

**Solution Deployment Guide:
Dual-Core Intel® Xeon®
Processor-Based Systems
Running LANDesk*
Manageability Software**

Revision History

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Intel® Active Management Technology (Intel® AMT) with Dual-Core Intel® Xeon® Processor Based Servers

Target Audience: The target audience for this guide is system integrators and resellers interested in building and deploying solutions built on Dual-Core Intel® Xeon® processor-based systems.

Preface

Intel has created a unique LANDesk* Manageability Solution Deployment Guide to enable its channel partners to provide complete solutions to their customers, backed up by top-quality technology and support. This Deployment Guide examines the need for a more secure, robust, and efficient management experience, which can be addressed using Dual-Core Intel® Xeon® processor-based servers combined with hardware-enhanced Intel AMT available on the Intel® 945 Express Chipset-based client platforms.

Intel® Active Management Technology (Intel® AMT): Using built-in platform capabilities and popular third-party management and security applications, Intel AMT is designed to allow IT to better Discover, Heal, and Protect their networked computing assets.

Solution Overview

Intel has developed unique Solution Recipes that will enable its channel members to provide complete solutions to their customers, backed by top-quality technology and support. A solution recipe is a comprehensive document that describes how to combine Intel® product-based ingredients to create new technology solutions for common business challenges.

This document describes how the Dual-Core Intel® Xeon® processor-based server platforms utilizing Intel AMT and LANDesk Management software coupled with Intel AMT-enabled clients can be deployed to address the problems that a large business must contend with on a daily basis.

LANDesk Manageability Software Benefits

Combining LANDesk Management Software with Intel AMT provides more benefits than just running LANDesk Agent or Intel AMT alone.

Here are some benefits of combining LANDesk agent with Intel AMT.

LANDesk Management

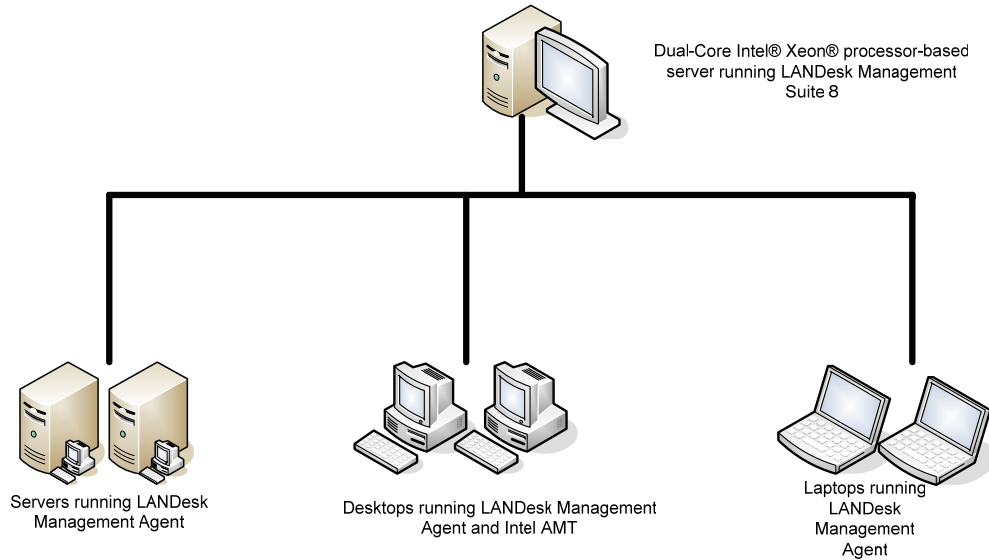
- Inventory – displays the device's all inventory data scanned on core database.
- Event log -- filter events to identify trends across your systems.
- Remote boot manager – manages remote boot.
- Disable OS network – disable the OS network stack to stop the network access.
- Enable OS network – enable the OS network stack to enable the network access.
- Inventory history – report history of the selected device's inventory.
- Chat – Opens a remote chat session with a device.
- Remote execute – remotely execute a command on a device.
- Shut down – remotely shut down the device.
- Reboot – remotely power cycles the device.
- Inventory scan – scan the core database inventory.
- Run inventory reports – generates an inventory reports.
- Out of Band Management (IPMI) - take control of IPMI based systems when they are no longer responding.
- Remote control - take control of a device's keyboard, video and mouse.
- Diagnose/Repair - When a system with Intel AMT support or IPMI-enabled develops problems – either blue screen or stops responding, the LANDesk Management software can take control of the problem system. This provides the user with the capability to diagnose and repair the managed system remotely if there is anything wrong with the system without having to make a trip to work on the system in person.

This Deployment Guide describes how to install and use some of the features of the LANDesk Management Suite on both server and client.

Solution Architecture

LANDesk Management software can be used for managing the following systems:

- Dual-Core Intel® Xeon® processor-based servers
- Intel® 945 Express Chipset-based Platforms with Intel AMT support
- Laptops with Intel® Centrino® Duo technology



Common Notation & Terms

Intel® AMT: Intel® Active Management Technology.

KCS: Keyboard Control Style (KCS) is an IPMI Specification interface that describes the connection between the BMC to System Management Software (SMS).

OOB: out-of-band. Communications to and from remote platforms that are not handled by the remote platform's Operating System (OS).

In-band: Communications to and from remote platforms that are handled by the remote platform's OS. The remote platform OS must be operational for in-band communications to work.

SOL: Serial over local area network allows remote keyboard and text redirection.

IPMI: Intelligent Platform Management Interface 2.0 is a specification designed to improve remote management and configuration capabilities.

BMC: Baseboard Management Controller.

Core Server: The center of a management domain. All the key files and services are stored on the core server. A management domain has only one core server.

Console: The main LANDesk Management Suite interface.

Devices: Desktop computer, servers, laptops running LANDesk agent. A core server can manage 10000+ devices.

Components to Build the LANDesk Manageability Solution

- Microsoft* Windows* 2003 Server Enterprise Edition
- .Net Framework 1.1
- Microsoft SQL Server 2000 Enterprise Edition SP4
- Microsoft Internet Information Server* 6.0 or higher
- ASP .NET v1.1
- Microsoft Internet Explorer* 6.0 SP1 or higher
- LANDesk Management Suite 8.6.1
-

Where to Get Solution Components

LANDesk Management Software can be obtained from <http://www.ldms.com/>

Please contact Network America to get version newer than 8.6.1 or if the above link does not work.

For LANDesk Management Suite support, please visit <http://www.landesk.com/support/>

KCS driver can be downloaded from the following link

<http://fdbl.intel.com/servlet/contentServlet?zipped=F&OBJID=09000d2980b7ff73>

For information on how to obtain Microsoft products, please visit the following link <http://www.microsoft.com>

Introduction and Links to Other Documents

Intel hardware setup information link:

<http://support.intel.com/support/motherboards/server/<product>/manual.htm>

Bill of Materials

Hardware Configuration and Recommendation

In order to run LANDesk manageability software, here is a recommended hardware configuration:

- At least 1 Dual-Core Intel® Xeon® processor-based server
 - In order to use IPMI features, you need at least one more Core Intel® Xeon® processor-based server
- At least 1 Intel® 945 Express Chipset-based client with Intel AMT support

Here is a sample of Dual-Core Intel® Xeon® processor-based server configuration. See Intel's support website for a list of tested parts to ensure compatibility.

Qty	Item	Manf	Model
1	Motherboard	Intel	S5000VSA
1	Chassis		
1	Power Supply		550W
2	CPU	Intel	Dual-Core Intel® Xeon® processor, 3.2Gz
2	RAM – 512MB		
1	CDROM		standard
1	Hard Drive		SATA HDD 160GB

Here is a sample client configuration.

Qty	Item	Manf	Model
1	Motherboard	Intel	945GTPLKR
1	Chassis		
1	Power Supply		550W
1	CPU	Intel	Intel® Pentium® processor, 3.2Gz
2	RAM		2x512 MB
1	CDROM		standard

1

Hard Drive

SATA HDD 120GB

Software Configuration and Recommendation

LANDesk Management Suite supports Windows Server 2003 Enterprise Edition, and it provides a common interface for managing various devices. In order to install LANDesk Management Suite, your system has to meet some criteria before you can proceed with the installation.

Below is a list of all the software you need to build a Microsoft Windows-based solution:

Server Software:

Qty	ISV	Application Name	Version
1	Network America	LANDesk Management Suite	8.6.1
1	Microsoft	Windows Server 2003 Enterprise x86 Edition	SP1
1	Microsoft	IE Browser	6.0 or higher
1	Microsoft	SQL 2000	SP4
1	Microsoft	.Net Framework	1.1
1	Microsoft	Internet Information Server	6.0 or higher

Client Software:

Qty	ISV	Application Name	Version
1	Microsoft	Windows XP Professional	SP2
1	Microsoft	IE Browser	6.0 or higher
1	Intel	KCS driver	
1	Network America	LANDesk Agent	8.6.1

Before You Begin Software Installation

Before you begin to install LANDesk Management Suite software, make sure your server and client meet the following criteria.

Server Configuration

- Microsoft Windows Server 2003 Enterprise x86 Edition SP1
- Microsoft Data Access Components (MDAC) 2.8 – this can be satisfied by installing Microsoft SQL Server 2000 SP4
- Microsoft .NET Framework 1.1
- Microsoft ASP.NET 1.1
- Microsoft Internet Explorer 6.0 or higher
- Microsoft Internet Information Server 5.0 or 6.0
- A static IP address
- Microsoft NT File System (NTFS)
- The server used as the core server must be a standalone server. It cannot be a primary domain controller (PDC) or a backup domain controller (BDC), or Active Directory controller.
- The server should be dedicated to the Management Suite. This is strongly recommended.

