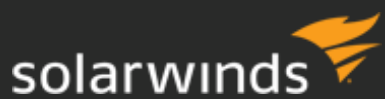




GETTING STARTED GUIDE

Dameware Centralized

Version 12.0



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Retrieve the latest version from: https://support.solarwinds.com/Success_Center/Dameware_Remote_Support_Mini_Remote_Control

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How do I get started with Dameware centralized?

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 who have purchased Dameware Remote Support Centralized or Dameware Mini Remote Control Centralized. Centralized versions of Dameware include the Dameware Central Server that manages 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 Dameware Remote Support and Dameware Mini Remote Control features that are most commonly used by SolarWinds customers.

If you 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.

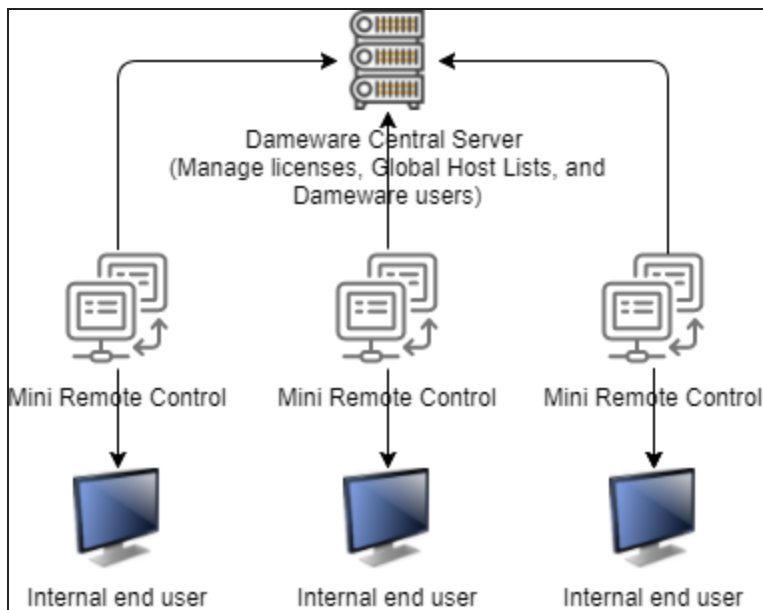
This guide assumes that you have Dameware Remote Support Centralized or Dameware Mini Remote Control Centralized installed.

Which centralized version of Dameware did you purchase?

Dameware Remote Support and Dameware Mini Remote Control offer different capabilities. With the centralized version of Mini Remote Control, you can:


- Centrally manage Dameware licenses and users.
- Create and manage Global Host Lists to share among technicians.
- 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).

The following diagram illustrates how Mini Remote Control works with the Dameware Central Server to support end users.

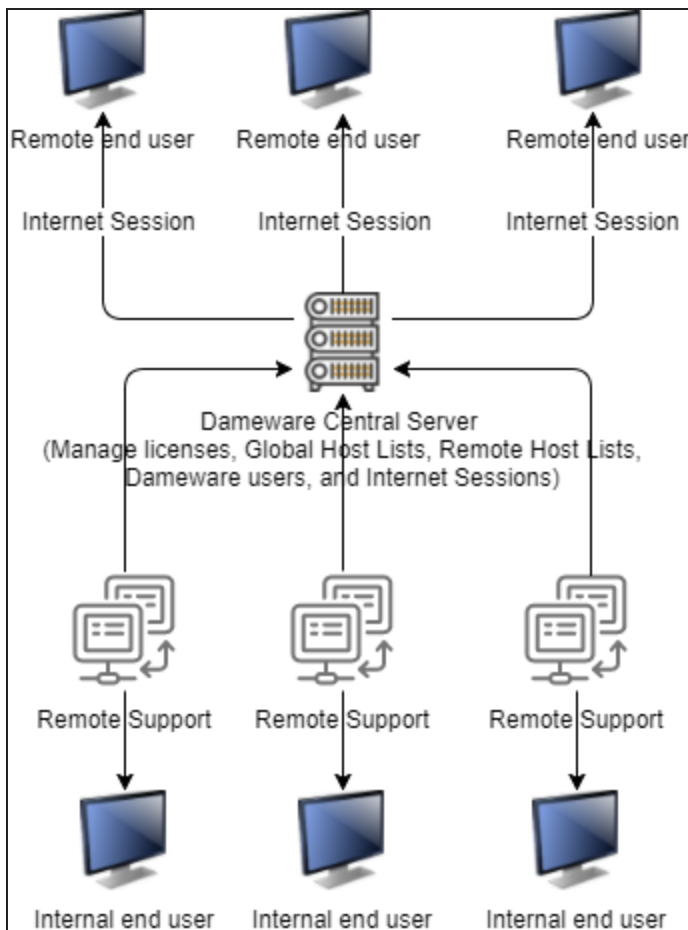


With the centralized version of Remote Support, you can perform all Mini Remote Control actions, and many others. For example, you can:

- Initiate Internet Sessions to support end users outside of your network.
- Create and manage Remote Host Lists to share among technicians.
- Manage Active Directory objects such as Organizational Units (OU), Containers, Users, Groups, Contacts, Computers, and Shares.
- Use Dameware Exporter to quickly extract system configuration information from computers.

 Remote Support includes a copy of Mini Remote Control.

The following diagram illustrates how Remote Support works with the Dameware Central Server to support end users.



Get started with Mini Remote Control Centralized

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

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

1.	Add users to Dameware. After you log in to the Dameware Administration Console , you can add Dameware users manually , import users from Active Directory , or import users from a file .
2.	Build your list of Global Hosts. After you understand what kind of host lists there are in Dameware , you can create a list of Global Hosts that all Dameware Technicians can use when troubleshooting user machines.
3.	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 .
4.	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 Centralized

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

 Remote Support includes a copy of Mini Remote Control.

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

1.	Add users to Dameware. After you log in to the Dameware Administration Console , you can add Dameware users manually , import users from Active Directory , or import users from a file .
2.	Build your list of Global Hosts. After you understand what kind of host lists there are in Dameware , you can create a list of Global Hosts that all Dameware Technicians can use when troubleshooting user machines.
3.	Connect to a computer using Mini Remote Control. Review the four different ways in which you can connect , and then connect with a user internal to your network .
4.	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 .
5.	Support internal 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.
6.	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.

7. **Support remote end users.**

An [Internet Session](#) is a connection between the Mini Remote Control module of Remote Support Centralized and a computer outside of your network. You can establish two types of sessions with remote users: [attended sessions](#) and [unattended sessions](#).

After you establish contact with a remote end user, you can use the Mini Remote Control control features to provide support. During or after a session, you can [view the session details](#).

Create Dameware users and Global Host Lists

This section includes the following topics:

- [Log in to the Dameware Administration Console](#)
- [Manually add a user to Dameware](#)
- [Import users from Active Directory into Dameware](#)
- [Import users from a CSV file into Dameware](#)
- [What kind of host lists are there in Dameware?](#)
- [Import hosts to the Global Host List in Dameware](#)

Log in to the Dameware Administration Console


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

The Dameware Administration Console is the application a Dameware Central Server Administrator uses to manage Dameware licenses, [users](#), and [Global Host Lists](#). If you have purchased Dameware Remote Support Centralized, the administrators uses the Dameware Administration Console to manage [Internet Sessions](#) and settings, Internet Proxy settings, and Mobile Gateway users, sessions, and settings.

To log in to the Dameware Administration Console, collect the following:

- The Dameware Central Server IP address or host name
- The Dameware service port number (the default port number is 6133)

Before you begin, ensure that you have [installed Dameware](#).

- • The default credentials for the administrator are user name `admin` and password `admin`. You can assign administrator privileges to any user.
- The default administrator account does not affect your license count because it is not licensed to use Remote Support, Mini Remote Control, or the Dameware Mobile Client.

1. From your Desktop or the Start menu, launch the Dameware Administration Console.
2. Enter the Central Server IP address or host name, and port number.
The default port number is 6133.

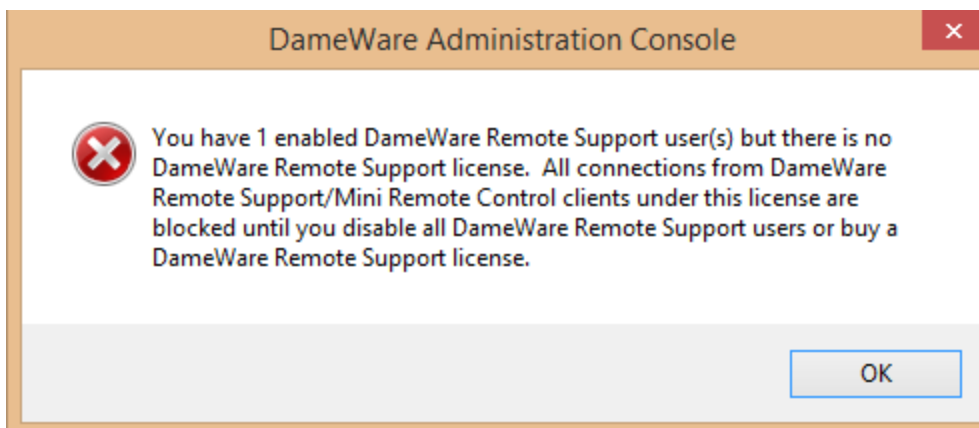
3. Use the following table to select an authentication method.

AUTHENTICATION	DESCRIPTION
Dameware authentication	This is the most common authentication method where user accounts are independent of other credentials. The default administrator user name is <code>admin</code> and the default password is <code>admin</code> . If a user account is not assigned administrator privileges, the user cannot log in to the Administrator Console.
Windows authentication	Use this authentication if the Administration Console and the Central Server are located in the same domain or are in different domains and have a trust relationship between them. To enable Windows authentication, synchronize a user account with the Active Directory server on the Dameware Central Server. A user cannot log in to the Administrator Console if the user account does not have administrator privileges.

4. Click Connect to Server.

The Dameware Central Server Administration Console window opens.

When I log in, I see the following error message. What should I do?



This message displays because you have purchased Dameware Mini Remote Control Centralized, and the default user account is a Dameware Remote Support user instead of a Dameware Mini Remote Control user. Until this is changed, Mini Remote Control users cannot connect to the Central Server.

To change the default Dameware Remote Support user to a Mini Remote Control user:

1. Click OK on the message.
2. Select the user check box, and click Edit on the Action bar.
The Edit Existing User dialog box opens.

3. Select the Dameware Mini Remote Control Only license type, and click Save Changes.

The screenshot shows the 'Users' table in the Dameware Administration Console. The 'user' account is selected. The 'Edit Existing User' dialog is open, showing the following details:

Login Name	License Type	Enabled
admin	Not required - Administration Only	✓
user	Remote Support	✓

Edit Existing User

Change login name, permissions and license details.

Login Name:
Login Name has to be at max. 20 characters long.

Full Name:
Optional.

Password:
Password has to be at least 8 characters long.

Confirm Password:

DameWare Central Server Permissions:

- ☐ Administrator
Permissions to manage all sessions and users details will be granted to the user. [More info](#)
- ☒ DameWare Remote Support and Mini Remote Control
Number of available license seats: 0
- ☒ DameWare Mini Remote Control Only
Number of available license seats: 5

A red arrow points to the 'DameWare Mini Remote Control Only' radio button.

