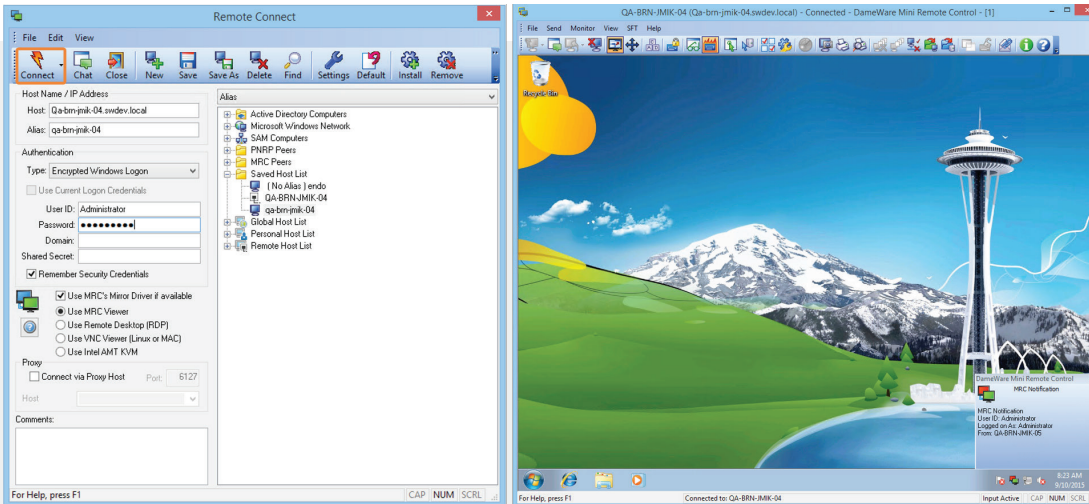SOLARWINDS®

DameWare Mini Remote Control
Remote Control Software And Remote Desktop Access

" DameWare Mini Remote Control has been a big time and money saver for us—it's very inexpensive. With the time you would travel to sites in a month or two, you can easily save the cost of the license. "

– Neal Schafer, IT Director, Manatee Diagnostic Center

DameWare® Mini Remote Control from SolarWinds® is a powerful remote control software and desktop sharing tool that allows IT pros to remotely access end-users' computers, laptops, and servers for remote administration and support. With out-of-the-box support for Windows®, Linux®, and Mac® OS X operating systems, you can connect and provide tech support to multiple remote computers simultaneously. DameWare is a trusted, award-winning brand used by over 60,000 organizations worldwide.

DAMEWARE MINI REMOTE CONTROL AT A GLANCE

» Easy-to-use remote control software & desktop sharing tool for computers, laptops, & servers.

» Remote access to Windows®, Linux® and Mac OS® X operating systems.

» In-session chat, remote screen capture, file transfer, and more.

» Ability to reboot crashed computers and wake sleeping computers remotely.

» Secure remote connectivity with Smart Card login and FIPS 140-2 validated encryption.

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FEATURE HIGHLIGHTS

Easy-to-use remote control for Windows, Linux and Mac OS X

DameWare® Mini Remote Control lets you remotely connect to Windows®, Linux®, and Mac OS® X computers, laptops, and servers. Use the built-in Mini Remote Control viewer, RDP, and VNC viewers to gain remote access of computers running different operating systems.

Powerful remote control and desktop sharing capabilities

Conduct simple remote IT support sessions from one centralized console. You can enhance the quality of support during remote sessions using built-in features such as chat, screenshot capture, file transfer, keyboard and mouse lock, print, etc.

Remotely connect to sleeping and powered-off systems

DameWare Mini Remote Control 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 provide support to out-of-band computers.

Chat with end-users from DameWare console during remote sessions

Easy-to-use, in-session chat utility lets you interact with end-users during remote sessions. No need to switch screens and open 3rd-party chat messengers.

Single-click screenshot capture of remote computer during remote session

Quickly take screenshots of remote computers and save the images on your local desktop.

Perform file transfers during remote sessions

Built-in drag-and-drop file transfer functionality lets you send and receive files between your local desktop and end-users' remote computer. Avoid having to send file attachments back-and-forth through emails during remote sessions.

Interactive Smart Card login and remote Smart Card authentication

DameWare Mini Remote Control offers secure remote connectivity with the help of interactive Smart Card login and remote Smart Card authentication. DameWare is the first remote administration software to offer these Smart Card options.

Easily manage user access and permissions

Set permissions for accessing remote computers based on user roles in your organization. DameWare Mini Remote Control lets you define remote-access privileges for different users and manage them via Group Policies.

Centralized administration and account management

When installed in the centralized deployment mode, DameWare Mini Remote Control 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 Active Directory® allows you to easily import and manage the AD credentials of technician users, and enable AD-authenticated single sign-on.

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Simple licensing and quick deployment

DameWare Mini Remote Control 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!

INTEGRATION WITH SOLARWINDS IT MANAGEMENT SOFTWARE

Remote Support Integration with Help Desk Software

DameWare Mini Remote Control integrates with SolarWinds® Web Help Desk® for enhanced and accelerated IT support and service request fulfillment. Leveraging this integration, you can initiate single-click remote desktop sessions with computers from Web Help Desk trouble tickets or the IT asset inventory.

SYSTEM REQUIREMENTS

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

SOFTWARE	MINIMUM REQUIREMENTS
Operating System for Installation	» Windows® XP, Vista, 7, 8, 8.1, 10 » Windows Server 2003, 2008, 2008 R2, 2012, 2012 R2
Database	DameWare Mini Remote Control in DameWare Remote Support can be used to initiate remote sessions with: » Windows XP SP2, Vista, 7, 8, 8.1, 10 » Windows Server 2003 R2, 2008, 2008 R2, 2012, 2012 R2 » 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)

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®

SolarWinds 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-premises 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.

TRY IT FREE

30 days, full version

ABOUT LOOP1

Loop1 is a leading global IT Operations Management (ITOM) company specializing in the SolarWinds ITOM product offerings—we offer the most comprehensive training and professional services for SolarWinds clients across the globe. Headquartered in Austin, TX, United States, with offices in the United Kingdom, Ireland, Germany, Sri Lanka, and Singapore, the group has more than 100 employees across four continents, clients in more than 60 countries, and 25+ SolarWinds Certified Professional (SCP) engineers, holding 130+ individual certifications.
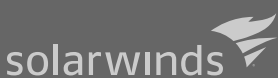
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