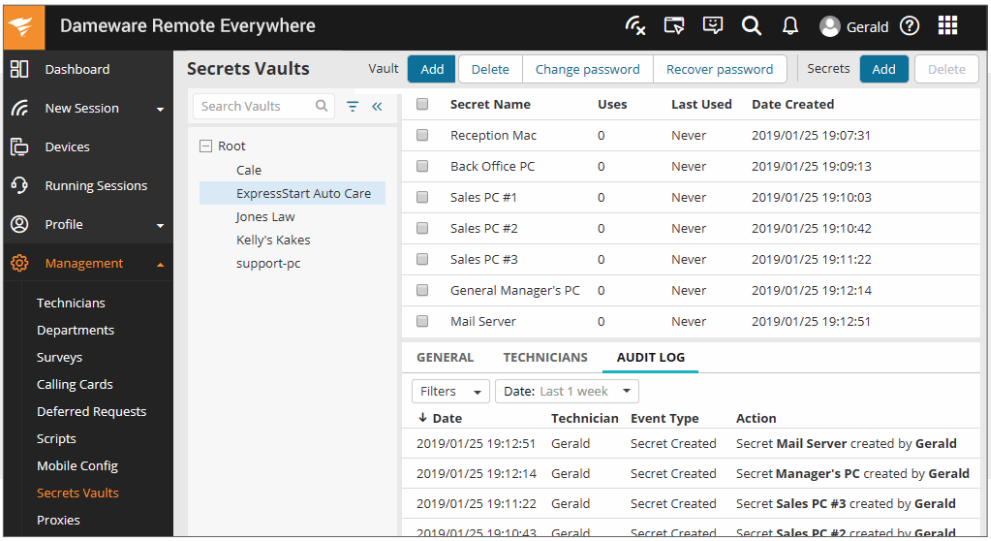
SolarWinds Dameware Remote Everywhere



Dameware Remote Everywhere (DRE)

Fast, simple, and lightweight cloud-based remote support. SolarWinds® Dameware Remote Everywhere (DRE): Designed to help IT professionals respond to and solve problems quickly. The right remote support solution doesn't just connect techs to machines, it saves time and resources.

SolarWinds® DRE provides a uniquely powerful remote support solution for IT professionals to access nearly any platform or device to solve issues quickly. It delivers clear visibility and communication capabilities to solve technical problems fast and delight end users. Packed with all the features of premium, expensive solutions, DRE offers powerful tools, reporting, and session monitoring at an affordable price. Whether responding to a user support request or performing unattended maintenance, with DRE, technicians can complete any remote support function with minimum clicks and time.

ACTIVATE FREE TRIAL

Fully functional for 14 days

FOR YOUR TECHNICIANS

Techs need sharp, powerful tools to diagnose issues quickly and ensure end users get the service they expect. DRE offers some of the most advanced troubleshooting, communication, and security features to get the job done fast and right.

FOR YOUR BUSINESS

DRE not only provides clear dashboards and data to help you optimize business efficiency, but also gives you tremendous flexibility to brand and configure elements for your organization. DRE also considers ironclad security fundamental, so you and your end users can rest assured that data is designed to stay safe at every point in the support process.

FOR YOUR END USERS

A simple and pleasant end-user experience is always the IT support professional's goal. Fast, simple connection and fluid communication are critical to making sure end users and technicians resolve issues swiftly, the first time.

FOR YOUR TECHNICIANS

In-Session Features

- Session recording
- Session notes and search
- Missed session notifications
- Color and quality adjustment for high- to low-bandwidth users
- Fast video streaming
- Full screen and fit screen views
- Hide wallpaper and screen blanking
- Automatic keyboard translation mapping
- Block remote keyboard and mouse
- Session transfer and multisession handling
- Technician screen sharing
- Change terminal services session
- View-only (monitor-only) sessions
- Blank screen
- Pause session

Troubleshooting and Maintenance Tools

- Run local batch script (system shell session)
- System CMD shell
- PowerShell®
- Send CTRL-ALT-DEL
- Windows 8 and 10 commands
- Force reboot and reconnect—in Safe Mode if necessary
- Restart and shutdown
- Terminal session access with user access selection
- Port and RDP forwarding
- Lock PC
- Prevent auto-sleep, auto-lock and inactivity disconnects
- Blank screen
- Pause session
- Take screenshot

Communication and User Help Tools

- Remote printing for Mac® and Windows® on any printer
- Live chat
- VoIP
- Laser pointer
- Switch presenter role

Dashboard Controls

- Basic system info (OS, CPU, RAM Network, Disc space)
- System health (temps, system info)
- BIOS and device details
- Video Controller and AV active
- Firewall on
- Applications and drivers
- Start-up programs
- Windows event logs and updates

FOR YOUR END USERS

- One-click support requests
- Quick connect from startcontrol.com and 6-digit PIN
- Expected wait time information
- Position in support queue information
- Receipt of session links through email
- Live chat or VoIP calling
- Pre-session chat
- Laser pointer

- Calling cards
- Automatic report receipt
- Post-session surveys

FOR YOUR BUSINESS

Configuration

- Customization of Agent and Applet components
- Custom Terms of Service
- Email customization and branding
- PIN code expiration options
- Controls for idle session timeouts, expected wait time visibility, showing users their position in wait queue
- Mass deployment of agents to machines

Management Features

- Flexible and granular technician creation
- Multi-layer authentication
- Advanced device inventory
- End-user remote access capability
- Ability to organize by department
- SolarWinds Dameware Remote Everywhere proxies
- Deferred support-request capabilities and queuing
- Custom warnings and communications
- Mandatory and optional surveys for end users
- Calling cards

Reporting

- Real-time session monitoring
- Session History report with option to drill down into all details and export to .xls
- Session video recording with upload to cloud
- Real-time and historical technician performance

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