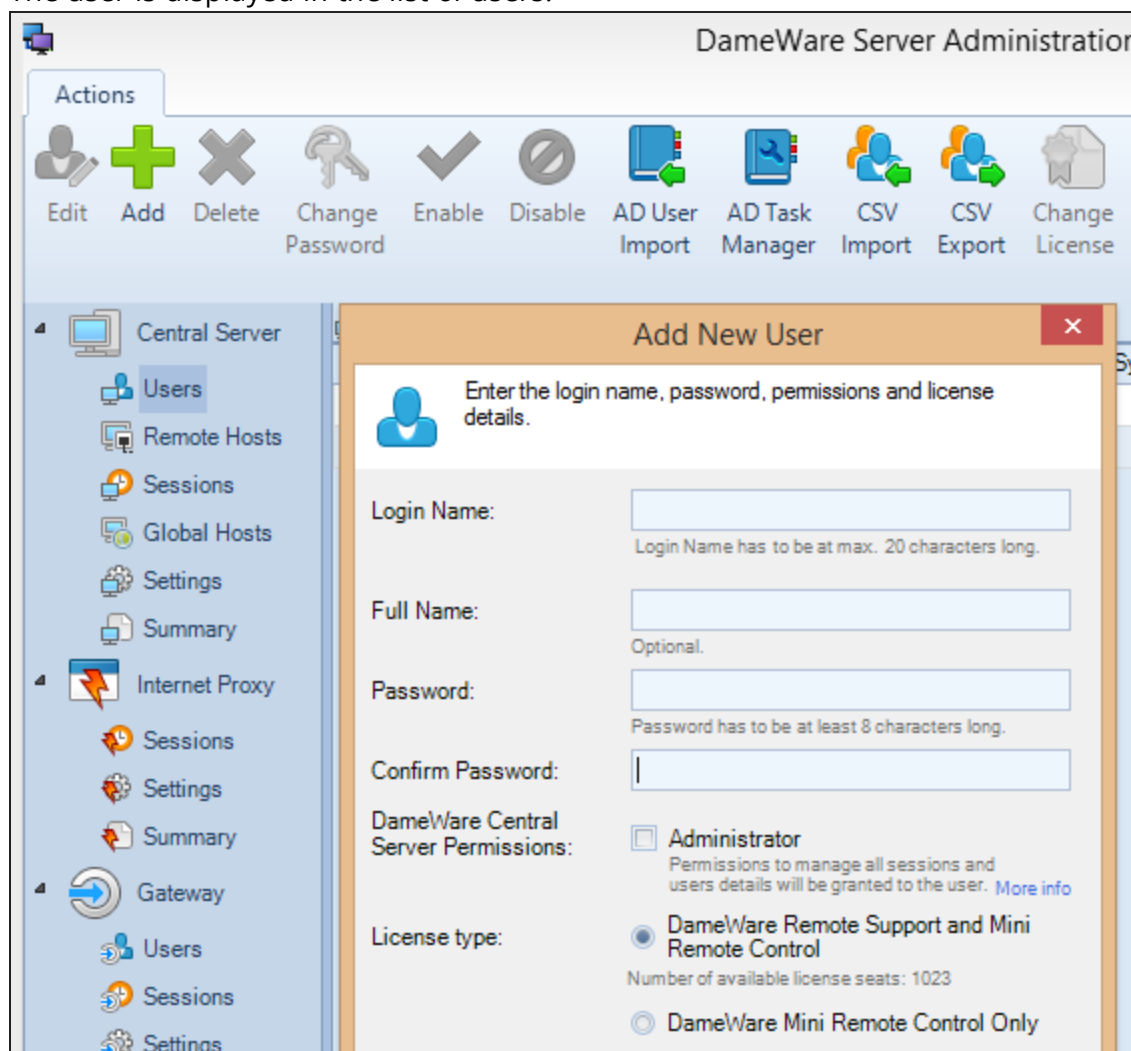
Manually add a user to Dameware

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

Technicians who use either Dameware Remote Support or Dameware Mini Remote Control to support end users must be created as users in the Dameware Administration Console. Manually add users if you have a small number of Dameware users. If you have a large number of Dameware users, then you can [import them from Active Directory](#), or [import them from a file](#).

1. Log in to the Administration Console as an administrator.
2. Under Central Server, click Users.
3. On the Actions toolbar, click Add.


4. Complete the fields in the Add New User dialog box, and click Add New User.
The user is displayed in the list of users.



Import users from Active Directory into Dameware

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


Technicians who use either Dameware Remote Support or Dameware Mini Remote Control to support end users must be set up as users in the Dameware Administration Console. If you need to add a lot of Dameware users, importing users from Active Directory can save you time. You can also [import users from a file](#). If you have a small number of Dameware users, you can [manually add them](#).

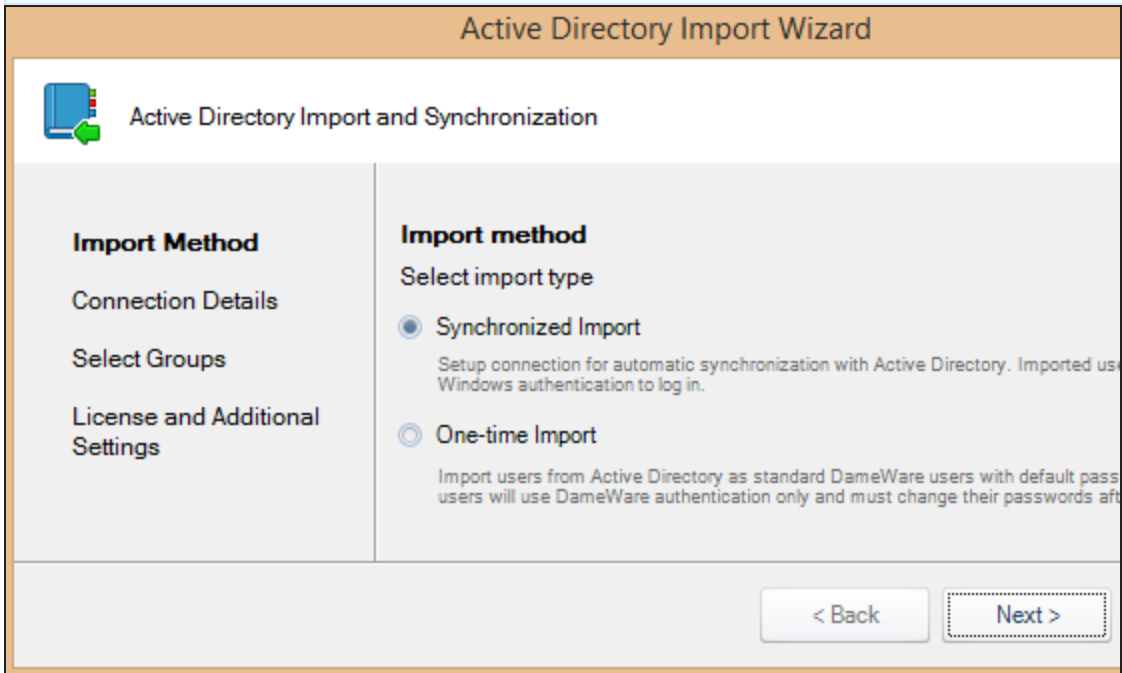
 SolarWinds recommends importing users from Active Directory because a CSV file must conform to a specific format for the import to be successful.

1. Log in to the Administration Console as an administrator.
 2. Click Central Server > Users.
 3. On the Action toolbar, click AD User Import.
 4. On the Active Directory Import wizard panel, select the import type:
- Dameware credentials: select One-time import, and click Next.

 Dameware users imported using this method cannot use Windows authentication.

- Windows credentials: Select Synchronized Import, and click Next.

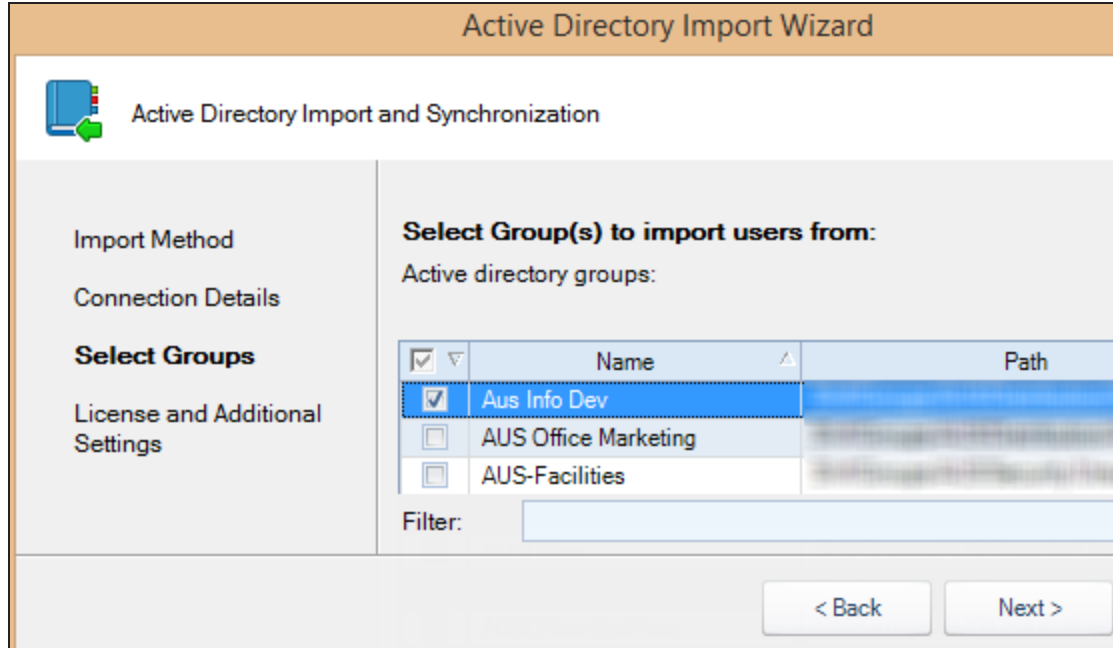
 This method sets up automatic synchronization with Active Directory for users in the selected groups.



The screenshot shows the 'Active Directory Import Wizard' window. The title bar is orange and reads 'Active Directory Import Wizard'. Below the title bar is a header area with a blue folder icon and the text 'Active Directory Import and Synchronization'. The main area is divided into two panels. The left panel, titled 'Import Method', contains a list of steps: 'Connection Details', 'Select Groups', and 'License and Additional Settings'. The right panel, titled 'Import method', contains the 'Select import type' section with two radio button options: 'Synchronized Import' (selected) and 'One-time Import'. Below 'Synchronized Import' is a description: 'Setup connection for automatic synchronization with Active Directory. Imported users will use Windows authentication to log in.' Below 'One-time Import' is a description: 'Import users from Active Directory as standard DameWare users with default passwords. Imported users will use DameWare authentication only and must change their passwords after import.' At the bottom right of the wizard are two buttons: '< Back' and 'Next >'. The 'Next >' button is highlighted with a dashed border.

5. On the Connection Details panel, select Local Domain or Custom Domain Controller.
6. Complete the remaining fields on the Connection Details panel, and click Next.

7. Select the groups to import, and click Next.

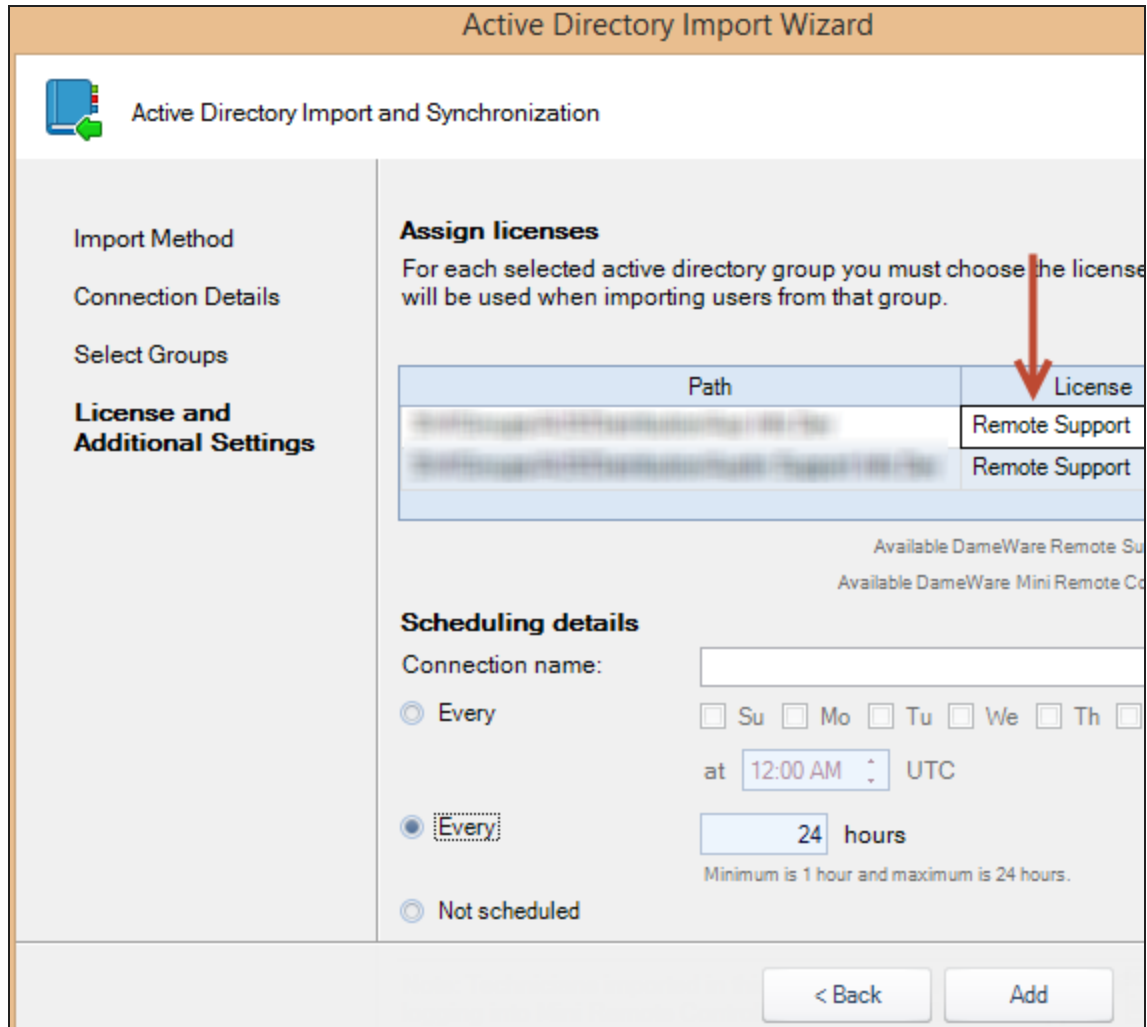


The screenshot shows the 'Active Directory Import Wizard' window. The title bar reads 'Active Directory Import Wizard'. Below the title bar, there is a header area with a folder icon and the text 'Active Directory Import and Synchronization'. The main area is divided into two panes. The left pane contains a list of steps: 'Import Method', 'Connection Details', 'Select Groups' (which is highlighted), and 'License and Additional Settings'. The right pane is titled 'Select Group(s) to import users from:' and contains the text 'Active directory groups:'. Below this text is a table with two columns: 'Name' and 'Path'. The table has three rows: 'Aus Info Dev' (checked), 'AUS Office Marketing' (unchecked), and 'AUS-Facilities' (unchecked). Below the table is a 'Filter:' label and an empty text box. At the bottom right of the window are two buttons: '< Back' and 'Next >'.

