



DAMEWARE® REMOTE SUPPORT

GETTING STARTED GUIDE



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Use this Getting Started Guide to jump-start your DameWare Remote Support installation and initial configuration. This will walk you through some initial steps in installation, setup, and using DameWare to launch remote sessions and troubleshoot remote computers. Read the [online admin guide](#) for detailed instructions.

INSTALL DAMEWARE REMOTE SUPPORT



1. Have You Completed the Download?

If not, then click [here](#) to download now.

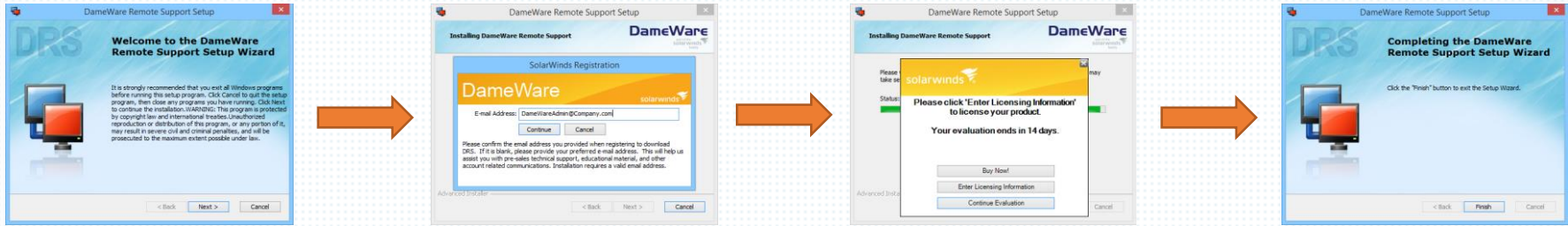
2. System Requirements

Software/Hardware	Requirements
Operating System	Workstation: Windows XP, Windows Vista, Windows 7, 8, 8.1, 10 Server: Windows Server 2003 R2, 2008, 2008 R2, 2012, 2012 R2
CPU	1 GHz
Memory	20 MB RAM
Hard Drive	150 MB

3. Installation Wizard

DameWare Remote Support provides an easy-to-use installation wizard to help you install the software in few simple steps. After registering your email address during the installation, you will be prompted to enter the license:

- i. *Buy Now*: Allows you to buy DameWare Remote Support online
- ii. *Enter Licensing Information*: If you have an activation key, enter it here
- iii. *Continue Evaluation*: If you are evaluating the software, select this option

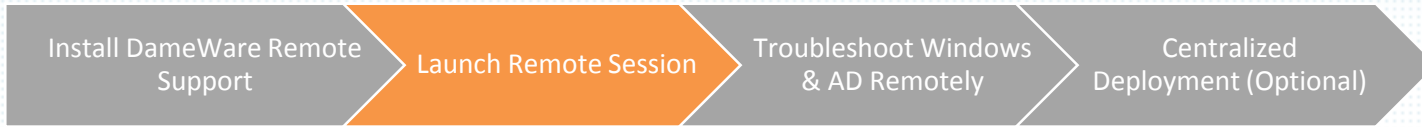


4. What is included in your DameWare Remote Support download?

Your DameWare Remote Support download includes the following applications:

