

DameWare Development

DameWare NT Utilities Mini Remote Control Help Manual.



Brought to you by Optrics Engineering, a division of Optrics Inc.



DameWare Mini Remote Control is a lightweight remote control intended primarily for administrators and help desks for quick and easy deployment without external dependencies and machine reboot. Developed specifically for the 32 bit Windows environment (Windows 95/98/Me/NT/2000), DameWare Mini Remote Control is capable of using the Windows challenge/response authentication and is able to be run both as an application and a service. Some additional features include View Only, Cursor control, Remote Clipboard, Performance Settings, Inactivity control, TCP only, Service Installation and Ping.

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## **1. Menu – Client**

### **1.1 File**

#### **1.2 Connect**

When the Connect... item is selected from the File menu or the Connect icon is selected from the toolbar, a Remote Connect dialog box is displayed which will allow you to enter information needed to connect to the remote machine. You will then be able to fill in the Machine Name, User Name, and Password and may optionally add the Domain Name of the computer to which you wish to connect to remotely.

The following are options available to you from this dialog.

**Use Current Logon Credentials.** This option, when checked, allows you to use the security credentials of the currently logged on user. **Remember Security Credentials.** This option, when checked, remembers the security credentials entered and will redisplay them upon reconnection.

**Cancel Upon selection** will cancel the Connect option.

**Delete Entry** Deletes the current remote connection entry.

**Properties...** See Property Sheet dialog view

#### **1.3 Disconnect**

Selecting this option from the File menu or the Connect icon on the toolbar disconnects the connection between the local and remote machine.

#### **1.4 Install Service**

This functionality is only available on Windows NT or Windows 2000. To install the service, select the Install Service item from the File menu. The Server (Service) Installation dialog will be displayed in which you must enter either the Machine Name or IP Address of the machine on which DameWare MRC is to be installed.

#### **1.5 Remove Service**

This functionality is only available on Windows NT or Windows 2000. To remove the service, select the Remove Service item from the File menu. The Server (Service) Removal dialog will be displayed in which you must enter either the Machine Name or IP Address of the machine from which DameWare MRC is to be removed.

## **1.6 Print...Ctrl+P (file)**

The Print option displays a dialog box where you may make changes to the default printer settings.

## **1.7 Print Preview**

Upon selection of the Print Preview option on the File menu or by selecting the Print Preview icon on the toolbar, you may view the requested data to be printed.

## **1.8 Print Setup...**

When the Print Setup option is chosen from the File menu a standard Windows Print Setup dialog box is displayed consisting of several customizable options for you to choose for your printing requests.

## **1.9 Exit**

Selecting the Exit option from the File menu will allow you to exit DameWare Mini Remote Control

## **2.0 Send**

### **2.1 Send Ctrl+Alt+Delete**

This option is only functional with Windows NT and Windows 2000. Upon selection of this option from the Send menu or by selecting the icon from the toolbar, DameWare Mini Remote Control sends the Ctrl+Alt+Delete keystrokes to the remote machine and if accepted, the Windows NT logon/logoff dialog box will be displayed.

### **2.2 Send Ctrl+Shift+Escape (Task Manager)**

This option is functional only with Windows NT and Windows 2000. Selecting this option from the Send menu will send the Ctrl+Shift+Escape keystrokes to the remote machine and if accepted, will display the Windows NT Task Manager on the remote machine.

### **2.3 Send Ctrl+Escape (Start Menu)**

This option is functional with Windows 95/98/Me and Windows NT 4.0 with Service Pack 2 and below. Selecting this option from the Send menu or the toolbar sends the Ctrl+Escape keystrokes to the remote machine and if accepted, will display the Start Menu of the remote machine.

### **2.4 Send Alt+Tab (Switch)**

Depressing the Alt key along with the Tab key sends the Alt+Tab keystrokes to the remote machine and if accepted, allows you to switch between programs that are running on the remote computer.

## **3 View**

### **3.1 Full Screen**

A full screen of the remote machine is displayed whenever the Full Screen option is enabled from the View menu. To return to the default screen size, simply disable the Full Screen option in the View menu. This function may also be accomplished by selecting the Full

Screen icon on the toolbar. To return to the default screen size, click once more on the same icon on the toolbar.

