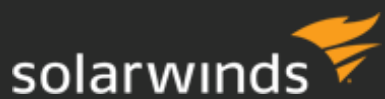




INSTALLATION GUIDE

Dameware Stand-alone

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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Dameware Stand-alone Installation Guide

overview


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 a free trial version of [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.

Dameware Remote Support and Dameware Mini Remote Control offer different capabilities. With 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).

With 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.

What is the difference between stand-alone versions and centralized versions of Dameware?

The centralized versions of Dameware Remote Support and Dameware Mini Remote Control offer the same features as the stand-alone versions, plus additional functionality. Dameware Remote Support Centralized and Mini Remote Control Centralized both make use of a Central Server 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 of your network.

This guide provides installation instructions for stand-alone or evaluation versions of Dameware Remote Support and Dameware Mini Remote Control. For instructions on installing Dameware Remote Support Centralized or Dameware Mini Remote Control Centralized, see [Dameware Centralized Installation Guide](#).

Dameware stand-alone installation system requirements

This topic lists the system requirements to install Dameware Remote Support and Dameware Mini Remote Support in stand-alone or evaluation mode.

HARDWARE AND SOFTWARE	REQUIREMENTS
OS	Workstation: Windows Vista, 7, 8, 8.1, 10 Server: Windows Server 2008 R2, 2012 R2, 2016
Hard drive space	150 MB
CPU	1 GHz
RAM	4 GB

The APIs used by Remote Support may require the Server Service and the NetLogon Service (domain environments) for the user to authenticate to this remote machine over the network. Remote Support also requires the Remote Registry Service for functions that require access to the Registry.

Dameware stand-alone installation port requirements

By default, Dameware listens to the following ports:

PORT	DESCRIPTION	DIRECTION	USED WITH	CHANGE DEFAULT PORT IN	MODIFY SETTINGS ON
6129	Mini Remote Control (MRC) protocol - Dameware agents listen on this port for incoming remote desktop connections	Incoming	MRC	The MRC application	Mobile Client in Global Settings
Optional ports for specific Dameware features:					
UDP 137	Name Services port for File & Printer Sharing, User and Computer Authentication	Incoming	<ul style="list-style-type: none"> Dameware Remote Support (DRS) MRC 	Windows systems settings	N/A
138	Datagram Services port for File & Printer Sharing	Incoming	<ul style="list-style-type: none"> DRS MRC 	Windows systems settings	N/A
139	Session Services port for File & Printer Sharing, User and Computer Authentication	Incoming	<ul style="list-style-type: none"> DRS MRC 	Windows systems settings	N/A
TCP and UDP 445	Direct Hosting, NetBIOS for File & Printer Sharing, User and Computer Authentication	Incoming	<ul style="list-style-type: none"> DRS MRC 	Windows systems settings	N/A
5900	VNC default port	Incoming	MRC	MRC connection settings and in VNC configuration server	MRC connection settings and in VNC configuration server

PORT	DESCRIPTION	DIRECTION	USED WITH	CHANGE DEFAULT PORT IN	MODIFY SETTINGS ON
3389	RDP port	Incoming	MRC	MRC connection settings and in Windows registry	MRC connection settings and in Windows registry
16993	Accessing Intel AMT secure(SSL)	Incoming	MRC	MRC connection settings and in Intel AMT server	MRC connection settings and in Intel AMT server
16992	Accessing Intel AMT	Incoming	MRC	MRC connection settings and in Intel AMT server	MRC connection settings and in Intel AMT server

Install Dameware Remote Support in stand-alone mode

This topic provides steps for installing Dameware Remote Support in stand-alone mode.

Before you begin:

- Review the [Dameware stand-alone installation system requirements](#).
- Review the [Dameware stand-alone installation port requirements](#).
- Ensure that you obtain a copy of **DamewareRS.exe**, the Dameware Remote Support installation file. The file is available on the [SolarWinds Customer Portal](#). If you have not obtained a copy, complete Task 1 below.

The installation is divided into separate tasks that need to be completed before you can begin using Dameware Remote Support.

Task 1: Download the Remote Support installation file and license key

If you have not created a SolarWinds account, see [Access the Customer Portal](#) to create an account.

1. Go to the [SolarWinds Customer Portal](#).
2. In the Log In tab, enter your email address and password.
3. In the Latest Downloads table, click Choose Download for the installation files for Dameware Remote Support.
4. To locate your license key, click Licenses > Manage Licenses.

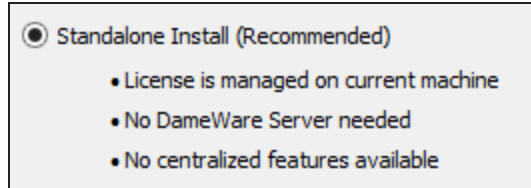
Task 2: Run the installation file

1. Log in as an administrator to the server on which you are installing Dameware Remote Support.
2. Run `DamewareRS.exe`.
The Installation Wizard opens.


Task 3: Complete the installation wizard

1. Click Next on the Welcome window.
2. If you agree, accept the terms of the license agreement, and click Next.
3. Select an installation directory, and click Next.

4. Click Standalone Install, and click Next.



5. Select your shortcut preferences, and click Next.
6. Click Install.

 As the installation progresses, a dialog box opens, prompting you to enter an email address. If you do not enter an email address, the installation does not complete.

7. When prompted, enter a license key.
For detailed instructions on activating your product, see [Activate a Dameware license](#).
8. On the final dialog box, click Finish.

You are now ready to use Dameware Remote Support. Refer to the Getting Started Guide to begin using Dameware Remote Support.

Install Dameware Mini Remote Control in stand-alone mode

This topic provides steps for installing Dameware Mini Remote Control in stand-alone mode.

Before you begin:

- Review the [Dameware stand-alone installation system requirements](#).
- Review the [Dameware stand-alone installation port requirements](#).
- Ensure that you obtain a copy of **DamewareMRC32-ST.exe (32-bit)** or **DamewareMRC64-ST.exe (64-bit)**, the Dameware Mini Remote Control installation files. The files are available on the [SolarWinds Customer Portal](#). If you have not obtained a copy, complete Task 1 below.