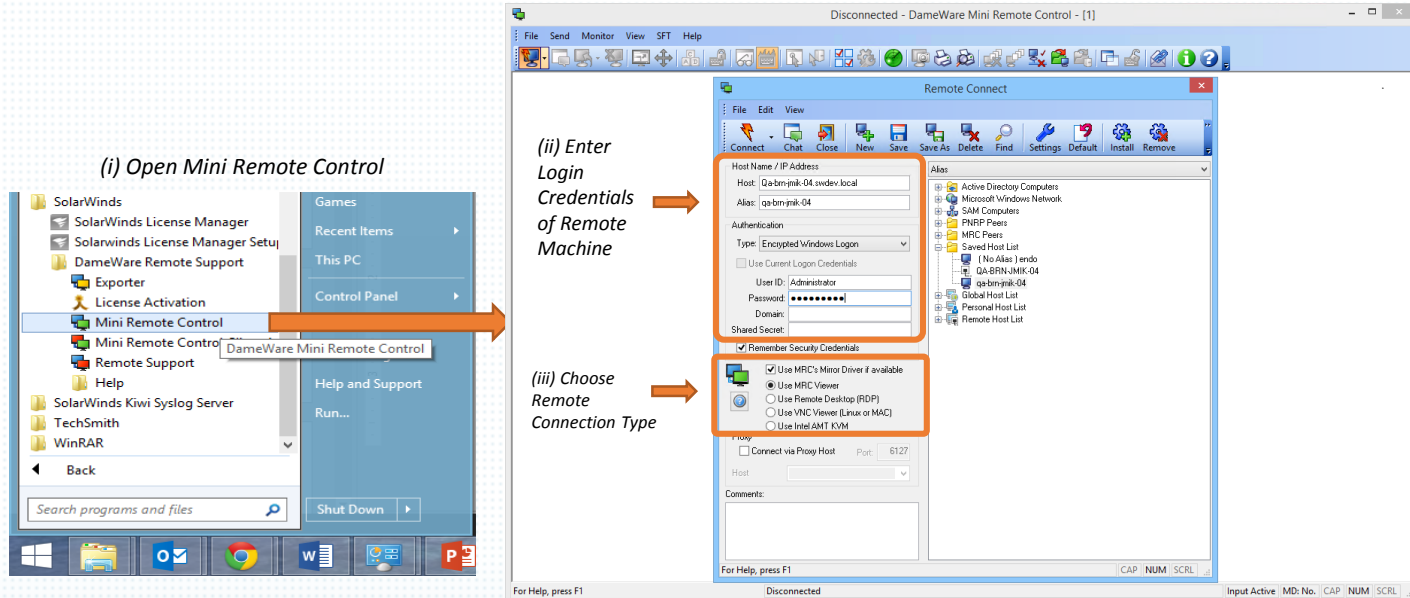
Application	Functionality
DameWare Mini Remote Control	This is the application that will help you establish remote connection with Windows®, Linux® and Mac OS® X computers.
DameWare Remote Support	This application provides you with a set of system tools to remotely administrate and troubleshoot Windows computers and Active Directory® environments.
DameWare Exporter	This application lets you easily export system properties, AD properties, and WMI properties from remote computers.
DameWare Client Agent MSI Builder	This application gives you the option to build an MSI package to bulk install DameWare client agent in remote computers.

LAUNCH REMOTE SESSION



1. Launch Remote Session

- i. Open the 'Mini Remote Control' application from the 'Start' menu or the desktop shortcut.
- ii. Enter remote machine credentials such as hostname, IP address, user ID, password, and domain to launch a remote session.
- iii. Using DameWare, you can initiate remote sessions to Windows®, Linux®, Mac OS® X systems.

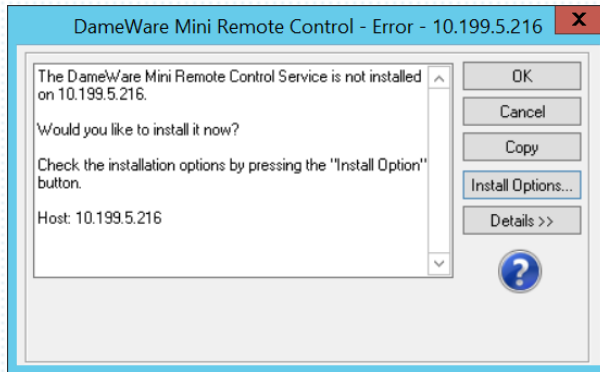


2. DameWare Agent Installation in Remote Machine

DameWare Mini Remote Control requires the DameWare client agent to be installed in the remote machine. Installing this agent is very simple and can be done in one of the following ways:

- i. *On-Demand Agent Install (recommended for fewer endpoints and ad-hoc remote sessions)*

Once you enter the host details and click 'Connect', DameWare will prompt a message to install the agent. By clicking 'OK', you can install client agent in the remote machine.



