DameWare Remote Support Version 11.0.1 Release Notes

DameWare NT Utilities (NTU) is now DameWare Remote Support (DRS). These release notes provide additional guidance for DRS version 11.0.1.

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New Features and Improvements

This version of DRS provides the following improvements to v11.0.0:

- Agents no longer display "Evaluation" after the Central Server is licensed.
- Can connect to a locked computer
- Exporter included with the Centralized license
- Fixed Error 12045 when the application connects to the Central Server

Version 11.0.1 provides the following features:

- **Centralized, Server-based Architecture**: DRS v11 allows you to install a central server where you can manage licenses, users, sessions, host lists, and more. The DameWare Server includes three component server roles—DameWare Central Server, DameWare Internet Proxy, and DameWare Mobile Gateway.
  - **DameWare Central Server** – manage users, licenses, and the global host list
  - **DameWare Internet Proxy** – manage connections to out-of-network computers
  - **DameWare Mobile Gateway** – manage connections from the DameWare Mobile Client to MRC agents within your network

- **Global Host List**: Create a host list that is available to DRS, MRC, and DameWare Mobile Client users. This feature is available in Centralized mode with the DameWare Central Server.
- **Personal Host Lists:** Users can create host lists that are available on any DRS or MRC application. This feature is available with the DameWare Central Server.

- **Internet Sessions:** Remote connect to computers outside of your local network. This feature is available in Centralized mode with the DameWare Central Server and DameWare Internet Proxy.

- **Configuration Wizard:** Use the Configuration Wizard to enable and setup all components of the DameWare Server.

**Notes:**
- If you upgrade from an RC version, you may need to restart the DameWare Server service.

**Fixed Issues**
- The "Permission Required" setting is ignored when UAC is turned on.
- Cannot export information from DameWare Exporter.
- The Wow6432Node is missing in the Registry Viewer.
- Cannot run Interactive Services Detection Service while connecting with DameWare MRC.

**Known Issues**

**Installer did not deploy a prerequisite (.NET 3.5 SP1)**

You may need to enable .NET 3.5 as a feature if you run Windows Server 2008 R2 or later. This may require you to restart your computer.

**Internet Session users receive security errors**

When downloading an Internet Session agent or MRC client agent from the DameWare Internet Proxy, users receive security warnings. This is due to DameWare using a self-signed certificate instead of a Certificate Authority-issued certificate.

**Installation may not complete if the computer needs to restart**

If your computer needs to restart due to updates or other software installations, the DameWare installation may not complete. To resolve this issue, restart the computer and then install DameWare.

**Importing a large number of users or hosts from the domain controller takes a long time**

Importing a large number of entries from AD may take more than an hour to complete.

**DameWare Server components encounter connection errors when used with a proxy**

If you use a proxy to connect DameWare Server components, the components cannot communicate with the Central Server component. To resolve this issue, set the Central Server to bypass the proxy server for local addresses.
Cannot upgrade DRS or MRC with the DameWare Server installer
You must use DRS or MRC specific installers to upgrade the applications.

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.

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:

- 5/06/2014: End-of-Life announcement (EoL) – Customers on DameWare v7.4 or older should begin transitioning to DameWare 11.0.
- 12/12/2012: End-of-Life (EoL) – SolarWinds will no longer provide technical support for SolarWinds DameWare v6.9 or older

DameWare Server and its Roles
Central Server
The Central Server role is the hub of the new DameWare Centralized Solution. It stores the licenses for all the DRS and DMRC consoles installed in Centralized Mode, the user records, and Host Lists (both Global and Personal).

Internet Proxy
The DameWare Server in the Internet Proxy role is a fixed point in the Internet Session communication. Both the console from the internal network and the agent from the Internet connect to it, and the Internet Proxy pairs their requests based on the same Session ID.

Mobile Gateway
DameWare Mobile Gateway was released as a standalone product in version 10. Now it is a role of the DameWare Server with the same function. It receives and routes requests from mobile devices using DameWare Mobile to DameWare agents on your local network.