The installation is divided into separate tasks that need to be completed before you can begin using Dameware Mini Remote Control.

Task 1: Download the Mini Remote Control installation file and license key

If you have not created a SolarWinds account, see [Access the Customer Portal](#) to create an account.

1. Go to the [SolarWinds Customer Portal](#).
2. In the Log In tab, enter your email address and password.
3. In the Latest Downloads table, click Choose Download for the installation files for Dameware Mini Remote Control.
4. To locate your license key, click Licenses > Manage Licenses.

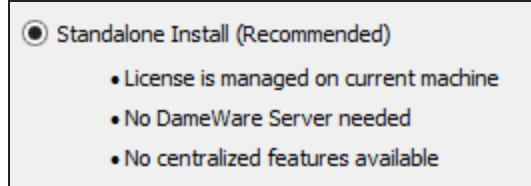
Task 2: Run the installation file

1. Log in as an administrator to the server on which you are installing Dameware Mini Remote Control.
2. Run `DamewareMRC32.exe` or `DamewareMRC64.exe`.
The Installation Wizard opens.


Task 3: Complete the installation wizard

1. Click Next on the Welcome window.
2. If you agree, accept the terms of the license agreement, and click Next.
3. Select an installation directory, and click Next.

4. Click Standalone Install, and click Next.



5. Select your shortcut preferences, and click Next.
6. Click Install.

 As the installation progresses, a dialog box opens, prompting you to enter an email address. If you do not enter an email address, the installation does not complete.

7. When prompted, enter a license key.
For detailed instructions on activating your product, see [Activate a Dameware license](#).
8. On the final dialog box, click Finish.

You are now ready to use Dameware Mini Remote Control. Refer to the Getting Started Guide to begin using Dameware Mini Remote Control.

Install Dameware Remote Support or Mini Remote Control from the command line

You can use command line options to install Remote Support or Mini Remote Control. A command line installation is useful when you do not have administrator permissions to the target computer, and want to install the application silently.



- You must run the commands with Administrator permissions
- Use %WINDIR%\System32 instead of relative paths
- You cannot install through a proxy server that also requires authentication

To install Remote Support or Mini Remote Control using the MSI installer:

Use the following command at the command line or in an installer script. Replace the variables in this example according to the values in the Arguments section below.

```
msiexec /i fileName.msi /qn APPDIR="C:\Program Files\DameWare programName\  
reboot=reallysuppress SILENT=yes INSTALLSTANDALONE=0  
CENTRALSERVERHOSTNAME=centralServerHostName
```

To install Remote Support or Mini Remote Control using the EXE installer:

Use the following command at the command line or in an installer script. Replace the variables in this example according to the values in the Arguments section.

```
fileName.exe /args "/qn APPDIR=\"C:\Program Files\DameWare programName\  
reboot=reallysuppress SILENT=yes" INSTALLSTANDALONE=0  
CENTRALSERVERHOSTNAME=centralServerHostName
```

Arguments

The following is a list of command line arguments.

- **/args "argumentsHere"** (EXE only) instructs the EXE installer to pass the arguments inside the quotation marks along to the MSI installer.
- **APPDIR="C:\Program Files\DameWare programName\"** specifies the installation directory. Enter Remote Support or Mini Remote Control in place of `programName` to use the default installation directory.
- **SILENT=yes** instructs the installer to install the program silently.
- **SA_KEY=licenseKey** (licensed version only) contains the license key for licensed installations. Enter a valid license key in place of `licenseKey`.

- **SA_EMAIL=emailAddress** (licensed version only) contains the administrator's email address for licensed installations. Enter a valid email address in place of `emailAddress`.
- **SA_FIRST_NAME=firstName** (licensed version - optional) contains the administrator's first name. Enter the first name in place of `firstName`.
- **SA_LAST_NAME=lastName** (licensed version - optional) contains the administrator's last name. Enter the last name in place of `lastName`.
- **SA_PHONE_NUMBER=phoneNumber** (licensed version - optional) contains the administrator's phone number. Enter a valid phone number in place of `phoneNumber`.
- **SA_PROXY_ADDRESS=proxyAddress** (licensed version - optional) contains the address of the proxy server the program should use to connect to the SolarWinds licensing server. If applicable, enter the proxy server's IP address or hostname in place of `proxyAddress`.
- **SA_PROXY_PORT=proxyPort** (licensed version - optional) contains the port the program should use to connect to the proxy server. If applicable, enter the proxy port number in place of `proxyPort`.
- **INSTALLSTANDALONE=1** installs the stand-alone version of Dameware. Use **0** to install the centralized version.
- **CENTRALSERVERHOSTNAME=centralServerHostName** contains the Dameware Central Server's host name.
- **CENTRALSERVERPORT=portNumber** contains the port number to the Dameware Central Server. By default, this is 6133.
- **CSUSER=centralServerUser** contains the login name of a Central Server user.
- **CSPASSWORD=centralServerUserPassword** contains the password of the Central Server user.

Install an evaluation copy of Dameware Remote Support

This topic provides steps for installing an evaluation copy of Dameware Remote Support. An evaluation copy of Dameware Remote Support is fully-functional for 14 days.

Before you begin:

- Review the [Dameware stand-alone installation system requirements](#).
- Review the [Dameware stand-alone installation port requirements](#).
- Ensure that you obtain a copy of **DameWareRS-St-v12.0.5-Eval.ZIP**, the Dameware Remote Support installation file. The file is available as a free download on SolarWinds.com.

The installation is divided into separate tasks that need to be completed before you can begin using Dameware Remote Support.

Task 1: Run the installation file

1. Log in as an administrator to the server on which you are installing Dameware Remote Support.
2. Extract the contents of the ZIP file, and run `DamewareRS-St.exe`.
The Installation Wizard opens.

Task 2: Complete the installation wizard

1. Click Next on the Welcome window.
2. If you agree, accept the terms of the license agreement, and click Next.
3. Select an installation directory, and click Next.
4. Select your shortcut preferences, and click Next.
5. Click Install.



As the installation progresses, a dialog box opens, prompting you to enter an email address. If you do not enter an email address, the installation does not complete.

