DameWare Remote Support Version 10.0 Release Notes

DameWare NT Utilities (NTU) is now DameWare Remote Support (DRS). These release notes provide additional guidance for DRS version 10.0.

Why Install this Version

This version of DRS provides the following improvements:

- **Mobile Support**: You can now connect to MRC agents with your iPhone or iPad. Download the DameWare Mobile Client from the Apple App Store, and then install the DameWare Gateway on a server to securely connect to your remote computers.

- **New Licensing**: You can automatically update your license when you update DameWare or renew your maintenance instead of manually entering new license keys. License keys from version 9.x can also use this new functionality. For more information, see KB400137.

- **Proxy Support for Silent Installs**: MRC and DRS include command-line arguments to add your proxy data. For more information, see KB400113.

- **Virtual Drives**: Remotely mount virtual drives or image files using Intel vPro technology. For more information, see KB400112.

- **Version 10.0 of Mini Remote Control**: This release includes the latest version of DameWare MRC. For additional information, see the DameWare MRC release notes.

- **Multiple bug fixes**: For additional information, see "Resolved Issues" in these release notes.

Notes:

- If you are upgrading to this version from a version earlier than 8.0, apply your SolarWinds license after you upgrade. For additional information, see "Using the New Licensing System" in these release notes.

- Starting with version 9.0, you may notice a change in how your license looks in the SolarWinds customer portal. This change is solely to facilitate backend processing, and does not affect your license count or pricing.

Resolved Issues

DameWare Remote Support version 10.0 resolves the following issues in earlier versions:

- Cannot authenticate smart cards that have more than one certificate.
- RDP view size does not match the RDP setting.
- Logged in user's running applications not shown.
**Known Issues**

**Mobile Client cannot connect to the gateway if a non-SSL connection connects to the gateway port**

If you connect to the gateway port through a non-SSL connection, such as telnet, the client cannot connect to the gateway. To resolve this issue, only connect to the gateway port using the mobile client.

**The Mobile Client occasionally returns unsupported error messages**

When you use the mobile client, you may encounter cryptic error messages. See [KB400137](#) for a list of potential errors and solutions.

**Remote systems running Windows Vista or later do not show a popup on log off or shutdown**

If you send a log off or shutdown command from DRS to a remote computer running Windows Vista or later, the remote system completes the request but does not display a notification to the remote user. To resolve this issue, enable interactive services on the remote system. For additional information, see [Interactive Services](#) on msdn.microsoft.com.

**DRS crashes if you use a user without remote access permissions for Intel AMT power tasks**

If you provide credentials for an AMT user without remote control permissions for the Intel AMT Power task in DRS, the program crashes. This is an uncommon use case, and using credentials with remote control permissions resolves the issue.

**U3 Mode is not a valid licensing option with the new licensing system**

Previously, NTU users were able to license the product in "U3 Mode," which allowed them to run the application from a USB drive. This functionality is not currently compatible with our licensing system, but we are investigating a resolution for a future release.

**End of Life Policy**

In order to continue to drive innovation and new functionality into our products, SolarWinds must transition customers from legacy versions of software to our current versions. Please review the following support schedule:

- 9/13/2012: End-of-Life announcement (EoL) – Customers on DameWare v6.9 or older should begin transitioning to DameWare 9.0.

- 12/12/2012: End-of-Life (EoL) – SolarWinds will no longer provide technical support for SolarWinds DameWare v6.9 or older

**Using the New Licensing System**

After installing NTU or DRS version 8.0 or higher, you are prompted to enter the licensing information for your product. If you choose to start with the 14-day evaluation, you can access the Licensing Information options by opening **Start > All Programs > SolarWinds > DameWare Remote Support 10.0** > **Enter License Information** on the computer you want to license.
If you are upgrading from version 9.0 and you have Internet access, your license is automatically upgraded when you upgrade your DameWare product.

To evaluate the software without a license, click Continue Evaluation.

To license the software on a computer with Internet access:

1. Click Enter Licensing Information.
2. Select I have internet access and an activation key.
3. Click the http://www.solarwinds.com/customerportal link to access the customer portal on the SolarWinds web site.
4. Log on to the portal using your SolarWinds customer ID and password.
5. Click License Management on the left navigation bar.
6. Navigate to your product, choose an activation key from the Unregistered Licenses section, and then copy the activation key.
7. If you cannot find an activation key in the Unregistered Licenses section, contact SolarWinds customer support.
8. Return to the Activate DRS window, and then enter the activation key in the Activation Key field.
9. If you access Internet web sites through a proxy server, click I access the internet through a proxy server, and enter its proxy address and port.
   ■ Note: If your computer accesses the Internet through an authenticated proxy server, complete the procedure for activating without Internet access instead.
10. Click Next.
11. Enter your email address and other registration information, and then click Next.

To license the software on a computer without Internet access:

1. Click Enter Licensing Information
2. Select This server does not have internet access, and then click Next.
3. Click Copy Unique Machine ID.
4. Paste the copied data into a text editor document.
5. Transfer the document to a computer with Internet access.
6. On the computer with Internet access, complete the following steps:
a. Browse to http://www.solarwinds.com/customerportal/licensemanagement.aspx, and then log on to the portal with your SolarWinds customer ID and password.

b. Navigate to your product, and then click Manually Register License.

c. If the Manually Register License option is not available for your product, contact SolarWinds customer support.

d. Provide the Machine ID from Step 5, and then download your license key file.

7. Transfer the license key file to the DRS server.

8. Return to the Activate DRS window, browse to the license key file, and then click **Next**.

**Managing your Open Issues in Licensing**

For information about managing your licenses for SolarWinds products, including how to deactivate or reuse a license, see **SolarWinds License Manager**.

**Open Issues in Licensing**

- If you have multiple offline activations, the last offline activation overwrites the other activations. You must contact SolarWinds customer support to reset your license.

- Applying Federal Information Processing Standards (FIPS) to a licensed NTU server invalidates the existing license. To reactivate your license, contact SolarWinds customer support.

- If you enter the activation key from another SolarWinds product by mistake, the activation key for the other product is considered registered even though your actual product remains unlicensed. To return the activation key to your pool of unregistered licenses, contact SolarWinds customer support.

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