

Remote Shutdown

Frequently Asked Questions

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Before Installing

How can I download Remote Shutdown?

To download and install Remote Shutdown please visit our [Download page](#).

Will it run on my operating system?

The latest version of Remote Shutdown supports the following Windows platforms: Windows 7, Windows Server 2008R2, Windows 8, Windows 8.1, Windows Server 2012, Windows Server 2012R2, Windows 10, Windows Server 2016 .

System Requirements

To install and run Remote Shutdown, your computer will need the following minimum requirements based on your operating system:

- Administrator privileges are required to install the software
- Super VGA 800 x 600 video adapter
- Internet access is required to register and receive product updates

Can I install Remote Shutdown if I don't have administrative privileges?

No. To correctly install Remote Shutdown you must have administrative privileges.

Registration

What limitations are there in an unregistered version?

Well, there are no functional limitations for unregistered versions and you may use Remote Shutdown (during the evaluation period) as a fully registered program but only on one computer in the network. In addition, unregistered versions of Remote Shutdown display nag screens.

What is the easiest way to order Remote Shutdown?

The easiest way to purchase Remote Shutdown is to buy pay via one of our payment options and download the software immediately.

After making your purchase you will receive an e-mail with a registration number which you will use to activate your copy of Terminal Services Manager. Click [here](#) to be directed to the ordering page.

Can I install Remote Shutdown on more than one computer?

For every installation on a separate machine an additional license is required.

I have lost my registration number. How do I get it?

If you have lost your license code you may request a copy be sent to you.

Please fill out the [registration information request form](#).

Troubleshooting

Which ports do I need to open on the firewall to allow Remote Shutdown to work?

You need to open 135-139 ports and all ports above 1024 for incoming and outgoing packets:

Port 135 (TCP) - for Remote Procedure Call (RPC) Service

Port 137 (UDP) - for NetBIOS Name Service

Port 138 (UDP) - for NetBIOS Netlogon and Browsing

Port 139 (TCP) - for NetBIOS session (NET USE)

Ports above 1024 (TCP) - for RPC Communication.

DCOM needs open UDP ports in the 1024-5000 range. [How to configure DCOM to listen to a specific ports range](#)

Remote Shutdown works like any other standard Windows NT/2000/XP administrative tool (such as Event Viewer, Services, Computer Management, etc.) so, if these tools work then Remote Shutdown will work, too.

You can find more information in the Microsoft's Knowledge Base

<http://msdn.microsoft.com/en-gb/library/aa389286.aspx>

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