6. On the final dialog box, click Finish.

You are now ready to use Dameware Remote Support. Refer to the Getting Started Guide to begin using Dameware Remote Support.

Install an evaluation copy of Dameware Mini Remote Control

This topic provides steps for installing an evaluation copy of Dameware Mini Remote Control. An evaluation copy of Dameware Mini Remote Control is fully-functional for 14 days.

Before you begin:

- Review the [Dameware stand-alone installation system requirements](#).
- Review the [Dameware stand-alone installation port requirements](#).
- Ensure that you obtain a copy of **DameWareMRC32-St-v12.0.5-Eval.ZIP (32-bit)** or **DameWareMRC64-St-v12.0.5-Eval.ZIP (64-bit)**, the Dameware Mini Remote Control installation files. The files are available as a free download on SolarWinds.com.

The installation is divided into separate tasks that need to be completed before you can begin using Dameware Mini Remote Control.

Task 1: Run the installation file

1. Log in as an administrator to the server on which you are installing Dameware Mini Remote Control.
2. Extract the contents of the ZIP file, and run `DamewareMRC32-St.exe` or `DamewareMRC64-St.exe`.
The Installation Wizard opens.

Task 2: Complete the installation wizard

1. Click Next on the Welcome window.
2. If you agree, accept the terms of the license agreement, and click Next.
3. Select an installation directory, and click Next.
4. Select your shortcut preferences, and click Next.
5. Click Install.




As the installation progresses, a dialog box opens, prompting you to enter an email address. If you do not enter an email address, the installation does not complete.

6. On the final dialog box, click Finish.

You are now ready to use Dameware Mini Remote Control. Refer to the Getting Started Guide to begin using Dameware Mini Remote Control.

Install the Dameware client agent service on Windows computers

For either Remote Support or Mini Remote Control, the end user's computer that you want to troubleshoot must have the Dameware client agent installed on it. The Dameware client agent establishes communication between the Technician's computer and the end user's computer, and without it, a connection between the two computers cannot be made. You can deploy the Dameware client agent to a single computer or multiple computers.

 To configure a Mac or Linux computer as a remote host, see [Configure a Mac or Linux computer as a Dameware Remote Host](#).


If you want to deploy the agent to a single computer, you can:

- [Install the client agent service on-demand](#)
- [Install the client agent service from the Mini Remote Control application](#)
- [Install the client agent service using MSI + MST installers](#)
- [Install the client agent service using EXE installers](#)
- [Install the client agent service manually](#)

If you want to deploy the agent to multiple computers, you can:

- [Deploy custom MSI packages to install the client agent service](#)
- [Use Dameware Remote Support to install the client agent service on a batch of remote systems](#)

The installation method you choose is up to you. The most common method is to install the client agent on-demand, but if you work for a large organization, you may find that using an MSI installer is more convenient.

 The Mini Remote Control application is backwards compatible with Mini Remote Control client agents from version 7.0. If the Mini Remote Control application connects to an unsupported agent, it prompts you to install a newer version of the client agent.

The Windows operating system requires local Administrator rights to install, remove, start, stop, or upgrade the Mini Remote Control client agent service on remote systems.


System requirements

Install the Dameware client agent on remote computers running any of the following operating systems:

HARDWARE AND SOFTWARE	REQUIREMENTS
OS	Workstation: Windows Vista, 7, 8, 8.1, 10 Server: Windows Server 2008 R2, 2012 R2, 2016

Install the client agent service on-demand

Dameware Mini Remote Control connects to a computer by way of a client agent. If the client is not available on the computer, you are prompted to install it.


 The FIPS modules are required to connect in FIPS Encryption Mode.

Before you begin, on the remote computer, open the File & Printer Sharing protocols and the File & Printer Sharing ports.

1. Launch Dameware Mini Remote Control, and select File > Connect to local or remote sessions.
2. Enter the Host Name or IP Address and administrative credentials.
3. Click Connect.
4. When prompted to install the client agent service, click OK.
5. Click Install Options to enable any of the following options:
 - Stop Service On Disconnect
 - Remove Service On Disconnect
 - Set Service Startup type to 'Manual' default is 'Automatic'
 - Include Configuration File (DWECS.reg)
 - Copy FIPS Modules (approximately 9 MB)

Install the client agent service from the Mini Remote Control application

You can push the client agent to a computer using an option in the Mini Remote Control application console. The push method is useful when you want to update the client agent without requiring the remote user's permission.

-  The FIPS modules are required to connect in FIPS Encryption Mode.
- The remote agent can run in the following modes:
 - Direct and remote connections: This enables you to connect to computers using on-premise access and off-premise access through the Dameware Internet Proxy.
 - Direct connection only: This enables you to connect to computers using on-premise access only.

Before you begin, on the remote computer, open the File & Printer Sharing protocols and the File & Printer Sharing ports.

1. Launch Dameware Mini Remote Control, and click File > Install Service.
2. Enter the host name or IP address of the computer on which you want to install the service.
3. To manually start the service each time a connection is opened, select Set Service Startup type to `Manual`.
4. To configure the settings of the Mini Remote Control client agent service to copy to the remote system, click Configure.
5. Copy the DWRCS.reg file from the local system to the remote system with pre-configured Mini Remote Control client agent service settings, select Include Configuration File (DWRCS.reg). This option is available after you have created configuration settings.
6. To connect in FIPS Encryption Mode, select Copy FIPS Modules (approximately 9 MB).
7. Select Overwrite any existing configuration on remote host to recreate the configuration file in the remote machine.
8. Approve the agent on remote machine.
9. Click OK.

The Mini Remote Control application deploys the service to the remote computer.

Install the client agent service using MSI + MST installers


MSI installation contains the remote host, while MST contains the configuration for the target host to be able to use it in the Remote mode.

The MSI and MST installers are saved to the following locations:

- MSI installer at `c:\Program Files (x86)\SolarWinds\Dameware Central Server\WebServerStaticContent\binary\`
- MST installer at `c:\Program Files (x86)\SolarWinds\Dameware Central Server\WebServerStaticContent\binary\Remote Configuration\`

To deploy the remote host with the remote configuration, open the command line and enter the transformation command:

```
msiexec /i DWRCS_Vista_64.msi TRANSFORMS=transform_DWRCS_Vista_64.mst
```

 Add `OVERWRITEREMOTECFG=1` to overwrite the remote configuration. By default, remote configuration is saved on the target machine.

