation process would greatly benefit users. While networking issues and hosting complexities are challenges, it remains a valuable tool for varying industries.

## What are the key features of Apache Guacamole?

- **User-Friendly Remote Access:** Simplifies access to virtual machines and servers with distinct logins.
- **Open Source Customization:** Offers flexibility and enhances security and efficiency.
- **Remote Access & Publishing:** Facilitates application publishing and recording.
- **Efficient Protocols:** Ensures secure and fast server access.
- **Comprehensive Documentation:** Aids in setup and usage with detailed information.

## What benefits or ROI can users expect from Apache Guacamole?

- **Cost Reduction:** Eliminates subscription fees.
- **Improved Onboarding:** Streamlines user adoption processes.
- **Expanded Market Access:** Increases adaptability for new market opportunities.

Apache Guacamole is employed across industries to facilitate secure remote server access and virtual machine provisioning. With multi-user support, airlines use it for staff accessing rosters, while educational institutions provision systems effectively. Many choose it as an open-source alternative to Citrix CVAD, customizing it as their in-house solution. It allows secure server access even under strict security constraints, proving helpful in environments requiring guest user capabilities without software installations.

# Valuable Features

Excerpts from real customer reviews on PeerSpot:

- ✔ “Apache Guacamole helped us cross that boundary, and leveraging that technology, we were able to expand our product surface area and the customers we can access.”



**Deepak Shah**

Lead Backend Engineer at Singhanian QuestPlus

- ✔ “Apache Guacamole thus far has been both open source, simple to use, easy to set up, quick, and it makes it easy for me to provision systems as well.”



**Harish Babu**

Full Stack Engineer at Datawyse

- ✔ “Apache Guacamole has impacted my organization positively by providing us with a cheap alternative that is very customizable, which we can offer to customers that previously we had to decline because they could not afford Citrix.”



**Verified user**

Cybersecurity Engineer at a tech consulting company with 51-200 employees

- ✓ “I believe Apache Guacamole is the best option on the market at the moment because it is free.”



**Sashank Palaparthi**

CEO at Exaact Solutions

- ✓ “One of the advantages is that it helps to simplify and fasten the processes, so the workflow goes much faster.”



**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

- ✓ “The main impact Apache Guacamole had on my team's efficiency was that they did not need to access any server or anything else, because instead of performing several clicks to access a machine and needing to know where it was located, its full name, or the IP address, we were able to create groups and folders where machines were all properly organized and easy to access.”



**Paulo Santana**

Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

- ✓ “Apache Guacamole is really easy to use.”



**Rakshana V**

Cloud Engineer at CDAC


## What users had to say about valuable features:

“From what I saw of the administrative interface, it is user-friendly and helps to simplify work processes. It's not very difficult to go with it. You can just set everything up and get it running quickly.

One of the advantages is that it helps to simplify and fasten the processes, so the workflow goes much faster..”

**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

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“I find the most valuable features of Apache Guacamole to be remote access and presentation recording.

The clientless nature of Apache Guacamole has helped simplify remote desktop access because no installation is required. This is another valuable aspect of the solution.

Apache Guacamole has impacted my organization positively..”

**Sashank Palaparthy**

CEO at Exaact Solutions

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“The best features Apache Guacamole offers include exposing private sites where everything appears on the web.

When I say everything appears on the web, I mean the ability to access remote desktops and apps through a browser, and that has helped my workflow because users do not need to install any software. I deploy the web application, give the URL to users, and then we are done.

Regarding the features, user management is valuable, security is valuable, role-based access management is valuable, and the ability to add a Windows machine, Linux machine, and containers as well. As an admin, I can check other users and current sessions, which are nice features.

Apache Guacamole has positively impacted our organization because we are able to give access to Windows instances easily. This easy access has changed things for our team and our users by reducing support tickets and time..”

