

Dameware Remote Support

Remote Access and Remote Administration Tool



“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 designed to simplify and accelerate 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 thousands of organizations worldwide.

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Fully Functional for 14 Days

DAMEWARE REMOTE SUPPORT AT A GLANCE

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

FEATURE HIGHLIGHTS

Easy-to-Use Remote Control for Windows, Linux, and 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.

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Remotely Manage and Troubleshoot Windows Servers and Workstations

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

Remote Active Directory Management and Administration

Dameware Remote Support is a remote administration tool that helps you remotely manage multiple AD domains, groups, and users. You can remotely unlock user accounts, reset passwords, and edit Group Policies from a single management console.

Remote System Tools and 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 troubleshoot.

Export AD Objects and System Configuration from Remote Computers

Dameware Remote Support has a built-in exporter tool to help easily export 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 and 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 help you remotely access and troubleshoot out-of-band computers.

Interactive Smart Card Logon and Remote Smart Card Authentication

Dameware Remote Support offers safe 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 and Android Devices

When installed in the centralized deployment mode, Dameware Remote Support allows mobile remote control functionality for remote access to 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

When installed in centralized deployment mode, Dameware Remote Support enables you to remotely connect to computers outside the corporate firewall with the help of an Internet Proxy server. You can initiate safe over-the-internet remote sessions to Windows computers located anywhere without requiring a VPN connection.

Centralized Administration and Account Management

When installed in centralized deployment mode, Dameware Remote Support 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 in to Dameware with AD-authenticated single sign-on.

Simple Licensing and 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 typically in minutes! 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 sessions with computers from Web Help Desk trouble tickets or the IT asset inventory.

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SYSTEM REQUIREMENTS

HARDWARE	MINIMUM REQUIREMENTS
CPU	1 GHz
Memory	20 MB RAM
Hard Drive	150 MB

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SOFTWARE	MINIMUM REQUIREMENTS
Operating System for Installation	<ul style="list-style-type: none"> » Windows Vista, 7, 8, 8.1, 10 » Windows Server 2008, 2008 R2, 2012, 2012 R2, 2016

Operating System for Remote Agent	<p>Dameware Mini Remote Control in Dameware Remote Support can be used to initiate remote sessions with:</p> <ul style="list-style-type: none"> » Windows Vista®, 7, 8, 8.1, 10 » Windows Server® 2008, 2008 R2, 2012, 2012 R2, 2016 » Debian® 5.0 and later (VNC enabled) » CentOS® 5 and 6 (VNC enabled) » Ubuntu® 10.04.1 LTS to 10.04.3 LTS, 11.10, and 12.04 LTS (VNC enabled) » Red Hat® Enterprise Linux 5 and later (VNC enabled) » Fedora® 15 and 16 (VNC enabled) » Mac OS X (VNC enabled)
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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 to help simplify IT administration and troubleshooting. You can reduce the number of visits to end user workstations for IT support!

ABOUT SOLARWINDS

SolarWinds (NYSE: SWI) provides powerful and affordable IT management software to customers worldwide, from Fortune 500® enterprises to small businesses, managed service providers (MSPs), government agencies, and educational institutions. We are committed to focusing exclusively on IT, MSP, and DevOps professionals, and strive to eliminate the complexity that our customers have been forced to accept from traditional enterprise software vendors. Regardless of where the IT asset or user sits, SolarWinds delivers products that are easy to find, buy, use, maintain, and scale, while providing the power to address key areas of the infrastructure, from on-prem to the cloud. This focus and commitment to excellence in end-to-end hybrid IT performance management has established SolarWinds as the worldwide leader in both network management software and MSP solutions, and is driving similar growth across the full spectrum of IT management software. Our solutions are rooted in our deep connection to our user base, which interacts in our THWACK® online community to solve problems, share technology and best practices, and directly participate in our product development process. Learn more today at www.solarwinds.com.

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To locate an international reseller near you, visit http://www.solarwinds.com/partners/reseller_locator.aspx

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