Install the client agent service using EXE installers

You can install the remote hosts directly by extracting the installer (EXE) file. The installer contains both the Remote Host installation (MSI) and Remote Host configuration (MST). The EXE installer is located in the Dameware Proxy machine, and is unique for each proxy and configuration.

The EXE installer is saved to *c:\Program Files (x86)\SolarWinds\Dameware Central Server\WebServerStaticContent\binary*

By default, remote host installation does not overwrite the Remote Host configuration. To apply a clear configuration, run the installation with `OVERWRITEREMOTECFG=1`.

After you add the custom installation arguments, specify the default arguments. Otherwise, the remote host is installed without configuration and runs in Direct mode. SolarWinds recommends that you use the following command line arguments:

```
DWRCS_Vista_64.exe -ap "TRANSFORMS=transform_DWRCS_Vista_64.mst  
OVERWRITEREMOTECFG=1"
```

Install the client agent service manually

For the manual installation method, agents are available in Direct mode only, without Remote connection mode. For manual installation with Remote connection support, copy `DWRCSU.inst` at *c:\Program Files (x86)\SolarWinds\Dameware Central Server* into the Remote Host folder at *c:\Windows\dwrcs* and restart the Remote Host.

To manually install the Dameware client agent service:

1. Navigate to your Dameware installation folder, usually located at *C:\Program Files\SolarWinds\Dameware Mini Remote Control*.
2. Copy the following files to a location or device you can access from the remote computer:
 - Dameware.LogAdjuster.exe.config
 - SolarwindsDiagnostics.exe.config
 - Dameware.Diagnostics
 - cpprest110_xp_1_2.dll
 - DWRCChat.dll
 - DWRCCK.dll
 - DWRCRSS.dll
 - DWRCSE.dll
 - DWRCSET.dll
 - DWRCSh.dll
 - DWSGRWRP.dll
 - ICSharpCode.SharpZipLib.dll
 - log4cxx.dll
 - log4net.dll
 - SolarWinds.Logging.dll
 - SolarWinds.Orion.Common.dll
 - Dameware.LogAdjuster.exe
 - DWRCSEXEC
 - DWRCSTEXEC
 - SolarwindsDiagnostics.exe
 - DWRCSEXEC.Logging.xml
 - DWRCSTEXEC.Logging.xml
 - LogConfigurations.xml
3. On the remote computer, create a folder in the Windows directory called "dwrcs" (*C:\Windows\dwrcs*).
4. Paste the copied files into the dwrcs folder.

To connect to the remote system in FIPS Mode, copy the following files to *C:\Windows\dwrcs* on the remote system:

- ccme_base.dll
- ccme_ecc.dll
- ccme_eccaccel.dll
- cryptocme2.dll

- cryptocme2.sig
- ccme_eccnistaccel.dll
- DWRCRSA.dll

Deploy custom MSI packages to install the client agent service

With this method, you first install the client agent on your local machine, and then use the Dameware MSI Builder to build a custom MSI package for the Mini Remote Control client agent service. The custom MSI package includes custom settings. This installation method also opens the necessary TCP port on the Windows Firewall when it starts.

Before you begin, configure the client agent with host names, log settings, authentication choices, or other settings to deploy the custom configuration with the client agent.

1. Install and configure the client agent on the computer with the Mini Remote Control application.
2. To open the Dameware Mini Remote Control Package Builder, click Start > All Programs > SolarWinds > Dameware Mini Remote Control > Dameware Mini Remote Control Client Agent MSI Builder.
3. Complete the following fields in the Package Builder dialog box:
 - Profile: Select a pre-defined MSI package profile to populate the rest of the fields with your preferred settings. To save a new profile, complete the rest of the Package Builder dialog box, enter a new name in the Profile box, and click the save icon.
 - Target O/S: The operating system on the target system(s).
 - Include FIPS Modules: Includes the FIPS Modules in the MSI package. These files are required to run the client agent service in FIPS Encryption Mode.
 - Install the mirror driver: Includes the Mini Remote Control Mirror Driver in the MSI package.
 - Install the keyboard driver: Includes the Mini Remote Control Virtual Keyboard Driver in the MSI package.
 - Install the smart card driver: Includes the Mini Remote Control Smart Card Driver in the MSI package.
 - Client Agent Settings: Click the Client Agent icon to open the Mini Remote Control client agent service settings dialog box:
 - Output Folder: Enter or browse to the folder you want to install the service to on the remote systems.

When you configure these settings through the Package Builder, the application saves the settings in the installer to deploy to one or more remote systems.

4. Click Build MSI to build the MSI package and save it to the output folder. By default, the output folder is the Dameware installation folder.

You can deploy the custom MSI package as you would any other MSI.

Use Dameware Remote Support to install the client agent service on a batch of remote systems

Dameware Remote Support includes a Services view that you can use to install the Dameware client agent service on one or more remote systems.

1. Open Remote Support, and then open the Services View on the computer running Dameware Remote Support.
2. Add the target systems to the Batch pane at the bottom of the Services View.
3. Highlight the target systems in the Batch pane, and then select Batch Processing - DWMRC Service Install from the Service menu.
4. Complete the following fields on the Dameware Mini Remote Control Service Installation - Batch dialog box:
 - Include Configuration File (DWRCS.reg): Copies the DWRCS.reg file from the local system to the remote system with pre-configured client agent service settings.
 - Configure: Click Configure to configure the settings of the client agent service to copy to the remote system, if enabled.
 - Set Service Startup type to "Manual" default is "Automatic": Select this option to change the client agent service start up type to Manual.
 - Start Service after installation: Select this option to start the client agent service after installation.
 - Copy FIPS Modules (approximately 9 MB): Copies the Federal Information Processing Standard (FIPS) modules to the remote system when installing the client agent service.
5. Click OK.


