

Remote Support Software

License type: Perpetual (07 user licenses)

Feature Highlight:

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.

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 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.