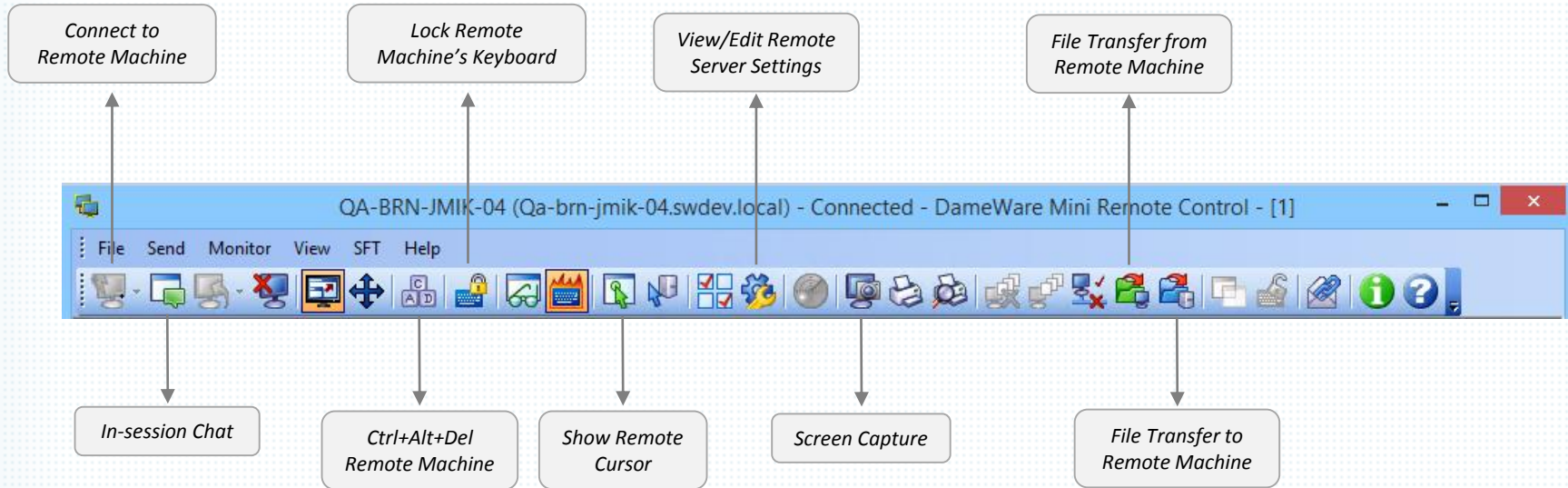
- ii. *Bulk Agent Deployment (recommended for larger environments with multiple endpoints)*

With this option, you can easily install DameWare client agent to hundreds of computers at one go.

Using the DameWare Client Agent MSI Builder, create an MSI package and install agents via network group policy to any number of endpoints. See [DameWare Administrator's Guide](#) for more information.

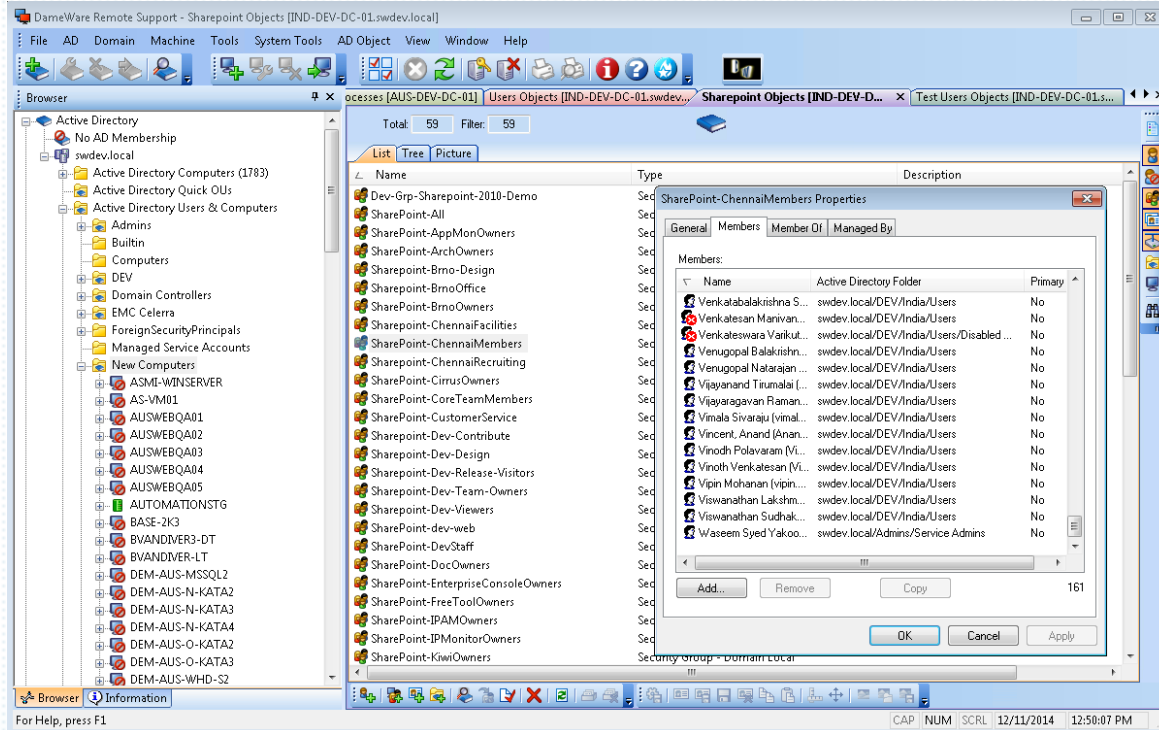
3. Getting to Know Your Mini Remote Control Console

DameWare Mini Control includes some useful utilities to help you during a remote session.



