DameWare Mini Remote Control Version 9.0.1 Release Notes
These release notes provide additional guidance for DameWare Mini Remote Control (MRC) version 9.0.1.

Why Install this Version
This version of MRC provides the following improvements:

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

- **Linux and Mac Support**: MRC now supports connections to Linux and Mac clients using a new VNC viewer option in the Remote Connect dialog. For additional information, see KB400115.

- **Intel vPro Support**: Both DRS (previously NT Utilities) and MRC now support Intel vPro hardware enabled with Active Management Technology (AMT). In MRC, connect to remote vPro systems even while they are booting up. For additional information, see KB400112.

- **Backwards Compatibility**: MRC is now backwards compatible with MRC client agents as far back as version 7.0. For additional information, see KB400116.

- **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 Mini Remote Control version 9.0.1 resolves the following issues in earlier versions:

- The MSI installers for the MRC v9.0 client agent do not retain previous settings for upgraded clients. For additional information, see KB400126.

- MRC v8.x and v9.0 omits the first host selected when selecting multiple hosts to update default host settings.

- MRC v.9.0 starts up slowly.
The MRC v9.0 client agent upgrade does not directly upgrade 64-bit clients.
MRC v9.0 does not allow multiple users to copy and paste to/from a multisession connection.
The chat feature crashes in MRC v8.x after upgrading from v7.5 or earlier.
The status bar in MRC v8.x displays some incorrect messages.
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.
The MRC v8.x client agent upgrade takes longer than expected.
The MRC v8.x client agent is incompatible with hosts running Sophos Anti-Virus 10.0 and higher. This prevents MRC users from connecting to the affected hosts. For additional information, see KB400114.

Known Issues
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:

- 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 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 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](http://www.solarwinds.com/customerportal) link to access the customer portal on the SolarWinds website.

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.

**Open Issues in Licensing**

- 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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