DameWare Mini Remote Control Version 10.0 Release Notes
These release notes provide additional guidance for DameWare Mini Remote Control (MRC) version 10.0.

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

- **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.

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

- MRC crashes when connecting to a thin client using VNC.
- Cannot authenticate smart cards that have more than one certificate.
- Receive a "Configuring the remote system for first time use," every time you connect to Windows 8 computers.
- When multiple people are connected to a session, only the first user can copy and paste.

Known Issues

**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:

- 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 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](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/).
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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