2. Manage Active Directory® Environments

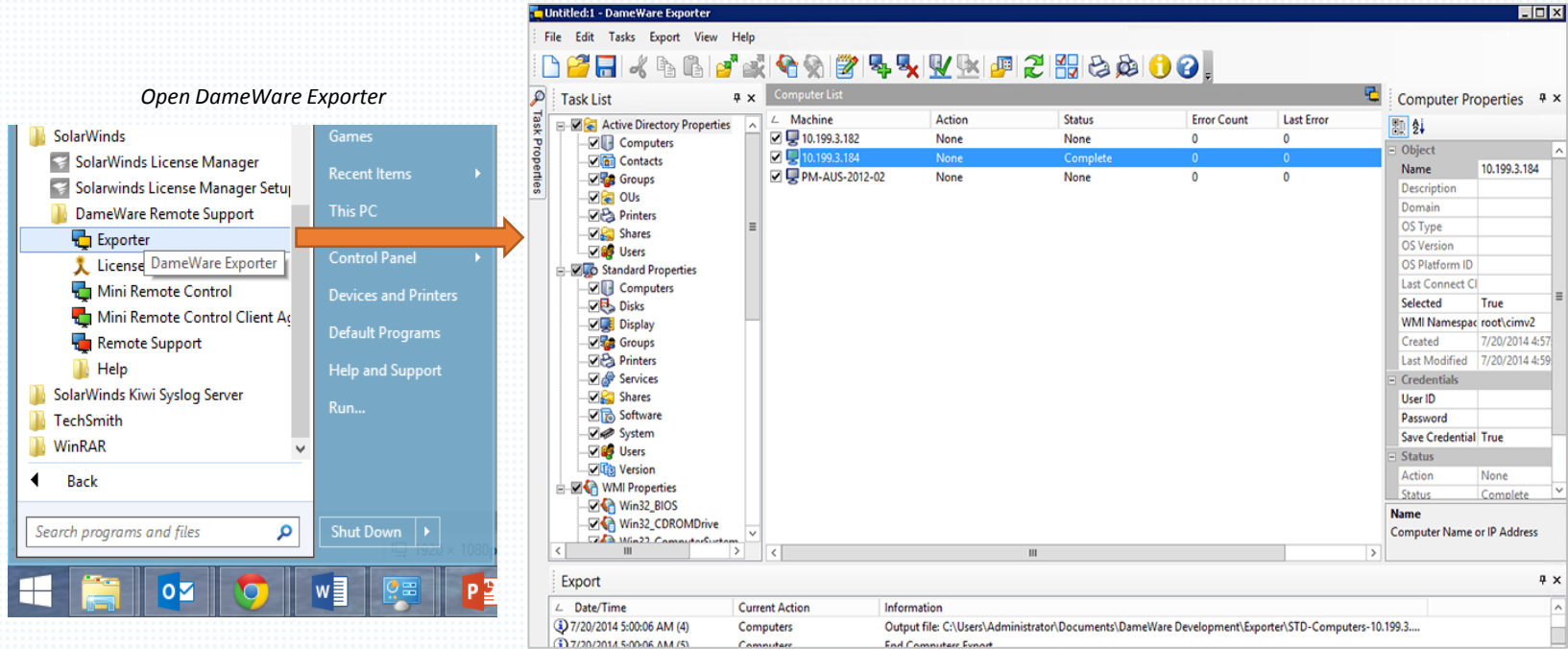
DameWare allows you to remotely manage multiple Active Directory environments through which you can remotely unlock users, edit Group policies, settings, reset passwords, etc.



3. Launch DameWare Exporter

- i. Click on the DameWare Exporter icon from your 'Start' menu to open the application.
- ii. Using DameWare Exporter, you can easily export system properties, software information and Active Directory objects from remote computers in .CSV and .XML formats.

