



## **Intel Active Management Technology Use Case**

### **IDE Redirect**

**Revision A**

**September 2006**

© 2006 SyAM Software, Inc.

All rights reserved. SyAM Software and the SyAM Software logo are trademarks of SyAM Software, Inc.

All other trademarks are the property of their respective owners.

Information contained in this document is assumed to be accurate at the time of publishing. SyAM Software reserves the right to make changes to the information contained in this document at any time without notice.

# Introduction

Desk side visits are costly in administrator time, productivity loss for the user and in some cases require travel to off site locations. When desktop systems crash, administrators require remote resolution capabilities at the pre-operating system. Previously this meant a desk side visit by the IT administrator along with a set of utility disks or CD's.

This is no longer an issue when the administrator has deployed desktop systems that utilize Intel's AMT technology and manage them using SyAM Software.

SyAM Software has integrated extensive support for the Intel AMT management capabilities, a key feature being IDE Redirect. This enables device redirection for the AMT enabled systems as it boots up before going into an operating system state.

Now with SyAM Software the administrator can have remote control of the system as it boots up using a device contained within the Management Server. This allows remote resolutions that require utilities or applications to be run on the system at a pre-os state. All of this can be performed from anywhere across the network using a Web Browser, saving time, reducing desk side visits and increasing productivity.

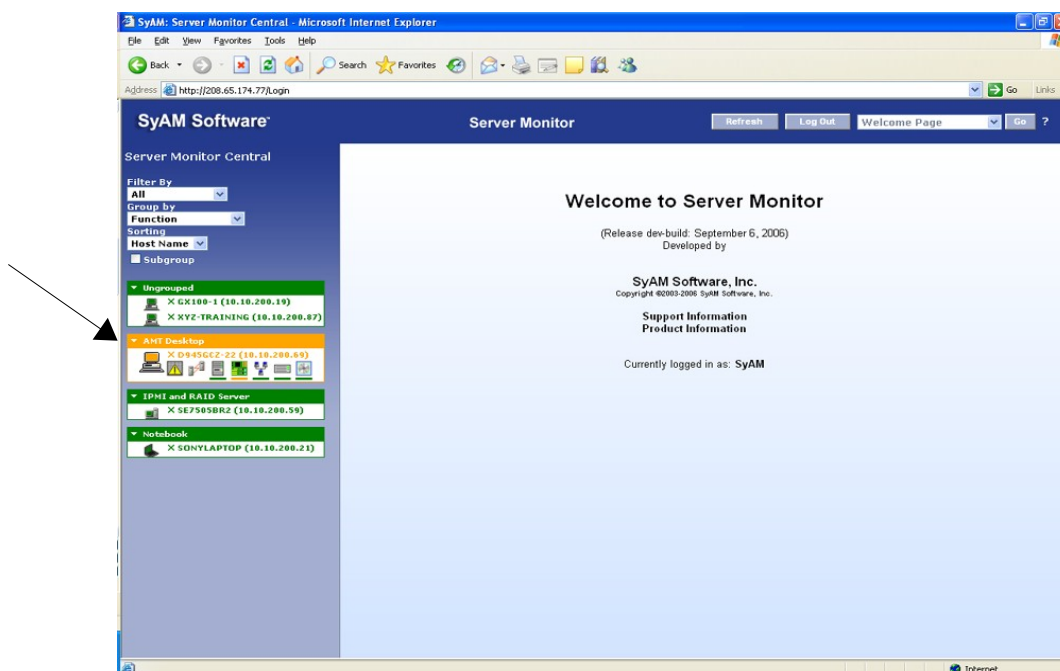
**This use case provides simple instructions on how to use SyAM Software and an Intel AMT enabled system to perform this IDE Redirect management function.**

# IDE-Redirect

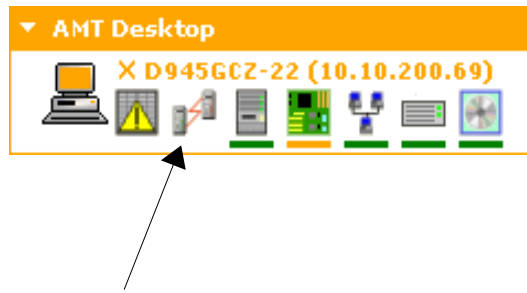
IDE-Redirect allows an AMT enabled system on a Central Management tree to boot from an image, floppy, CD or DVD device which is located in the system running Server Monitor or Desktop Monitor Central.