Dameware stand-alone licensing and activation

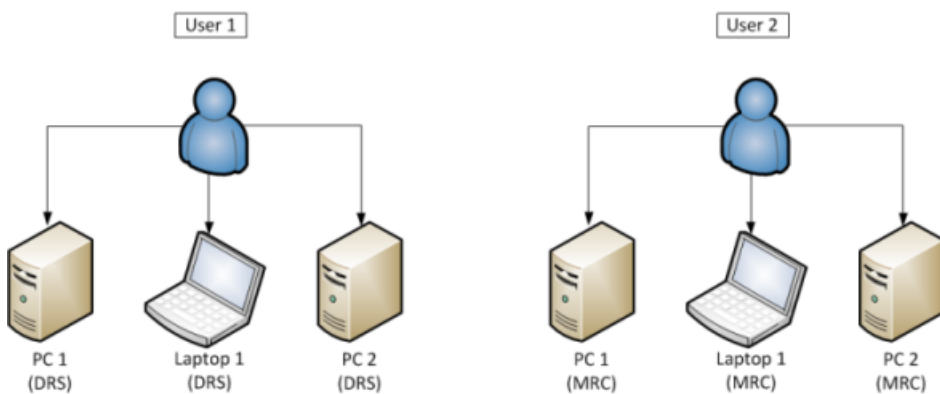
This section includes the following topics:

- [Dameware stand-alone licensing](#)
- [Activate a Dameware license](#)
- [Deactivate Dameware seat-based licenses](#)

Dameware stand-alone licensing

Each stand-alone license of Dameware Remote Support and Dameware Mini Remote Control can be activated a maximum of three times. For example, if you purchased 10 seats of Dameware Remote Support, you can activate up to 30 computers. This licensing model supports Technicians who may use as many as three computers to support end users: a desktop computer, a laptop, and a home computer.

 The Dameware Mini Remote Control client agent software is not licensed and can be installed as many times as needed.



Activate a Dameware license


You can use either the internal product licenser or the SolarWinds License Manager to activate your Dameware license.

ACTIVATE YOUR DAMEWARE LICENSE WITH THE DAMEWARE LICENSOR

During the installation of your Dameware product, a licenser dialog box displays, prompting you to enter a license key. If you choose not to enter the license key during the installation process, you can complete the installation and launch the licenser at another time.

The following procedure guides you in locating your license key on the SolarWinds Customer Portal, and then how to manually launch the License Activation application.

1. Go to the [SolarWinds Customer Portal](#).
2. Log in to the customer portal using your individual user profile email and password.
3. Click Licenses > Manage Licenses.
4. Browse to your Dameware license list, and then locate the unregistered licenses list.


 If you do not see the license activation keys, click the + sign to expand the license details.
5. Copy your unregistered activation key for the product you are activating.
6. On the computer on which you have installed Dameware, launch the License Activation application.
7. Select your installation method:
 - For a centralized installation, click Enter License by the product you want to activate.
 - For a stand-alone installation, click Enter Licensing Information.
8. If the computer on which you installed Dameware is connected to the Internet:
 - a. Click I have internet access and an activation key from my customer portal license management page.
 - b. Paste your unregistered activation key in the Activation Key field.
 - c. Click Next.
9. If the computer on which you are activating your Dameware product is not connected to the Internet:
 - a. Click This server does not have internet access. Guide me through offline, manual activation.
 - b. Click Next.
 - c. Click Copy Unique Machine ID and paste into a text file or Word document.
 - d. Go back to the SolarWinds Customer Portal and click Licenses > Manage Licenses.
 - e. Scroll down to license underneath the activation key.
 - f. Click Activate License Manually, and complete the fields, including entering the Unique Machine ID you copied.
 - g. Click Generate License File, and save it to a shared location.
 - h. Go back to the screen where you generated the Unique Machine ID.
 - i. Click Browse and select the location where you saved the file.
 - j. Follow the steps and click finish.
 - k. Restart the installation for everything to update.

ACTIVATE YOUR DAMEWARE LICENSE WITH LICENSE MANAGER

The SolarWinds License Manager application provides another approach to activating your Dameware license. Ensure the latest version of license Manager is installed by [downloading and installing the License Manager](#).

SolarWinds recommends using the License Manager when activating licenses because it is continuously updated to be compatible with the SolarWinds license server. You can also use the License Manager to deactivate and synchronize licenses.

1. Go to the [SolarWinds Customer Portal](#).
2. Log in to the customer portal using your individual user profile email and password.
3. Click Licenses > Manage Licenses.
4. Browse to your Dameware license list, and then locate the unregistered licenses list.

 If you do not see the license activation keys, click the + sign to expand the license details.

5. Copy your unregistered activation key for the product you are activating.
6. Open the License Manager and click Active/Upgrade on the license you want to activate.
7. If the computer on which you installed the Dameware product is connected to the Internet:
 - a. Click I have internet access and an activation key from my customer portal license management page.
 - b. Paste your unregistered activation key in the Activation Key field.
 - c. Click Next.
8. If the computer on which you are activating your Dameware product is not connected to the Internet:
 - a. Click This server does not have internet access. Guide me through offline, manual activation.
 - b. Click Next.
 - c. Click Copy Unique Machine ID and paste into a text file or Word document.
 - d. Go back to the SolarWinds Customer Portal and click Licenses > Manage Licenses.
 - e. Scroll down to license underneath the activation key.
 - f. Click Activate License Manually, and complete the fields, including entering the Unique Machine ID you copied.
 - g. Click Generate License File, and save it to a shared location.
 - h. Go back to the screen where you generated the Unique Machine ID.
 - i. Click Browse and select the location where you saved the file.
 - j. Follow the steps and click finish.
 - k. Restart the installation.

When upgrading to a new version or license, you manually sync the license key by opening the License Manager and clicking Sync. If you do not have a Sync button, upgrade your version of the License Manager. If you do not have an Internet connection, use the offline activation method.


