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Look Inside.™

Top 10 Questions
for 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 technology[1] provides three powerful capabilities:

- Remote Power Management
- Remote Redirected Boot
- KVM Remote Control[2]

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

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 which 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 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 code on the PC user's screen 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 LabTech), **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 and past PC models that can include Intel vPro technology is located 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 PC 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 only 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 the Intel® Core™ i3 processors are never Intel vPro technology-enabled devices.

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

AVG Managed Workplace, Kaseya, LabTech, and Spiceworks Remote Monitoring and Management (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 Technology**[3] **(Intel AMT)** is a subset of Intel vPro technology.

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

A discussion of all Intel vPro technology functions can be found msp.intel.com/whatisvpro.

A description of Intel AMT can be found msp.intel.com/amt.
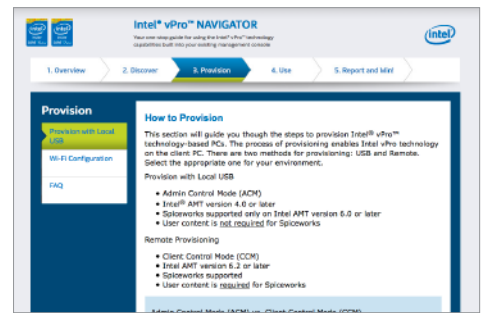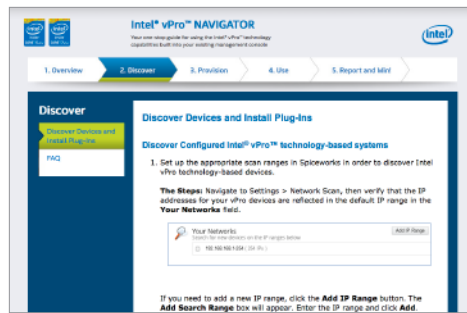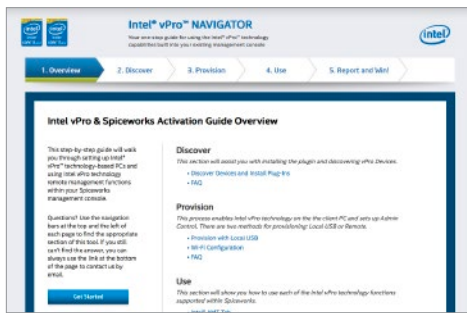
Intel® vPro™ Navigator

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 Admin Control Mode, the default ME password and username is "admin" (case sensitive).

When configuring a vPro-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
- Kaseya: msp.intel.com/kaseyavProNavigator
- LabTech: msp.intel.com/LabtechvProNavigator
- LANDesk Management Suite
- MeshCentral: meshcentral.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 Remote Monitoring and Management (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 Intel® SCS or the Intel® ACU Wizard. (The ACU Wizard is a part of the Intel SCS package.) Download and instructions are available at https://www-ssl.intel.com/content/www/us/en/software/setup-configuration-software.html.

2. Installing Intel® ProSet Drivers, which will synch the operating system's Wi-Fi profiles with the vPro firmware. Drivers are located http://www.intel.com/support/wireless/wtech/proset-ws/sb/CS-034041.htm. Instructions are available at the appropriate link below.

3. Push the Wi-Fi profile manually through vPro's WebUI.

Use the appropriate links for your management console application:

- AVG Managed Workplace: msp.intel.com/AVGvProNavigatorwifi
- Kaseya: msp.intel.com/kaseyavProNavigatorwifi
- LabTech: msp.intel.com/LabtechvProNavigatorwifi
- Spiceworks: msp.intel.com/SpiceworksvProNavigatorwifi

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