TeamViewer Tensor

Tensor

Named User Based license
Lite/Basic/Pro/Unlimited
Commercial

⊖ Security

Granular access management to protect devices ❓	✔
256-bit AES end-to-end encryption	✔
Trusted devices ❓	✔
Two-factor authentication	✔
Block and allow lists	✔

⊖ Platform coverage

Cross-device access to desktops	✔
Connection to the following Operating Systems	'Windows, macOS, Linux, Android, iOS, ChromeOS
Connection to Linux headless devices ❓	✔
Connection from the following Operating Systems	'Windows, macOS, Linux, Android, iOS, ChromeOS
Support for mobile devices (also mobile to mobile) ❓	✔
TeamViewer web client ❓	✔

⊖ Remote Access and Remote Work

VPN ❓	✔
Secure unattended access	✔
Remote printing	✔
Remote sound ❓	✔
Wake-on-LAN	✔
Black screen & block remote input ❓	✔
Proxy support ❓	✔
Multiple monitor support	✔
Remote Terminal ❓	✔
Endpoint Protection (powered by Malwarebytes) ❓	Available as Add-On
Endpoint Detection & Response (powered by Malwarebytes) ❓	Available as Add-On
Managed Threat Hunting ❓	Available as Add-On
Managed Detection and Response ❓	Available as Add-On
Assist AR Lite ❓	Available as Add-On

⊖ Remote administration and support

VoiP, Video, Chat during remote control session	✔
Switch sides ❓	✔
Number of devices to connect from ❓	Unlimited
Concurrent connections (channels) included ❓	Not applicable due to license model
Number of concurrent sessions per concurrent channel ❓	15

	Tensor Named User Based license Lite/Basic/Pro/Unlimited Commercial
Remotely Access & Control devices	✔ ❓
Custom branding	✔
Remote QuickSteps ❓	✔
Remotely install TeamViewer Host ❓	✔
In-session automation/scripting (number of scripts)	50
Invite additional participant and session handover	✔
File Transfer ❓	✔
File transfer queuing	✔
Assign service cases to other technicians ❓	✔
Service queue ❓	✔
Service case creation per hour	60
Service case notifications	✔
Service case chat	✔
Service case reporting	✔
SOS Button ❓	✔
Customer Satisfaction Rating	✔
UAC (User Access Control) support ❓	✔
Terminal server support (connect into user sessions) ❓	✔
Record and playback remote sessions	✔
Device access reporting ❓	✔
User access reporting ❓	✔
Connection billing ❓	✔

➖ User and device management

Device management	✔
Managed devices ❓	Yes, number depends on Contract ❓
Licensed users ❓	Yes, number depends on Contract ❓
Number of licenses manageable with one account	Yes, number depends on Contract ❓
Dedicated Connection Groups ❓	✔
Find nearby contacts	✔
Group sharing ❓	✔
(Device) Policies - number of policies	60
Set device Policies via API	✔
User management ❓	✔
Customized device information ❓	✔
Create custom fields in/ to Computers & Contacts list	25
Create Groups & Subgroups in Computers & Contacts list	✔

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Mass deployment (MSI package - rollout TV via script)	✔
Company Address Book ❓	✔
MDM Advanced ❓	Available as Add-On
MDM Enterprise ❓	Available as Add-On
Remote Device Monitoring ❓	Available as Add-On
Asset & Patch Management ❓	Available as Add-On
Asset discovery ❓	Available as Add-On

⊖ Enhanced function for large enterprises

Enhanced Mass Deployment (on top of MSI package)	✔
Conditional Access Router ❓	N/A (Lite/Basic); Included (Pro/Unlimited)
Single-Sign-On (SSO)	Available as Add-On (Lite); Included (Basic/Pro/Unlimited)
Auditability (Audit log and API)	Available as Add-On (Lite); Included (Basic/Pro/Unlimited)
User groups ❓	✔
SDK (Software development kit) ❓	N/A (Lite/Basic); Available as Add-On (Pro) Included (Unlimited)
Tensor Agent ❓	Starting from 5 (Lite, Basic)/10 (Pro)/15 (Unlimited); Total number depends on Contract
Tensor Light Agent ❓	Yes, number depends on Contract
Remote Worker ❓	Yes, number depends on Contract