<input checked="" type="checkbox"/>	Name	Path
<input checked="" type="checkbox"/>	Aus Info Dev	
<input type="checkbox"/>	AUS Office Marketing	
<input type="checkbox"/>	AUS-Facilities	

8. For each group, in the License Type field, select Remote Support or Mini Remote Control.
9. To automatically import users from Active Directory, create a schedule in the Scheduling details area.

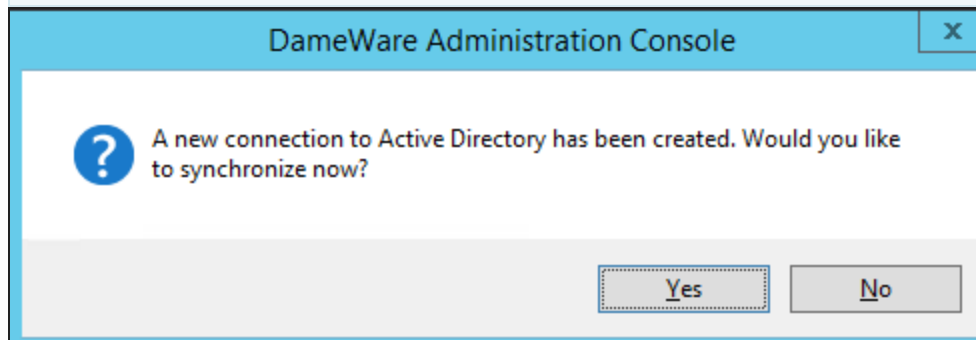
10. Click Add.



The image shows the 'Active Directory Import Wizard' dialog box. On the left is a sidebar with navigation links: 'Import Method', 'Connection Details', 'Select Groups', and 'License and Additional Settings' (which is currently selected). The main area is titled 'Assign licenses' and contains the instruction: 'For each selected active directory group you must choose the license will be used when importing users from that group.' Below this is a table with two columns: 'Path' and 'License'. A red arrow points to the 'License' column. The table contains two rows, both with 'Remote Support' in the 'License' column. Below the table, there is a section for 'Scheduling details' with a 'Connection name:' field, radio buttons for 'Every', 'Every 24 hours', and 'Not scheduled', and a section for selecting days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and a time selection (12:00 AM, UTC). At the bottom right are '< Back' and 'Add' buttons.

11. On the DameWare Administration Console dialog box, click Yes.
After the synchronization process, the list of users is populated in the Administration Console.

i If the users do not immediately display, click Refresh on the toolbar or close and re-open the Administration Console.




The image shows the 'DameWare Administration Console' dialog box. It has a blue title bar with the text 'DameWare Administration Console' and a close button (X). The main area contains a question mark icon and the text: 'A new connection to Active Directory has been created. Would you like to synchronize now?'. At the bottom are 'Yes' and 'No' buttons.

Import users from a CSV file into Dameware

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

Technicians who use either Dameware Remote Support or Dameware Mini Remote Control to support end users must be set up as users in the Dameware Administration Console. If you need to add a lot of Dameware users, importing users from a CSV file can save you time. You can also [import users from Active Directory](#). If you have a small number of Dameware users, you can [manually add them](#).

 SolarWinds recommends importing users from Active Directory because a CSV file must conform to a specific format for the import to be successful.

Importing users from a CSV file includes three tasks that must be completed sequentially.

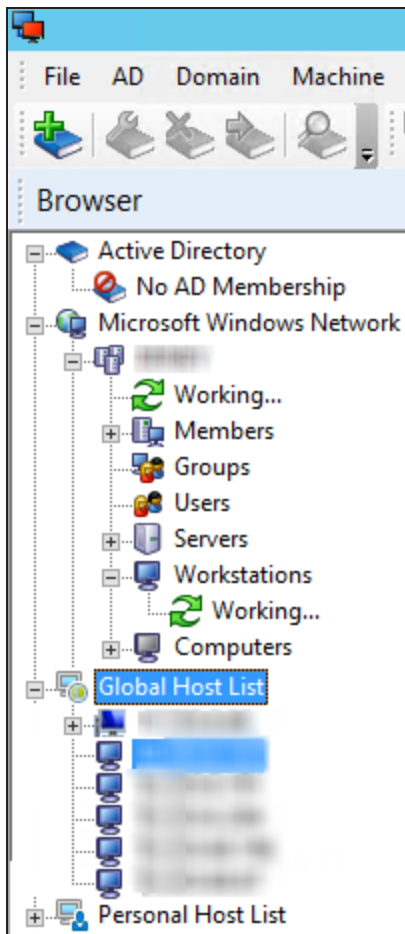
TASK	STEPS
1. Download the CSV template	<p>SolarWinds provides a CSV template that you can use to import users into Dameware.</p> <ol style="list-style-type: none">1. Log in to the Administration Console as an administrator.2. Depending on the type of users you are importing, click Central Server > Users or Mobile Gateway > Users.3. On the Action toolbar, click CSV Import.4. Click Download template file, and save the CSV to your local machine.
2. Prepare the CSV template	<p>As you populate the CSV template with users, consider the following guidelines:</p> <ul style="list-style-type: none">• Do not change the name of the header. It must be the same name as the template.• Do not change the column names.• The login name and the Full Name fields must be between 5 and 126 characters.• The password must be 8 or more characters.• The description must be 256 characters or fewer.
3. Import users into Dameware	<ol style="list-style-type: none">1. Log in to the Administration Console as an administrator.2. Depending on the type of users you are importing, click Central Server > Users or Mobile Gateway > Users.3. On the Action toolbar, click CSV Import.4. Click Browse, and select the CSV file.5. In the Password field, enter a default password for all imported users, and click Import.

What kind of host lists are there in Dameware?

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

A **Global Host List** enables Dameware technicians to access a common list of hosts *internal* to their network. A Central Server administrator populates a Global Host List in the Central Server, and this list is displayed when a technician logs in to Remote Support or Mini Remote Control in centralized mode. Global Host Lists can only be edited in the Administration Console.

The following graphic illustrates a Global Host List as it is displayed in Remote Support.



A **Remote Host List** enables Dameware technicians to access a common list of hosts *external* to the network.

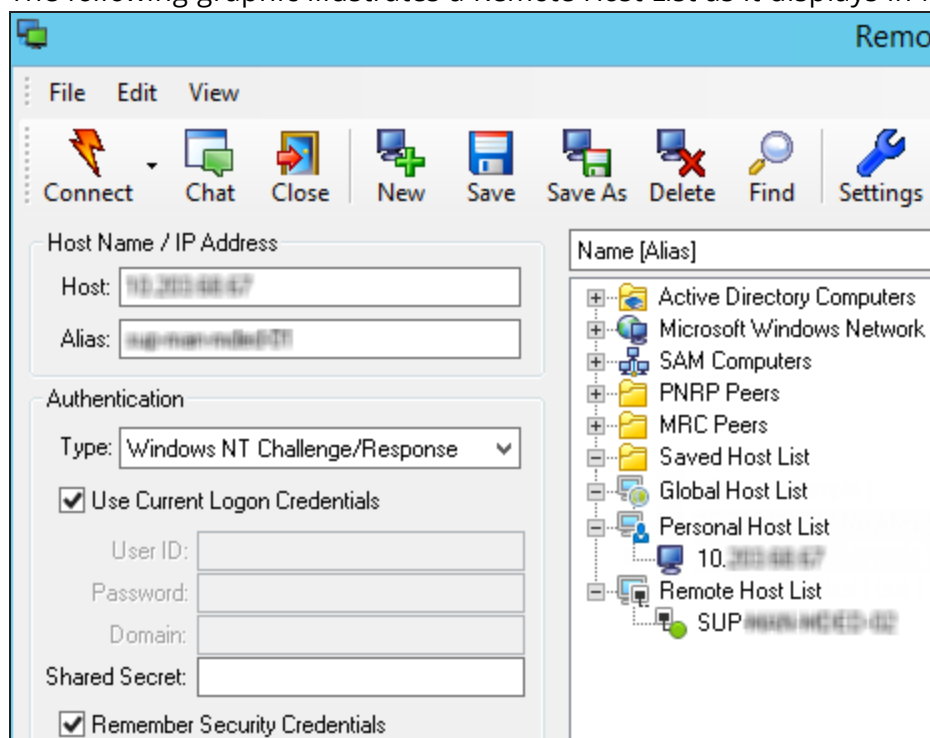
i Remote Host Lists are only available via Mini Remote Control if you have installed Dameware Remote Support Centralized.

Connecting with a remote host through an Internet Session requires that you have:

- Configured a NAT rule that translates a public IP address to your internal network
- Opened ports 80, 443 (use port 444 if port 443 is not available), 6129, 6130, 6132, and 6133
- Configured a port forwarding rule for the port number >> IP address and vice versa (inbound - outbound traffic)

Dameware supports two types of remote host Internet Sessions:

- **Attended sessions:** A Dameware technician initiates an attended remote session from within Dameware Mini Remote Control on an as-needed basis. The session disconnects when either the technician or the customer ends the session. Use attended sessions when you rarely or will never support the user in the future.
- **Unattended sessions:** [Unattended sessions](#) can be initiated from the list of remote hosts that display in Mini Remote Control. The remote host list is created by a Dameware Central Server Administrator, or a user with administrator privileges, in the Administration Console. The connection with a remote host can be established multiple times. Use unattended sessions when you support an employee that works from home, and outside your company's network. The following graphic illustrates a Remote Host List as it displays in Mini Remote Control.