**Verified user**

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Senior DeevOps Engineer at a tech services company with 11-50 employees

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“The best features Apache Guacamole offers are the fact that it is open source and provides the main features of remote access for applications. You can publish applications and desktop sessions through it. Although other advanced features like those in Citrix are not available, the main features that are good enough for small to medium-sized customers are present, allowing us to price it at a much cheaper price point than Citrix because there is no licensing involved. The profit margin is much larger when we use our own in-house built solution.

“The features of Apache Guacamole help our customers on a daily basis. We have customers that are small companies where their employees want to work remotely and cannot afford Citrix. We deploy Apache Guacamole for them in a secure way so they can publish it through the internet, allowing their users to access their applications remotely without having to be onsite.

“Apache Guacamole is FIPS enabled, so it is built to be secure even though it is open source. The customization aspect is very open since it is open source, and you have many options..”

**Verified user**

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Cybersecurity Engineer at a tech consulting company with 51-200 employees

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“The main features of Apache Guacamole from my perspective are that it is free and very simple to use. Within a few clicks and in a few minutes, you can get it working and start remotely accessing machines.


Being free makes Apache Guacamole stand out for me because you do not need to subscribe. We do not need to contact anyone. We can deploy and use it free of charge, and we also do not need to perform any maintenance on it.

In my previous role, Apache Guacamole was very helpful because the staff that needed to access the machines to provide maintenance was very diverse and worked around the clock. Without Apache Guacamole, we had no way to track and know which machines were being most accessed and what was being done.

The main impact Apache Guacamole had on my team's efficiency was that they did not need to access any server or anything else. Instead of performing several clicks to access a machine and needing to know where it was located, its full name, or the IP address, with Apache Guacamole, we were able to create groups and folders where machines were all properly organized and easy to access. Within a few clicks, using their own Active Directory account, they were able to access their own machines and the machines they needed to support at that time..”

**Paulo Santana**

Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

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“The best features Apache Guacamole offers, in my experience, include the documentation, which is really in-depth. The second thing is their protocols. Their protocols are really efficient, and they also gave us the ability to customize it. The speed of accessing the server and the response rate between the client and server is really fast. That's one of the best experiences, and I got the opportunity to even modify it.

I customized Apache Guacamole because, due to us being in a security business, we had to secure whatever the protocols and whatever amount of data we were sending. So I had to encrypt those protocols in between because Apache Guacamole uses a canvas type of protocol to communicate in between. I had to encrypt it, and whenever there is any amount of packet sent to the guacd server and the Apache Guacamole client, it had to be encrypted. That's what I did, and I modified those protocols.

Apache Guacamole has a really great impact on our product. The requirement our customers had was very specific in that they do not want any of the customers or any of the guests or the restriction of organizations having an agent on the system. This was a bit of a problem, due to which our market at that point was inaccessible. There was a boundary between it. Apache Guacamole helped us cross that boundary. Leveraging that technology, we were able to expand our product surface area and the customers we can access.

Apache Guacamole impacted our organization positively, as we had a particular client, not just one client, but there were a list of two to three clients for this feature. As soon as we got the requirement, we hastened our development, and as soon as the development was completed, we were able to get those contracts for their company. As soon as we got the contract, they deployed our technology and started utilizing it.

We have specific metrics regarding time saved and increased security after deploying Apache Guacamole for those clients. For example, I am a product company, a fabric clothing company, and I have some designs which I have created. If some other person comes, for example, I have brought an SOC analyst

and another person who needs to access our database or servers securely to validate or do whatever work they have. But what if they are third-party services and while they are doing some proctoring or whatever they are doing, they are accessing our system? We have a need that we cannot let them access without secure access. We need to provide them secure access, and their organization has a policy that you cannot install anything on your system. What our technology did was it used blockchain and all that web3 technology. Using our technology, what the user company, the main company can do is just create a user on our portal and give them the link or our website address. They will go into the website address, enter the ID and password and all that. As soon as the security credentials are verified, they will be able to access the server securely via their web browsers. It impacted a lot, and it provided us three additional clients which were already waiting, plus more clients which we marketed to..”

