

## Product Comparison

	Description	NSM 12	Dameware	
<b>Platform Flexibility</b>	Support for Windows 8.1/8/2012/7/2008/Vista/2003/XP. 32 & 64 Bit.	Y	Y	
	Legacy support for Windows 2000 and earlier.	Y	NT 4.0	
	Support for Mac/Linux/Chrome OS	YYY	YYN	
	Remote control from Windows/Mac/Apple iOS/Android	YYYY	YYYY	
	Legacy support for Windows Mobile/CE/Pocket PC/Solaris	YYYY	NNNN	
	Support for Terminal Server Clients	Y	Y	
	64bit Support for Intel EM64/AMD64	YY	YY	
	Support for Intel® Core™ vPro™ processors	Y	Y	
	Optimised for Thin Client /Zero Client/Virtual Desktop environments	YYY	?	
<b>Mobile Remote Control from iOS/Android</b>	Connect to remote PCs from iPad, iPod Touch, iPhone	YYY	YNY	
	Connect to remote PCs from any Android tablet or smartphone (including Kindle Fire)	YY	YN	
	Watch/share/control modes	YYY	YNN	
	Thumbnail view of each connected PC (Multiple)	Y	N	
	Interact with multiple Clients simultaneously (Android only)	Y	N	
	Pinch, pan and zoom support in Remote Control	Y	Y	
	Adjust Colour Depth on the fly	Y	N	
	Chat and message to remote device	YY	YY	
	Real time hardware inventory of a remote Client	Y	N	
	Display Wireless status and battery strength for a connected Client (Android Only)	YY	NN	
	One-click Ctrl+Alt+Del	Y	Y	
	PIN Connect with Remote User	Y	N	
	Home screen widgets (Android only)	Y	N	
	Multi monitor support	Y	N	
	Compression to minimise data usage	Y	N	
	64, 128 or 256-bit encryption	Y	Y	
	Unique security keys	Y	Y	
	<b>Chrome OS Support</b>	Connect to any Chrome OS device (via HTTP) from Win/Mac or Mobile	YYY	NNN
		Thumbnail view of each connected Chrome device	Y	N
Watch/Share modes		YY	NN	
For real time instruction/demonstrations, 'show' Control screen to Chrome devices		Y	N	
Multi monitor support		Y	N	
Chat and message		YY	NN	
Copy clipboard		Y	N	
Help Requests – Chrome Clients can send requests for help to the Control		Y	N	
PIN Connect		Y	N	
User Acknowledgement – the Chrome Client authorises each in-bound connection request		Y	N	
<b>Protocol Support</b>	Connectivity over TCP/IP and HTTP protocols	YY	YY	



## Instant and Secure Remote Control

	Legacy support for IPX/NetBIOS	YY	NN
	Ability to connect to Clients on different protocols and connection types simultaneously	Y	Y
	PSTN/ISDN Support	Y	N
<b>Connection Options</b>	Browse for Clients/Browse for Clients starting with xxx	YY	NN
	Quick Connect by Client Name/Username/Network Address/Host-name	YYYY	NNYY
	On Start-up connect to a specified Group/Client/Dial-up Network/In Specified view mode	YYYY	YNNN
	Option to allow Remote User to initiate connection to Control	Y	Y
	Allow multiple Controls to connect simultaneously	Y	Y
	Simplified connectivity through Firewalls (Internet Gateway)	Y	Y
	Secondary Gateway for redundancy	Y	N
	Customer service based PIN Connect facility	Y	N
<b>Control User Interface</b>	Quick View Toolbar/Launch Application Toolbar	YY	NN
	Interactive thumbnail view of each remote system	Y	N
	Thumbnail Zoom facility for an expanded view of the remote system	Y	N
	Display Remote Systems as Thumbnails/Mouse over Thumbnails for an expanded view of remote systems	YY	NN
	At Control provide Remote System Display Name/Description/Contact Details/Logged on Username/PC Type	YYYYY	NNNNN
	Auto-group remote Clients by platform/OS/enclosure type and geolocation	YYYY	NNNN
	Instant view of remote Client devices grouped by platform/OS/enclosure type	YYY	NNN
	Geolocation – real time display of remote Client location (Country/City/State)	Y	N
	Create custom Client groups to reflect company structure	Y	Y
	Flexible quick switch display mode – thumbnails, client icons	Y	N
<b>Remote Deployment</b>	Install components remotely using Windows Domain/IP address(es)	YY	NN
<b>Integration</b>	Use key functions within SMS/Active Directory/Windows Explorer	YYY	NYN
<b>File Locations</b>	Customisable Configuration File Locations	Y	N
<b>Remote Control</b>	View Multiple Remote Systems Simultaneously	Y	Y
	Watch/Share/Control Modes	YYY	YYY
	View Full Screen/Scale to Fit	YY	YY
	Blank the Remote Systems Screen whilst still Viewing/Annotate Whilst Viewing	YY	NN
	Restrict Maximum Colour Depth/Optimize Colour Depth during View	YY	YN
	Scan Remote Systems one at a time/Many at a time	YY	NN
	Lock/View/Chat to Scanned Remote Systems	YYY	NNN
<b>Audio Support</b>	Audio Support between Remote System and Control.	Y	N
<b>Show Mode</b>	Ability to Show Control Desktop to the Remote System	Y	N
<b>Print Capture</b>	Redirect the Remote Systems Print output to Control	Y	Y
<b>Communications</b>	Chat Function One to One/One to Many/Interactive Whiteboard	YYY	YNN