### **3.2 View Only**

The View Only option, when selected from the View menu or by selecting the View Only icon from the toolbar, allows you to only view the activities of the remote computer.

### **3.3 Use Windows Hot Keys**

Within DameWare Mini Remote Control, whenever the Use Windows Hot Keys option is enabled in the View menu, you will be capable of implementing three of the Windows Hot Keys. These hot keys are:

**Alt + Tab** When these keys are depressed, you can switch between programs that are running.

**Ctrl + Escape** When these keys are depressed, the Windows Start menu is presented.

**Windows Key** The Windows Start menu of the remote machine is presented whenever the Windows key on the keyboard is depressed.

This option is also available by clicking on the Enable/Disable Windows Hot Keys icon on the toolbar.

Note: This option is available for Windows NT, Service Pack 3 or greater and Windows 2000.

### **3.4 Show Local Cursor as Dot**

You will be allowed to choose whether to display the local cursor as a dot instead of the default, which is most commonly an arrow, upon enabling the Show Local Cursor as Dot within the View menu or by selecting the icon on the toolbar.

### **3.5 Show Remote Cursor**

Enable or disable the Show Remote Cursor option from the View menu or select the icon from the toolbar to choose whether or not to show the remote cursor

### **3.6. Warning Border**

When enabled from the View menu, this option displays the warning border around the remote machine's screen. This provides you with the distinction of screens for easier recognition and can be disabled at your discretion by disabling the option in the menu. You may also enable or disable this border by clicking on the Warning Border Icon on the toolbar.

### **3.7. Properties...**

The DameWare Mini Remote Control Property Sheet dialog box presents you with many customizable options allowing you to set the program properties to your specifications. You may choose from the following available options.

- Remote Options

The options within the Remote Options tabbed dialog, allow you to choose the way in which you view and manage the remote machine. The View Only option, when checked will allow

you to only view the activity of the remote. The Show Remote Cursor box when checked allows you to see the activity of the remote cursor. And the Enable Remote Clipboard box, when checked, will automatically transfer the contents of the local machine's clipboard to the remote and vice versa when text is placed in the clipboard. Only text format is supported.

The Scan Blocks (Scan Lines/Blocks) option and the Delay Between Scan Block Update work conjunctively to determine the most efficient method of screen transfer while conserving system resources.

The Port Number for the local machine and the remote machine should be the same.

#### - Local Options

When the Show Local Cursor As A Dot option is enabled, the cursor of the remote machine is indicated by a dot allowing the remote cursor to dominate. The Warning Border on Connect option allows you to display the remote screen with a warning border, which aids in the recognition between the local and remote screen. This option can be enabled or disabled at your discretion. The Full Screen Tool Bar option gives you the flexibility in showing either All Buttons of the toolbar or only the Full Screen Button. Either of these can be easily relocated on the screen by simply using drag and drop. The Print option of the Local Options tabbed dialog consists of the selection, Keep Aspect. You may choose how you wish to print data from the remote machine.

#### - Inactivity Options

The options in the Inactivity Options tabbed dialog allow you to control the actions of the remote computer. By checking the Enable Sleep on Inactivity box, you are presented with the option to set, in minutes, the length of time the client portion of the service must be inactive before the server portion of the service sleeps. The server will then sleep, or remain inactive, until it receives a wake up call. Within this tabbed dialog, you are also able to choose to disconnect the service within the number of minutes of inactivity specified by you.

#### - Display Options

The last option within the Property Sheet dialog will give you the option to choose the color depth of the remote machine. It provides for a Remote Default Display option, which will display on the local machine the actual display of the remote computer. There are other options available to choose as well.

## **4 Help**

### **4.1 Help Topics**

The DameWare Mini Remote Control help file will be displayed whenever this option is chosen.

### **4.2 Registration...**

In order to register DameWare Mini Remote Control, you may purchase the program from DameWare Development. Upon purchase of the program, you will be sent a registration number which, when entered into the Registration box, will allow you licensed use of DameWare MRC. To invoke the Registration box, from the Help menu select Registration... then click on the Registration button on the About box that is displayed. A Registration dialog

box will be presented and you will then be able to fill in the fields with the requested information along with the registration number supplied to you by DameWare Development. This process may also be accomplished by selecting the About DameWare MRC icon on the toolbar.

