



Intel Active Management Technology Use Case
Power Management

Revision A

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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 become non-responsive a lot of common remote resolution tools no longer function thus requiring the IT administrator to make that desk side visit.

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 power management. This enables out of band power functionality to AMT enabled systems even when they are in a non functioning state.

Now the administrator with SyAM Software can have power capabilities remotely when the system is in a functioning or non functioning state, 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 powerful management function.

Power Management

If a system is AMT enabled, it will have boot command options to choose from. These boot options are only functional when not using Serial over LAN or IDE-Redirect.

The special boot options to choose from are:

- Normal Boot
- P/E Boot
- Force Hard Drive Boot
- Force CD/DVD Boot

For example, a system being managed by Server Monitor Central has crashed and is now in a non-functioning state. If a system does not report to the Central manager for 5 minutes, then system's health color will change to purple indicating the system is unreachable.

The system can not be restarted by a Wake on LAN so the technician will need to use a boot command through the AMT Remote Control function to restart it.

A technician is alerted to this event by an absent event email and the event will be stored in the SMC's event log. The event log shows which system is now absent, when it occurred, and detailed information about the event. In this case it tells you that the system is unreachable since it had crashed.

Event Log

Event Number	Date	Event Type	IP Address	Machine Name
4	Thu Sep 28 16:56:41 EDT 2006	System Absent	192.168.100.64	INTEL-965CO
3	Wed Sep 27 21:33:14 EDT 2006	Storage Events	127.0.0.1	D101GCC
2	Wed Sep 27 16:41:40 EDT 2006	System Absent	192.168.100.64	INTEL-965CO
1	Wed Sep 27 14:31:31 EDT 2006	Platform Event Traps	192.168.100.74	D101GCC

Details

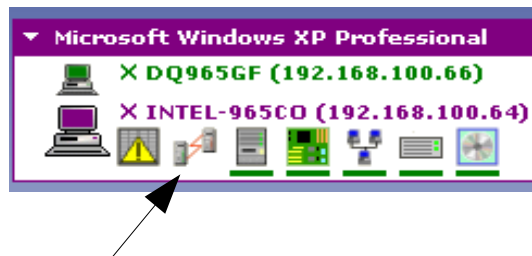
INTEL-965CO (192.168.100.64) Thu Sep 28 16:56:41 EDT 2006: Is unreachable

Event Log Filtering Options

Event Number: ~ Event Type:

Machine Name: IP Address:

On the Server Monitor Central tree, the system will appear purple. The technician will need to click on the remote management icon to access the AMT functionality of the system.



In the remote management section it tells you again that the system's status is currently unreachable.

The screenshot shows a web interface with two tabs: "System State" and "AMT". The "System State" tab is active. Under the heading "Shutdown / Restart", the "Current system state:" is displayed as "Unreachable" in purple text. Below this are two buttons: "Shutdown" and "Restart". A horizontal line separates this section from the "Wake on LAN" section. Under "Wake on LAN", there are three input fields: "IP Address:" with the value "192.168.100.64", "Subnet Mask:" with the value "255.255.255.0", and "MAC Address:" with the value "00 - 16 - 76 - 9C - 69 - 1B". A "Wake System" button is located at the bottom of the "Wake on LAN" section.

After clicking on the AMT tab, the technician will need to enter the IP address, username and password of the AMT system, then click on apply. Next he will need to click on the AMT Remote Control tab to remotely reboot the system.

Remote Management : INTEL-965CO (192.168.100.64)

The screenshot shows the "AMT Remote Control" tab selected in a web interface. The title is "Remote Management : INTEL-965CO (192.168.100.64)". The "AMT Connection Information" section contains three input fields: "Hostname / IP Address:" with the value "192.168.100.224", "Username:" with the value "admin", and "Password:" with a masked password represented by ten dots. Below these fields are two buttons: "Apply" and "Launch AMT Console".

Next the technician will need to specify a power on, and the type of boot he wishes to use, in this case a normal boot.

Remote Management : INTEL-965CO (192.168.100.64)

AMT Configuration | **AMT Remote Control** | **AMT System Defense**

AMT Remote Control

Current Power State: S0/G0 working

Power Off

Power On
 Power Reset
 Power Cycle Reset

Launch SOL Session
 Enable IDE Redirect

Normal Boot
PXE Boot
Force Hard Drive Boot

Indicate Bootable Drives and/or Images on the Central Manager system:

Floppy Device: CD/DVD Device:

Image: Image:

Drive: Drive:

Select Boot Device:

CD/DVD Device

Floppy Device

Send Command

The system will perform the remote power on, and will appear in the tree green again.

