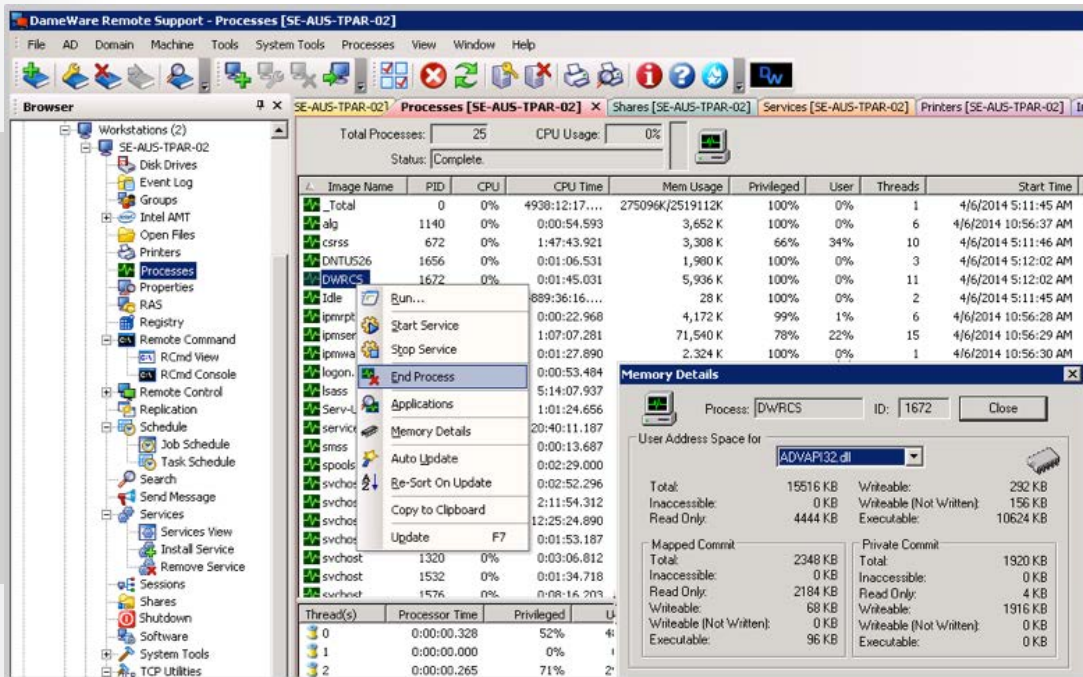




# DAMEWARE REMOTE SUPPORT

## REMOTE ACCESS & REMOTE ADMINISTRATION TOOL




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*"DameWare is an excellent product, and we use it every day. It has definitely made life easier in IT."*

– Neal Schafer, IT Director,  
Manatee Diagnostic Center

*DameWare® Remote Support is an affordable and easy-to-use remote support software that simplifies and accelerates remote IT administration tasks for IT admins and support technicians. DameWare Remote Support includes the built-in DameWare Mini Remote Control for gaining remote access to Windows®, Linux® and Mac OS® X systems. DameWare is a trusted, award-winning brand used by over 60,000 organizations worldwide.*

### DAMEWARE REMOTE SUPPORT AT A GLANCE

- » Remote control computers both inside and outside the network firewall
- » Supports remote desktop connection to Windows®, Linux® & Mac OS® X systems
- » Remotely manage and troubleshoot Windows computers & AD domains
- » Deliver on-the-go support with remote access from iOS® & Android™ devices
- » Supports Smart Card logon and Smart Card authentication

## FEATURE HIGHLIGHTS

### Easy-to-Use Remote Control for Windows®, Linux® & Mac OS® X

DameWare Remote Support includes the award winning DameWare Mini Remote Control to remotely connect to Windows®, Linux® and Mac OS® X computers. Offers built-in utilities such as chat, file transfer, and screenshot capture to assist IT technicians during remote sessions.

### Remotely Manage & Troubleshoot Windows Servers & Workstations

DameWare Remote Support lets you troubleshoot Windows® computers remotely without having to initiate remote control sessions. Use the built-in system tools and remote administration capabilities of DameWare Remote Support to support remote computers. You can remotely reboot systems, start/stop services & processes, copy/delete files, view & clear event logs, and do more.

### Remote Active Directory Management & Administration

DameWare Remote Support is a remote administration tool that enables you to remotely manage multiple Active Directory® (AD) domains, groups, and users. You can remotely unlock user accounts, reset passwords and edit Group Policies – all from a single management console.

### Remote System Tools & TCP Utilities for Faster Troubleshooting

DameWare Remote Support software provides remote access to a host of system tools and TCP utilities (ping, trace route, DNS lookup, FTP, Telnet, etc.) so that you don't have to individually open the control panel and tools in the remote computer to do troubleshooting.