Client Configuration

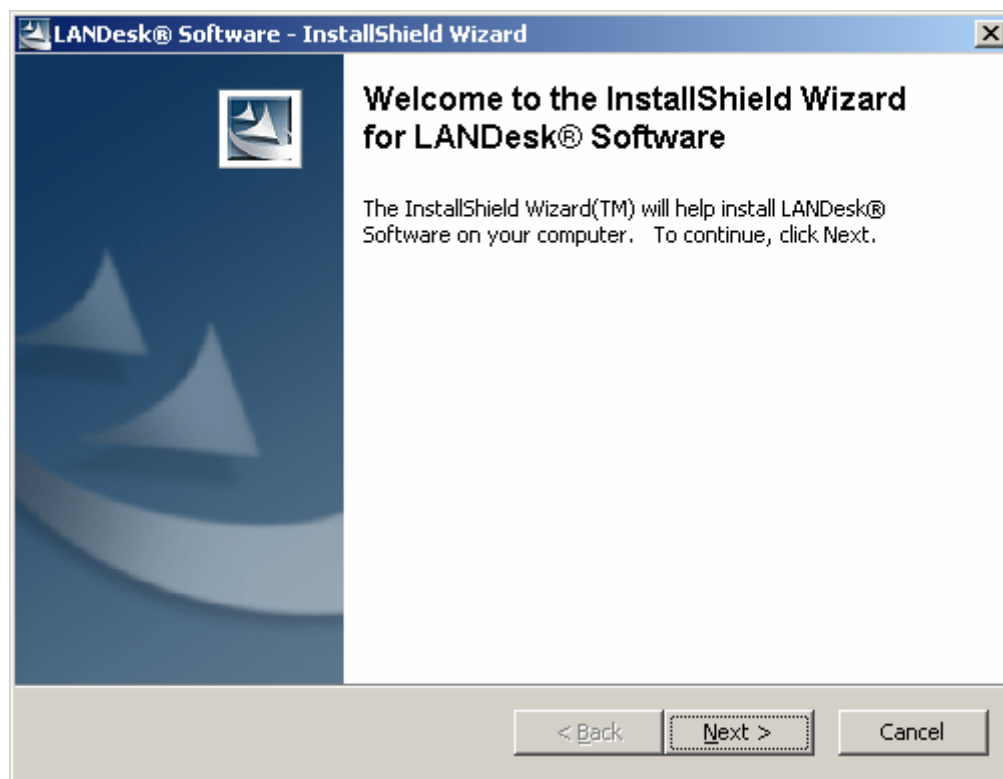
- Microsoft Windows XP Professional SP2
- Intel AMT-enabled in the BIOS
- Intel AMT properly configured
- KCS driver is installed for AMT
- A static IP address

Installing Software

Installing the Core Server and Console

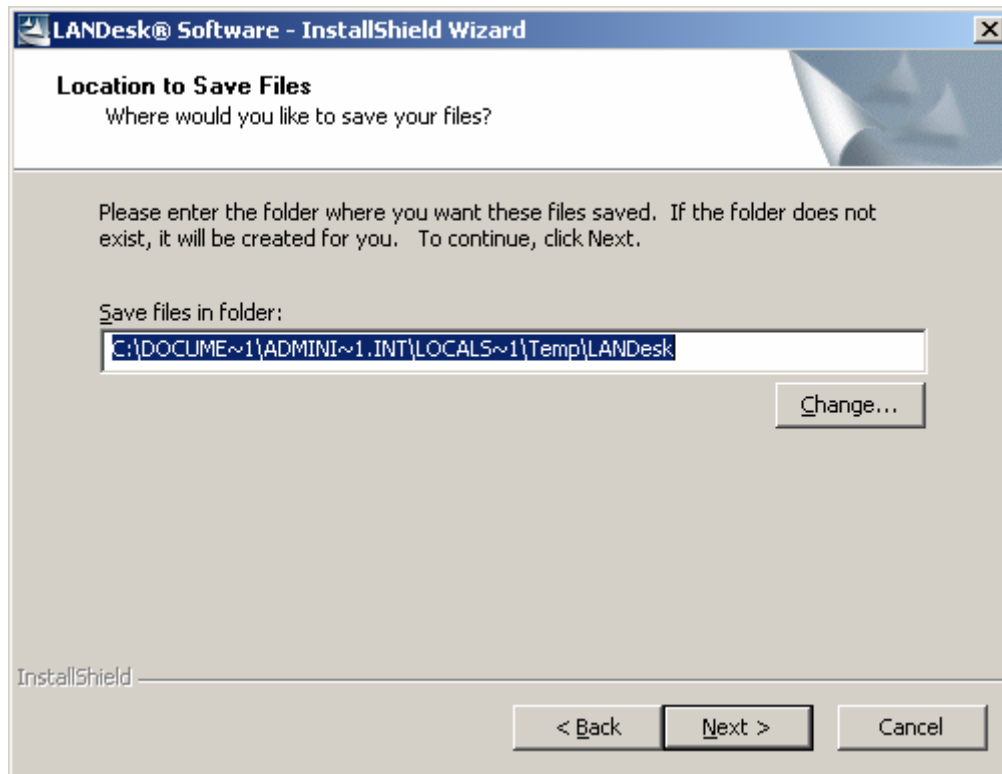
Follow the steps below to install the core server and console.

1. If you downloaded the LANDesk Management Suite software from Network America web site, double click on the executable to start the installation program. The welcome screen is shown below.

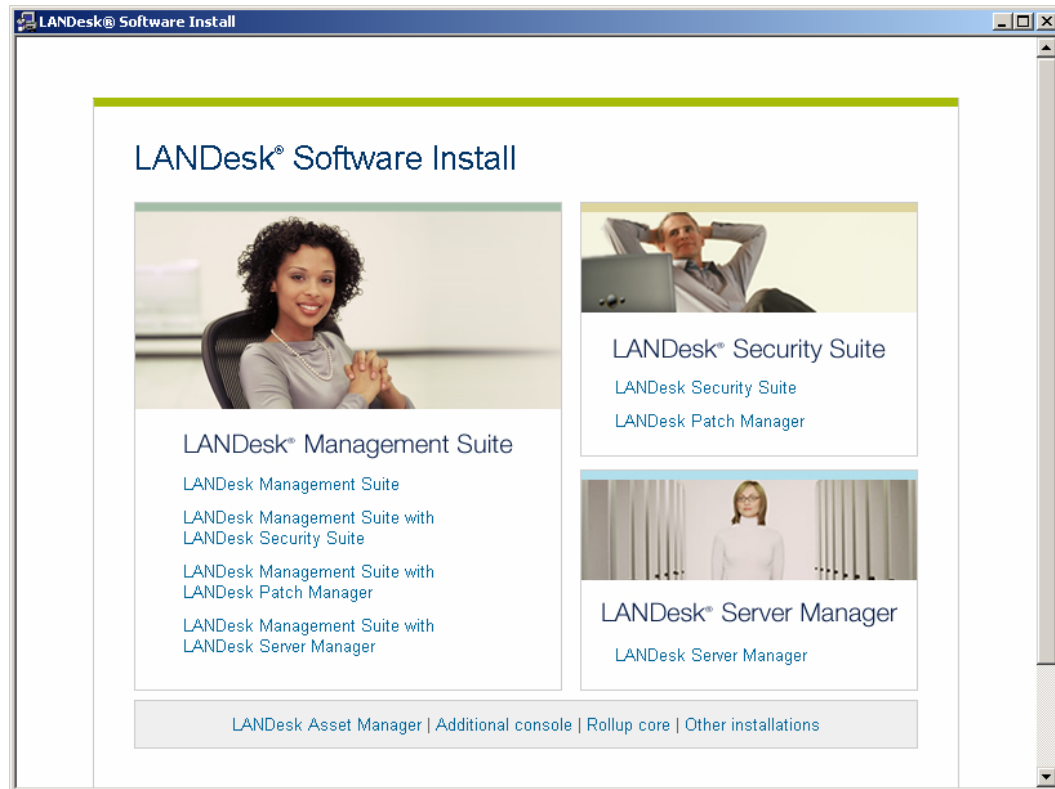


Click **Next** to continue.

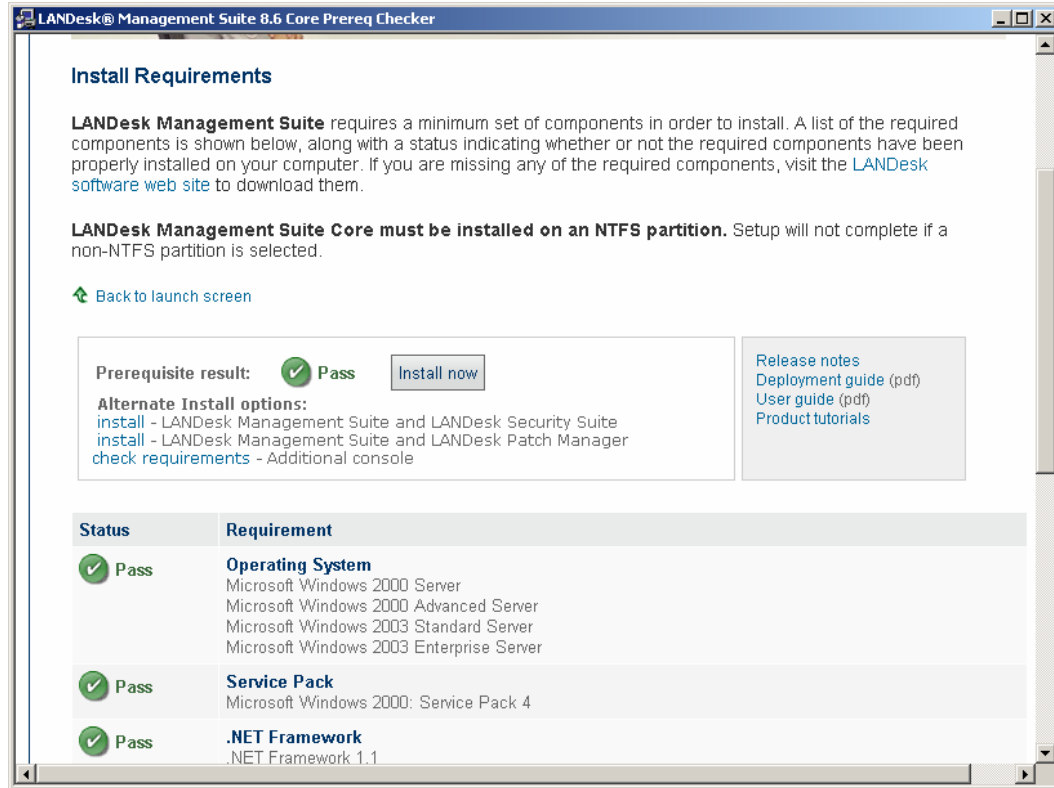
2. First the executable you downloaded extracts all the installation files into a temporary folder. Click **Change** to change to a different folder if you prefer; otherwise click **Next** to start extracting files to the temporary folder.