For example, a technician needs to fix a customer's AMT machine (which is located offsite) using a Windows CD. First he would need to put the Windows CD into the Server Monitor Central which is managing all of the customer's clients and could be located at the technicians office.

Once he inserts the CD, he then needs to log into the SMC and find the AMT enabled system he wishes to fix.



He then will go to the Remote Management page by selecting the remote management icon of that AMT system.



Since the system is AMT enabled, an AMT tab will appear which he will click on.

A screenshot of the AMT management page. At the top, there are two tabs: "System State" and "AMT". The "AMT" tab is selected. The page is divided into several sections:

- Shutdown / Restart**: Shows "Current system state: Degraded" in orange text. Below it are "Shutdown" and "Restart" buttons.
- Wake on LAN**: Shows "IP Address: 10.10.200.69", "Subnet Mask: 255.0.0.0", and "MAC Address: 00-13-20-E9-9F-A0". Below these is a "Wake System" button.
- Remote Console**: Shows "Current State: Stopped". Below it are "Enable", "Disable", and "Launch Console" buttons.

Next, he will need to enter a valid ip address, username and password on the AMT configuration page. Once he clicks on the apply button the information will be stored and he will not need to reenter it again.

**AMT Configuration** | **AMT Remote Control**

---

### AMT Configuration

<b>Enterprise Mode:</b>	Disabled	<b>BIOS:</b>	NT94510J.86A.3943.2006.0707.1405
<b>TLS:</b>	Disabled	<b>ROM:</b>	1.32.0
<b>HW Crypto:</b>	Enabled	<b>Flash:</b>	1.4.3
<b>Provisioning State:</b>	Post	<b>Netstack:</b>	4.0.0
<b>SOL:</b>	Enabled	<b>AMTApps:</b>	4.1.0
<b>IDE Redirect:</b>	Enabled	<b>Patch1:</b>	4.10.0
<b>FW Update:</b>	Disabled	<b>Patch2:</b>	4.13.0
<b>Network Interface:</b>	Enabled		
<b>Link State:</b>	Up		

---

### AMT Connection Information

**Hostname / IP Address:**

**Username:**

**Password:**

Next he will need to establish a connection with the AMT system by going to the AMT Remote Control page and clicking on Establish AMT Connection.

**AMT Configuration** | **AMT Remote Control**

---

### AMT Remote Control

He must then select a power function (note power cycle reset does not work with SOL and IDE Redirect functions) then click the Launch SOL Session and Enable IDE Redirect boxes. He must choose an image or floppy as well as a CD or DVD device which are located within the SMC using the correct corresponding syntax for Windows or Linux drives. Lastly, select Send Command.

The screenshot shows the 'AMT Remote Control' tab of a management interface. At the top, there are two tabs: 'AMT Configuration' and 'AMT Remote Control'. The main area is titled 'AMT Remote Control'. Below this, the 'Current Power State' is 'S0/G0 working'. A 'Power Off' button is visible. There are three radio buttons for power actions: 'Power On', 'Power Reset' (which is selected), and 'Power Cycle Reset'. To the right of these is a box containing 'Normal Boot' and 'PXE Boot'. Below the power actions are two checked checkboxes: 'Launch SOL Session' and 'Enable IDE Redirect'. A section titled 'Indicate Bootable Drives and/or Images on the Central Manager system:' contains two columns. The 'Floppy Device:' column has 'Image:' and 'Drive: a:' options. The 'CD/DVD Device:' column has 'Image:' and 'Drive: d:' options. Below this is a 'Select Boot Device:' section with 'CD/DVD Device' (selected) and 'Floppy Device' options. At the bottom, there is a 'Send Command' button.

Now the system will perform the reboot and the SOL session starts. The AMT system will boot the selected IDE-R media which in this case is the Windows CD.