### **4.3 About DameWare MRC**

When you select the About DameWare MRC item from the Help menu or the icon from the toolbar, you will be presented with information regarding DameWare Development and the DameWare Mini Remote Control. This dialog box offers an option for registration of the program as well.

## **5. Menu server**

### **5.1 DameWare Mini remote Control**

DameWare Mini Remote Control Server

When the DameWare Mini Remote Control Server is installed, an icon will appear in the System Tray. When connected, this icon will be animated. When you click the right mouse button on the Server icon, a dialog is displayed from which you may utilize any of the following options. Who Is Connected... Selection of this option will display the MRC Notification dialog in which you are shown such information as the User ID, Logged on As (if this is not the same as the User ID) and From, which is the name of the remote machine. The display will disappear whenever you click the mouse within the box or after a short length of time.

Disconnect... When selected, a dialog is displayed asking you if you wish to disconnect the connected user(s).

Settings... Selecting the Settings... item from the menu will display the DameWare Mini Remote Control Server Setup dialog box, which allows you to choose the method of authentication you prefer. When the Use Windows NT Challenge/Response box is enabled, DMRC will use the standard Windows NT Challenge/Response method of authentication. If disabled, you must then enter the User ID, Password and then Confirm Password at which time DMRC will perform its' proprietary method of Challenge/Response authentication. The Notify on Connection box can be enabled/disabled by checking or un-checking the box. The Default button, when selected, will change the setting options to the default setting.

About... When this item is selected from the menu, a dialog is presented with information about DameWare Mini Remote Control.

Exit Upon selection, you will then exit DMRC. This option is only available when running as an application.

## 6. General information

### 6.1 System Requirements

The minimum system requirements for DameWare Mini Remote Control are Windows 95 or greater (this includes Windows 98 and Windows Me) and Windows NT 4.0 or greater (this includes Windows 2000).

Your video card must support the following raster capabilities:

- Capable of transferring bitmaps (RC\_BITBLT)
- Capable of supporting the Windows APIs, SetDIBits and GetDIBits functions (RC\_DI\_BITMAP)
- Must support more than one color plane.

DameWare Mini Remote Control supports only TCP Protocol.

### 6.2 Performance

Unfortunately, one of a remote control's strongest features is not speed! As Video adapters are rapidly improving and increasing the number of colors and resolution the performance of remote controls decrease. DameWare Mini Remote Control compresses all data sent back and forth. This compression is hampered by the complexity of the desktop and can drastically affect the performance. The major performance players are: CPU, connection speed, and video cards. DameWare Mini Remote Control offers sufficient settings to obtain a reasonable performance in almost any situation. Those performance settings are: Scan Blocks, Delay between Scan Blocks, Display Options and Compression Level.

### 6.3 Security

For security reasons, DameWare Mini Remote Control uses the Windows NT challenge/response by default. For Windows 95/98/Me, this option is only possible if they are running in user-level security and not in share-level security. In this case, you must uncheck the box for Windows NT challenge/response on the DMRC server configuration.

In some countries/corporations, it may be expressly forbidden to connect to a client's workstation without the remote users' permission. DameWare Mini Remote Control is capable of accommodating this requirement by placing the file in either the directory that DWRCS.EXE is running or in the system directory (system32 on NT/2000) and adding the following entry.

Filename: DWRCS.INI  
Section: [Settings]  
Key: Permission Required  
Value: Yes or No

Sample:  
[Settings]  
Permission Required=Yes

When this is implemented, the client will display a dialog in which the remote user can either accept or decline the connection. The default setting in DMRC does not implement this restriction. You must manually install the above file to activate this functionality. Without this file, the client will continue to have the capability to turn on connection notification that will

display a dialog box showing the remote users' ID and machine or he can also disconnect any connections.