Deactivate Dameware seat-based licenses

This topic describes how to deactivate a seat-based license and move it to another computer when:

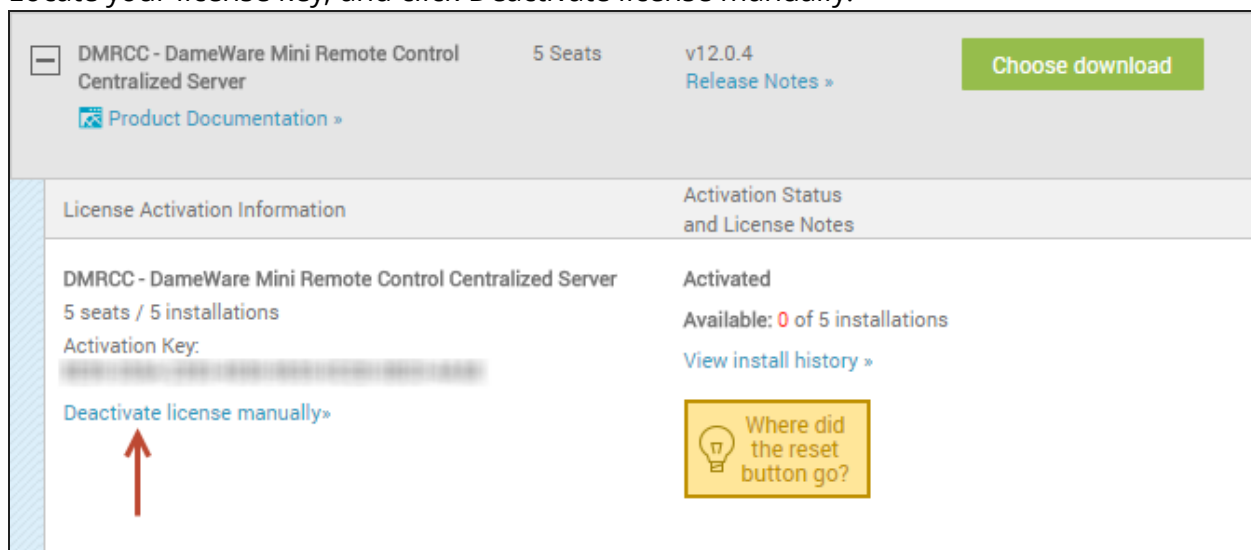
- The computer on which you installed Dameware is no longer accessible.
- The computer on which you installed Dameware is accessible.

IF THE COMPUTER IS NOT ACCESSIBLE

If the computer on which you installed Dameware is no longer available, you must use the SolarWinds Customer Portal to deactivate the licenses.

 You can reset the license of more than one machine at the same time.

1. Log in to the [SolarWinds Customer Portal](#).
2. Click Licenses > Manage Licenses.
3. Locate your license key, and click Deactivate license manually.



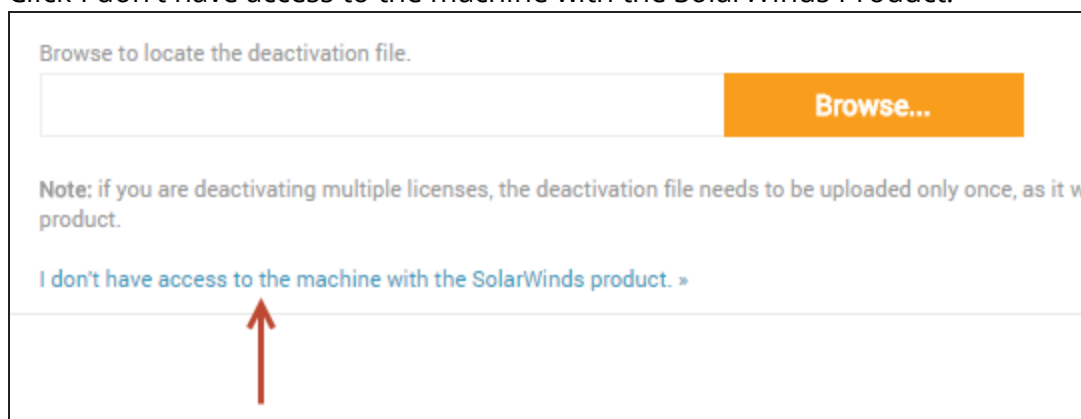
DMRCC - DameWare Mini Remote Control Centralized Server 5 Seats v12.0.4
Release Notes » Choose download

Product Documentation »

License Activation Information	Activation Status and License Notes
DMRCC - DameWare Mini Remote Control Centralized Server 5 seats / 5 installations Activation Key: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX Deactivate license manually»	Activated Available: 0 of 5 installations View install history »

Where did the reset button go?

4. Click I don't have access to the machine with the SolarWinds Product.



Browse to locate the deactivation file.

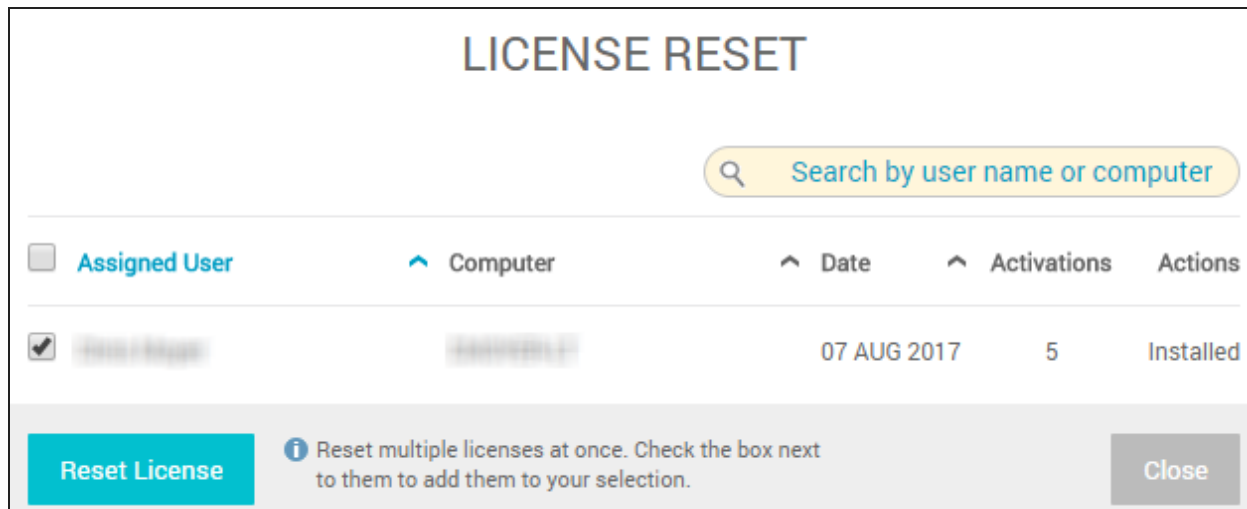
Browse...