Y = Feature included as standard, N = Feature not included, \$ = Feature available with additional cost/product

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## Instant and Secure Remote Control

	Ability to Send Message to Remote User(s)	Y	Y
	Ability for Remote Users to Request Help	Y	Y
<b>Other Key Functions</b>	Power On/Power Off Remote Systems over the LAN	YY	YY
	Ability to Logon/Logoff/Shutdown/Reboot the Remote System	YYYY	YYYY
	Capture an image of the Remote System's Desktop to a File	Y	Y
	Remotely start applications on a Remote System	Y	Y
	Launch a Command Prompt on your PC for the Remote System	Y	Y
	Launch a Registry Editor on your PC for the Remote System	Y	Y
	Transfer Clipboard contents between Remote System(s) and Control	Y	Y
	Record screen activity to a video "replay file" for training or security.	Y	N
<b>Inventory</b>	Perform a Hardware Inventory of the Remote System	Y	N
	Perform a Software Inventory of the Remote System	Y	Y
	Display/Verify Hotfixes Installed on the Remote System	YY	NN
	Display/Manage running Applications on the Remote System	YY	YY
	Display/Manage running Processes on the Remote System	YY	YY
	Display/Manage Services on the Remote System	YY	NN
	Display Battery Level Indicator/Wifi Signal Strength for Remote Mobile devices	YY	NN
	Remote user can generate a local inventory	Y	N
<b>File Transfer</b>	Drag and Drop File(s) between Remote Systems and the Control One to One/One to Many	YY	YN
	Explicitly Allow or deny File Transfer access to drives, folders and or files	Y	N
	Only transfer changed blocks of data within a file if it already exists - Delta File Transfer	Y	N
	At Control specify file transfer priority when viewing	Y	N
	'Live Folders' displayed for quick selection	Y	N
<b>Scripting</b>	Scripting Language	Y	N
	Script Scheduler to automate frequent tasks	Y	N
<b>Security</b>	Authenticate connections using NT Authentication/Active Directory Authentication/Proprietarypassword	YYY	YYY
	Restrict connections to the Remote System by IP Address/IP Subnet/ IPX Address/IPX Network	YYYY	YYNN
	Secure Connections using Security Key/Use License Details as Security Key	YY	YN
	At Remote System allow Control to connect silently/Notify Remote User on connect	YY	YY
	On Disconnect Lock/Logoff/Restart Client on disconnect	YYY	YYN
	Protect access to Control Configuration using Proprietary Password	Y	N
	Protect access to Remote System Configuration using NT Authentication/Proprietary password	YY	NN
	Option for all Remote Systems to use the same configuration file stored on a secure shared location	Y	N
	At Remote System require User Acknowledgement on Connection/ Display reason for connection atRemote System	YY	YY
	Restrict Gateway Access to specific users	Y	N

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<b>Encryption</b>	Encrypt all communications between Control and Remote System	Y	Y
	At Remote System force Controls to use encryption/force Controls to use specified encryption level or higher	YY	YN
	256 bit AES Encryption or higher	Y	Y
<b>User Profiling</b>	Client side profiling of Control users (Enable/Disable Functionality)	Y	N
	Profiling of Control by user (Enable/Disable Functionality)	Y	N
	Create Desktop Shortcut to load specific Control profile	Y	Y
	Configure using Active Directory Group Policies	Y	N
	Record Gateway Activity to Log File	Y	N
	Record Screen Activity at Remote System/At Control/With Audio/customisable location	YYYY	NNNN
	Record Activity to NT Event Log at Remote System	Y	N
	Record Activity to Log File at Remote System/at Control/Customisable secure location	YYY	YNN
	Secure Log files on network using NT Security for Remote System/for Control	YY	NN
	Allow multiple Remote Systems to log activity to same file/Allow multiple Controls to log activity to same file	YY	YN
	Secondary log file option to be used if first not accessible/reject connection if logging not possible	YY	NN
	Smartcard login supported	Y	Y
<b>Remote Client (End User) Interface</b>	One click Request Help facility	Y	N
	PIN Connect – Client can create a unique PIN or enter a PIN provided by the Control for instant connection	Y	N
	View a 'Replay File' – a previous screen recording of a remote control session	Y	N
	Perform a local Hardware Inventory	Y	N
	Perform a local Software Inventory	Y	N
	Display/Verify Hotfixes installed on the local system	Y	N
	Display/Manage running Applications on the local System	Y	N
	Display/Manage running Processes on the local System	Y	N
	Display/Manage Services on the local System	Y	N

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