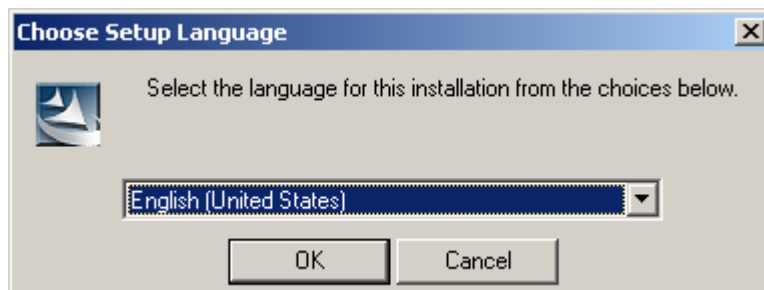
3. After the file extraction is complete, the LANDesk Software Install screen comes up as shown below. Click on **LANDesk Management Suite** option to start the prerequisite check. Make sure all the requirements pass.



4. If the server passes all the system requirements checks, click **Install Now** to continue with the installation. If a check fails, fix the problem and rerun the prerequisite check.

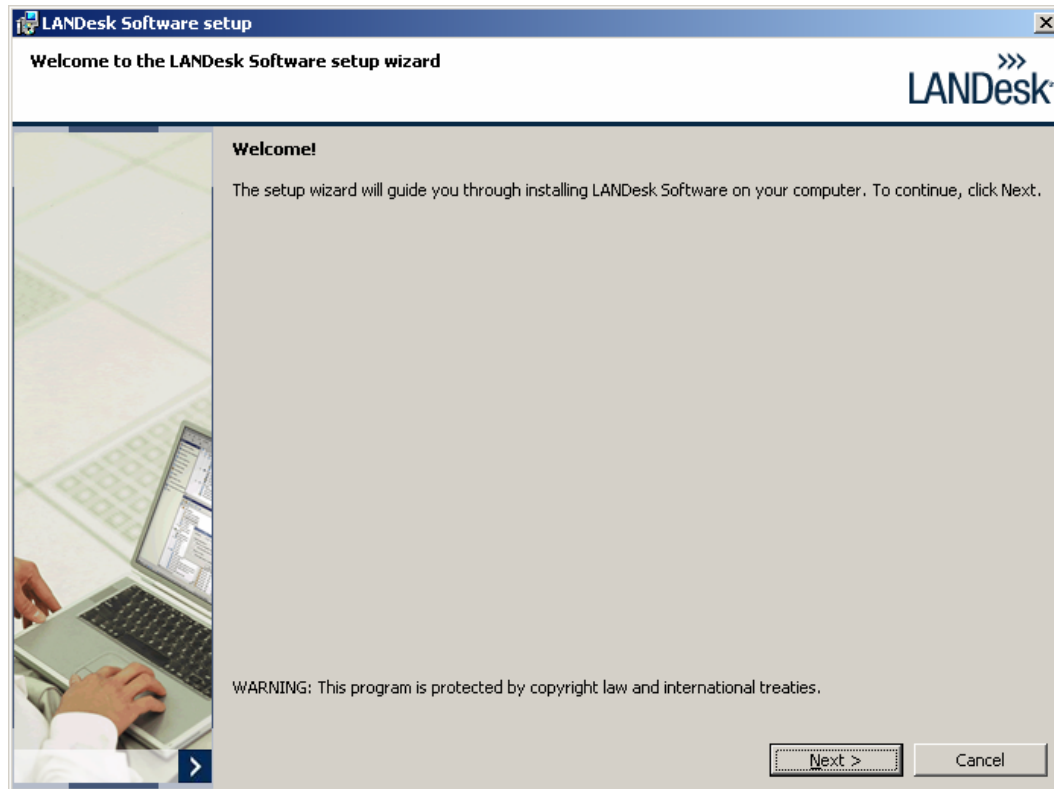


5. Choose a Setup Language. The default selection is English.

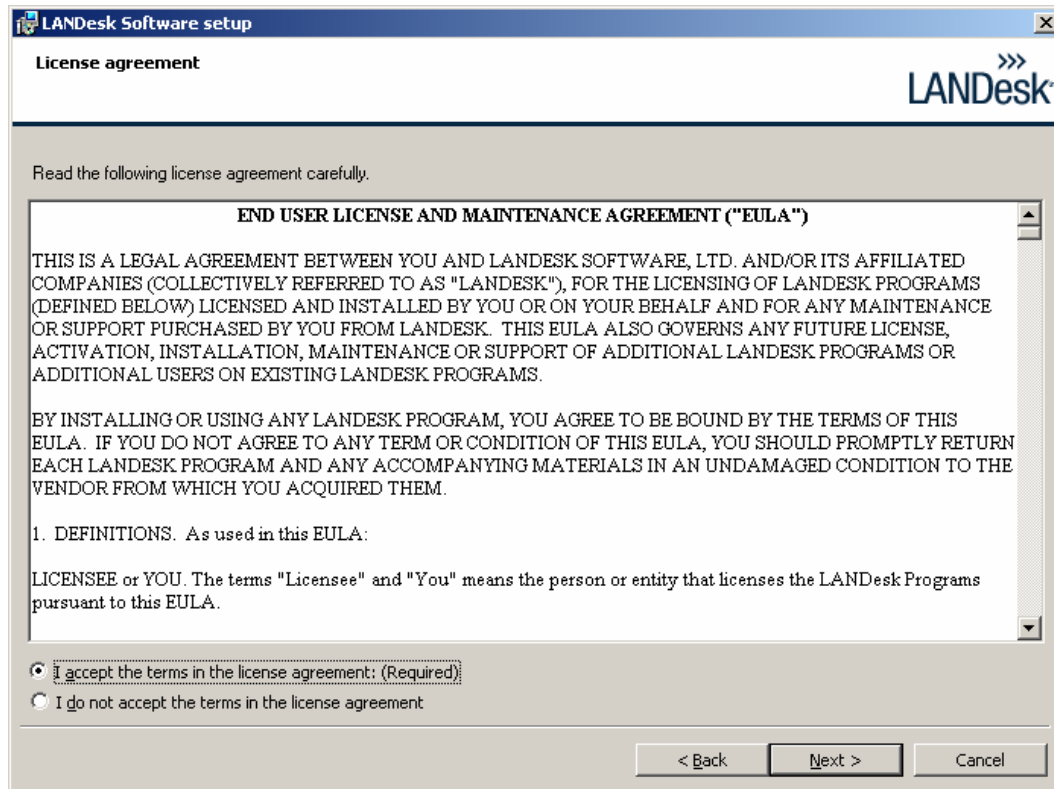


Click **OK** to continue.

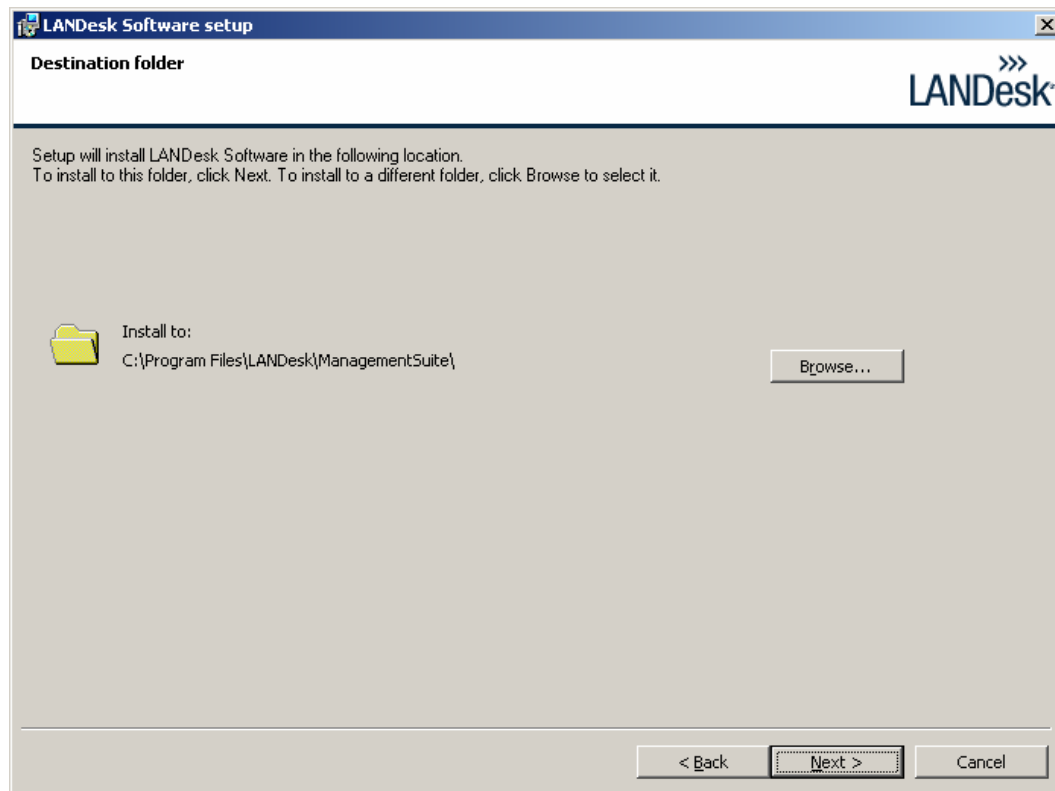
6. A welcome comes up. Click **Next** to continue.



