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Dameware Mini Remote Control vs. Dameware Remote Support vs. Dameware Remote Everywhere

	DAMEWARE MINI REMOTE CONTROL	DAMEWARE REMOTE SUPPORT	DAMEWARE REMOTE EVERYWHERE
Overview			
Deployment option	On-premise	On-premise	Cloud
License model	Perpetual + Annual maintenance	Perpetual + Annual maintenance	Annual subscription
Endpoint agents per license	unlimited	unlimited	500
Registered technicians per license	1	1	Unlimited
One-click access	✓	✓	✓
Support of multiple platforms (Windows, Mac, Linux)	✓	✓	✓
Mobile application		✓	✓
Remote connection to mobile devices			✓
Attended support	✓	✓	✓
Unattended support		✓	✓
Multiple language support	✓	✓	✓
VoIP and video conference calls			✓
Customized branding		✓	✓
Ability to provide support to Android and iOS devices			✓
Running on multiple platforms (Windows, Mac, Linux)			✓

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Mass deployment of agent to devices		✓	✓
Integration with Help Desk Software		✓	✓
Security			
Support for GDPR readiness	Not Applicable	Not Applicable	✓
Support for HIPAA compliance	✓	✓	✓
Meets FIPS (140-2) cryptographic standards	✓	✓	✓
Uses AES 256 and TLS1.2 data encryption	✓	✓	✓
Multilayer authentication, two-factor authentication	✓	✓	✓
Sessions can be created only by authorized users	✓	✓	✓
Ability to lock PC	✓	✓	✓
Ability to prevent auto-sleep, auto-lock, and inactivity disconnects	✓	✓	✓
Clipboard deletions at the end of each session	✓	✓	✓
Idle sessions timeout control	✓	✓	✓
Smart-card support	✓	✓	
Management and reporting			
Secrets vaults			✓
Optional post-session surveys for technicians			✓
Session history export to .xls file	✓	✓	✓
Survey summaries			✓
PIN code expiration options			✓
Calling cards			✓

	DAMEWARE MINI REMOTE CONTROL	DAMEWARE REMOTE SUPPORT	DAMEWARE REMOTE EVERYWHERE
Video session recording			✓
Ability to search and review session histories via report			✓
Tech performance reports			✓
Basic ticketing system			✓
End-user experience			
Simple PIN connect to unenrolled devices	✓	✓	✓
Keyboard tray support request button	✓	✓	✓
In-session chat	✓	✓	✓
Pre-session chat			✓
Support request button for your website			✓
Ability to send session links via email			✓
VoIP calling			✓
Video conference calls			✓
Customizable in-session and post-session surveys			✓
Session management			
Multisession handling	✓	✓	✓
Session notes	✓	✓	✓
Full screen/fit screen view	✓	✓	✓
Block remote keyboard and mouse	✓	✓	✓
Laser pointer	✓	✓	✓
Ability to lock PC	✓	✓	✓
On-screen link to keyboard shortcuts	✓	✓	✓

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	DAMEWARE MINI REMOTE CONTROL	DAMEWARE REMOTE SUPPORT	DAMEWARE REMOTE EVERYWHERE
Ability to pause session	✓	✓	✓
Ability to blank screen	✓	✓	✓
Change terminal services session	✓	✓	✓
Port forwarding			✓
DRP forwarding			✓
Ability to transfer sessions between technicians			✓
Switch presenter role			✓
Session recordings			✓
Support tools and features			
Remote printing for Mac or Windows		✓	✓
4k+ remote monitor support	✓	✓	✓
24-bit true-color support	✓	✓	✓
Dynamic multimonitor support	✓	✓	✓
Automatic color and quality adjustment depending on bandwidth	✓	✓	✓
Automatic keyboard mapping translation	✓	✓	✓
Force reboot and reconnect in safe mode, if necessary	✓	✓	✓
File transfer – copy/past or drag/drop	✓	✓	✓
System CMD Shell	✓	✓	✓
Send CTRL-ALT-DEL	✓	✓	✓
Windows 8 and 10 commands	✓	✓	✓
Ability to prevent auto-sleep, auto-lock- and inactivity disconnects	✓	✓	✓

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Terminal session success with user access selection	✔	✔	✔
Registry editing		✔	✔
Access to deep system information (processes, network, applications, and more)		✔	✔
Windows event logs and updates		✔	✔
Run local batch script (system shell session)	✔	✔	✔
Script execution engine (one-to-many scripting)		✔	✔
PowerShell advance scripting engine	✔	✔	✔
Mobile config file upload		✔	✔
System health information (storage, core perf. issues, etc.)			✔
Access to basic system info (OS, CPU, RAM, network, disk space)		✔	✔
Support Resources			
Customer Success Center and Help Center	✔	✔	✔
QuickStart guide	✔	✔	✔
24/7 chat support	✔	✔	✔
24/7 phone and chat support	✔	✔	✔
In-app guides			✔