Import hosts to the Global Host List in Dameware

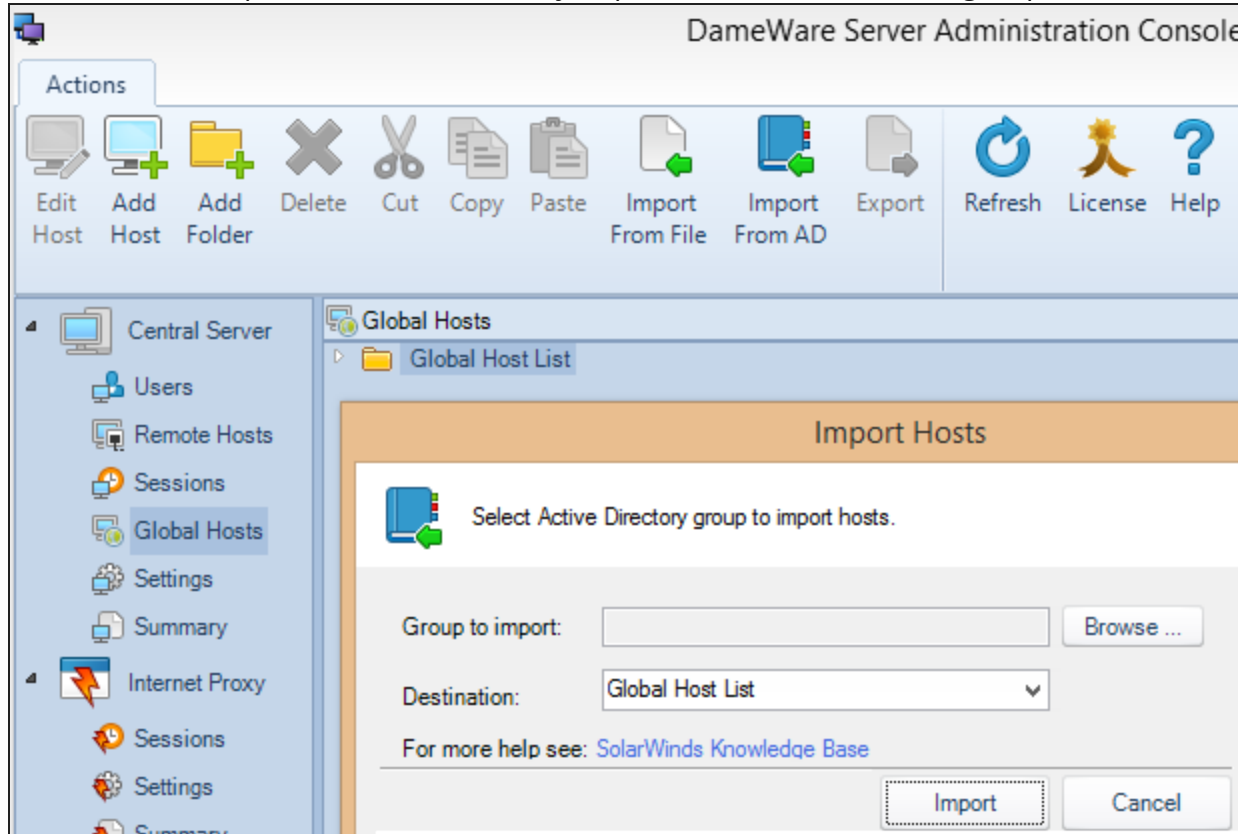
This topic applies to both Remote Support and Mini Remote Control.

This topic describes how to import [Global Hosts](#) from Active Directory and from a file into the Global Host List. If you work for a large organization with hundreds or thousands of hosts, importing host lists eases the burden of manually populating Dameware with each host.

Import hosts from Active Directory

If you use Active Directory to manage users and computers on your network, you can import IP addresses from Active Directory. Importing from Active Directory is the most thorough, and quickest approach to populating Dameware with global hosts.

1. Log in to the Administration Console as an administrator.
2. Under Central Server, click Global Hosts.
3. On the Action toolbar, click Import From AD.
4. Click Browse to open the Active Directory Import Wizard, and select a group.



5. To import hosts from a local work group:
 - a. Select Local Domain, and click Next.
 - b. Select the groups you want to import, and click Select.
6. To import a group from a domain controller:
 - a. Select Custom domain controller.
 - b. Enter user credentials that have read only or administrative access to Active Directory.
 - c. Enter the IP address or FQDN of the domain controller, and click Next.
 - d. Select the groups you want to import, and click Select.
7. Click Import.
8. When prompted with the number of hosts to import, click Yes.

Import hosts from a file

If you do not use Active Directory to manage users and computers on your network, you can import hosts from CSV, XML, and DWHL files. Importing from a file can save time when entering hundreds or even thousands of IP addresses into Dameware.

If you import from a CSV file, you must use the following format:

```
Hostname, IP-address, Alias  
Hostname, IP-address, Alias
```

Each row of the CSV file contains a host, and each host field is separated by a comma.

1. Log in to the Administration Console as an Administrator.
2. Click Global Hosts under Central Server.
3. On the Action toolbar, click Import from File.
4. Click Browse, and select the host list file.
5. Click Import.

Use 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 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 administering remote computers not on a LAN.

Dameware Mini Remote Control supports the following connection methods:

CONNECTION METHOD	DESCRIPTION	AUTHENTICATION METHODS
Use MRC Viewer	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.	<p>Proprietary Challenge / Response: This authentication method works by having a custom proprietary User Name and Password defined in the settings of the 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.</p> <p>Windows NT Challenge / Response: This authentication method uses the integrated security of the Windows operating system to connect to a remote system.</p>

CONNECTION METHOD	DESCRIPTION	AUTHENTICATION METHODS
		<p>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.</p> <p>Smart Card Logon: The Smart Card Logon provides two-factor authentication that allows the 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.</p>
Use Remote Desktop (RDP)	Connects to the remote system using the Microsoft Remote Desktop Program. When you select this option, Mini Remote Control opens the RDP viewer within the Mini Remote Control application to connect to the remote system.	N/A
Use VNC Viewer (Linux or Mac)	Connects to a remote VNC server using the Remote Frame Buffer (RFB) protocol. Use this option to connect to Linux or Mac hosts.	N/A

CONNECTION METHOD	DESCRIPTION	AUTHENTICATION METHODS
	For additional information about the operating systems Mini Remote Control supports for VNC connections, see Configure a Mac or Linux computer as a Dameware Remote Host .	

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 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.

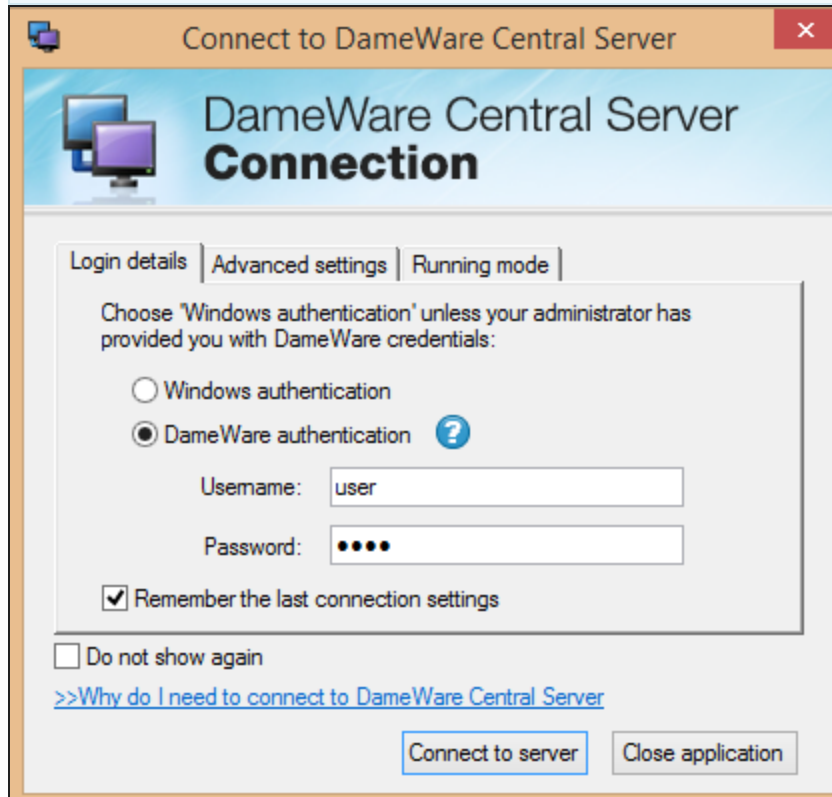
Before you connect to a computer internal to your network:

- 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 Mini Remote Control application.
2. Click Connect to server.

 Dameware Remote Support Centralized includes a copy of Mini Remote Control.

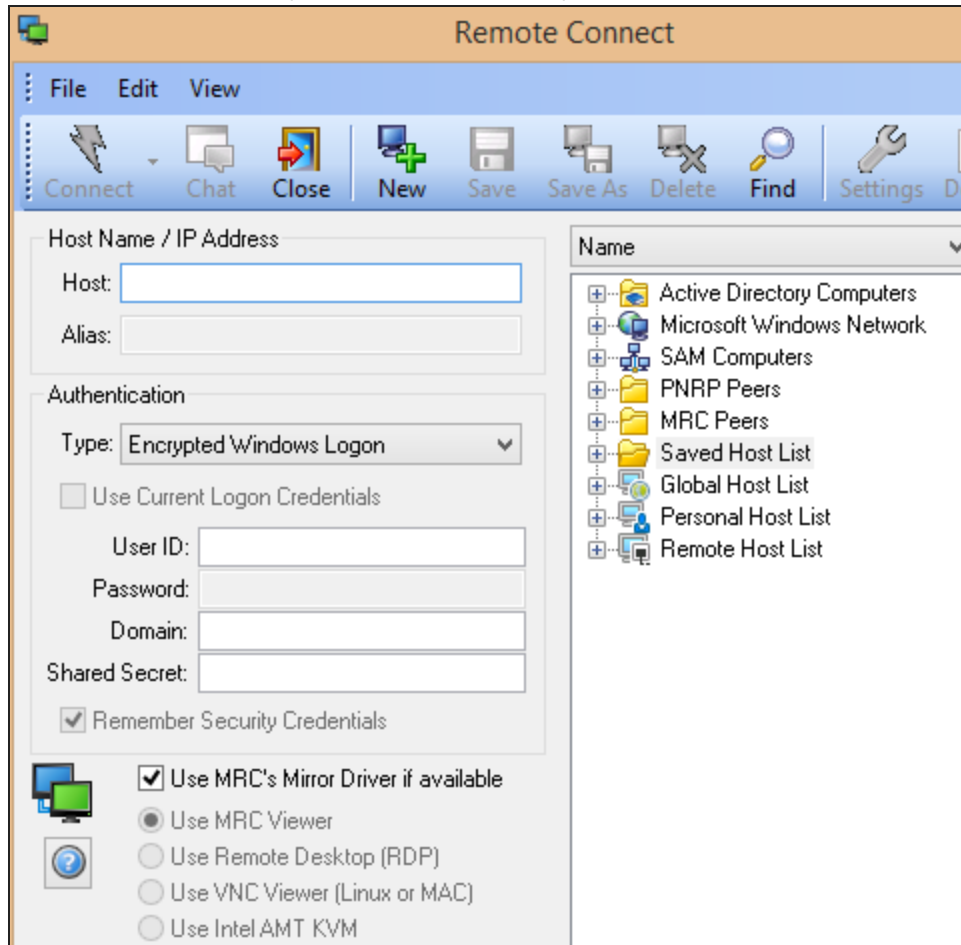


3. In the Host field, enter a host name or IP address of the remote system.

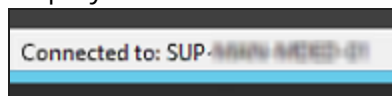
 If you are working with Global Host Lists, you can select a host.

4. Select an Authentication method, and a connection method.

5. Enter the credentials, and on the toolbar, click Connect.



When 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 [Troubleshooting Error 5: Access Denied](#).

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 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, Mini Remote Control enables you to:

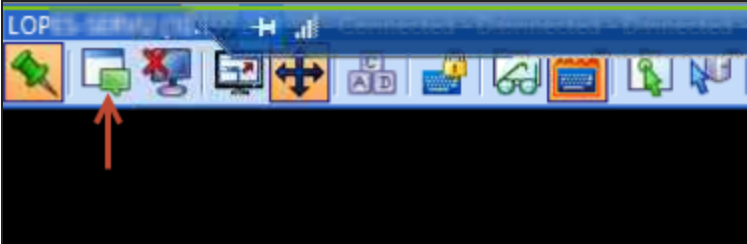
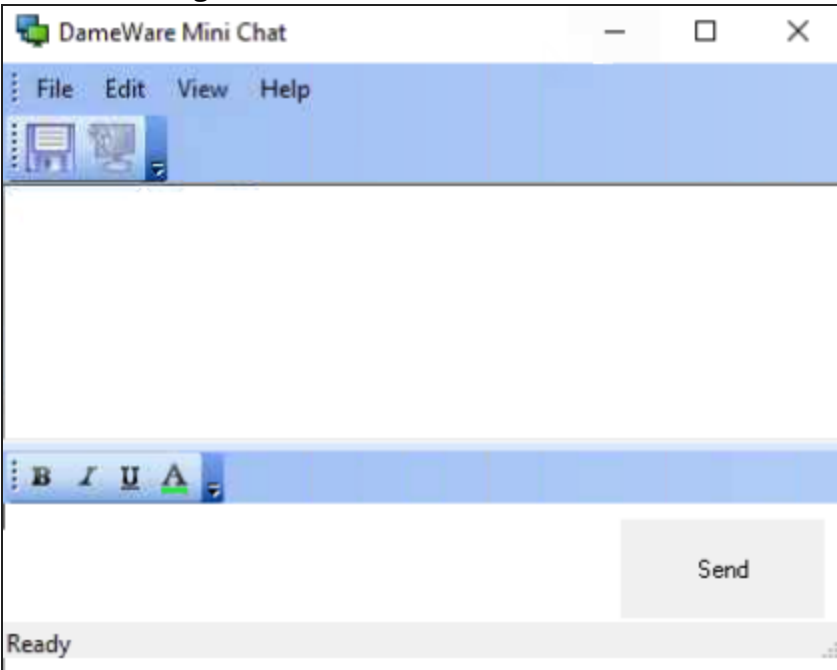
- Chat with the end user.
- Share files, including hot fixes and executables, with the end user.