7. On the License Agreement screen, select **I accept the terms in the license agreement: (Required)**, click **Next** to continue.

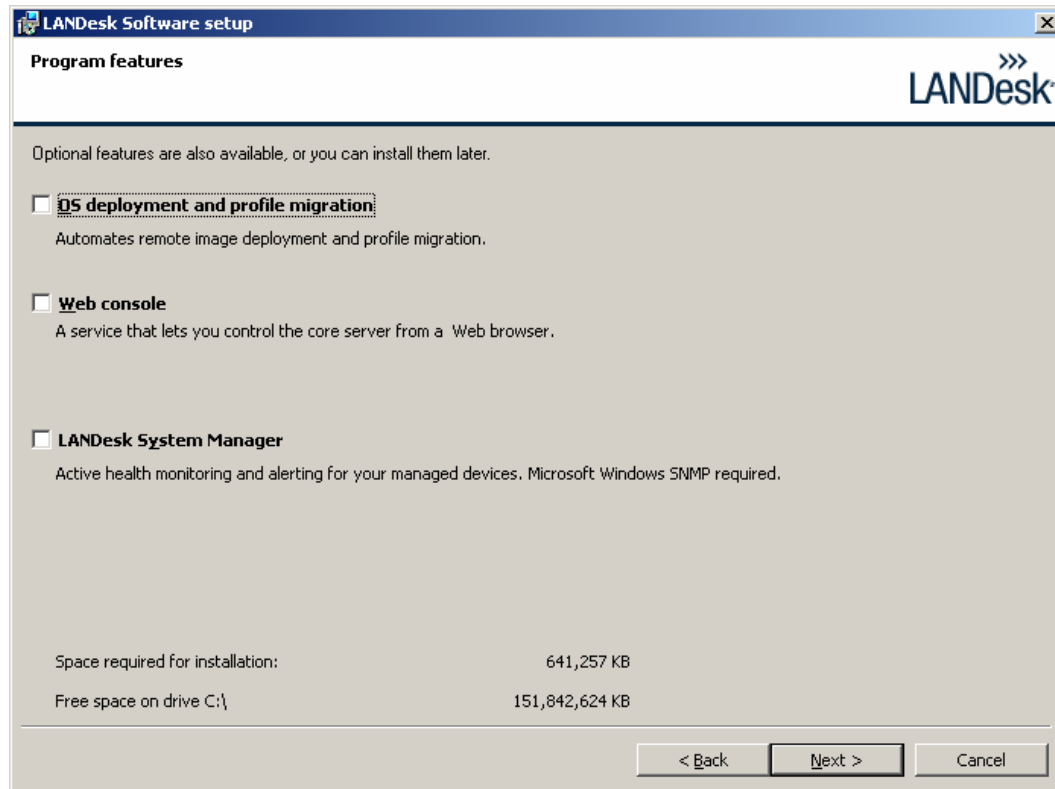


8. Click **Next** to accept the default destination folder.

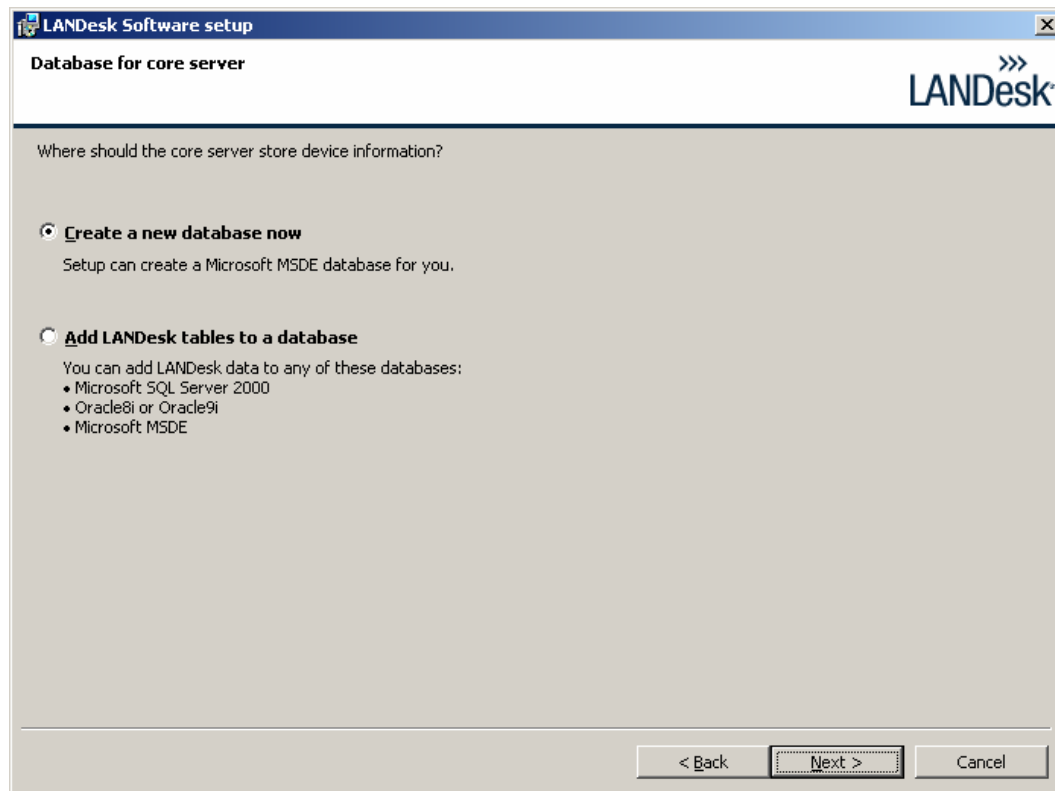


9. Select the components you want to install and click **Next** to continue.

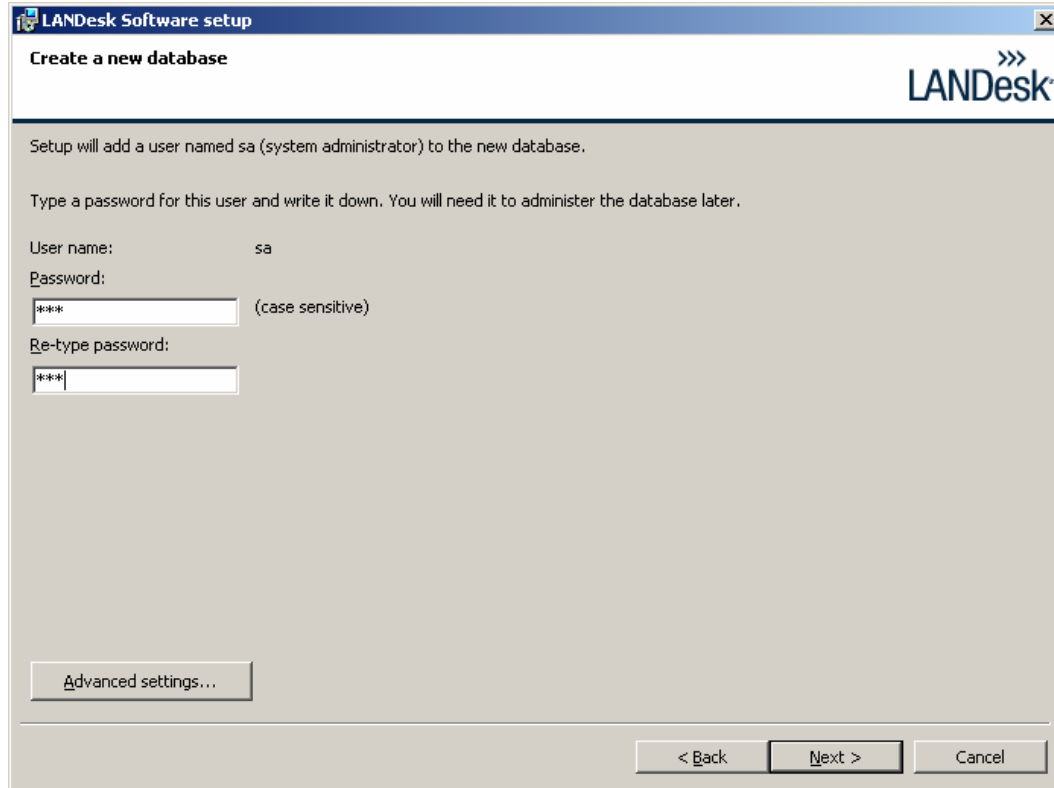
If you select OS deployment and profile migration option, it requires a Windows NT 4.0 CD. For more details on these components, please consult the LANDesk deployment document that accompanies the software.



10. Select **Create a new database now** option and click **Next** to continue. Setup will create a Microsoft MSDE database for you.



11. On the Create a new database page, type in a password for the database. Make sure to remember this password or write it down. You will need it later. Click **Next** to continue.



The screenshot shows a window titled "LANDesk Software setup" with a close button in the top right corner. The main heading is "Create a new database". In the top right corner of the window, there is a logo consisting of three right-pointing chevrons above the word "LANDesk".

The main content area contains the following text:

Setup will add a user named sa (system administrator) to the new database.

Type a password for this user and write it down. You will need it to administer the database later.