⊖ Integrations

Web API (general application programming interface)	✔
Web API rate limit	48.000 per 24 h
Web Chat SDK	✔
3rd party Integrations ❓	Available as "Enterprise Integration Package" (Add-On): Apptec360, Cherwell, EloView, FreshWorks Standard, FreshWorks Enterprise, IBM Maximo, JamF, JIRA Cloud, JIRA Data Center, ManageEngine, Matrix42, Microsoft Azure VM Extension, MS Dynamics, MS InTune, MS Teams, REACH API, Salesforce, ServiceNow Standard, ServiceNow Enterprise, Slack, Sophos, ZenDesk Standard, ZenDesk Enterprise, Zoho
Microsoft Active Directory (SSO)	✔
Okta (SSO)	✔
AD Connector (manual AD Sync)	✔

⊖ Service

Tech Support via Phone	✔

TeamViewer Tensor

	Tensor Access Commercial Named User license	Tensor Support & Tensor Support Concurrent Commercial Named User license
⊖ Security		
Granular access management to protect devices ❓	✔	✔
256-bit AES end-to-end encryption	✔	✔
Trusted devices ❓	✔	✔
Two-factor authentication	✔	✔
Block and allow lists	✔	✔
⊖ Platform coverage		
Cross-device access to desktops	✔	✔
Support for mobile devices (smartphones and tablets, also mobile to mobile) ❓	✔	✔
As per System Requirements, connection to/from the following operating systems: Windows, macOS, Linux, Android, iOS, ChromeOS	✔	✔
TeamViewer web client ❓	✔	✔
⊖ Remote Access and Remote Work		
Secure unattended access ❓	✔	✔
Remote printing	✔	✔
Remote sound ❓	✔	✔
Black screen & block remote input ❓	✔	✔
Wake-on-LAN	✔	✔
Proxy support ❓	✔	✔
Multiple monitor support	✔	✔
Endpoint Protection (powered by Malwarebytes) ❓	✖	✖
Endpoint Detection & Response (powered by Malwarebytes) ❓	1 per User/Available as Add-On* ❓	Available as Add-On
Managed Threat Hunting ❓	Available as Add-On	Available as Add-On
Managed Detection and Response ❓	Available as Add-On	Available as Add-On

	Tensor Access Commercial Named User license	Tensor Support & Tensor Support Concurrent Commercial Named User license
Backup of files and folders	Available as Add-On	Available as Add-On
Assist AR Lite ❓	✘	Available as Add-On
MDM Advanced ❓	✘	Available as Add-On
MDM Enterprise ❓	✘	Available as Add-On

⊖ Remote administration and support

	Tensor Access	Tensor Support & Tensor Support Concurrent
VoIP (in session)	✘	✔
Chat (out of session)	✔	✔
Chat (in session)	✘	✔
Switch sides ❓	✘	✔
Number of devices to connect from ❓	No limitation	No limitation
Number of channels (concurrent connections)	1 per User	Tensor Support: 1 per User; Tensor Support Concurrent: 1 per 3 Users
Remotely access & control devices (attended access)	✘	No limitation
Custom branding of Managed Devices	✔	✔
Remote QuickSteps ❓	✘	✔
Invite additional participant and session handover	✘	✔
In-session automation/scripting (number of scripts)	✘	No limitation
File Transfer ❓	✔	✔
File transfer queuing	✘	✔
Record remote sessions	✘	✔
Incoming connections report (on device level) ❓	✘	✔
User access reporting ❓	✘	✔
Connection billing ❓	✘	✔
Remote device monitoring ❓	✘	Number depends on Contract/Available as Add-On* ❓
Asset & patch management ❓	✘	Number depends on Contract/Available as Add-On* ❓

	Tensor Access	Tensor Support & Tensor Support Concurrent
	Commercial Named User license	Commercial Named User license

⊖ User and device management

Managed devices ❓	3 per User	5000* ❓
Licensed users ❓	Number of Users depends on Contract	Number of Users depends on Contract
Number of licenses manageable in a company profile	Number depends on Contract	Number depends on Contract
Device list and Address book	✔	✔
Device groups (incl. group sharing) ❓	✔	✔
Device Policies (incl. Policies via API) – number of policies	0	1000
User management	✔	✔
Mass deployment (MSI package)	✔	✔

