

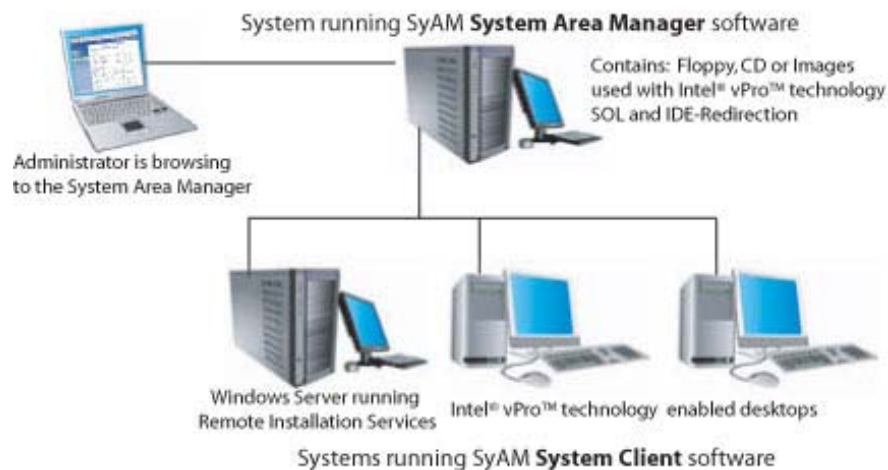
# SyAM Software™



**Intel® vPro™ Technology + SyAM Software = Remote Manageability at All Times**

SyAM Software provides proactive monitoring and remote management of all brands of x86/x64 desktops, servers and notebooks running Windows and Linux. When coupled with Intel® vPro™ technology enabled platforms, SyAM Software remote management capabilities are greatly expanded for non operating environments allowing:

- **Remote forced Power functions**
- **Remote reconfiguring at Pre-Operating System levels**
- **Remote Re-imaging a system**
- **Remote system network lock down with System Defense**



## Non operational /Crashed vPro System

1. The system is no longer responsive to the user. Within 5 minutes an Alert is sent to administrator by the System Area Manager informing of this system issue. When browsing to System Area Manager the non responsive system is quickly identified by a purple health state.
2. Through the System Area Manager interface the Administrator remotely resets the power using SyAM's Remote vPro functionality.
3. As the system didn't come back online, the administrator now resets the power and enables the Serial over LAN console. Now during boot up they enter the BIOS and reconfigured to fix the problem.
4. Even with a BIOS configuration change the system still doesn't come back, so now using IDE Redirect the administrator remotely reboots the system using an XP ISO image stored on the system running the System Area Manager, through the Serial Over LAN session they run low level Registry fixes and diagnostics.
5. Unfortunately the system is still not functioning so the administrator reboots the system, through Serial Over LAN they choose a network boot, then log into the Windows Remote Installation Server and install a new OS image containing all drivers and SyAM Software System Client. Within an hour the system is up and running with a fresh OS.
6. The System Client is re-added to System Area Manager, the vPro user access is configured and the administrator has full management capabilities again.

**To learn more about SyAM Software enabling Intel® vPro™ Technology management please visit:**

[www.syamsoftware.com/vpro](http://www.syamsoftware.com/vpro)

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