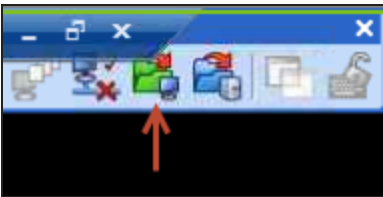
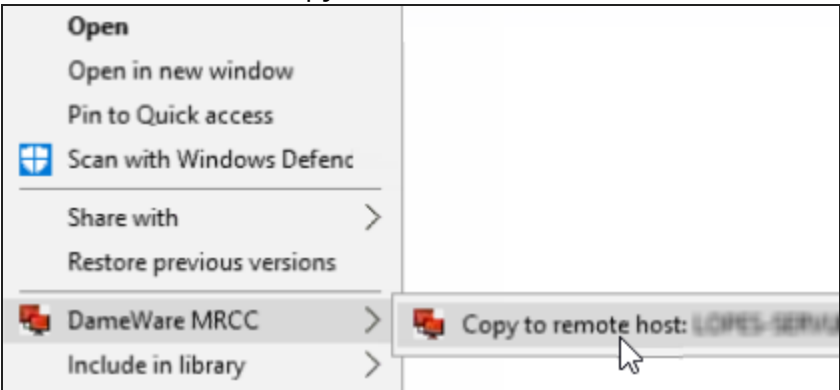
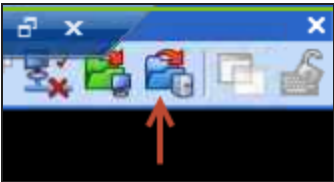

- Lock the remote system so that only the technician has access to the machine.
- Take screen shots of the end user's system.
- Toggle between monitors, if the end user has multiple monitors.

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

Before you begin, perform one of the following:

- [Connect to an internal computer using Dameware Mini Remote Control](#) (applies to Mini Remote Control Centralized).
- [Invite a remote host to an attended session in Dameware](#) (applies to Remote Support Centralized).
- [Invite a remote host to an unattended session in Dameware](#) (applies to Remote Support Centralized).

If you want to...	Complete these steps...
<p>Chat with a remote user (supported for external and internal users)</p>	<ol style="list-style-type: none"> 1. On the Mini Remote Control toolbar, click the Chat icon.  2. Enter a message, and click Send. 

IF YOU WANT TO...	COMPLETE THESE STEPS...
<p>Exchange files between your local hard drive and the remote user (supported for internal users only)</p> <div data-bbox="121 436 539 814"> <p>i 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.</p> </div>	<ol style="list-style-type: none"> On the Mini Remote Control toolbar, click the Download icon.  On your local machine, right-click the file to send, and select Dameware MRCC > Copy to remote host.  On the Mini Remote Control toolbar, click the Upload icon. Mini Remote Control automatically copies the file to the Uploads folder on the remote machine. 
<p>Lock keyboard and mouse (supported for internal users only)</p>	<p>On the Mini Remote Control toolbar, click Lock Remote Keyboard and Mouse.</p> 

Beyond getting started

i 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 Remote Support to support internal users and systems

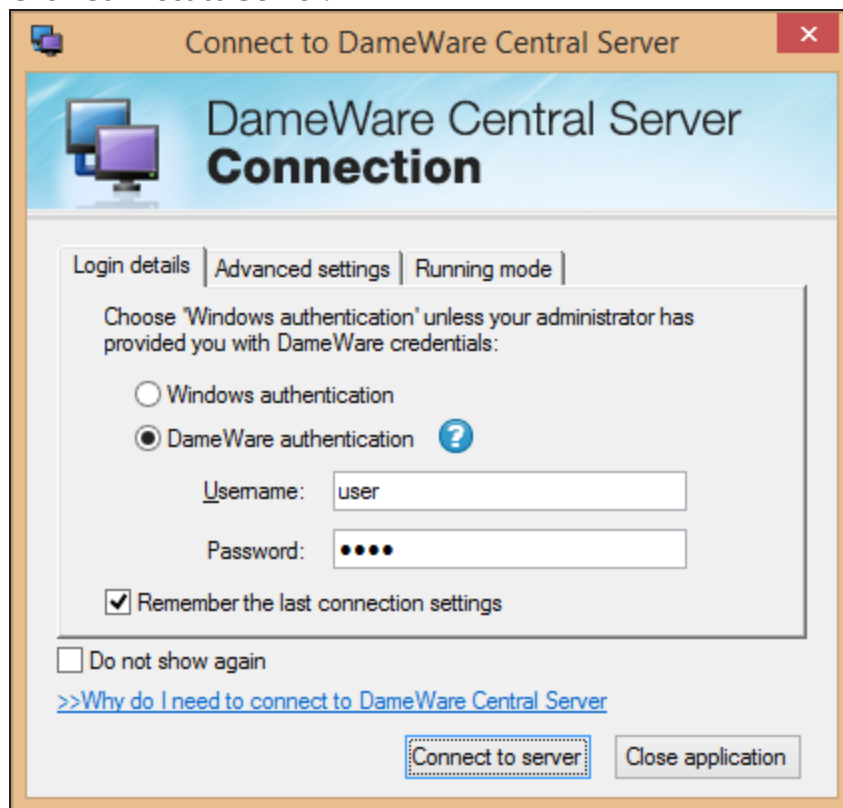
- [Connect to a computer using Dameware Remote Support](#)
- [Modify end user machines using Dameware Remote Support](#)
- [Manage Active Directory using Dameware Remote Support](#)
- [Troubleshoot issues by tracking configuration changes to host machines](#)

Connect to a computer using Dameware Remote Support

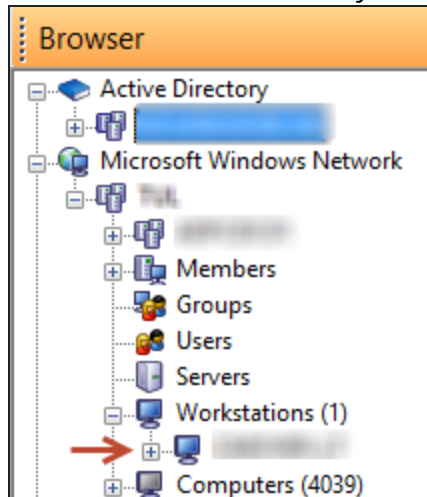
This topic applies to Remote Support.

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. Click Connect to Server.

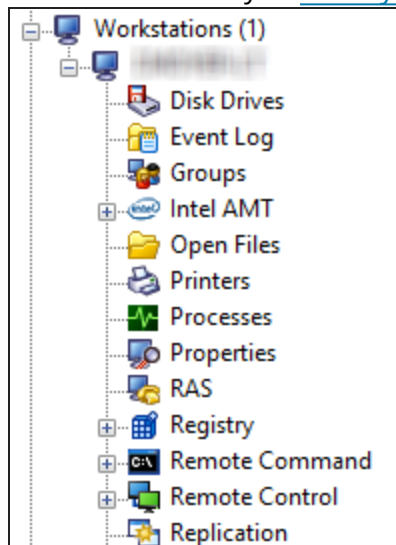


3. Browse the subnets until you locate the computer you want to support.



4. 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


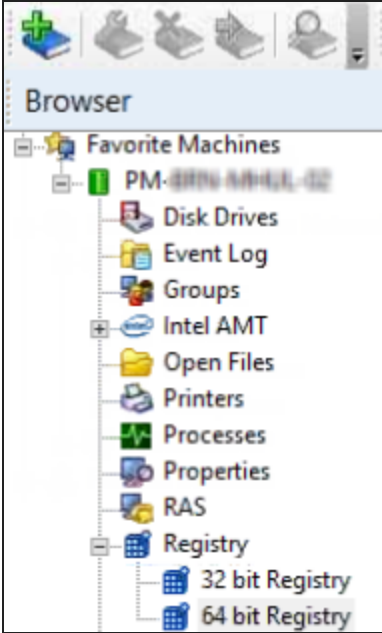
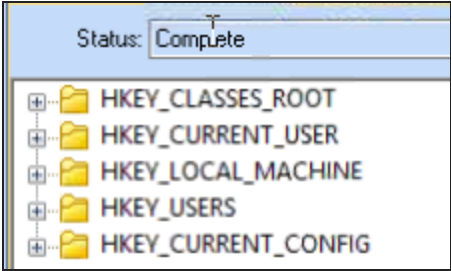
This topic applies to Remote Support.

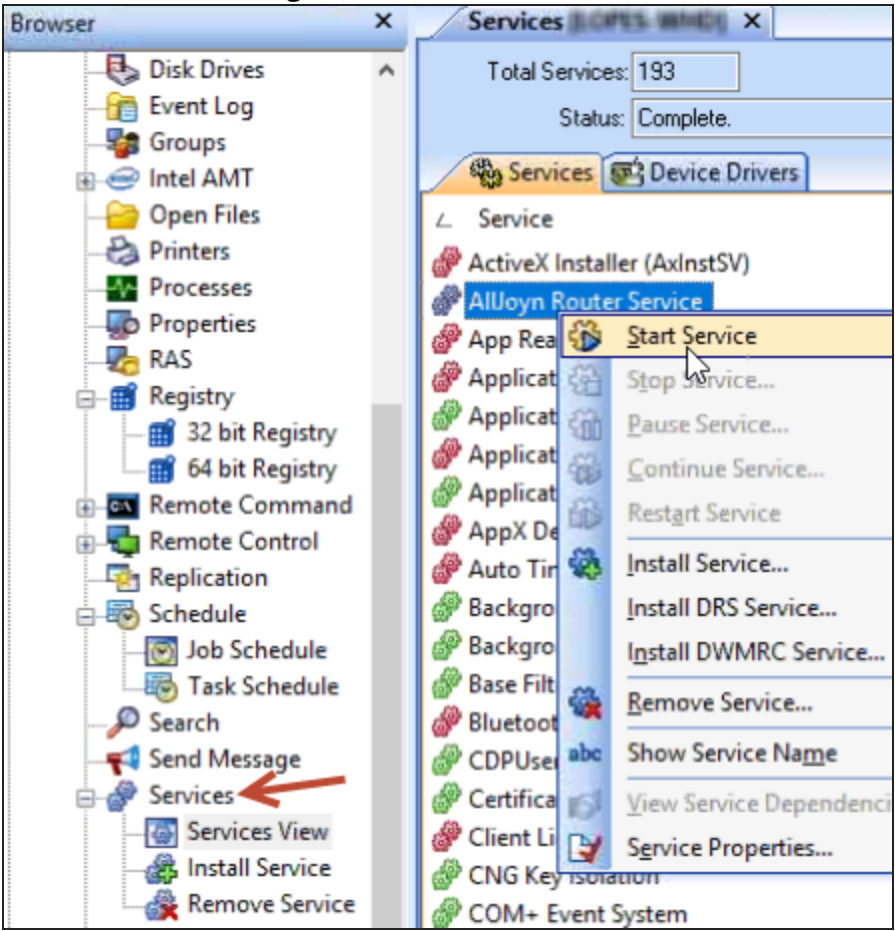
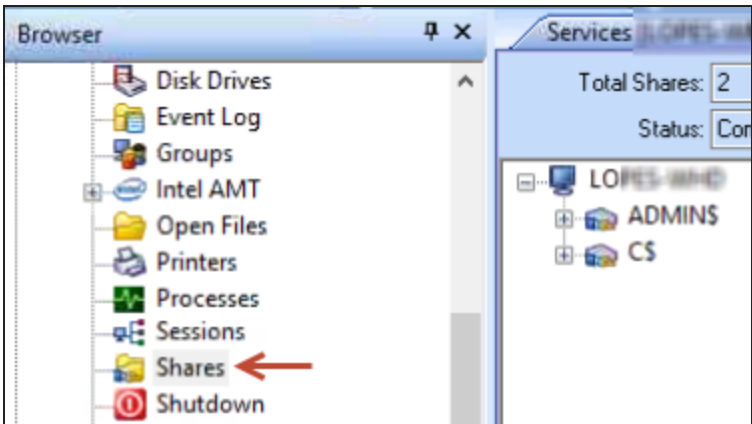
Dameware Remote Support is ideal for performing Windows administration tasks on computers internal to your network. For example, with Dameware Remote Support you can restart services and processes, edit registries, view and clear events logs, and more. The benefit of using Remote Support to modify end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