### Export AD Objects and System Configuration from Remote Computers

DameWare Remote Support is a remote administration tool that has a built-in exporter tool to easily export Active Directory® (AD) properties, software information, and system configurations from remote computers. DameWare lets you export all this information in easy-to-use .CSV or .XML formats.

### Gain Remote Access to Sleeping & Powered-Off Systems

DameWare Remote Support software includes support for Intel® vPro® with AMT, Wake-on-LAN, and Kernel-based Virtual Machine (KVM) features. These capabilities allow you to remotely access and troubleshoot out-of-band computers.

### Interactive Smart Card Logon & Remote Smart Card Authentication

DameWare Remote Support offers secure remote connectivity with the help of interactive Smart Card logon and remote Smart Card authentication. DameWare is the first remote administration software to offer Smart Card authentication and interactive Smart Card logon.

### Mobile Remote Control from iOS® & Android™ Devices

DameWare Remote Support, when installed in the centralized deployment mode, supports mobile remote control functionality allowing you to remotely access Windows® computers and servers from iOS® and Android™ devices for on-the-fly remote administration and end-user support.

### Over-the-Internet Remote Control Sessions – No VPN Required

DameWare Remote Support, when installed in the centralized deployment mode, enables you to



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remotely connect to computers outside the corporate firewall with the help of a secure Internet Proxy server. You can initiate secure over-the-Internet remote sessions to Windows computers located anywhere without requiring a VPN connection.



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### Centralized Administration & Account Management

DameWare Remote Support, when installed in the centralized deployment mode, allows you to centrally manage DameWare users and permissions, control and activate all DameWare licenses from a single location, and share global host lists with all DameWare users (IT technicians).

### Active Directory Authentication and Single Sign-On

Integration with AD allows periodic sync and scheduled import of AD user credentials into DameWare. Technicians can log into DameWare with AD-authenticated single sign-on.

### Simple Licensing & Quick Deployment

DameWare Remote Support is licensed by the number of IT admin or technician logins. There is no limit to the number of end-user computers supported. Available as a standalone, do-it-yourself deployment software – downloads and installs in minutes! Unlike SaaS offerings, DameWare has a perpetual license cost, and there is no yearly subscription fee to keep using the software.

## INTEGRATION WITH SOLARWINDS IT MANAGEMENT SOFTWARE

### Remote Support Integration with Help Desk Software

DameWare Remote Support **integrates with SolarWinds Web Help Desk®** for enhanced and accelerated IT support and service request fulfilment. Leveraging this integration, you can initiate one-click remote desktop session with computers from Web Help Desk trouble tickets or the IT asset inventory.

## SYSTEM REQUIREMENTS

Hardware	Minimum Requirements
CPU	1 GHz
Memory	20 MB RAM
Hard Drive	150 MB
Software	Minimum Requirements
Operating System for Installation	<ul style="list-style-type: none"> <li>» Windows® XP, Vista, 7, 8, 8.1, 10</li> <li>» Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2</li> </ul>
Supported Operating Systems for Remote Access	<p>DameWare Mini Remote Control in DameWare Remote Support can be used to initiate remote sessions with:</p> <ul style="list-style-type: none"> <li>» Windows XP SP2, Vista, 7, 8, 8.1, 10</li> <li>» Windows Server 2003 R2, 2008, 2008 R2, 2012, 2012 R2</li> <li>» Debian® 5.0 and later (VNC enabled)</li> <li>» CentOS 5 and 6 (VNC enabled)</li> <li>» Ubuntu 10.04.1 LTS to 10.04.3 LTS, 11.10, and 12.04 LTS (VNC enabled)</li> <li>» Red Hat® Enterprise Linux 5 and later (VNC enabled)</li> <li>» Fedora™ 15 and 16 (VNC enabled)</li> <li>» Mac OS® X (VNC enabled)</li> </ul>

## TRY BEFORE YOU BUY. DOWNLOAD A FREE TRIAL!

Support your end-users wherever they are located with anytime, anywhere remote support! Don't just take our word for it. At SolarWinds, we believe, you should try our software before you buy. That's why we offer free trials that deliver full product functionality. Download and install DameWare Remote Support, and simplify IT administration and troubleshooting. You will never have to visit end-user workstations for IT support!



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## ABOUT SOLARWINDS<sup>®</sup>

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide. Focused exclusively on IT Pros, we strive to eliminate the complexity in IT management software that many have been forced to accept from traditional enterprise software vendors. SolarWinds delivers on this commitment with unexpected simplicity through products that are easy to find, buy, use, and maintain, while providing the power to address any IT management problem on any scale. Our solutions are rooted in our deep connection to our user base, which interacts in our online community, **thwack**<sup>®</sup>, to solve problems, share technology and best practices, and directly participate in our product development process. Learn more at <http://www.solarwinds.com>.

## CONTACT US

For product information or to purchase DameWare Remote Support, visit [www.DameWare.com](http://www.DameWare.com).

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