Note: if you are deactivating multiple licenses, the deactivation file needs to be uploaded only once, as it w product.

I don't have access to the machine with the SolarWinds product. »

5. Click Reset License.
6. Select the computer name from the list.

- Click Reset License.



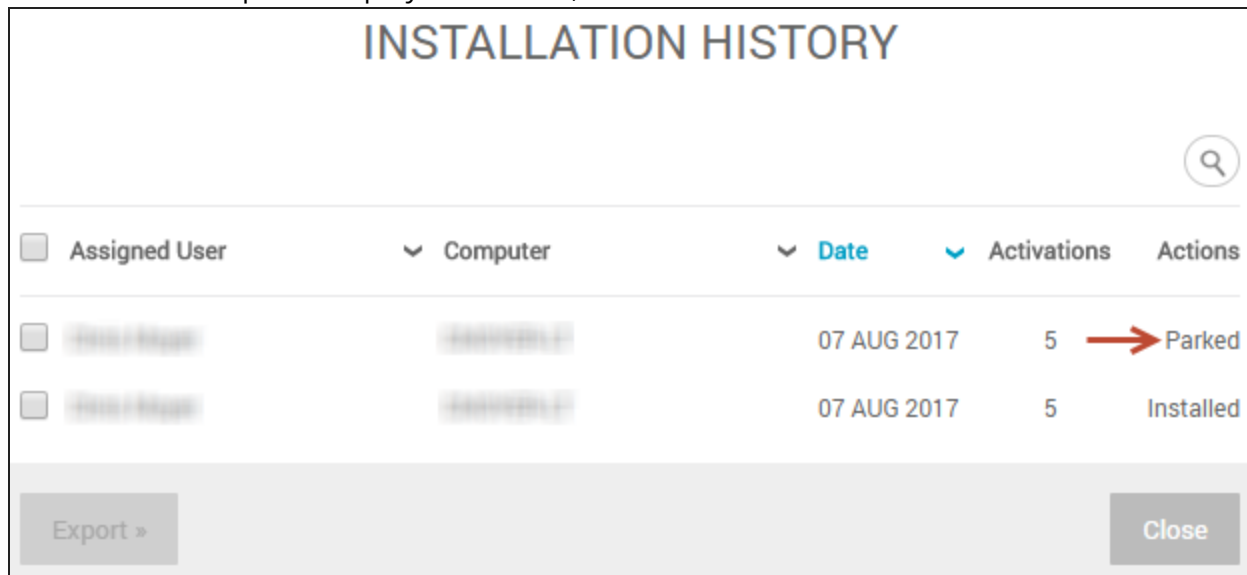
LICENSE RESET

Search by user name or computer

<input type="checkbox"/> Assigned User	<input type="checkbox"/> Computer	<input type="checkbox"/> Date	<input type="checkbox"/> Activations	Actions
<input checked="" type="checkbox"/>		07 AUG 2017	5	Installed

Reset License ⓘ Reset multiple licenses at once. Check the box next to them to add them to your selection. **Close**

- On the Confirmation dialog box, click Ok.
- To verify that the licenses were reset, locate your license key in the SolarWinds Customer Portal, and click View install history.
The selected computer displays as Parked, which indicates that the license count was reset.



INSTALLATION HISTORY

<input type="checkbox"/> Assigned User	<input type="checkbox"/> Computer	<input type="checkbox"/> Date	<input type="checkbox"/> Activations	Actions
<input type="checkbox"/>		07 AUG 2017	5	→ Parked
<input type="checkbox"/>		07 AUG 2017	5	Installed

Export > **Close**

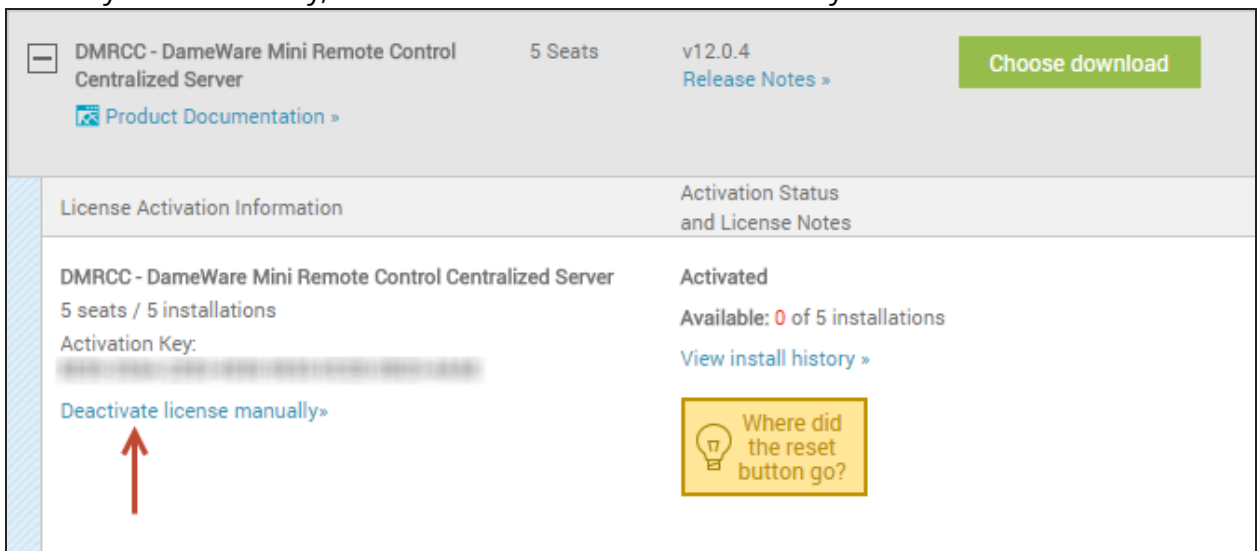
IF THE COMPUTER IS ACCESSIBLE

The following steps describe how to use the License Manager to reset licenses on a computer that is available.