**Deepak Shah**

Lead Backend Engineer at Singhanian QuestPlus

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# Other Solutions Considered

“Before choosing Apache Guacamole, I evaluated other options such as the Windows remote desktop clients, which were not useful at all, and other installed software like MobaXterm and other similar tools, but they were not web-based as Apache Guacamole is..”

**Paulo Santana**

Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

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“We're still using MQ series from IBM as we have not tried any new solutions or switched to some other vendors in the past year. We have worked with Apache products as I downloaded a couple of reports on Apache Kafka..”

**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

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“Before using Apache Guacamole, we considered renting laptops for each employee, which would take a few hours to a few days. Once we set up a bare-metal server and realized we had enough RAM and everything, we could share the same system. It turned out that of all the options in the market, Apache Guacamole was the best choice: open source, free, and I did not have to pay anyone for the service again..”

**Harish Babu**

Full Stack Engineer at Datawyse

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“I am not familiar with the product Kpow for Apache Kafka. I haven't worked with Apache SkyWalking or maybe Apache Guacamole, but Guacamole actually sounds familiar. I'm actually not directly involved in the administration of the web applications..”

**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

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“Apache Guacamole is a great option and a great solution to use if you do not have the budget to pay for an expensive enterprise solution and you want to experience the features of having remote desktop and remote apps. You can use Apache Guacamole as an introduction to that, and then if you decide that you want more features, you can switch to an enterprise solution..”

**Verified user**

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Cybersecurity Engineer at a tech consulting company with 51-200 employees

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“Before choosing Apache Guacamole, we didn't evaluate other options thoroughly. There are simple SSH packages which we could use. However, the thing Apache Guacamole had is that you can use it as a buffer between our main server and our client's. Apache Guacamole was the only application which was providing it at that point. We used Apache Guacamole, and we didn't evaluate other technologies thoroughly. The other technologies which we evaluated were very rudimentary. For example, SSH client via Python, SSH clients via JavaScript, TypeScript, or other frameworks..”

**Deepak Shah**

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Lead Backend Engineer at Singhanian QuestPlus

# ROI

Real user quotes about their ROI:

“The metrics I use to measure the effectiveness of Apache Guacamole in our enterprise environment are the number of customers, as our organization offers a product based on Apache Guacamole..”

**Sashank Palaparthi**

CEO at Exaact Solutions

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“I have seen a return on investment because we have 10 customers that were refusing to buy Citrix who purchased Apache Guacamole from us. In terms of profit, it is pure profit because the solution itself costs zero. We only deduct from the price that the customer is paying what we are paying for the hosting on AWS..”

**Verified user**

Cybersecurity Engineer at a tech consulting company with 51-200 employees

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“I have seen a return on investment because we no longer had to worry about buying new systems or laptops for each person since we needed to specifically provision it. Instead, we set up a remote system, got Apache Guacamole, and provided access using user credentials specific to each employee. Onboarding a new employee for infrastructure became a 20-minute task rather than a one-week round trip..”

**Harish Babu**

Full Stack Engineer at Datawyse

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“I have seen a return on investment, and I can share relevant metrics with you. It was an industry-first technology. In our market, we were the first company to develop and distribute this technology. Up till now, there is no other client using this because it's really hard to provide security using blockchain and implementing those features at the same time. If you say it pushed our company before the other companies, it is the own matrix which cannot be measured. However, it still can be measured because we brought additional clients. If you say proportional to one person, you say we have three DevOps and zero clients previously, and right now we have three DevOps and three clients. Then you can say proportionally, we got a lot of financial and monetary benefits out of it. The program which I wrote was so well written that you only need one DevOps to monitor it, just in case, passively..”

**Deepak Shah**

Lead Backend Engineer at Singhanian QuestPlus

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# Use Case

“We do use the multi-user capabilities of Apache Guacamole as it's actually for airline staff. They are able to log in and check their roster, do things like sign on for duties, and put for leave, put for flights..”