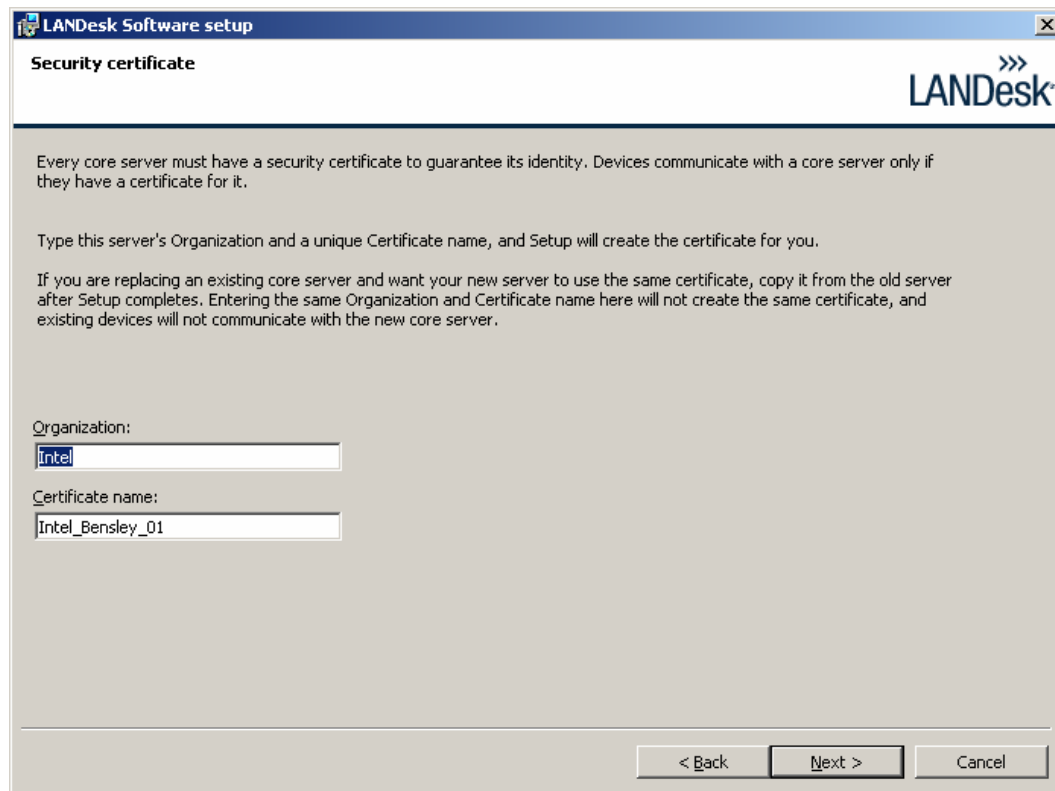
User name: sa

Password: (case sensitive)

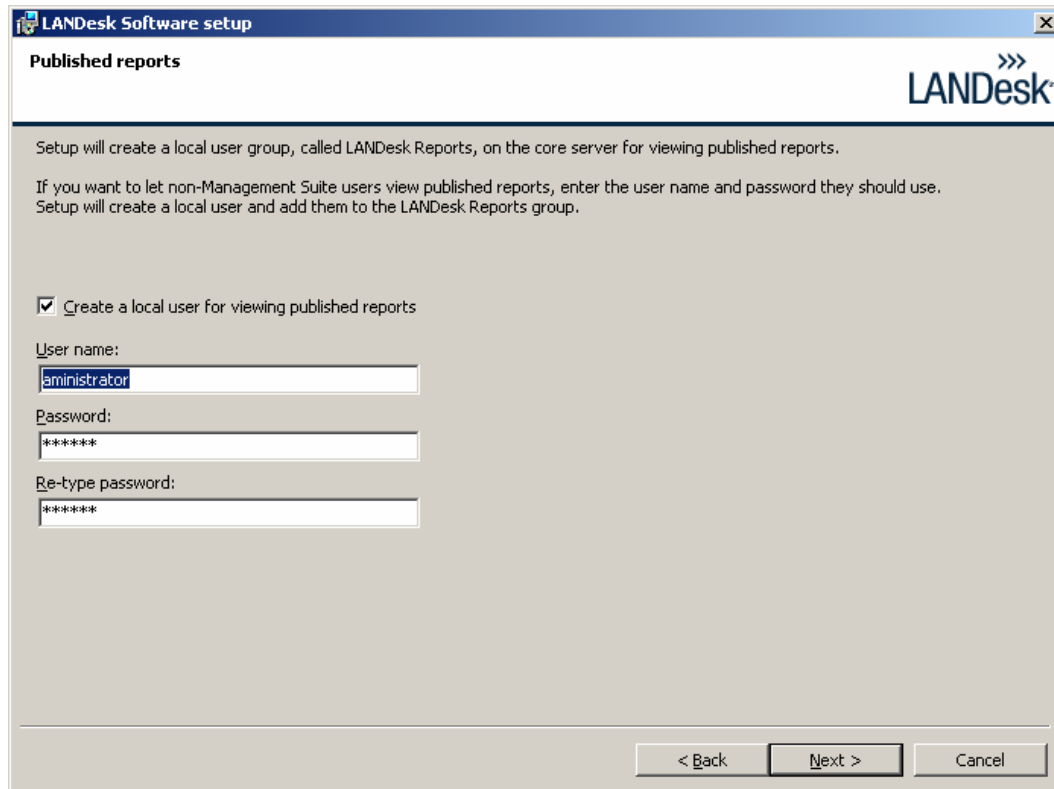
Re-type password:

At the bottom left, there is a button labeled "Advanced settings...". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

12. On the Security Certificate page, enter an organization and certificate name for the core server security certificate. Click **Next** to continue.



13. If you want people to be able to view reports shared on the server that contains Management Suite reports, click **Create a local user for viewing published reports** and enter the username and password. Click **Next** to continue.



The screenshot shows a window titled "LANDesk Software setup" with a sub-header "Published reports" and the LANDesk logo in the top right corner. The main text explains that a local user group named "LANDesk Reports" will be created on the core server. It offers an option to create a local user for non-Management Suite users to view reports. A checkbox labeled "Create a local user for viewing published reports" is checked. Below this, there are three input fields: "User name:" containing "aministrator", "Password:" containing "*****", and "Re-type password:" containing "*****". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel".

Published reports

Setup will create a local user group, called LANDesk Reports, on the core server for viewing published reports.

If you want to let non-Management Suite users view published reports, enter the user name and password they should use. Setup will create a local user and add them to the LANDesk Reports group.

Create a local user for viewing published reports

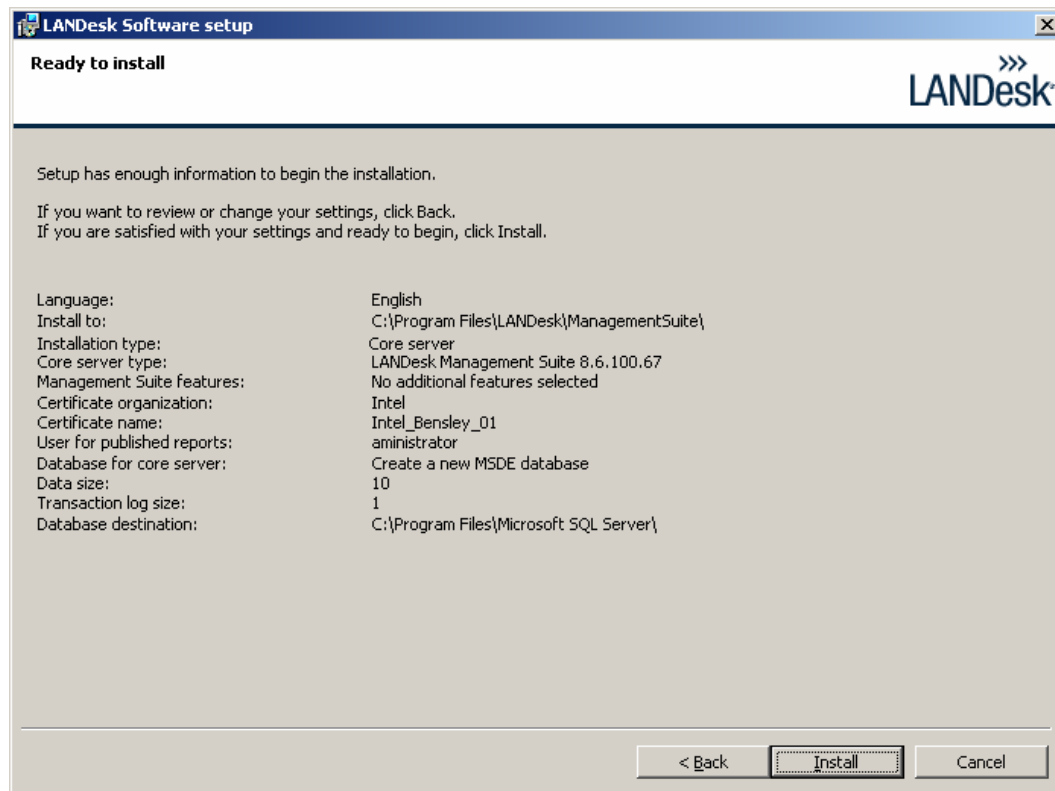
User name:
aministrator

Password:

Re-type password:

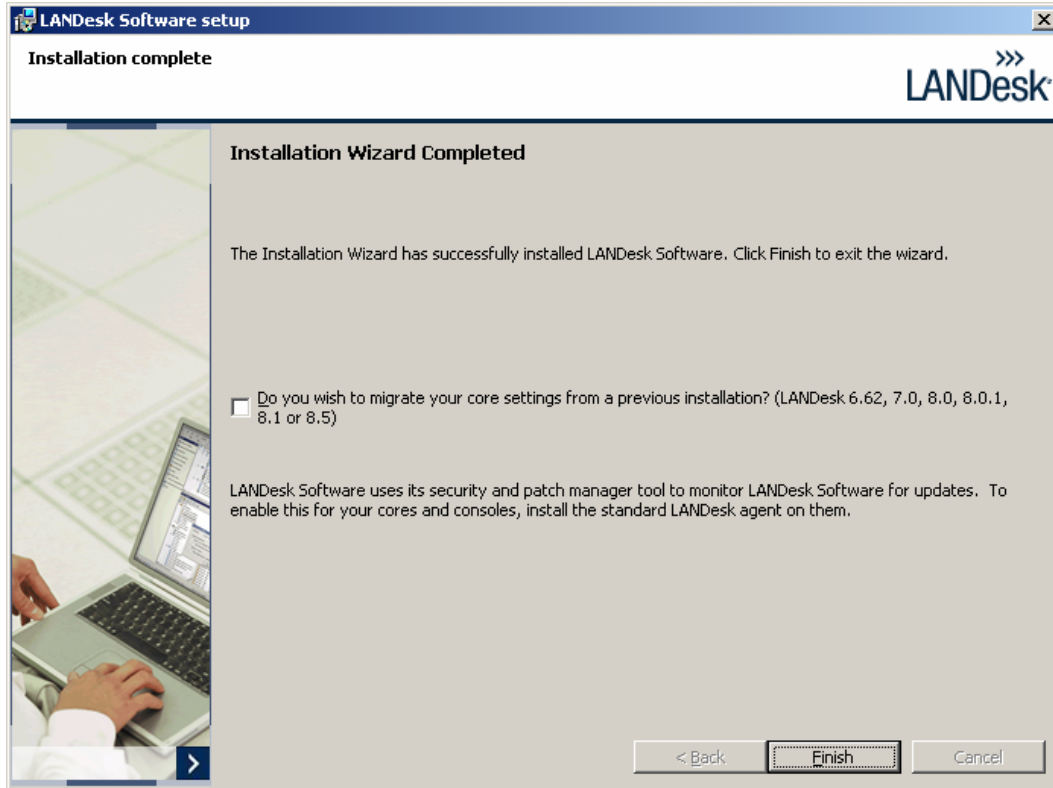
< Back Next > Cancel

14. On the Ready to install page, click **Install**. The Management Suite will start installing.

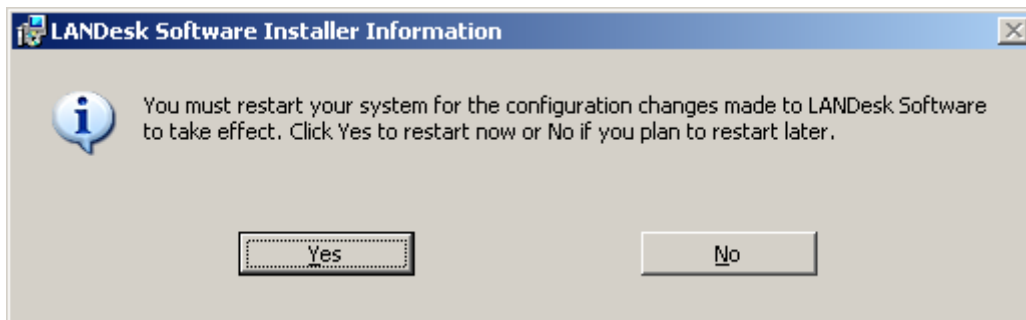


15. The **Installation Wizard Completed** page comes up when installation finished. Click **Finish**.

If you wish to import settings from a previous installation, select that option to launch the migration process when click Finish.



16. Setup will prompt you to restart the server. Click on **Yes** button to finish the setup.



Successful Installation Indicator

With core server and console installed, you can verify if the installation was completed successfully or not by following the instructions below.

1. Browse to C:\Program Files and make sure there is a directory LANDesk and three sub-directories:
 - Authorization Files
 - ManagementSuite
 - Shared Files

Assume that you did not change the destination folder during installation.

2. Click on **Start-> Control Panel->Administrative Tools->Services**.
Confirm that the following services are running on Windows Server 2003:
 - Intel® Alert Handler
 - Intel® Alert Originator
 - Intel® PDS
 - Intel® QIP Server Service
 - Intel® Scheduler
 - LANDesk Activation Service
 - LANDesk Device Monitor
 - LANDesk Inventory Server
 - LANDesk Policy Server
 - LANDesk Alert Service
 - LANDesk Console Redirection Service
 - LANDesk Management Agent
 - LANDesk Management Gateway Service
 - LANDesk Usage Service
 - LANDesk Agent Portal Service
 - LANDesk Dashboard Report Summary Service
3. Start the management console by clicking **Start->All Programs->LANDesk->LANDesk Management Suite 8**.
4. Log in and view inventory to confirm that core server has been scanned into the core database.

Configuration

Server Side Configuration

1. Setup Static IP Address.

If you do not know how to set up a static IP address on your Windows Server 2003, please consult the User's Manual for Windows Server 2003 on how to set up a static IP address.

2. Verify if Microsoft .NET Framework is installed.

The way to verify if .NET Framework is installed is use the LANDesk installation program. When you launch the LANDesk installation program, it runs a prerequisite check before you can actually start the installation. If the test passes, then you have .NET Framework installed; otherwise please go to www.microsoft.com to download and install it.

3. Verify if Microsoft ASP.NET is installed.

There are two ways to verify if ASP.NET component is installed.

- One way is run the LANDesk installation program. The prerequisite checker verifies if ASP.NET is installed and meets the requirement of the core server.
- The other way is to go to **Control Panel**, select **Add or Remove Programs->Add/Remove Windows Components->Application Server**. Click on the **Details** button. If ASP.NET is installed, there is a check mark in front of it. If it is not installed, please select the component. Click **OK** when you are ready to install it. It may prompt you for the Windows Server 2003 installation CD.

4. Verify if Microsoft SQL Server 2000 SP4 is installed.

Click **Start-> Control Panel->Administrative Tools->Services**.

Confirm that the MSSQLSERVER service is running on Windows Server 2003.

5. Verify if Microsoft Internet Information Server is installed.

Go to the Control Panel, select Add or Remove Programs->Add/Remove Windows Components->Application Server. Click on the Details button. If Internet Information Server (IIS) is installed, there is a check mark in front of it. If it is not installed, please select the component; click **OK** when you are ready to install it. It may prompt you for the Windows Server 2003 installation CD.

Client Side Configuration

Before you can manage a device, there are some configurations you need to complete. Please follow each section listed below in order to configure your device.

Configure IP address

Before LANDesk Management software can discover your device, you need to configure your device with a static IP address first.

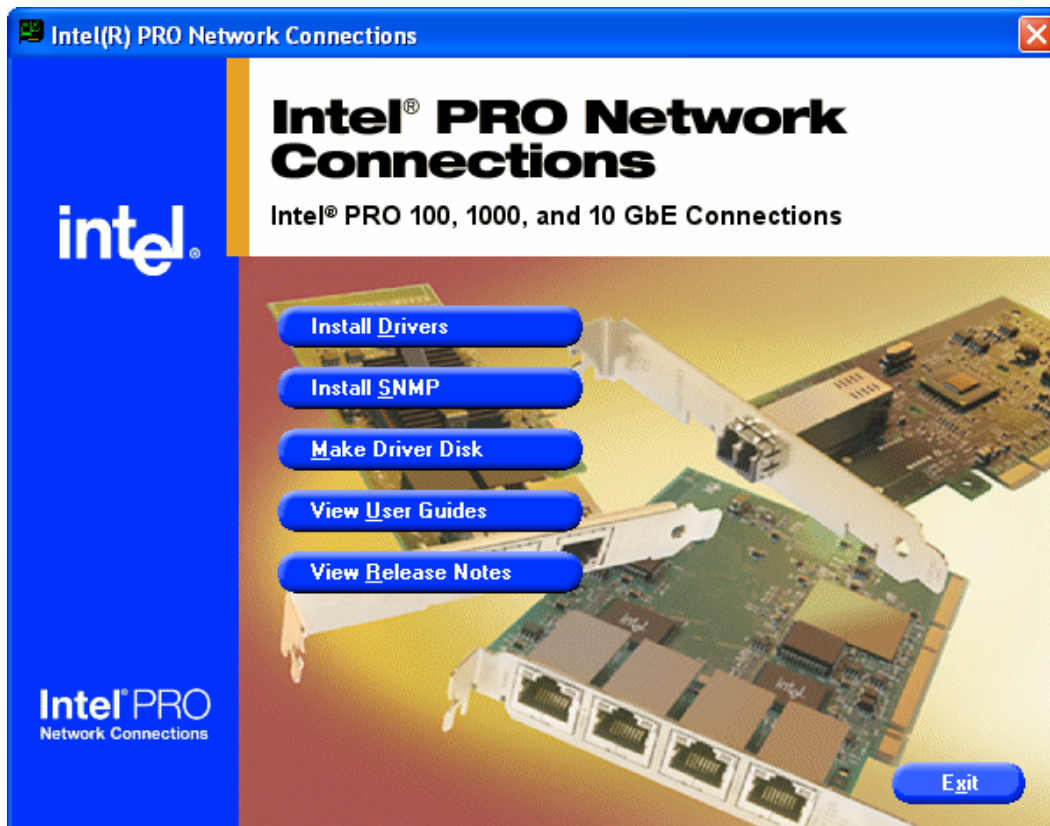
Please consult your operating system's user manual for how to set up static IP on that system.

