DameWare Mini Remote Control Version 11.0 Release Notes

These release notes provide additional guidance for DameWare Mini Remote Control (MRC) version 11.0.

Why Install this Version

This version of MRC provides the following improvements:

- **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.

**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.

**Known Issues**

**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.

**Cannot upgrade DRS or MRC with the DameWare Server installer**

You must use DRS or MRC specific installers to upgrade the applications.

**Cannot downgrade MRC agents to match the MRC application**

When you attempt to downgrade an agent to match the MRC application, the agent hangs and the files are not transferred. To resolve this issue, manually copy the files.

**Cannot install the MRC agent remotely using a custom local administrator account**

Starting in Windows Vista, Windows does not allow custom accounts in the local administrator group to
perform administrative functions remotely. To resolve this issue, use a domain account that is a local administrator on the remote computer, or the built-in local Administrator account on the remote computer. For additional information, see KB400125.

**Changing the screen resolution on remote Linux CentOS hosts affects MRC performance**

After you connect to remote hosts running Linux CentOS with MRC's VNC viewer, changing the screen resolution on the remote host affects MRC's performance. To resolve this issue, disconnect and reconnect. MRC performs as expected after reconnecting, even at the new resolution.

**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 v11.0.
- 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 MRC 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 Mini Remote Control 11.0 > 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](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 MRC 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](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 MRC server.

8. Return to the Activate MRC 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](http://www.solarwinds.com/customerportal/licensemanagement.aspx).
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 MRC 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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