

Top 10 Questions

About Using Intel® vPro™ Technology in Small and Midsize Businesses

1. What does Intel® vPro™ technology do for me?

For users managing PCs in small and midsize businesses, Intel vPro technology¹ provides three powerful capabilities:

- Remote Power Management
- Remote Redirected Boot
- KVM Remote Control²

Each of these functions is accessed within your existing Remote Monitoring and Management (RMM) application, such as AVG Managed Workplace*, Kaseya*, ConnectWise Automate*, or Spiceworks*.

Full details on how to configure Intel vPro technology-based PCs and use Intel vPro technology functions can be found in the msp.intel.com/vpronavigator specific to your RMM console.

2. Does KVM Remote Control work with discrete video cards?

When a discrete video card is added to an Intel vPro technology-based PC, it disables KVM Remote Control. This is because the integrated graphics in an Intel vPro technology-enabled system are a key element of Intel vPro technology.

However, you can still use Intel vPro technology's Remote Power On capabilities if you've added a discrete graphics card to the system.

Note that most Intel vPro technology-based PCs now include dual monitor capabilities that can meet the needs of many users previously requiring a discrete video card to gain multi-monitor capability.

3. Which configuration mode should I choose when configuring vPro: Admin Control Mode or Client Control Mode?

In **Admin Control Mode (ACM)**, the administrator does not need the PC user's permission (via a 6-digit sprite) to access the PC via KVM Remote Control, which enables full control including Boot-to-BIOS, Boot-to-Remote ISO, and iDER.

In **Client Control Mode (CCM)**, the administrator cannot access the PC without receiving the 6-digit sprite from the PC user.

In most situations, administrators prefer the convenience of ACM. However, if you remotely provision the Intel vPro technology-based PC (using a management console such as Kaseya or ConnectWise Automate), **ACM will be disabled and unavailable**. For this reason, most administrators manually configure PCs using a USB key as shown in the msp.intel.com/vpronavigator.

4. How can I tell which PCs come with Intel vPro technology?

A list of both current PC models that can come (and past PC models that *could* come) with Intel vPro technology is at msp.intel.com/find-a-vpro-system.

Note that most models that can come *with* Intel vPro technology can also come *without* Intel vPro technology. Only certain SKUs of each model are Intel vPro technology-enabled, so you'll need to check the specifications of the various SKUs of the models shown.

All Intel vPro technology-enabled PCs have "vPro" on the Intel® logo sticker on the front of the system.

Note that systems based on Intel® Core™ M, Intel® Core™ i5, and Intel® Core™ i7 processors may be Intel vPro technology-enabled (depending on the model and SKU). Systems based on Intel Core i3 processors are never Intel vPro technology-enabled.

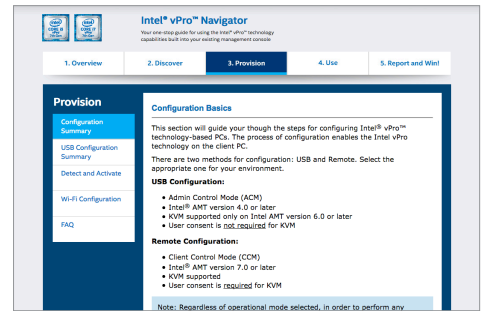
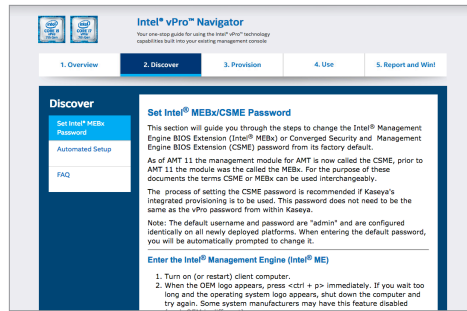
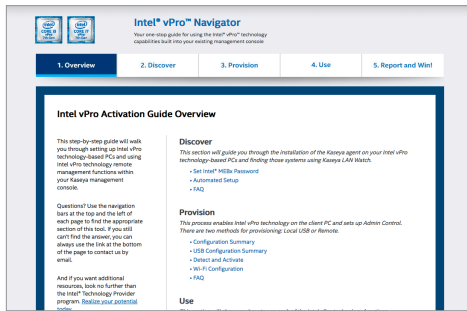
5. How can I tell if the systems on my network are vPro-enabled?

AVG Managed Workplace, Kaseya, ConnectWise Automate, and Spiceworks RMM consoles can all detect Intel vPro technology-based systems on your network. Detailed instructions for each of these management consoles can be found in the associated msp.intel.com/vpronavigator.