Install KCS Driver

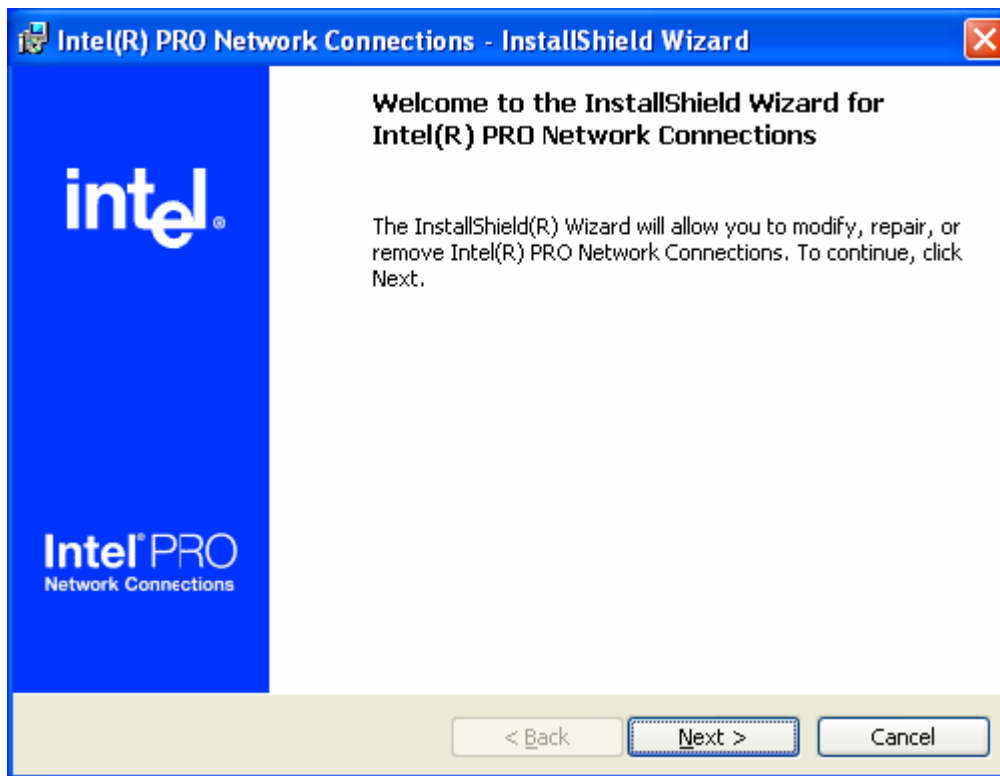
In order for the LANDesk agent to identify the platform that has Intel AMT support, the Intel AMT local interface must be present. For AMT1 platforms this means the KCS driver must be loaded.

Please follow the instructions below to install KCS driver,

Click on Autorun to launch the KCS installation program. A screenshot is shown below.

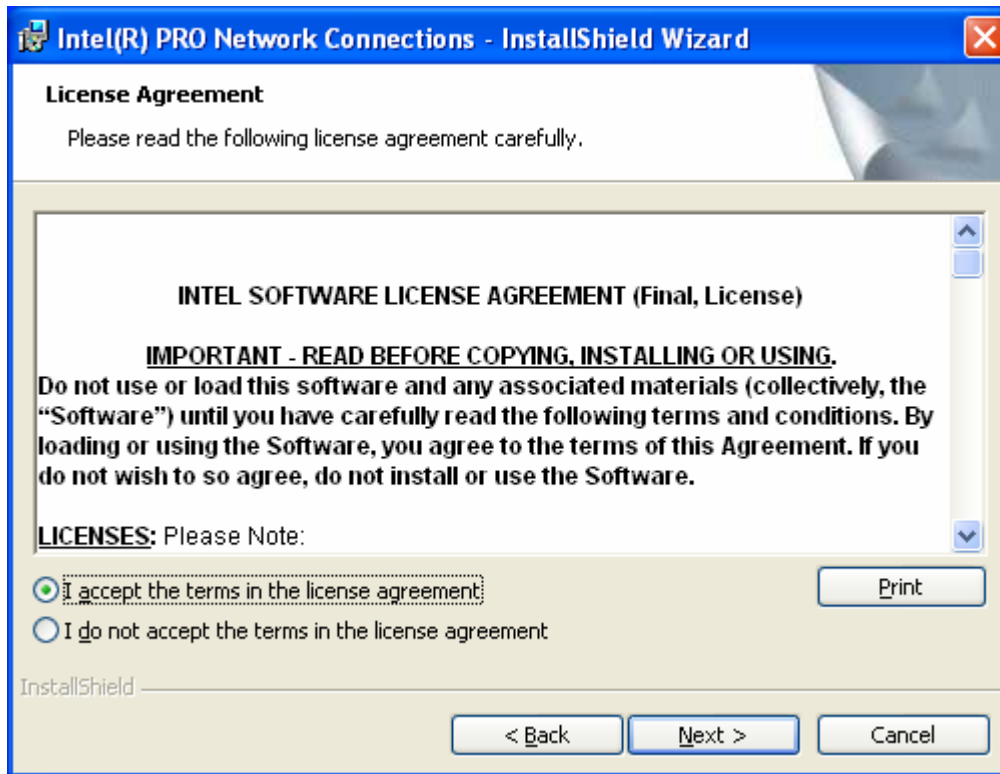


Click **Install Drivers**.



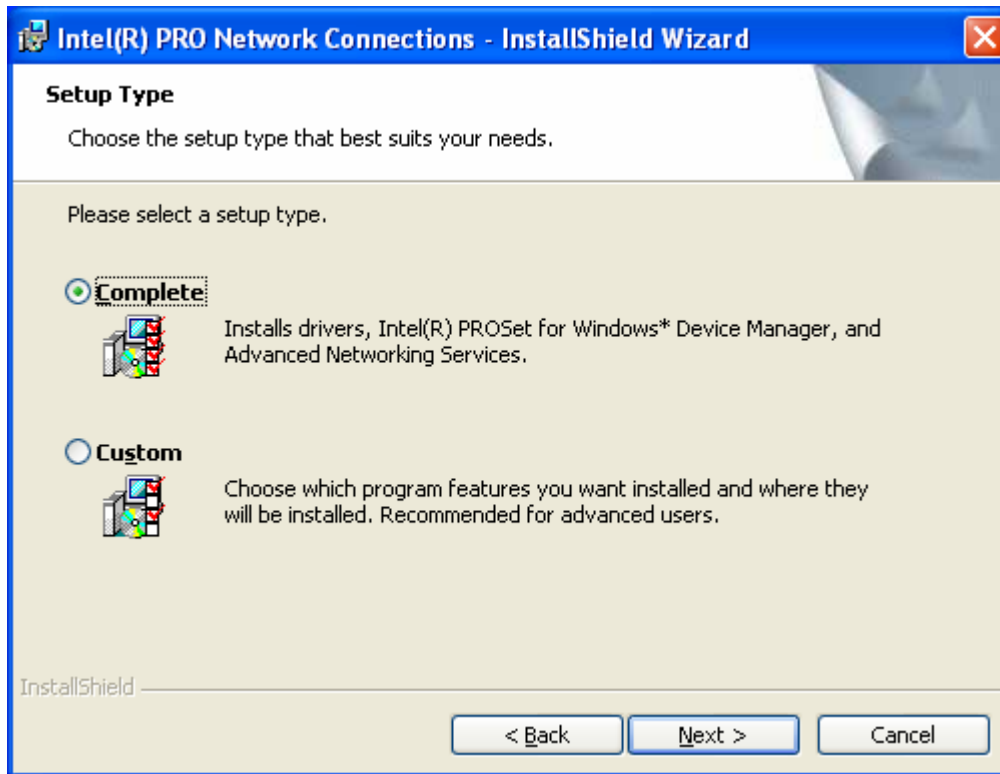
Click **Next** to continue.

Select **I accept the terms in the license agreement** option.

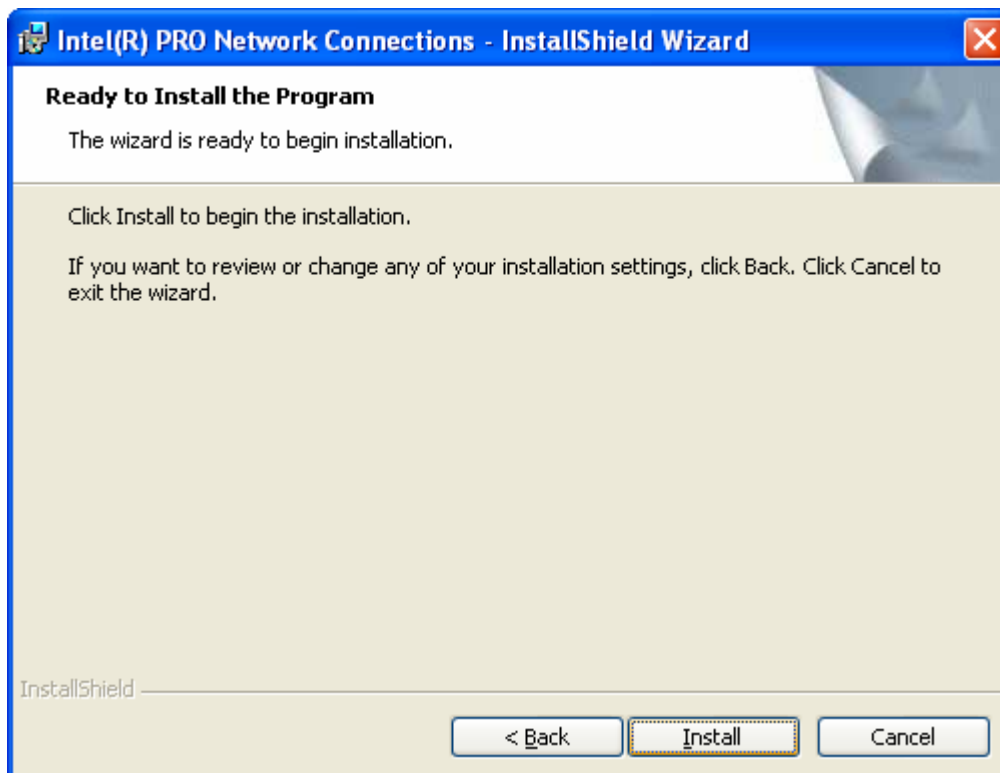


Click **Next** to continue.