Before you begin, ensure you install the [latest version of License Manager](#).

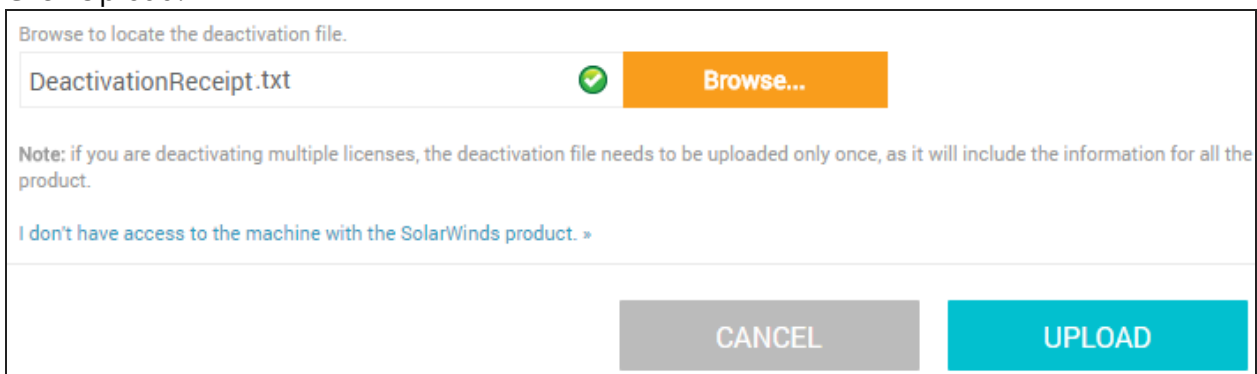
- Launch the License Manager.
- Select the check box next to the product you want to deactivate.
- Click Deactivate.

4. On the Deactivate Licenses dialog box, click Next.
5. If the computer has Internet Access, select that option, and click Next:
 - a. Click Yes, I want to deactivate these licenses.
 - b. Click Deactivate.
6. If the computer does not have Internet access, select that option, and click Next:
 - a. Specify the path to the deactivation file you are creating.
You will take the deactivation file and import it into the SolarWinds Customer Portal.
 - b. Click Yes I want to immediately deactivate the following licenses.
 - c. Click Deactivate now.
A deactivation code displays in a DeactivationReceipt text file.
 - d. Log in to the [SolarWinds Customer Portal](#).
 - e. Locate your license key, and click Deactivate license manually.



License Activation Information	Activation Status and License Notes
DMRCC - DameWare Mini Remote Control Centralized Server 5 seats / 5 installations Activation Key: [Redacted]	Activated Available: 0 of 5 installations View install history »

- f. Click Browse and select the DeactivationReceipt file.
- g. Click Upload.



Browse to locate the deactivation file.

DeactivationReceipt.txt [Browse...](#)


Note: if you are deactivating multiple licenses, the deactivation file needs to be uploaded only once, as it will include the information for all the product.

[I don't have access to the machine with the SolarWinds product. »](#)

[CANCEL](#) [UPLOAD](#)

- To verify that the licenses were reset, locate your license key in the SolarWinds Customer Portal, and click View install history.

The selected computer displays as Parked, which indicates that the license count was reset.

INSTALLATION HISTORY					
<input type="checkbox"/> Assigned User	Computer	Date	Activations	Actions	
<input type="checkbox"/>		07 AUG 2017	5		Parked
<input type="checkbox"/>		07 AUG 2017	5		Installed
<input type="checkbox"/>		07 AUG 2017	5		Parked
<input type="checkbox"/>		07 AUG 2017	5		Installed

Export » Close

Common error messages

The following is a list of common errors encountered when installing Dameware and potential solutions to those errors. These errors are generally related to some type of system or network configuration issue within a network environment and can usually be duplicated outside of Dameware software.

ERROR CODES	ERROR	POTENTIAL SOLUTIONS
System Error: 5	The credentials for the remote computer were rejected	The user account must have sufficient rights to log in locally to the remote computer.
System Error: 51	Windows cannot find the network path	Verify that the network path is correct and the target computer is turned on.
System Error: 53	Cannot connect to the remote computer	<ul style="list-style-type: none">• Ensure that File & Network sharing is enabled and the ports are open.• Check that the operating system is configured for Names Resolution.• Enable NetBios.
System Error: 1300	Not all privileges or groups referenced are assigned to the caller	This is frequently related to User Access Control or the Windows Firewall. Run the installer as an Administrator or login to the computer with the Administrator or Domain Administer account.
System Error: 1603	A fatal error occurred during installation	If you have uninstalled DameWare and try to reinstall it, you may need to remove the registry keys.
System Error: 1707	The network address is invalid	This is related to the Novell Network Client. Try to connect with the host name or deploy the client agent with the MSI builder.
System Error: 1814	The specified resource name cannot be found in the image file	Some or all of the operating system's Standard Performance Indexes (counters) are either missing or corrupt. See KB 300092 for more information.
Winsock Connect Error: 10050	Cannot establish a connection to the remote computer	Ensure that the network is up, that you can access the remote computer, and that the firewall has not blocked the connection.

ERROR CODES	ERROR	POTENTIAL SOLUTIONS
Winsock Connect Error: 10054	The connection was forcibly closed by the remote computer	This can be caused if the application has stopped, the remote computer rebooted, the remote computer uses a hard close, or keep-alive activity.
Winsock Connect Error: 10060	Connection timed out	This may be due to a firewall configuration issue, a names resolution issue, or a network routing issue.
Winsock Connect Error: 10061	The remote computer actively refused the connection	<ul style="list-style-type: none"> • Reset the TCP port on both local and remote computers. • Ensure that the default TCP port is the same on both local and remote computers. • Ensure that no other program is using the TCP port.
Winsock Connect Error: 11001	Host not found	The host name could not be found in the database queried. Check that you can access the host with the name or use the IP address.
Winsock Connect Error: 11004	Could not resolve the host name	Check your DNS table or use the IP address instead.

For more information on common errors, see [KB 300005](#).