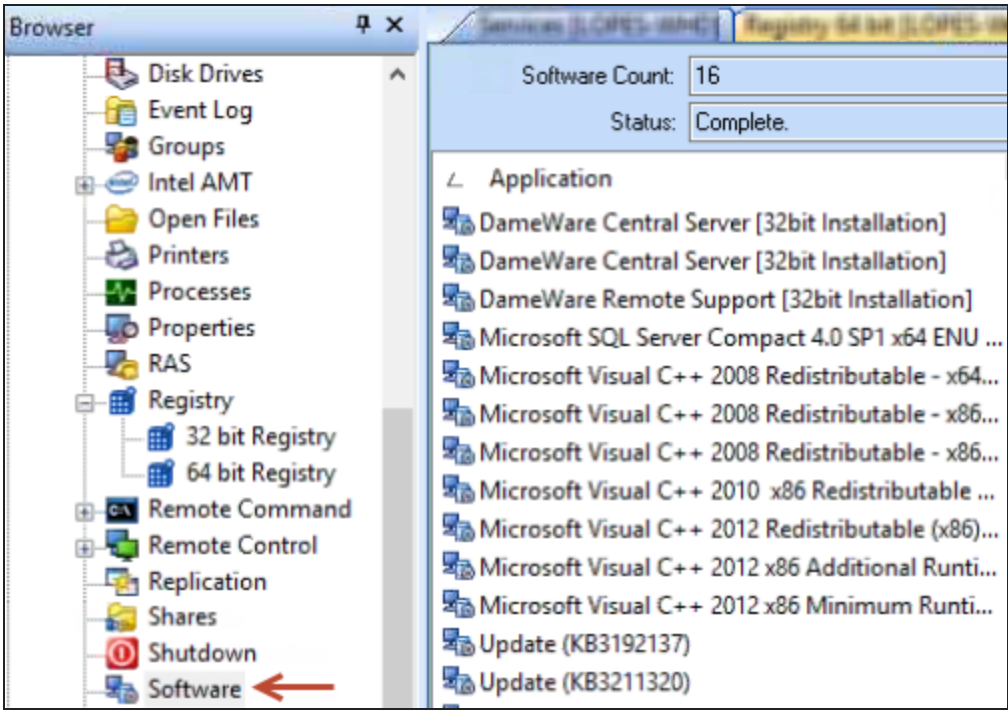
While there are many Windows administration tasks you can perform with Remote Support, this topic provides guidelines on a few of the most commonly used features.

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...
<p>Edit the registry</p> <div data-bbox="110 466 485 695" style="border: 1px solid orange; padding: 5px; margin-top: 10px;">  SolarWinds recommends that you back up the registry before making changes. </div>	<ol style="list-style-type: none"> 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. <div data-bbox="592 581 971 1209" style="border: 1px solid black; padding: 5px; margin-top: 10px;">  </div> 3. Make changes to the registry, and save them. <div data-bbox="592 1270 1039 1539" style="border: 1px solid black; padding: 5px; margin-top: 10px;">  </div>
<p>View, remove, start, stop, or install services</p>	<ol style="list-style-type: none"> 1. Browse the machine, and expand Services.

IF YOU WANT TO...	COMPLETE THESE STEPS...
	<p>2. In the Services tab, right-click a service, and make a selection.</p> 
View the shares associated with a machine	<p>Browse the machine, and double-click Shares.</p> 
View software versions and updates	<p>Browse the machine, and double-click Software.</p>

IF YOU WANT TO...	COMPLETE THESE STEPS...
	 <p>The screenshot shows the SolarWinds DPM console. The left pane, titled 'Browser', contains a tree view of system components. The 'Software' icon at the bottom is highlighted with a red arrow. The right pane displays the 'Software' section, showing a 'Software Count' of 16 and a 'Status' of 'Complete'. Below this, a list of installed applications is shown, including 'DameWare Central Server [32bit Installation]', 'DameWare Remote Support [32bit Installation]', 'Microsoft SQL Server Compact 4.0 SP1 x64 ENU ...', and various Microsoft Visual C++ redistributables.</p>

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 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.

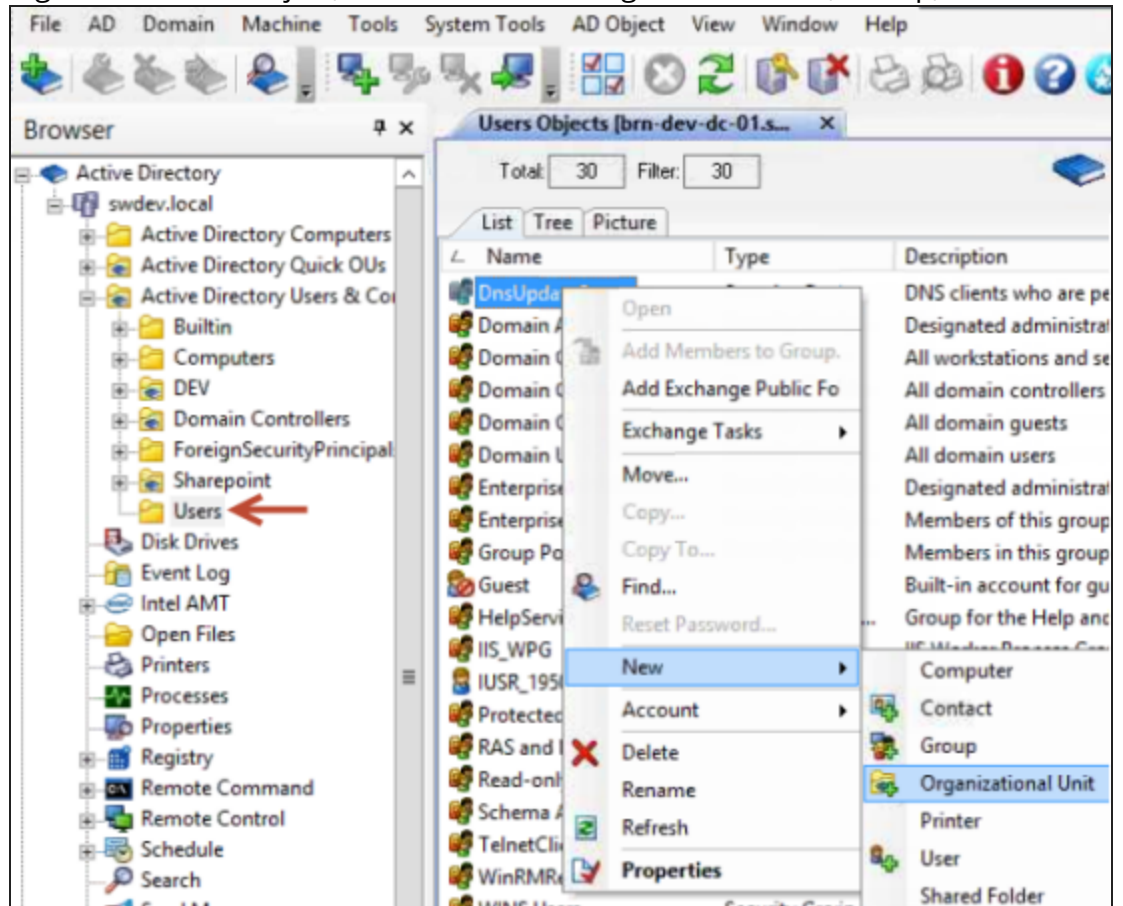
While there are many Active Directory monitoring tasks you can perform with Remote Support, this topic provides guidelines on a few of the most commonly used features.

IF YOU WANT TO...	COMPLETE THESE STEPS...
Create a new Organization Unit, User, or Group	<ol style="list-style-type: none"> 1. Expand Active Directory. 2. Navigate through the domain, and then click Active Directory Users & Computers. 3. Click Users.

IF YOU WANT
TO...

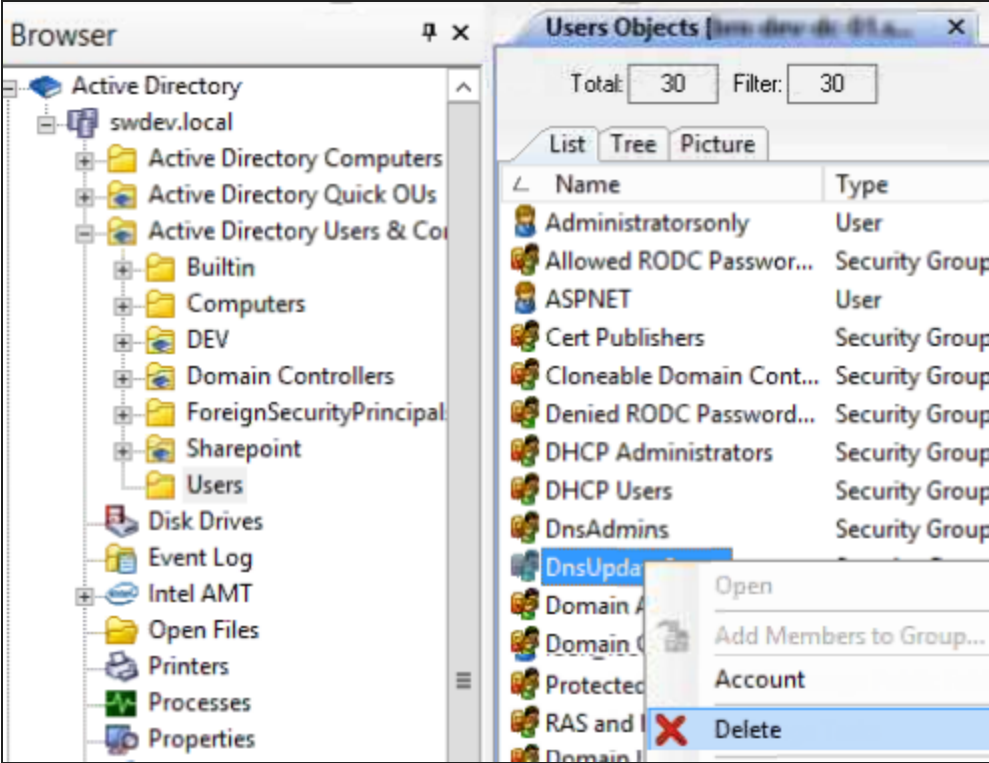
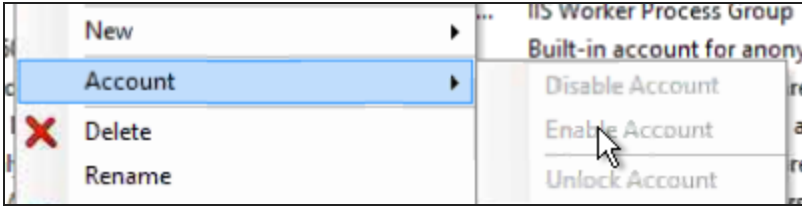
COMPLETE THESE STEPS...

