



LANDesk Software and Intel® Active Management Technology



Company	LANDesk Software, Inc. is a leading provider of configuration and security management solutions for desktops, servers and mobile devices across the enterprise.
Business Challenge	Accurately account for information technology (IT) assets and manage the computing fleet more efficiently.
Technology Solution	LANDesk* Management Suite and LANDesk* System Manager
Enabled By	Intel® Active Management Technology (Intel® AMT)

Reducing Costs and Increasing Productivity with Powerful Remote Problem Resolution

Intel® Active Management Technology (Intel® AMT) enables new functionality for network and systems management software. With Intel AMT, LANDesk Software's customers can save time and increase productivity with new abilities to remotely access and inventory Intel AMT devices even before software agents are installed. LANDesk customers can also perform more effective device discovery, and eliminate costly desk-side visits by remotely troubleshooting and restoring systems even when they are crashed or powered down.

Today's Challenge

IT departments continue to face significant challenges in managing computing environments. IT departments are often unaware of a percentage of systems on the network, and so cannot apply the corporation's policies to those systems. Additionally, systems remain difficult to locate after they've been upgraded or re-imaged. Basic inventory information is also not readily available when a system is turned off. When systems are hung or crashed, they can't be remotely accessed, diagnosed or fixed, and often require multiple visits to the user's desk. Finally, systems are often difficult to diagnose from a help desk because users accidentally—or deliberately—remove remote-management agents.

The Solution: LANDesk Software and Intel® AMT

LANDesk management solutions used with Intel AMT-enabled systems offer IT departments efficient, remote management and accurate inventory collection even in the absence of an operating system (OS). For example, during a typical department upgrade, ten new bare-bones machines might be plugged into the network. Traditionally, a network administrator would have to physically go to each machine and install a management agent before the system could be recognized and brought into compliance with the corporation's policies.

Discover Systems Accurately

LANDesk management solutions can now discover Intel AMT-enabled systems even when they are off or in a bare-bones state. Network commands can now be issued remotely to access extensive hardware information—from machine and processor type, to memory type, to Basic Input/Output System (BIOS) settings—before management agents are installed. An administrator

can then remotely add the new systems into the management domain, deploy the LANDesk agent, and bring the machines into full compliance with the corporation's policies before network access is granted.

Upgraded and repaired systems pose a different challenge for device discovery. Traditionally, much of the data gathered by management software is stored on a system's hard drive. When a hard drive is re-imaged, the unique identifier (GUID) for that machine is not automatically restored.

For example, an engineer accidentally wipes out her hard drive during the department upgrade. A technician re-images the drive, reinstalls the applications, and upgrades one application to a newer version. During the next routine inventory scan, management software notices that this platform is not the same as the previous system associated with that user. The GUID is gone, and one of the applications has a different version number. Traditionally these changes are interpreted to mean that the system is a new machine. A new GUID is assigned to the machine, and until the LANDesk database utility resolves the duplicate entry during nightly maintenance, the engineer will appear to "own" two systems, including two sets of software applications.

Intel AMT resolves this serious problem by allowing LANDesk management solutions to store GUIDs, image names and other important information in nonvolatile memory. LANDesk solutions can now access this information regardless of the state of the OS or power state of the machine. Upgrades, repairs and re-imaging no longer affect accurate identification of a device. GUIDs are not duplicated, assets are accurately tracked, and the overall cost of owning and managing computers is significantly reduced.

Heal Computers Remotely Regardless of State

LANDesk management solutions also use the Intel AMT persistent memory for diagnostics and repair. For example, a marketing engineer might be trying to put together a multimedia presentation, but his system crashes every time he opens his video editor. Because in-band remote control agents don't function during a system crash, help desk technicians traditionally have to go to the machine, reboot from a disk and begin diagnosing the problem, often via multiple visits. Or, the user would try to narrate the data over the phone—a process that is both inaccurate and frustrating.

Now technicians can use the Intel AMT out-of-band (OOB) communication capabilities and Integrated Drive Electronics (IDE) redirect to perform a remote boot for the crashed machine and access persistent memory. This allows the technician to get a thorough hardware and software inventory, including event logs, video-card information, and BIOS and video settings. In this case, after checking the company's knowledge base, the technician might discover that, with that user's multimedia application and video card, video shadowing must be turned off. The technician can then remotely go into the user's BIOS and change the video shadow setting. The problem is solved and the user is back up and running without a costly desk-side visit.

Summary

Computer data gathered by management software is usually only as good as the last software-based inventory scan. With LANDesk management solutions, OOB communication, and the persistent nature of data stored in the Intel AMT nonvolatile memory, management can always be effective.

Solution Benefits

Reduce desk-side visits with improved problem resolution via remote access to detailed hardware information and event logs.

Improved remote system inventory tracking via OOB communication with network devices, regardless of power or OS state.

Reduce software licensing cost with accurate asset information tracking through persistent storage of the machine ID in nonvolatile memory, regardless of re-imaging or upgraded hard drives.

Reduce costs of deployment by acquiring hardware asset information before management agents are installed, even if the machines are turned off.

For More Information

Intel AMT enables software vendors to deliver both enhanced and new IT solutions that make network management easier and reduce the overall cost of managing computer assets.

For more information about Intel AMT, visit
www.intel.com/go/iamt

For more information about LANDesk* Management Suite or LANDesk* System Manager, visit
www.landesk.com

