



## 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	<b>~</b>	<b>~</b>	<b>~</b>
Support of multiple platforms (Windows, Mac, Linux)	<b>~</b>	~	<b>~</b>
Mobile application		<b>~</b>	<b>~</b>
Remote connection to mobile devices			<b>✓</b>
Attended support	<b>~</b>	<b>~</b>	<b>~</b>
Unattended support		<b>~</b>	<b>~</b>
Multiple language support	<b>~</b>	<b>~</b>	<b>~</b>
VoIP and video conference calls			<b>~</b>
Customized branding		<b>~</b>	<b>~</b>
Ability to provide support to Android and iOS devices			<b>~</b>
Running on multiple platforms (Windows, Mac, Linux)			<b>~</b>



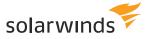
Mass deployment of agent to devices  Integration with Help Desk Software  Security  Support for GDPR readiness  Not Applicable		DAMEWARE MINI	DAMEWARE REMOTE	DAMEWARE REMOTE
Integration with Help Desk Software  Security  Support for GDPR readiness Not Applicable Not Applicable Not Applicable Not Applicable Support for HIPAA compliance Wests FIPS (140-2) cryptographic standards Uses AES 256 and TLS1.2 data encryption Wultilayer authentication, two-factor authentication, two-factor authentication Sessions can be created only by authorized users Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard deletions at the end of each session Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard menut control Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard menut control Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard menut control Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard menut control Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard menut control Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard deletions at the end of each session Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard deletions at the end of each session Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard deletions at the end of each session Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Clipboard deletions at the end of each session Whility to prevent auto-sleep, auto-lock, and inactivity disconnects Whility to pr		REMOTE CONTROL	SUPPORT	EVERYWHERE
Security  Support for GDPR readiness  Not Applicable  Not Appl	Mass deployment of agent to devices		<b>✓</b>	<b>✓</b>
Support for GDPR readiness  Not Applicable  Not Applicable  Not Applicable  V  V  V  Meets FIPS (140-2) cryptographic standards  Uses AES 256 and TLS1.2 data encryption  Multilayer authentication, two-factor 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  V  Management and reporting  Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  V  VI  VI  VI  VI  V  V  V  V  V  V  V	Integration with Help Desk Software		<b>~</b>	<b>~</b>
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  Ability to grevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard seletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Ability to lock PC  Abil	Security			
Meets FIPS (140-2) cryptographic standards  V Uses AES 256 and TLS1.2 data encryption  Wultilayer 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  V W Smart-card support  Wanagement and reporting  Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  V Survey summaries  PIN code expiration options	Support for GDPR readiness	Not Applicable	Not Applicable	<b>~</b>
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  All deletions at the end of each session  Management and reporting  Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  All code expiration options	Support for HIPAA compliance	<b>~</b>	<b>~</b>	<b>~</b>
Multilayer authentication, two-factor authentication authentication when factor authentication when factor authentication when factor authentication when factor when factor authentication when factor when facto	Meets FIPS (140-2) cryptographic standards	<b>~</b>	<b>~</b>	<b>~</b>
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  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Ability to lock PC  Ability to lock	Uses AES 256 and TLS1.2 data encryption	<b>~</b>	<b>~</b>	<b>✓</b>
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  V  PIN code expiration options		<b>~</b>	<b>~</b>	<b>~</b>
Ability to prevent auto-sleep, auto-lock, and inactivity disconnects  Clipboard deletions at the end of each session  V V V V 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	Sessions can be created only by authorized users	<b>~</b>	<b>~</b>	<b>~</b>
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  V  PIN code expiration options  V  V  V  V  V  V  V  V  V  V  V  V  V	Ability to lock PC	<b>~</b>	<b>~</b>	<b>~</b>
Idle sessions timeout control  Management and reporting  Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  V  PIN code expiration options  V  V  V  V  V  V  V  V  V  V  V  V  V		<b>~</b>	<b>~</b>	<b>~</b>
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   V  V  V  V  V  V  V  V  V  V  V  V	Clipboard deletions at the end of each session	<b>~</b>	<b>~</b>	<b>~</b>
Management and reporting  Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  Survey summaries  PIN code expiration options	Idle sessions timeout control	<b>~</b>	<b>~</b>	~
Secrets vaults  Optional post-session surveys for technicians  Session history export to .xls file  Survey summaries  PIN code expiration options	Smart-card support	<b>~</b>	<b>~</b>	
Optional post-session surveys for technicians  Session history export to .xls file  Survey summaries  PIN code expiration options   Optional post-session surveys for technicians  V  V  V  V  V  V  V  V  V  V  V  V  V	Management and reporting			
Session history export to .xls file   Survey summaries  PIN code expiration options  V  V  V  V  V  V  V  V  V  V  V  V  V	Secrets vaults			<b>~</b>
Survey summaries  PIN code expiration options  V	Optional post-session surveys for technicians			<b>~</b>
PIN code expiration options	Session history export to .xls file	<b>✓</b>	<b>~</b>	~
	Survey summaries			<b>~</b>
Calling cards 🗸	PIN code expiration options			<b>~</b>
	Calling cards			<b>~</b>



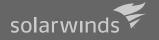
	DAMEWARE MINI REMOTE CONTROL	DAMEWARE REMOTE SUPPORT	DAMEWARE REMOTE EVERYWHERE
Video session recording			<b>~</b>
Ability to search and review session histories via report			<b>~</b>
Tech performance reports			<b>~</b>
Basic ticketing system			<b>~</b>
End-user experience			
Simple PIN connect to unenrolled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



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



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



For additional information, please contact SolarWinds at 866.530.8100 or email sales@solarwinds.com.

To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller\_locator.asp.

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