GETTING STARTED GUIDE

Dameware Stand-alone

Version 12.1
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Dameware Stand-alone Getting Started Guide

Dameware Remote Support and Mini Remote Control provide you with tools to troubleshoot and manage systems and support end users. If you are a customer, you have purchased either a centralized version of Dameware, or a stand-alone version of Dameware. If you are not yet a customer, and are interested in evaluating Dameware, you can download Remote Support or Mini Remote Control, fully-functional for 14 days. After the evaluation period, you can convert your evaluation license to a production license by obtaining and applying a license key.

Who should use this guide?

This guide is intended for SolarWinds customers or prospects who have purchased or want to evaluate stand-alone versions of Dameware Remote Support or Dameware Mini Remote Control. Stand-alone versions of Dameware do not include the Dameware Central Server that you can use to manage Dameware licenses, Global Host Lists, and Dameware users. With Dameware Remote Support Centralized you can also initiate Internet Sessions to support remote end users outside your network.

The purpose of this guide is to familiarize you with the most commonly used features of Dameware Remote Support and Dameware Mini Remote Control that are of interest to SolarWinds customers.

- If you are a customer and need implementation help, search the SolarWinds Customer Success Center, or contact our Support Team. Read SolarWinds Customer Support Information to learn how to properly open a support case and get your case the right level of visibility.
- If you are a prospect and need assistance with your evaluation, contact sales@solarwinds.com.

This guide assumes that you have installed Dameware Remote Support or Dameware Mini Remote Control.

Which stand-alone product are you using?

Dameware Remote Support and Dameware Mini Remote Control offer different capabilities. If you purchased a stand-alone version of Mini Remote Control, you can:

- Remotely control Windows®, Mac OS® X, and Linux® computers.
- Support end users internal to your network, including sharing files, chatting with end users, and taking screen shots (among many other functions).

If you purchased a stand-alone version of Remote Support, you can perform all Mini Remote Control actions, and many others. For example, you can:

- Manage Active Directory objects such as Organizational Units (OU), Containers, Users, Groups, Contacts, Computers, and Shares.
- Use Dameware Exporter to quickly extract information from remote computers.
- Install, stop, and remove services.
- Make updates to the registry of end users' computers.
Remote Support includes a copy of Mini Remote Control.

Get started with Mini Remote Control

Use the following checklist to navigate to Dameware Mini Remote Control topics.

This getting started guide assumes that Dameware Mini Remote Control stand-alone has been installed. SolarWinds recommends that you complete this getting started guide in order.

1. **Connect to a computer using Mini Remote Control.**
   Review the [four different ways in which you can connect with a user's computer](#), and then [connect with a user internal to your network](#).

2. **Support end users with Mini Remote Control.**
   Use Mini Remote Control to [control an end user's machine, chat with the end user, share files, or lock their mouse and keyboard](#).

Get started with Remote Support

Use the following checklist to navigate to Dameware Remote Support topics.

This getting started guide assumes that Remote Support Centralized has been installed. SolarWinds recommends that you complete this getting started guide in order.

1. **Connect to a computer using Mini Remote Control.**
   Review the [four different ways in which you can connect with a user's computer](#), and then [connect with a user internal to your network](#).

2. **Support end users with Mini Remote Control.**
   Use Mini Remote Control to [control an end user's machine, chat with the end user, share files, or lock their mouse and keyboard](#).
3. **Support end users with Remote Support.**

   After you [connect to a computer](#) with Remote Support, you can [make changes to the end user's machine](#), including editing the registry, starting, stopping, and installing services, and managing the Windows Task Scheduler.

4. **Manage your Windows and Active Directory environment.**

   Remote Support is also useful in helping you [perform a number of Active Directory management tasks](#) and [track configuration changes to host machines](#) to analyze changes to your system over time.
Use Dameware Mini Remote Control to support internal users

This section includes the following topics:

- Dameware Mini Remote Control connection and authentication methods
- Connect to an internal computer using Dameware Mini Remote Control
- Support users with Dameware Mini Remote Control

Dameware Mini Remote Control connection and authentication methods

This topic applies to both Remote Support and Mini Remote Control.

The Dameware Mini Remote Control application connects to the client agent service using a direct TCP connection from the application to the client agents. Although this method may not be as convenient as establishing a VPN or SSL connection to a LAN, for many users it provides a way of supporting customers or administrating remote computers not on a LAN.