**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

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“Our main use case for Apache Guacamole is to implement industry-first standard security utilizing blockchain to still provide secure access to the servers. We used Apache Guacamole to set up protocols and wrap our product around it so that any user can, for example, whenever a new person joins the organization, deploy an agent on their systems. However, we had the idea of what if we can provide the same level of security without installing any agent on a person's device? Because companies have restrictions. If guest users come, they have restrictions on installing any kind of software on it. So using that, a company can still invite guests and let them have secure access to their server..”

**Deepak Shah**

Lead Backend Engineer at Singhanian QuestPlus

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“My main use case for Apache Guacamole is exposing private Windows instances to users and managing access.

A specific example of how I use Apache Guacamole to expose private Windows instances and manage access is that we have Windows instances on a private IP in Azure, and then we deploy Apache Guacamole on Kubernetes and then expose it to our users on a public web URL..”

**Verified user**

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Senior DevOps Engineer at a tech services company with 11-50 employees

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“Apache Guacamole serves as our alternative to Citrix CVAD, and we use it as an open source software to develop our own in-house solution that we provide to customers who cannot afford Citrix CVAD.

“We have used Apache Guacamole to publish apps and desktops for our customers. Because it is open source, we change the theme of the software to make it appear as our own in-house solution. We add our company logo, colors, and theme so it looks like a full-fledged professional solution..”

**Verified user**

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Cybersecurity Engineer at a tech consulting company with 51-200 employees

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“My main use case for Apache Guacamole is remote server access and for provisioning systems to employees through a secure system.

“Primarily, these are the two use cases I focus on, but ever since I started using Apache Guacamole, I have become extremely partial towards it compared to any other remote access software or remote desktop protocols. Apache Guacamole thus far has been both open source, simple to use, easy to set up, quick, and it makes it easy for me to provision systems as well. So thus far, it is honestly the best option out there..”

**Harish Babu**

Full Stack Engineer at Datawyse

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“I am not currently using Apache Guacamole, but I used this in my previous role where we deployed it for around three years. Currently, I am also providing some assistance for other companies that have deployed it, but I am not doing that very frequently.

I believe that the best use cases for Apache Guacamole that I can recall were for virtual machine desktops and also for airports where Apache Guacamole was used to access machines that displayed flight information.

In one scenario, using Apache Guacamole, we replaced the VNC client for remote access. With the VNC client, customers had to use a web folder with several shortcuts for each monitor, so we replaced that solution with an entirely web-based application where they could authenticate and access all machines easily.

Before choosing Apache Guacamole, I evaluated other options such as the Windows remote desktop clients, which were not useful at all, and other installed software like MobaXterm and other similar tools, but they were not web-based as Apache Guacamole is..”

**Paulo Santana**

Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

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# Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

“Regarding my experience with pricing, setup cost, and licensing for Apache Guacamole, there was no license at all. We simply downloaded and deployed it..”

**Paulo Santana**

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Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

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“I don't know exactly if there were any challenges during the implementation of the product, but I'm sure it was straightforward. It probably took a few days, as I think we did spend a few days on the implementation..”

**Irfaan Rahim**

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Senior Software Test Analyst at CoCre8 Technology Solutions

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“My experience with pricing, setup cost, and licensing is that Apache Guacamole is free, so there is no licensing cost. Setup is easy as I pull out Docker containers, make a deployment, and then deploy to Kubernetes..”

**Verified user**

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Senior DeevOps Engineer at a tech services company with 11-50 employees

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“My experience with pricing, setup cost, and licensing is that we didn't buy it. It was free. It's an open-source technology. There was nothing related to setup cost, licensing, and all that. You just need a server, and you have to pay for a server, which is a different kind of costing and it depends on the user. If you are deploying it locally on your system, then it's for free and you pay no price. However, if you have a server, you have to pay for it. There is no licensing cost included in it..”

**Deepak Shah**

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Lead Backend Engineer at Singhanian QuestPlus

# Customer Service and Support

“Apache Guacamole provides sufficient information on the internet through documentation. The community is quite good, and community-wise, the support is decent..”

