

LogMeIn IT Reach vs. VNC

VNC gives you remote access to systems, assuming you know the IP address and have control over the firewall it resides behind. It's highly insecure, and you must go on-site or rely on end users to install it on their systems. It provides remote control only, and no tools to manage, diagnose, or fix system issues.

LogMeIn IT Reach is a secure remote support and administration solution and auto-resolves dynamic IP addresses and traverses firewalls. It includes remote deployment tools, and a robust IT toolkit for quickly diagnosing and fixing PC and server issues, even when they're unattended.

Requirements for Remote Administration and Support	VNC	LogMeIn IT Reach
Seamless Connectivity		
Remote control	✓	✓
Multi-platform support	✓	No
Browser based	✓	✓
Peer-to-peer architecture	✓	✓
Dynamic IP address resolution	No	✓
Firewall traversal	No	✓
Remote deployment	No	✓
Proactive Management and Rapid Problem Resolution		
Dashboard digest view of system events, running processes, network traffic and scheduled tasks	No	✓
Diagnostic toolkit	No	✓
Interrelated processes, threads, DLLs, & registry keys in use	No	✓
Scheduling & alerts – pre-define events and schedule to be notified by email if they occur	No	✓
Access file manager, drivers, user manager, registry editor, event viewer and reboot systems	No	✓
Performance monitoring – digest view of CPU load, PCI info, memory, disk space, drive and partition info, open TCP/IP ports, installed programs	No	✓
Computer settings – adjust environment variables, virtual memory, shared resources and automatic priorities	No	✓
Background access	No	✓
Help Desk Chat	No	✓
File transfer, file share, and file synchronization	No	✓
Remote-to-local printing	No	✓
Security and Security Policy Management		
Layered security model	No	✓
128- to 256 bit SSL encryption	No	✓
User, host, and gateway authentication and authorization	No	✓
IP filtering	No	✓
IP address lockout	No	✓
Active Directory integration	No	✓
One-time printed & wireless passwords	No	✓
RSA SecurID support	No	✓
Detailed logging & session recording	No	✓