4. Right-click a user object, and select New > Organization Unit, Group, or User.



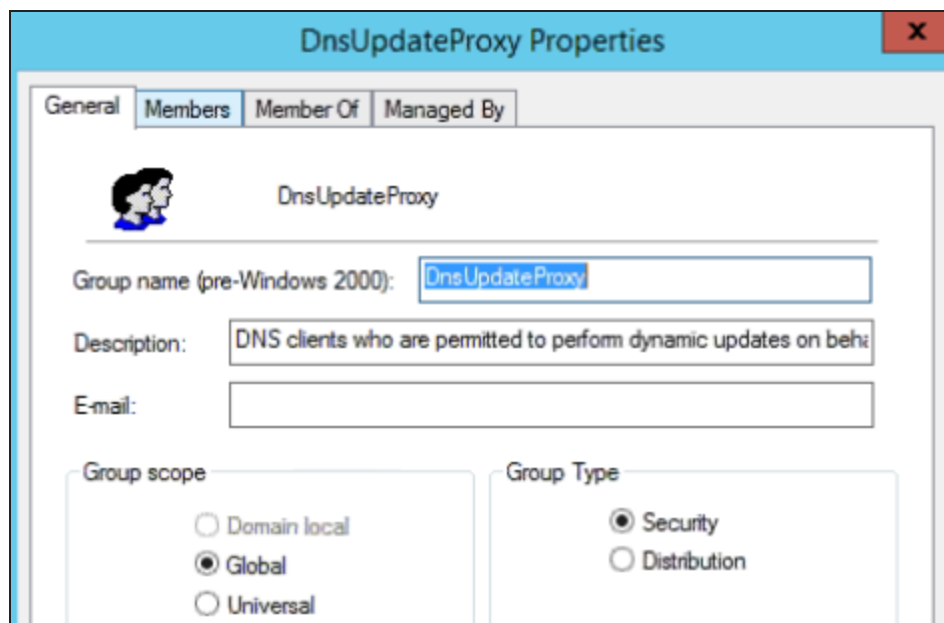
Delete a user
account

1. Navigate to the Users folder.

If you want to...	Complete these steps...
	<div data-bbox="370 306 967 342">2. Right-click an account, and select Delete.</div> <div data-bbox="415 344 1399 1102"></div>
Reset a password, and disable, and enable accounts	<div data-bbox="334 1148 837 1182">Right-click a user, and select Account.</div> <div data-bbox="334 1205 1131 1409"></div>
View the properties of an object	<div data-bbox="334 1451 917 1484">Right-click the object, and select Properties.</div>

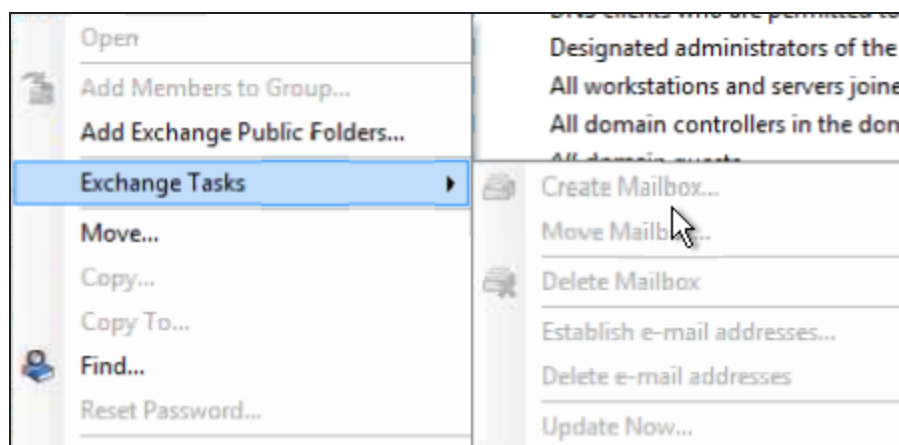
**IF YOU WANT
TO...**

COMPLETE THESE STEPS...



Create, move,
or delete
mailboxes

Right-click an object, and click Exchange Tasks.



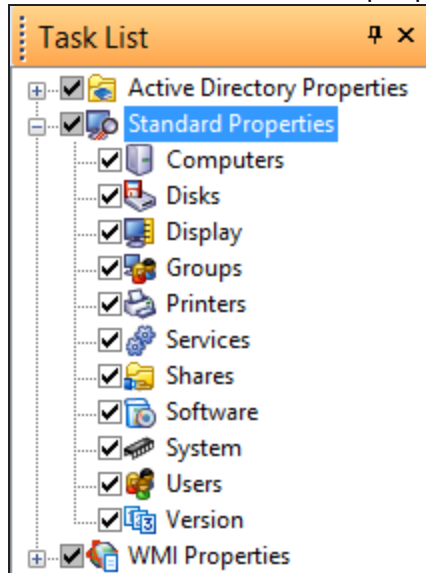
Troubleshoot issues by tracking configuration changes to host machines

This topic applies to Remote Support.

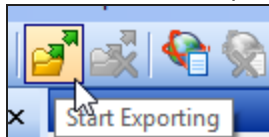
You can use the Dameware Exporter module of the Remote Support application to export configurations of host systems. The exported file lists all software versions and upgrades deployed on selected machines. If you periodically export configurations, then you can use the results for correlation purposes, 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.

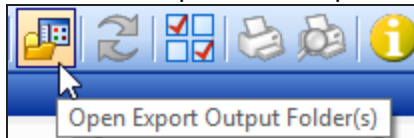
1. Launch the Dameware Remote Support application.
2. Click File > Export, and use your Remote Support credentials to log in to the Dameware Exporter.
3. In the Task List, select the properties you want to export.



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



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



Use Remote Support to support remote users

- [About Internet Sessions in Dameware](#)
- [Invite a remote host to an attended session in Dameware](#)
- [Invite a remote host to an unattended session in Dameware](#)
- [View Internet Session details in Dameware](#)

About Internet Sessions in Dameware

This topic applies to Remote Support.

An **Internet Session** is a connection between Mini Remote Control installed on a technician's computer and a computer located outside of the network. Creating an Internet Session relies on the Internet Proxy component of the Dameware Central Server. Supporting users external to your network is only supported by Dameware Remote Support Centralized. The Internet Proxy is configured when Dameware Remote Support was installed.

When a technician invites a remote user to either an [attended](#) or [unattended](#) session, Mini Remote Control sends a link to the remote user. When the remote user clicks the link, Mini Remote Control installs an agent that gives the technician control of the remote computer, as if the technician has physical access to it.

You can see the number of sessions open to remote computers, [view session details](#), and terminate sessions.

If you cannot connect to a remote computer outside of the network, right-click the agent icon in your notification area, select Settings, and check the following:

- Absolute Timeout (General Tab): Controls how long the Mini Remote Control agent allows connections.
- Shared Secret (Click Session in the General Tab): If enabled, the user cannot join the Internet Session.
- Show Tray Icon (Additional Settings): If disabled, the user cannot join Internet Sessions manually.
- Only allow connection when at Logon Desktop (Additional Settings): If enabled, the user cannot join Internet Sessions.

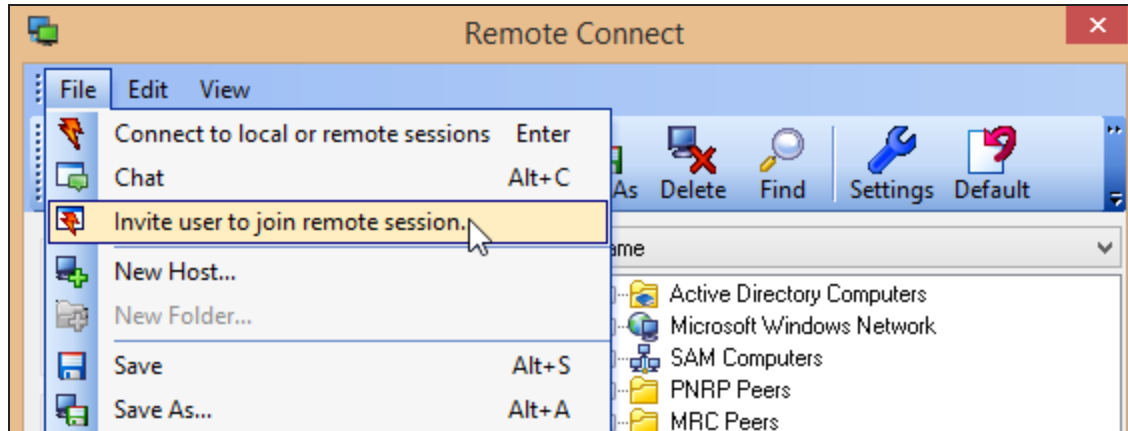
Invite a remote host to an attended session in Dameware

This topic applies to Remote Support.

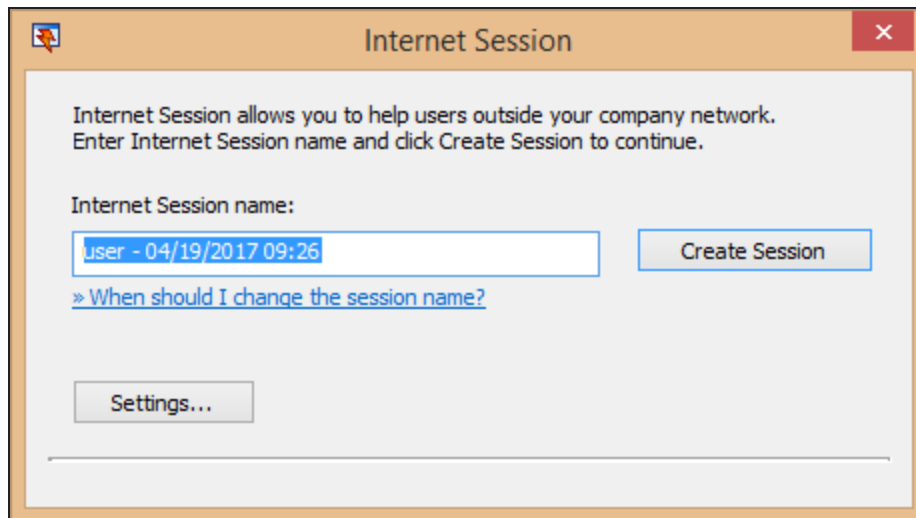
Dameware provides the ability to connect and troubleshoot users' computers that are internal or external to your network. Connections outside your firewall require that you configure the Dameware Internet Proxy to connect with users over an attended or unattended Internet Session.

Connect to a remote host through an attended Internet Session when you do not expect to support the user in the future. Attended Internet Sessions last only as long as the active connection. When the session ends, the connection with the remote host is lost.

1. Launch the Mini Remote Control application that is installed on your computer.
2. Select File > Invite user to a remote session.



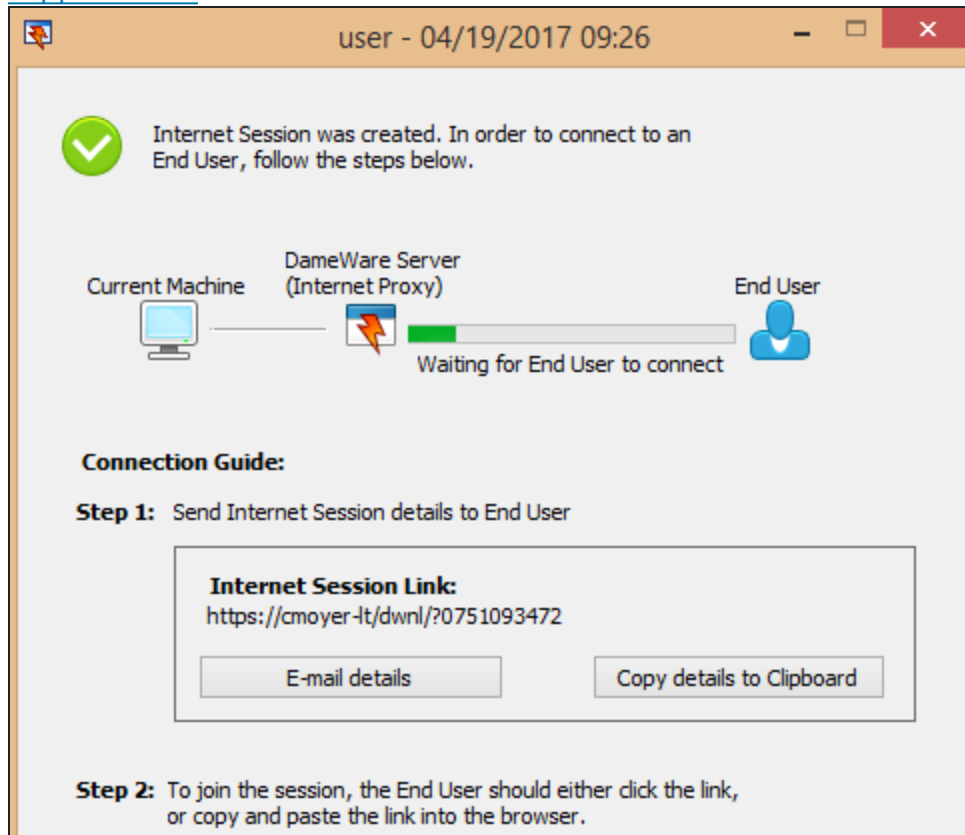
3. Click Create Session.



4. Click E-mail details or Copy details to Clipboard, and notify the remote user of the Internet Session URL.

After the remote user copies the Internet Session URL into their browser, the system installs an agent on the remote user's machine, which establishes a connection with the Central Server.

After you establish a connection with a remote user, you can [use Dameware Mini Remote Control to support users](#).