6. What is the difference between Intel vPro technology and Intel® AMT?

Intel vPro technology is a specific set of management and security technologies. **Intel® Active Management Technology³ (Intel AMT)** is a subset of Intel vPro technology focused on client management.

For details on Intel vPro technology functions that are integrated into management console software, see the appropriate msp.intel.com/vpronavigator.



Intel vPro Navigator

7. What is the default password for a vPro system that has never been accessed or configured?

Default password is “admin” (case sensitive). If a system has never been accessed or configured into ACM, the default ME password and username is “admin” (case sensitive). When configuring an Intel vPro technology-enabled device it is best that the firmware and operating system share the same type of networking configuration, so that each is DHCP-enabled or DHCP-static.

A complete explanation of password issues is in the msp.intel.com/vpronavigator.

8. Where can I find additional resources for setting up Intel vPro technology-based systems?

The msp.intel.com/vpronavigator is your primary resource for configuration instructions.

9. What management console applications can I use to set up and manage Intel vPro technology-based PCs?

Many of the leading management consoles commonly used by small and midsize businesses and service providers integrate Intel vPro technology,⁴ including:

- AVG Managed Workplace: msp.intel.com/AVGvProNavigator
- Continuum*: msp.intel.com/continuumnavigator
- Kaseya: msp.intel.com/kaseyavProNavigator
- ConnectWise Automate: msp.intel.com/ConnectwiseAutomatevProNavigator
- LANDesk Management Suite*: vpronavigatorforlandesk.intel.com
- Microsoft System Center Configuration Manager*
- Spiceworks: msp.intel.com/SpiceworksvProNavigator
- Symantec Altiris* Client Management Suite

10. Does Intel vPro technology work wirelessly?

Remote Power Management, Redirected Boot, and KVM Remote Control can work wirelessly if the mobile PC is plugged into an AC power source and its firmware has a Wi-Fi profile.

The Wi-Fi profile is generally **NOT** provided by your RMM console during PC configuration. There are three ways of providing a Wi-Fi profile to the vPro firmware:

1. During initial configuration, use advanced profiles from a third-party tool such as Intel® Setup and Configuration Software (Intel® SCS) or the Intel® ACU Wizard. (The ACU Wizard is a part of the Intel SCS package.) Download and instructions are available at www-ssl.intel.com/content/www/us/en/software/setup-configuration-software.html.
2. Install Intel® ProSet Drivers, which will synch the operating system's Wi-Fi profiles with the vPro firmware. Drivers are located at <http://www.intel.com/support/wireless/wtech/proset-ws/sb/CS-034041.htm>. Find instructions below.
3. Push the Wi-Fi profile manually through vPro's WebUI.
 - a. Log in to the vPro Navigator and select your RMM
 - b. Click the Provision tab in the upper bar
 - c. Select “Wi-Fi Configuration” from the left menu

¹ Intel vPro™ technology is sophisticated and requires setup and activation. Availability of features and results will depend upon the setup and configuration of your hardware, software, and IT environments. To learn more visit: www.intel.com/content/www/us/en/architecture-and-technology/vpro/vpro-technology-general.html.

² KVM Remote Control (Keyboard, Video, Mouse) is only available with the Intel® Xeon® processor family, Intel® Core™ i5 vPro™ processor, Intel® Core™ i7 vPro™ processor, and Intel® Core™ M vPro™ processor running activated and configured Intel® Active Management Technology with integrated graphics. Discrete graphics are not supported.

³ Requires activation and a system with a corporate network connection, an Intel® AMT-enabled chipset, network hardware, and software. For notebooks, Intel AMT may be unavailable or limited over a host OS-based VPN, when connecting wirelessly, on battery power, sleeping, hibernating, or powered off. Results dependent upon hardware, setup, and configuration. For more information, visit www.intel.com/technology/vpro/index.htm.

⁴ Note that any given management console may not support all available Intel vPro technology functions. See the management console manufacturer for detailed information on their management console's supported functions.

INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL PRODUCTS AND SERVICES. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS AND SERVICES, INTEL ASSUMES NO LIABILITY WHATSOEVER AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS AND SERVICES INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT.

No license (express or implied, by estoppel or otherwise) to any intellectual property rights is granted by this document.

The products described may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Copies of documents which have an order number and are referenced in this document, or other Intel literature, may be obtained by calling 1-800-548-4725, or go to: <http://www.intel.com/design/literature.htm>.

Copyright © 2017 Intel Corporation. All rights reserved. Intel, the Intel logo, vPro, Core, the Intel. Experience What's Inside logo, and Intel. Experience What's inside are trademarks of Intel Corporation in the U.S. and other countries.

*Other names and brands may be claimed as the property of others.