**Sashank Palaparthi**

CEO at Exaact Solutions

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“Apache Guacamole's customer support is pretty active, but if you want priority support, you would need a third party. In my case, it was not a concern because I was adept at reading GitHub issues, manuals, Stack Overflow, and documentation to fix issues myself. Overall, if you want to manage it yourself, it has a slight learning curve but is nearly hassle-free..”

**Harish Babu**

Full Stack Engineer at Datawyse

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“I have not had any contact with Apache staff or anybody on their side for support. But I do have a colleague who is always in touch with Oracle, Apache, and IBM.

I'm sure it was fine based on my colleague's reports because everything is working just fine. I imagine that it's working and doing its job.

I would rate the support for Apache Guacamole at eight..”

**Irfaan Rahim**

Senior Software Test Analyst at CoCre8 Technology Solutions

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“The customer support for Apache Guacamole is related to it being an open-source application, so it has a really good community of contributors and developers. The support comes from the developers themselves. If you say a company has customer support, Apache Guacamole has the customer support of highly technical people. I can just go on a forum and ask about it, and many developers will respond. Right now, for this interview, I am the one responding to your questions because I have developed it, and I am also a kind of support myself. Apache Guacamole has a really good community in itself..”

**Deepak Shah**

Lead Backend Engineer at Singhania QuestPlus

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## Other Advice

“My advice for others looking into using Apache Guacamole is to create a test environment. Before making any changes in your stable or production environment, please test in a test environment and always keep a backup available. I would rate my overall experience with Apache Guacamole as a ten out of ten..”

**Paulo Santana**

Infrastructure Monitoring Specialist at a tech vendor with 10,001+ employees

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“For those considering using Apache Guacamole, I wholeheartedly support its users since it's a free open-source software that is easy to download and use with no significant issues.

Overall, I rate Apache Guacamole a nine out of ten..”

**Rakshana V**

Cloud Engineer at CDAC

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“The advice I would give to others looking into using Apache Guacamole is to read the document very rigorously. If you understood the document, you will understand the whole architecture from top to bottom of how the system works. If you skim on it, you will get into issues and you won't be able to understand where the issues are coming from. Because it's written in C, Apache Guacamole's packages are written in C. The make file is written in C. You have to install

particular packages. If you skip any of it and you are trying to utilize that feature of it, you will get an error and you won't be able to understand where that error is coming from. If you skip that package and you make the file and deploy it, you have to remake the file again after installing the package and redeploy it. You cannot just push an update into it. I rate this product a ten out of ten..”

**Deepak Shah**

Lead Backend Engineer at Singhanian QuestPlus

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“If anyone is purchasing Apache Guacamole, they really need to rethink what they are doing in the first place.

“My advice for others looking into using Apache Guacamole is to self-host it. Please do not buy it from anybody; get a bare-metal server, put it on, and share the system with your employees.

“More organizations should be using Apache Guacamole. I would rate Apache Guacamole an eight out of ten overall..”

**Harish Babu**

Full Stack Engineer at Datawyse

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“I do not use Apache Guacamole's UI; we build our own on top of Apache Guacamole using the SDK.

We do not use the administrative interface of Apache Guacamole; we build our own.

I do not utilize Apache Guacamole's on-demand session control.

I have not used their FX protocol specifically, but internally, the performance is less compared to PCoIP, particularly in GPU cases.

I believe Apache Guacamole is the best option on the market at the moment because it is free..”

**Sashank Palaparthi**  
CEO at Exaact Solutions

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“Apache Guacamole is deployed in my organization on a public cloud. The cloud provider I use is Amazon Web Services (AWS). I did not purchase Apache Guacamole through the [AWS Marketplace](#) because it is open source; I deploy it on a Linux machine.

