DameWare Remote Support Version 9.0.1 Release Notes

DameWare NT Utilities (NTU) is now DameWare Remote Support (DRS). These release notes provide additional guidance for DRS version 9.0.1.

Why Install this Version

This version of DRS provides the following improvements:

- **Windows 8 Support**: You can now install DRS on computers running the latest Windows desktop operating system. DRS also supports remote hosts running Windows 8.

- **Version 9.0.1 of Mini Remote Control**: This release includes the latest version of DameWare MRC. For additional information, see the DameWare MRC release notes.

- **Intel vPro Support**: Both DRS and MRC now support Intel vPro hardware enabled with Active Management Technology (AMT). In DRS, power on, power off, or restart remote vPro systems even when they are powered off. For additional information, see KB400112.

- **Support for Silent Installs**: Both DRS and MRC now include command-line arguments to support installing and licensing the products silently. For additional information, see KB400113.

- **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 9.0.1 resolves the following issues in earlier versions:

- NTU v8.x and DRS v9.0 crashes when you use the **Move** function in the Active Directory node.
- NTU v8.x crashes when you close the **Shutdown** window.
- The **Servers** node in NTU v8.x enumerates the same server repeatedly when expanded.
- DameWare Exporter in NTU v8.x crashes when you export to a non-existent folder.
- The **Download SolarWinds License Manager** link in the host Start menu does not work on Windows Server 2003 or Windows XP hosts in v8.x.
Known Issues

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 9.0 > Enter License Information on the computer you want to license.

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

- 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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