Open DameWare Exporter



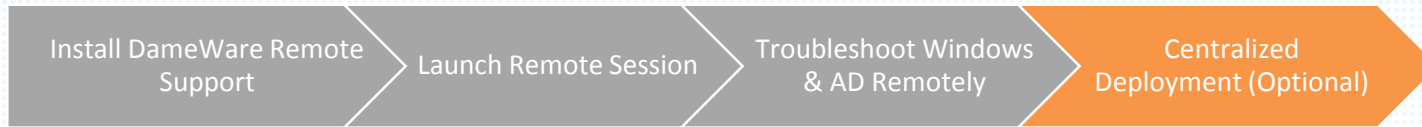
The screenshot illustrates the process of launching the DameWare Exporter application. On the left, the Windows Start menu is open, showing various applications. The 'Exporter' icon is highlighted, and an orange arrow points from it to the DameWare Exporter application window on the right. The application window is titled 'Untitled:1 - DameWare Exporter' and features a menu bar (File, Edit, Tasks, Export, View, Help) and a toolbar. The main interface is divided into several panes:

- Task List:** A tree view on the left showing categories like 'Active Directory Properties', 'Standard Properties', and 'WMI Properties', with sub-items such as 'Computers', 'Groups', 'Users', 'Disks', 'Display', etc.
- Computer List:** A table in the center showing a list of computers with columns for Machine, Action, Status, Error Count, and Last Error. The table contains three entries:

Machine	Action	Status	Error Count	Last Error
10.199.3.182	None	None	0	0
10.199.3.184	None	Complete	0	0
PM-AUS-2012-02	None	None	0	0
- Computer Properties:** A pane on the right showing details for the selected computer (10.199.3.184), including Object Name, Description, Domain, OS Type, OS Version, OS Platform ID, Last Connect CI, Selected (True), WMI Namespace (root/cimv2), Created (7/20/2014 4:57), Last Modified (7/20/2014 4:59), Credentials (User ID, Password, Save Credential True), and Status (Action: None, Status: Complete).
- Export:** A pane at the bottom showing a list of export actions with columns for Date/Time, Current Action, and Information. It shows two entries:

Date/Time	Current Action	Information
7/20/2014 5:00:06 AM (4)	Computers	Output file: C:\Users\Administrator\Documents\DameWare Development\Exporter\STD-Computers-10.199.3...
7/20/2014 5:00:06 AM (5)	Computers	End Computer Export

CENTRALIZED DEPLOYMENT (OPTIONAL)








1. Centralized DameWare Deployment (Recommended for Larger Environments)

In addition to the standalone mode discussed thus far, DameWare also supports centralized deployment mode. This is typically used by enterprises that require:

- i. Over-the-Internet remote support to set up remote connections (attended and unattended) outside the corporate network
- ii. On-the-fly remote control from iOS® & Android™ mobile devices
- iii. Centralized user account & license management.


2. How to Install DameWare in Centralized Mode


This requires installing the DameWare Central Server, and one or more server components as listed below.


DameWare Remote Support Centralized Deployment	 DameWare Central Server	Install DameWare Remote Support + DameWare Central Server : For centralized management of all DameWare licenses & users, and sharing global host lists between all DameWare technician logins.
	 DameWare Central Server  DameWare Internet Proxy	Install DameWare Remote Support + DameWare Central Server + DameWare Internet Proxy : For supporting secure remote connections outside the firewall and over the Internet.
	 DameWare Central Server  DameWare Mobile Gateway	Install DameWare Remote Support + DameWare Central Server + DameWare Mobile Gateway : For accessing computers on the corporate network from iOS® and Android™ devices.

USEFUL LINKS


INSTALLATION RESOURCES


 [DameWare Remote Support Reference Manual](#) (520 KB)
Download this manual for detailed instructions on how to use DameWare Remote Support.


 [DameWare Central Server Online Admin Guide](#)
Read this manual for detailed instructions on deploying DameWare Remote Support in the Centralized mode.

 [DameWare Remote Support Release Notes](#)
Provides information on latest updates and new features of DameWare Remote Support.

ADDITIONAL RESOURCES

 [DameWare Videos](#)
Watch training and how-to videos to learn more about DameWare Remote Support

 [DameWare Knowledge Base](#)
Browse DameWare knowledge base for tips & tricks and learning resources on using DameWare Remote Support

 [Ask the Community](#)
Browse thwack, SolarWinds online user community, for tips and tricks on using DameWare Remote Support.