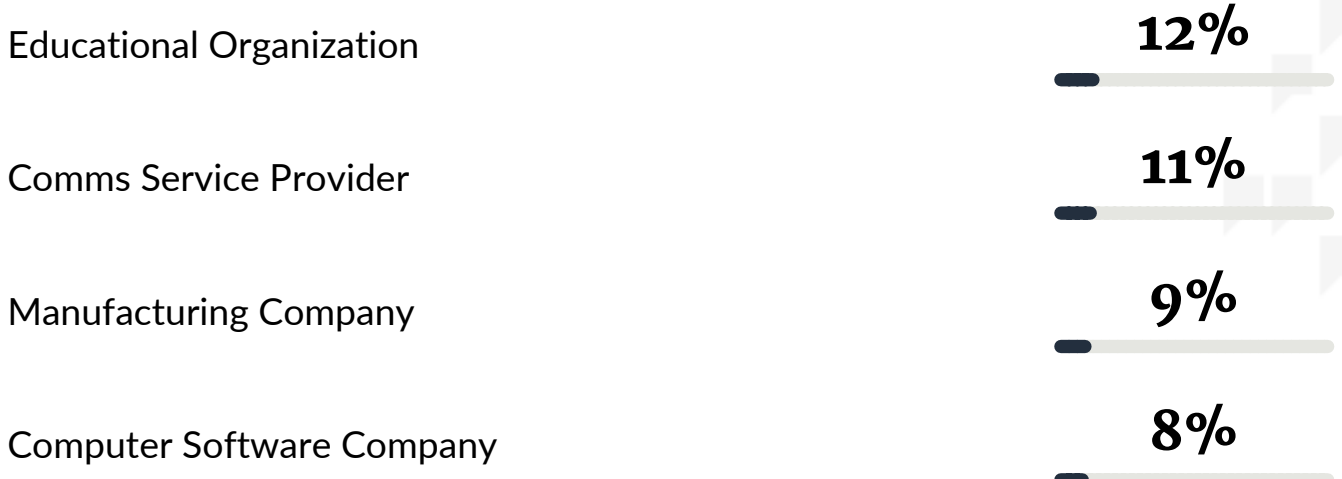
“I would rate Apache Guacamole a nine on a scale of one to ten. I gave it a nine because some very advanced features such as session recording and clipboard functionality are still not available on Apache Guacamole, though they are available on Citrix. This is an open source solution, so compared to an enterprise solution, it will understandably lack some advanced features that are very nice for large companies and enterprises that want that type of luxury and advanced functionality. However, it is a very solid and reliable solution for small to mid-sized customers, which is the intended target of this solution anyway..”

**Verified user**  
Cybersecurity Engineer at a tech consulting company with 51-200 employees

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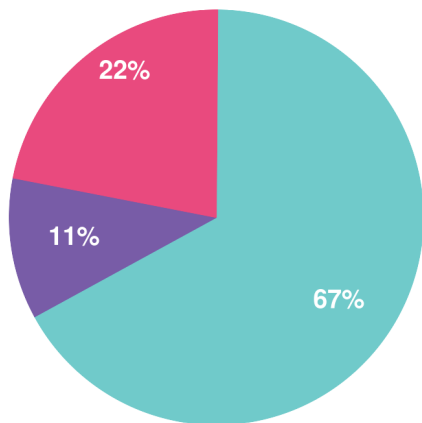
# Top Industries

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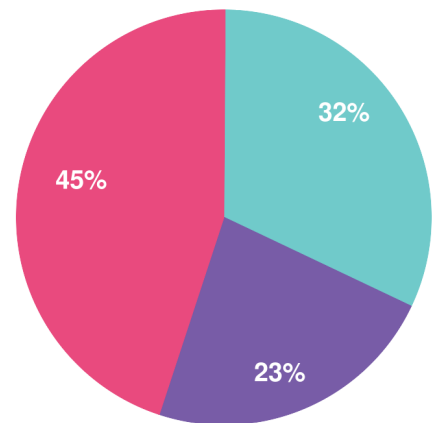


# Company Size

by reviewers



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Large Enterprise      Midsize Enterprise      Small Business

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