Administration Console
While this is not a DameWare Server role, it is an essential part of the DameWare Centralized Solution. It is the tool through which you manage the DameWare Server roles. The Administration Console can connect to the Central Server or Mobile Gateway directly to access their status and settings. The Internet Proxy has to be paired with the Central Server to work, so its settings are accessible by connecting to an appropriate Central Server instance.
**DameWare Server Deployment**

List of Installer files included:

<table>
<thead>
<tr>
<th>File Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DameWareRS-v11.0.1.exe</td>
<td>DameWare Remote Support v11 Installer, used for both Standalone (original) mode and Centralized (new) mode deployment</td>
</tr>
<tr>
<td>DameWareMRC64-v11.0.1.exe</td>
<td>DameWare Mini Remote Control (64-bit) v11 Installer, used for both Standalone (original) mode and Centralized (new) mode deployment</td>
</tr>
<tr>
<td>DameWareMRC32-v11.0.1.exe</td>
<td>DameWare Mini Remote Control (32-bit) v11 Installer, used for both Standalone (original) mode and Centralized (new) mode deployment</td>
</tr>
<tr>
<td>DameWareServer-v11.0.1.exe</td>
<td>DameWare Server v11 Installer, used to deploy all the included server roles, the Administration Console, and DameWare Remote Support v11 in Centralized mode.</td>
</tr>
</tbody>
</table>

Run the DameWare Server installer (DameWareServer-v11.0.1.exe) and follow the onscreen instructions. Choose **Express Installation** to deploy all the components to a single machine or select **Advanced Install** to install individual roles on specific computers. For example, install the DameWare Internet Proxy on a machine in the Demilitarized Zone (DMZ), and install the Central Server with Mobile Gateway behind a firewall to protect your network while having the Internet Proxy exposed to the Internet.

The installer deploys all binaries to every server role installation, so the configuration can be changed again by running the Configuration Wizard from the Start Menu. You can create multiple setups by pairing the components using the Configuration Wizard.

**Note:** When DameWare Mobile Gateway is installed separately, it is only directly accessible by the Administration Console. To configure it enter the Mobile Gateway location in the Administration Console Connection dialog instead of the Central Server location.

**Standalone Licensing System (DRS or MRC licenses)**

After installing DRS version 8.0 or higher, you are prompted to enter the licensing information for your product.

To evaluate the software, click **Continue Evaluation**. You can access the licensing information options by opening **Start > All Programs > SolarWinds > DameWare Remote Support 11.0 > Enter License Information** on the computer you want to license.
**Note:** If you want to upgrade your version 10 applications to version 11 and do not want to use centralized licensing, select **Standalone Install** in the DRS or MRC installers to continue using standalone licensing with your DRS and MRC applications. **You do not need to upgrade your license.**

**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](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.

**Centralized Licensing System (DRSC or MRCC licenses)**

You only need to active your license on the DameWare Central Server using the Centralized licensing system. After the license is activated on the Central Server, you can then assign licenses to users using the Administration Console.

After the Central Server is running, install or upgrade the DRS and MRC applications, and choose **Centralized Install** in the installers. Deactivate any pre-existing DRS or MRC licenses on the computers you upgrade.

If you choose to start with the 14-day evaluation, you can access the licensing information options later by opening **Start > All Programs > SolarWinds > DameWare Server > Activate DameWare Licenses** on the DameWare Central Server computer.

**To license the software on a computer with Internet access:**

1. Click **Licensing** by the product you want to activate.

2. Click **Enter Licensing Information**.

3. Select **I have internet access and an activation key**.

4. Click the [http://www.solarwinds.com/customerportal](http://www.solarwinds.com/customerportal) link to access the customer portal on the SolarWinds web site.

5. Log on to the portal using your SolarWinds customer ID and password.

6. Click **License Management** on the left navigation bar.

7. Navigate to your product, choose an activation key from the **Unregistered Licenses** section, and then copy the activation key.

8. **If you cannot find an activation key in the Unregistered Licenses section, contact SolarWinds customer support.**
9. Return to the Activation window, and then enter the activation key in the Activation Key field.

10. **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.*

11. Click Next.

12. Enter your email address and other registration information, and then click Next.

**To license the software on a computer without Internet access:**

1. Click Licensing by the product you want to activate.

2. Click Enter Licensing Information.

3. Select This server does not have internet access, and then click Next.

4. Click Copy Unique Machine ID.

5. Paste the copied data into a text editor document.

6. Transfer the document to a computer with Internet access.

7. On the computer with Internet access, complete the following steps:

   a. Browse to [http://www.solarwinds.com/customerportal/licensemanagement.aspx](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.

8. Transfer the license key file to the Central server.

9. Return to the Activation window, browse to the license key file, and then click Next.

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