Dameware Mini Remote Control supports the following connection methods:
<table>
<thead>
<tr>
<th>Connection Method</th>
<th>Description</th>
<th>Authentication Methods</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use MRC Viewer</td>
<td>Connects to the MRC agent installed on the remote Windows machine. If an agent is not installed on the remote machine, it is installed during the connection.</td>
<td>Proprietary Challenge/Response: This authentication method works by having a custom proprietary User Name and Password defined in the settings of the Dameware Mini Remote Control client agent service on the remote system. The User Name and Password are stored in encrypted format in the Registry of the remote system. Windows NT Challenge/Response: This authentication method uses the integrated security of the Windows operating system to connect to a remote system. Encrypted Windows Logon: The Encrypted Windows Logon is similar to the Windows NT Challenge/Response authentication method except that it sends the User Name and Password to the remote system in an encrypted format. This authentication method is designed primarily for situations where NT Challenge/Response authentication is not possible or fails. Examples of these situations include when Domain Controllers have been configured to disallow anonymous connections, NT Challenge / Response has been disabled, or when using any of the Home versions of Windows Operating Systems. Smart Card Logon: The Smart Card Logon provides two-factor authentication that allows the Dameware Mini Remote Control user to authenticate to a remote system using a Smart Card and PIN at the local system without requiring a Smart Card reader at the remote system. This option works in conjunction with the Smart Card network implementation.</td>
</tr>
<tr>
<td>Connection Method</td>
<td>Description</td>
<td>Authentication Methods</td>
</tr>
<tr>
<td>----------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td>------------------------</td>
</tr>
<tr>
<td>Use Remote Desktop (RDP)</td>
<td>Connects to the remote system using the Microsoft Remote Desktop Program. When you select this option, Dameware Mini Remote Control opens the RDP viewer within the Mini Remote Control application to connect to the remote system.</td>
<td>N/A</td>
</tr>
<tr>
<td>Use VNC Viewer (Linux or Mac)</td>
<td>Connects to a remote VNC server using the Remote Frame Buffer (RFB) protocol. Use this option to connect to Linux or Mac hosts. For additional information about the operating systems Dameware Mini Remote Control supports for VNC connections, see Configure a Mac or Linux computer as a Dameware Remote Host.</td>
<td>N/A</td>
</tr>
</tbody>
</table>

For further information on MRC client agent service installation, see this topic. For further information on ports needed for Dameware stand-alone installations, see the this topic.

**Connect to an internal computer using Dameware Mini Remote Control**

This topic applies to both Remote Support and Mini Remote Control.

This topic describes how to use Dameware Mini Remote Control to connect to a user internal to your network. The computer you are connecting to must have the Dameware client service agent installed on it. The agent controls the communication between the technician's computer and the end user's computer. If the computer does not have the agent installed, you are prompted to install it when you try to connect. To install the agent, you must be an administrator of Active Directory. If you are not an Active Directory administrator, see Install Dameware Mini Remote Control client agent service for alternate ways of deploying the Dameware client service agent.

Before you connect to a computer internal to your network:

- Ensure that you have the host name or IP address of the computer to which you want to connect.
- Ensure that you know the connection and authentication method to use to connect with the computer.

To connect to an internal computer using Dameware Mini Remote Control:
1. Launch the Dameware Mini Remote Control application.
2. In the Host field, enter a host name or IP address of the remote system.
3. Select an Authentication method, and a connection method.
4. Enter the credentials, and on the toolbar, click Connect.

When Dameware Mini Remote Control successfully connects with the remote system, a Connected to message is displayed.

If you are unable to connect to a computer, see [Receive Error 5: Access Denied when connecting to a remote computer using Dameware Stand-alone Mini Remote Control](#).

**Support users with Dameware Mini Remote Control**

This topic applies to both Remote Support and Mini Remote Control.

After you [connect to an end user's computer](#), you can use Dameware Mini Remote Control to control all aspects of the user's system as if you were physically accessing the computer. In addition to the remote control feature, Dameware Mini Remote Control enables you to:
• Chat with the end user.
• Share files, including hot fixes and executables, with the end user.
• Lock the remote system so that only the technician has access to the machine.
• Take screen shots of the end user's system.
• Toggle between monitors if the end user has multiple monitors.

While there are many support tasks you can perform with Dameware Mini Remote Control, this topic provides steps on how to use features most commonly used by current SolarWinds customers.

Before you begin, Connect to an internal computer using Dameware Mini Remote Control.

<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Complete these Steps...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chat with a remote user (supported for external and internal users)</td>
<td>1. On the Dameware Mini Remote Control toolbar, click the Chat icon.</td>
</tr>
<tr>
<td></td>
<td>2. Enter a message, and click Send.</td>
</tr>
</tbody>
</table>
If you want to... | Complete these Steps...
---|---
Exchange files between your local hard drive and the remote user (supported for internal users only) | 1. On the Dameware Mini Remote Control toolbar, click the Download icon.

There is a known issue with simple file transfers on Windows 10 computers. See [Unable to complete a simple file transfer (SFT) with Dameware Mini Remote Control on a Windows 10 computer](#) for a workaround.

2. On your local machine, right-click the file to send, and select Dameware MRCC > Copy to remote host.

3. On the Dameware Mini Remote Control toolbar, click the Upload icon.

   Mini Remote Control automatically copies the file to the Uploads folder on the remote machine.