Sample of all available settings:

[Settings]

Requires the local users to accept the connection - No is default

Permission Required=Yes

Permission Required=No

Notify On New Connection - Yes is default

Notify On New Connection=Yes

Notify On New Connection=No

Show SysTray Icon - Yes is default

Show SysTray Icon=Yes

Show SysTray Icon=No

Enable Add Client Connection Menu - Yes is default

Enable Add Client Connection Menu=Yes

Enable Add Client Connection Menu=No

Enable Disconnection Menu - Yes is default

Enable Disconnection Menu=Yes

Enable Disconnection Menu=No

On Disconnect Logoff Desktop - No is default

On Disconnect Logoff Desktop=Yes

On Disconnect Logoff Desktop=No

"Force Applications Close" is used in conjunction with "On Disconnect Logoff Desktop"

Force Applications Close - No is default

Force Applications Close=Yes

Force Applications Close=No

On Disconnect Lock Workstation

For Windows 2000 only

On Disconnect Lock Workstation=Yes

On Disconnect Lock Workstation=No

Logon At Logon Desktop Only

For Windows NT/2000 only

Logon At Logon Desktop Only=Yes

Logon At Logon Desktop Only=No

Port - 6129 is default

Port=6129

The connection for all account types other than Administrators require that the system be at the Logon Desktop unless you select the following option. Then the user can connect if the local user accepted the connection request.

Permission Required for non Admin - No is default

Permission Required for non Admin=Yes

Permission Required for non Admin=No

The DWRCS.INI file must be placed in the system directory.

On Windows 95/98/Me, the system directory would most commonly be: C:\Windows\system

On Windows NT/2000, the system directory would be: systemroot\system32

## **6.4 Service Installation**

For Windows 95/98/Me, there is no functionality for doing a remote installation of the server portion of the remote control. You must manually install the server service using the following command line "DWRCS.exe -install". This would install the server as a service. You can also run the server as an application simply by executing the DWRCS.exe but when the computer is rebooted or if the user exits the application, the server would not be available. To remove the service use the following command line "DWRCS.exe -remove", then reboot the computer.

For information on mass deployment of the Mini Remote Control client agent check our web site [www.dameware.com](http://www.dameware.com) or contact DameWare Technical support at

[Support@dameware.com](mailto:Support@dameware.com).

## **7 DameWare Mini Remote Control Information**

### **7.1 Acknowledgements and References**

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### **7.2 Registration Information**

The evaluation release of DameWare Mini Remote Control is fully functional, however after fifteen days of usage you will encounter a 'nag' screen. You will then have the remaining fifteen days of the thirty-day evaluation period to register the program without interruption.

Upon receipt of your purchase of DameWare Mini Remote Control, you will receive a registration code that, when entered in the registration box, will remove the 'nag' screen. If you do not enter a registration code within the thirty-day period, the program will be terminated.

Once you have purchased the product, it will be registered in your name and you will receive the latest version. As a registered user, you are allowed free unlimited 'updates' to the program. DameWare Mini Remote Control is licensed on a per user basis.

There are several methods of registration and each are described on our web site as well as information on multi-user discount pricing and licensing. Please take a few minutes to fill out the Online Registration form on our web site so that we may obtain the necessary information to email you notifications of updates and new releases as they become available. You can find registration information along with this form on our web site at [www.dameware.com](http://www.dameware.com). As with all programs, DameWare Mini Remote Control should be thoroughly tested with noncritical data before relying on it. The use of this program indicates that you have read and agree to these terms and that you assume all risks in the use of this program.

### **7.3 Contact Information**

The staff at DameWare Development gratefully accepts all comments and suggestions. Many of our customers' suggestions have been incorporated into this program to enhance its' performance as well as its' appearance. We appreciate the time taken to contact us with these comments as we strive to improve the level of quality and performance of our program. DameWare Development can be contacted anytime by email at [support@dameware.com](mailto:support@dameware.com) or by mail to the address below or by telephone. Our website serves as an online medium which can provide our customers with a number of resources to help resolve problems, report bugs and suggest improvements to our products or service. Our online FAQ contains valuable information and hints that may aid in resolving any issues that may arise.

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Technical Support: The staff at Optrics Inc. gratefully accepts all comments and suggestions. Many of our customers' suggestions have been incorporated into this program to enhance its' performance as well as its' appearance. We appreciate the time taken to contact us with these comments as we strive to improve the level of quality and performance of our program.

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