⊖ Enhanced function for enterprises

Enhanced Mass Deployment (on top of MSI package) ❓	✖	✔
Conditional Access Router ❓	Available as Add-On	Available as Add-On
Single-Sign-On (SSO)	✔	✔
Auditability (Audit log and API)	✔	✔
Mobile Software Development Kit (SDK) ❓	✖	Available as addon
Embedded devices support	✖	Available as Add-On

⊖ Integrations

Web API (general application programming interface)	✖	✔
Web API rate limit	✖	36.000 per 24 h
3rd party Integrations ❓	✖	Available as "Enterprise Integration Package" (Add-On): Apptec360, Cherwell, EloView, FreshWorks Standard, FreshWorks Enterprise, IBM Maximo, JamF, JIRA Cloud, JIRA Data Center, ManageEngine, Matrix42, Microsoft Azure VM Extension, MS Dynamics, MS InTune, MS Teams, REACH API, Salesforce, ServiceNow Standard, ServiceNow Enterprise, Slack, Sophos, ZenDesk Standard, ZenDesk Enterprise, Zoho
On-premise active directory sync (AD connector)	✖	✔

⊖ Customer Support

Support via phone	✔	✔

Definitions:

Unless otherwise stipulated herein below, capitalized terms in the Product Description shall have the same meaning as defined in the TeamViewer EULA.

Named User License: Under a Named User License, access to and use of the Product is limited to the specific individuals designated as Users. The right to use the TeamViewer Product is exclusively granted and bound to the Users. Group or shared logins are strictly prohibited. Re-assignment is limited to two (2) times per User per calendar year.

Add-On: Add-On refers to: (i) additional licensed items (e. g. Users, Endpoints, etc.) purchased to extend the scope of License; (ii) specific features and/or functionalities of the Product that may be activated by purchasing an additional Add-On License. Unless otherwise stipulated in the Contract, Add-On(s) will be added and co-termed to the existing Subscription License.

User: A User is a natural person first identified with a personalized login and designated by Customer to use the respective TeamViewer Product within the scope of the acquired License. Each User must at all times during the designation meet the requirements of an Authorized User in the meaning of EULA. The number of Users is subject to ordering and may be raised by order during the subscription. At least one of the Users must be designated as company administrator to manage the Users in the TeamViewer Management Console on Customer's behalf.

Endpoint: An Endpoint is an internet-capable computing device (e.g., desktops, notebooks, tablets, smartphones, workstations, servers, point-of-sale terminals, printers or handhelds; examples not exhaustive and subject to the operating system requirements) designated by Customer to use the Services under the acquired License, regardless if in the effective use or not. The number of Endpoints is subject to the Product Description and may be raised by order.

Managed Devices: A Managed Device refers to a computing device assigned to a specific TeamViewer account or company profile in the TeamViewer Management Console and centrally managed by the company administrator.

Mobile SDK (Software Development Kit): Available as Add-On that allows Customer to use the Software Development Kit (**"SDK"**) of TeamViewer that enables implementation of TeamViewer Product into Customer's mobile applications (**"Customer Apps"**). Customer is allowed to deploy such Customer Apps to its Authorized Users, provided that the Authorized Users are contractually bound to use the Customer Apps and related TeamViewer Services in compliance with the License, and Customer shall ensure that the data processing by TeamViewer with respect to the personal data of its Authorized Users is duly covered by its contractual relationship to the Authorized Users, by adding TeamViewer to its data processors list as a sub-processor of Customer, or, if necessary, obtain consent of its Authorized Users to such data processing by TeamViewer.

Integration refers to the application that integrates the respective TeamViewer Product as embedded function of a third party solution or platform and enables Customer to use the TeamViewer Product via such third party platform or solution, for which Customer also needs additional license from the third party provider.

Agent/Tensor Agent: An Agent is a User of TeamViewer Tensor (Classic). One of the Agents must have company administrator permission in the TeamViewer Management Console ("Company Administrator Agent"). An Agent (including Light Agent or Remote Worker) License may be reassigned to another TeamViewer account by the Company Administrator Agent subject to the maximum number of assignments as set out in the Contract or, if nothing specified, twice (2x) per calendar year.

Light Agent/Tensor Light Agent: A Light Agent is an Agent of TeamViewer Tensor (Classic) with limited amount of connections via TeamViewer. Each Tensor Light Agent is allowed to establish up to the maximum amount of connections as set out in the Contract or, in case no amount is stipulated, up to 20 connections within a calendar month.