Lock keyboard and mouse (supported for internal users only) | On the Dameware Mini Remote Control toolbar, click Lock Remote Keyboard and Mouse.
Beyond getting started

If you have installed Dameware Mini Remote Control, you do not need to complete the remaining topics in this guide. All remaining topics in this guide relate to Dameware Remote Support.

After you have completed this Getting Started Guide, access the following resources, as needed:

- Dameware documentation
- Dameware knowledge base
- Dameware training videos
- Dameware case studies
- Dameware white papers
- Dameware product videos
Use Dameware Remote Support to support internal users and systems

- Connect to a computer using Dameware Remote Support
- Modify end user machines using Dameware Remote Support
- Manage Active Directory using Dameware Remote Support
- Troubleshoot Dameware issues by tracking configuration changes to host machines

Connect to a computer using Dameware Remote Support

This topic applies to Remote Support.

Before you connect to a computer internal to your network, ensure that you know the location of the computer within your network.

1. Launch the Dameware Remote Support application.
2. Browse the subnets until you locate the computer you want to support.
3. Click the plus sign (+) next to the computer you want to support.

You are now ready to Modify end user machines using Dameware Remote Support.
Modify end user machines using Dameware Remote Support

This topic applies to Remote Support.

Dameware Remote Support is ideal for performing Windows administration tasks on computers internal to your network. For example, with Dameware Remote Support you can restart services and processes, edit registries, view and clear events logs, and more. The benefit of using Dameware Remote Support to modify end user machines is that you can perform all functions with the Dameware Remote Support console, instead of initiating RDP sessions with the end user.

While there are many Windows administration tasks you can perform with Dameware Remote Support, this topic provides guidelines on a few of the most commonly used features.

Before you begin:

- [Connect to a computer using Dameware Remote Support](#).
- Collect the credentials of the machine you are accessing. You are required to log in to the machine you are modifying.
If you want to... Complete these Steps...

Edit the registry

1. Browse the machine, and expand Registry.
   - In this example, the machine name is listed under Favorite Machines, and begins with PM.
2. Double-click 32 bit Registry, or 64 bit Registry.
3. Make changes to the registry, and save them.
<table>
<thead>
<tr>
<th>If you want to...</th>
<th>Complete these Steps...</th>
</tr>
</thead>
</table>
| View, remove, start, stop, or install services | 1. Browse the machine, and expand Services.  
2. In the Services tab, right-click a service, and make a selection. |
| View the shares associated with a machine | Browse the machine, and double-click Shares. |
Manage Active Directory using Dameware Remote Support

This topic applies to Remote Support.

Use Dameware Remote Support to add, delete, and update Active Directory Objects including Organizational Units (OUs), Containers, Users, and Groups. With Dameware Remote Support, you can manage multiple Active Directory domains from one console. The benefit of using Dameware Remote Support to manage your Active Directory environment is that you do not need to log in to your Active Directory server to perform all of the functions available in the Remote Support console. If your computer is a member of the domain on which Active Directory is installed, by default, Dameware Remote Support automatically shows all Active Directory objects.

While there are many Active Directory monitoring tasks you can perform with Remote Support, this topic provides guidelines on a few of the most commonly used features.
If you want to...

Create a new Organization Unit, User, or Group

Complete these Steps...

1. Expand Active Directory.
2. Navigate through the domain, and then click Active Directory Users & Computers.
3. Click Users.
4. Right-click a user object, and select New > Organization Unit, Group, or User.
If you want to... | Complete these Steps...
---|---
Delete a user account | 1. Navigate to the Users folder.
2. Right-click an account, and select Delete.

Reset a password, and disable, and enable accounts | Right-click a user, and select Account.
If you want to... Complete these Steps...

View the properties of an object
Right-click the object, and select Properties.

Create, move, or delete mailboxes
Right-click an object, and click Exchange Tasks.

Troubleshoot Dameware issues by tracking configuration changes to host machines

This topic applies to Remote Support.

You can use the Dameware Exporter module of the Dameware Remote Support application to export configurations of host systems. The exported file lists all software versions and upgrades deployed on selected machines. If you periodically export configurations, then you can use the results for correlation purposes, and track changes to host machines over time.
For example, if a user complains of performance issues with their machine, you can use the exported data to quickly identify if new versions of software or configuration changes are causing the issue.

1. Launch the Dameware Remote Support application.
2. Click File > Export, and use your Dameware Remote Support credentials to log in to the Dameware Exporter.
3. In the Task List, select the properties you want to export.

![Task List Image]

4. Click Start Exporting.
   The Information panel at the bottom of the window provides a status of the export job.

![Start Exporting Image]

5. When the export is complete, click Open Export Output Folder(s) to view the results.

![Open Export Output Folder(s) Image]
Beyond getting started

After you have completed this Getting Started Guide, access the following resources, as needed:

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- Dameware case studies
- Dameware white papers
- Dameware product videos