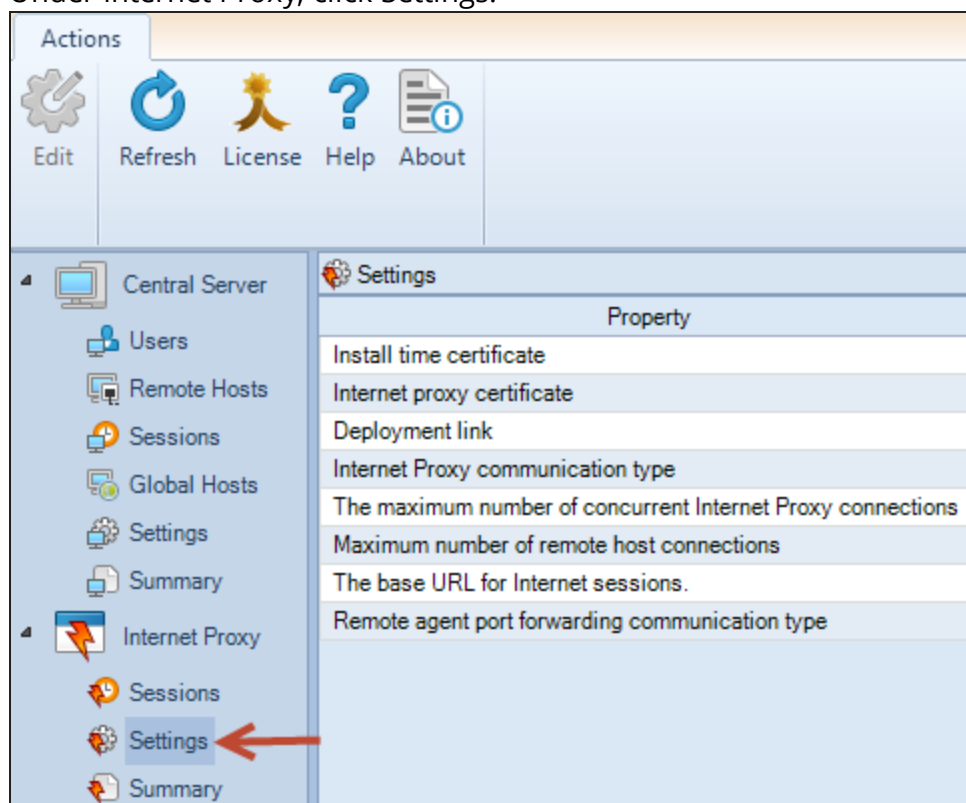
Invite a remote host to an unattended session in Dameware

This topic applies to Remote Support.

Dameware provides the ability to connect and troubleshoot users' computers that are internal or external to your network. Connections outside your firewall require that you configure the Dameware Internet Proxy that you use to connect with users over an attended or unattended Internet Session.

Connect to a remote host through an unattended Internet Session when you expect to support the user in the future. After a user connects through an unattended Internet Session, their computer displays on the [list of remote hosts](#) in the Administration Console and Mini Remote Control. With an unattended Internet Session, the connection between the Central Server and the remote host is maintained, and the status of remote host switches between offline and online.

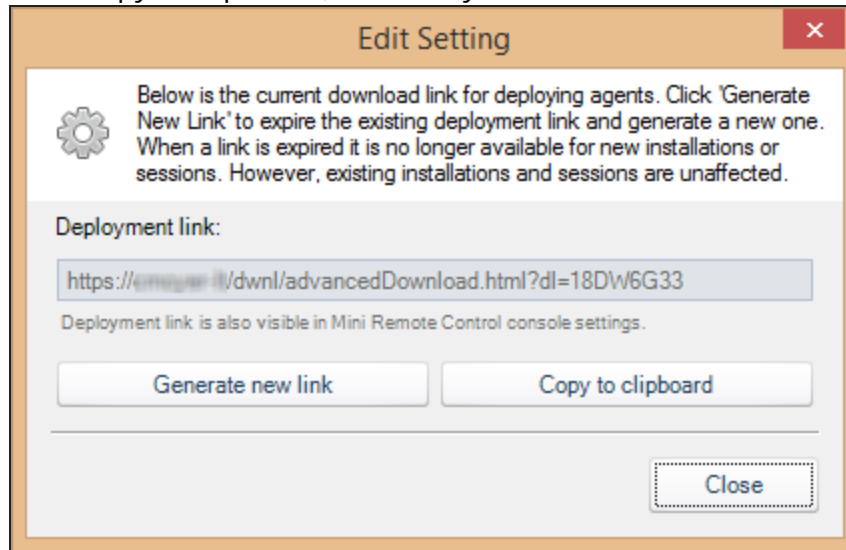
1. Log in to the Administration Console as an administrator.
2. Under Internet Proxy, click Settings.



3. In the Deployment link property, click Edit.

Settings		
Property	Value	Edit
Install time certificate		
Internet proxy certificate		
Deployment link	https://cmoyer-lt/dwnl/advancedDownload.html?dl=18Dw6G33	
Internet Proxy communication type	Forward through the Central Server (default) [6132]	
The maximum number of concurrent Internet Proxy	100	
Maximum number of remote host connections	2500	
The base URL for Internet sessions.	https://cmoyer-lt/	
Remote agent port forwarding communication type	Forwarding off (default)	

4. Click Copy to clipboard, and notify the remote user of the Internet Session URL.

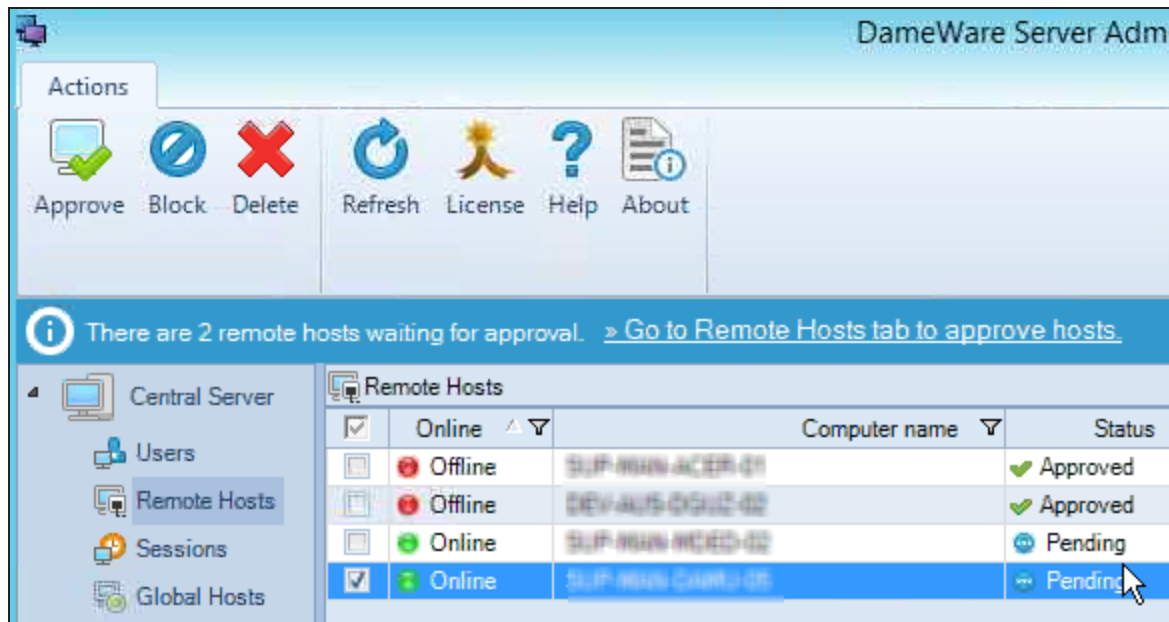


After the remote user copies the deployment link in to their browser, the user is prompted to install the Internet Session agent. The agent establishes communication between the remote user's machine and the Central Server.

How to join the Internet Session.

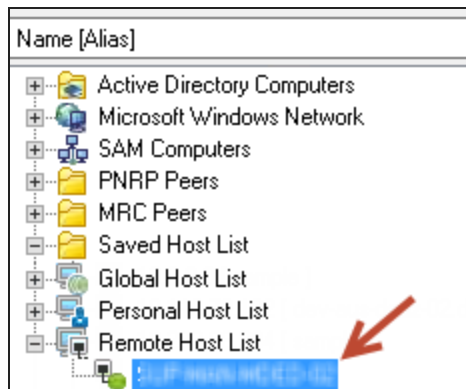
1. When prompted, confirm the SSL certificate.
2. Double-click the file to open it.
3. If prompted, click Run. The Internet Session agent will start automatically. If prompted, confirm that you want to run the DameWare Internet Session agent.
4. Confirm the Internet Session connection when prompted.
5. [Click here](#) if the session does not start immediately.
6. In case the session did not start, [join the session manually](#).

5. After the agent is installed and connects with the Central Server, click Approve for Pending connections.



After the connection is approved, the remote computer displays on the list of Remote Hosts in Dameware Mini Remote Control.

You can now connect to the remote computer.



View Internet Session details in Dameware

This topic applies to Remote Support.

You can view Internet Session details, such as who opened the session, how long the session has been open, and view the connected host. Session details vary depending on which type of session you view. If you work in a large organization and have many technicians using Dameware, it is helpful to know who has active Internet Sessions open. For example, there can be times when Internet Sessions do not terminate successfully, and you are required to manually terminate the session on the Session page.

An Internet Session enters three states during its life cycle:

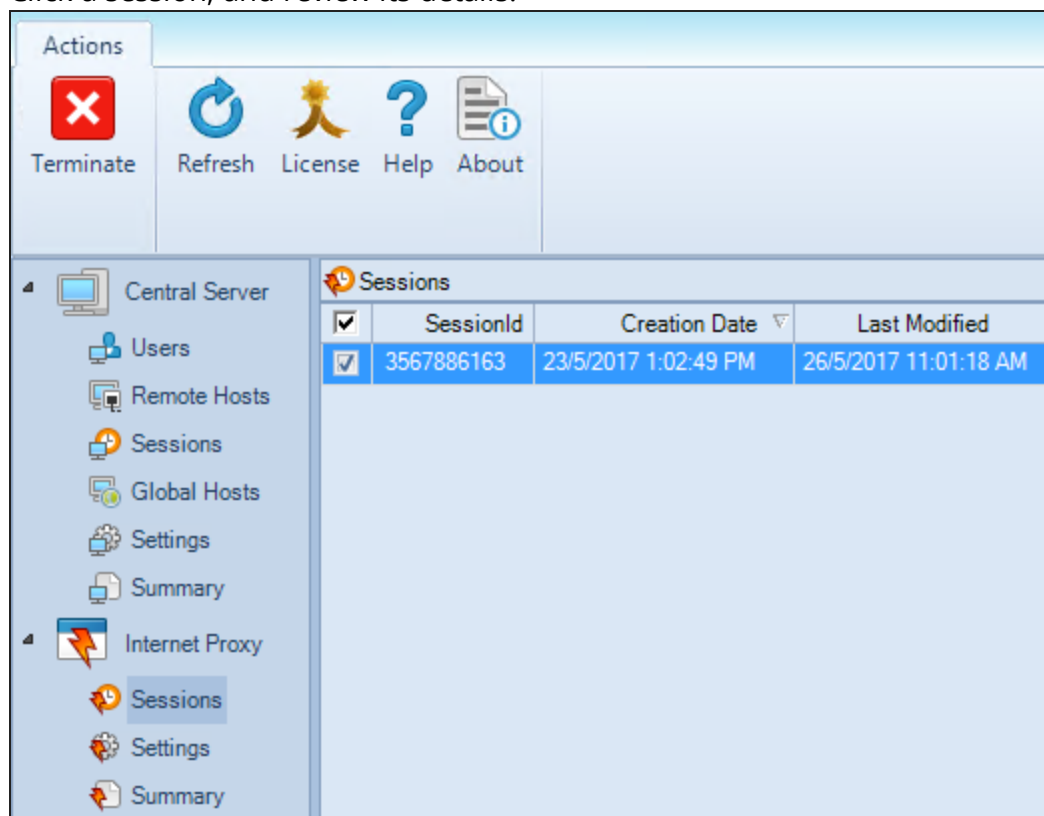
- **Session Created:** The Internet Session enters this state after a technician initiates a session. The Internet Session stays in this state until it connects to the Dameware Internet Proxy.
- **MRC Console Connected:** The Internet Session enters this state when it has connected to the Dameware Internet Proxy, but the end user has not connected to the Internet Session.
- **Live Session:** The Internet Session enters this state when the end user connects to the Dameware Internet Proxy using the Internet Session link. In this state, the technician can control the end user's computer.

To view Internet Session details:

1. Log in to the Dameware Administration Console as an administrator.
2. In the Internet Proxy area, click Sessions.
3. To locate an Internet Session, sort by the UserName or SessionId column.

 The user name is the name of the technician who initiated the Internet Session.

4. Click a session, and review its details.



Beyond getting started

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](#)