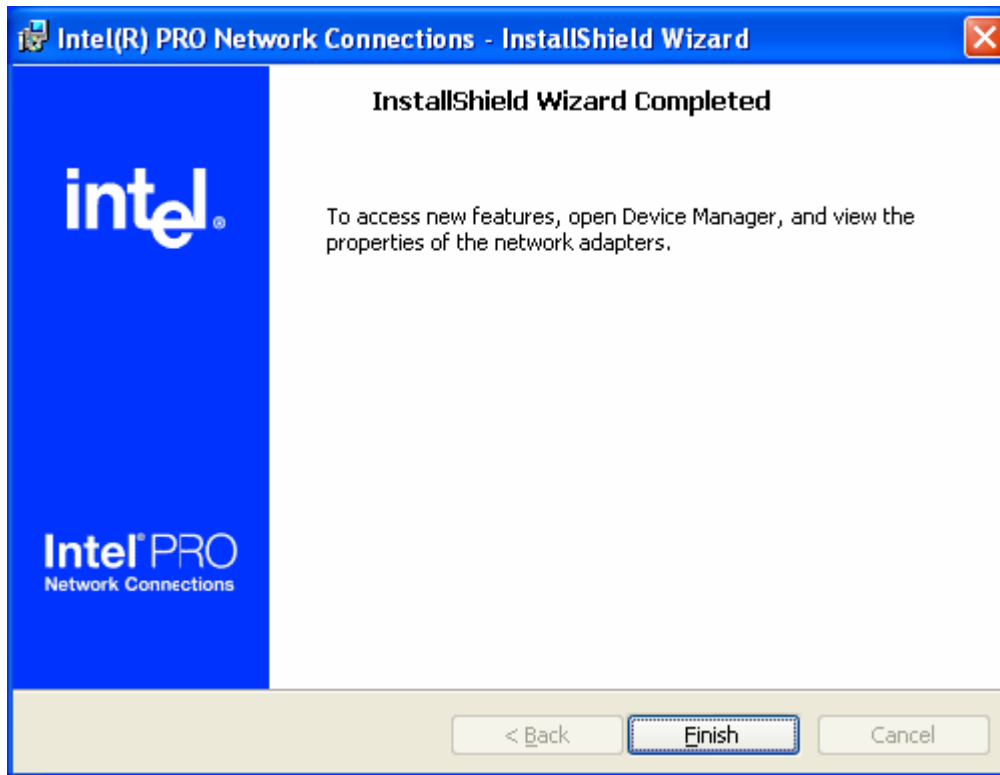
Select **Complete** option to install all the drivers.



Click **Next** to continue.



Click **Install** to begin the driver installation.



Click **Finish** to complete the installation. After the KCS driver is successfully installed, the next step is to enable Intel AMT support in the BIOS and configure Intel AMT.

Enable Intel® AMT in BIOS

In order to use the Intel AMT feature on Intel® 945 Express Chipset-based platforms, you must enable Intel AMT in BIOS first. Please follow the steps below to enable Intel AMT in the BIOS.

1. Reboot the system, Press **F2** to enter the BIOS setup.
2. Select **Advanced** on the top menu bar.
3. Scroll down to highlight **Management Configuration**, then press **Enter**.
4. Scroll down to highlight **Enter AMT BX Setup** and press **Enter**.
5. A window pops up with two options.
6. Select **Enable**, press **Enter** to save the selection.
7. Press **F10** to save changes and exit BIOS setup.

Configure Intel® AMT

After Intel AMT is enabled in the BIOS, your system will automatically display the Intel AMT configuration screen. Please follow the on screen instructions to configure Intel AMT settings.

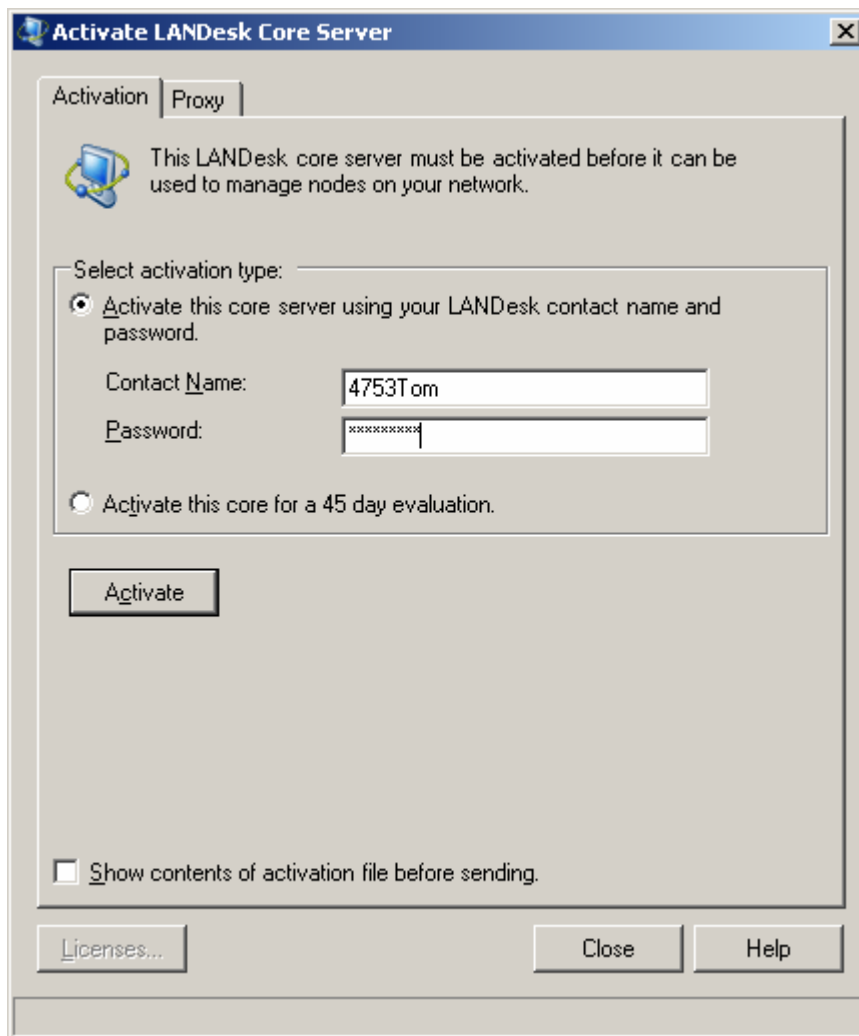
1. It first prompts you for administrator password, please enter **admin**. Press **Enter** to continue.
2. If it is the first time you configure Intel AMT, it asks you to change the administrator password. Please enter a new password and make sure you remember it for later use.
3. Scroll down to **TCP/IP** option, press **Enter**.
4. It will prompt you with **Disable Network Interface (Y/N)?** Type **N** to continue.
5. Next you will see **Enable DHCP (Y/N)?** Type **N** to continue.
6. When prompted to enter IP address and netmask, please enter the system IP address and corresponding netmask. Press **Enter** to submit all the changes.
7. Scroll down to highlight **Exit** and press **Enter**.
8. When prompting to save change, type **Y** to save all the changes and exit the Intel AMT configuration screen.

How to Use the Solution

This section describes how to use the LANDesk Management Suite.

Activating the Core Server

Before you can access the core server, you must first have an account setup with LANDesk Management Suite that licenses you for the LANDesk software products and number of nodes you purchased. You will need the contact name and password to activate your server. If you do not have the information, please contact your LANDesk sales representative to get the information.



To activate the server

1. Click **Start->All Programs->LANDesk->Core Server Activation**. The above page will appear.
2. Click Activate this core server using your LANDesk contact name and password option.
3. Enter the Contact Name and Password.
4. Click on Activate button.

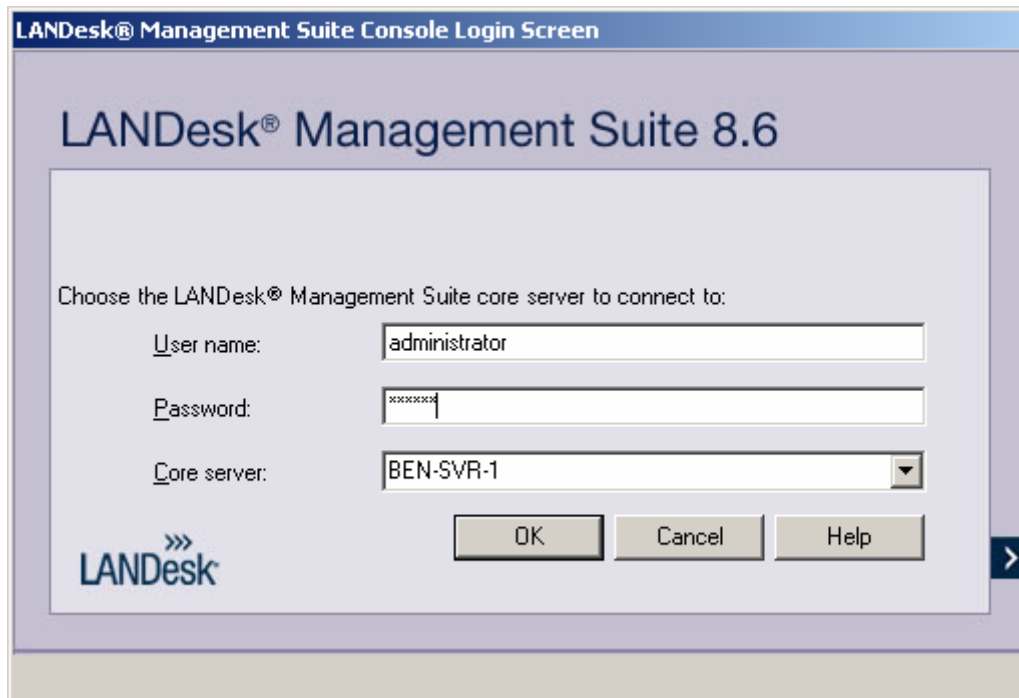
After a minute or so, a dialog appears to tell you that you have successfully activated your server and now you can start the console.

Logging Onto the Console

After you have activated the core server, now you are ready to log in the console.

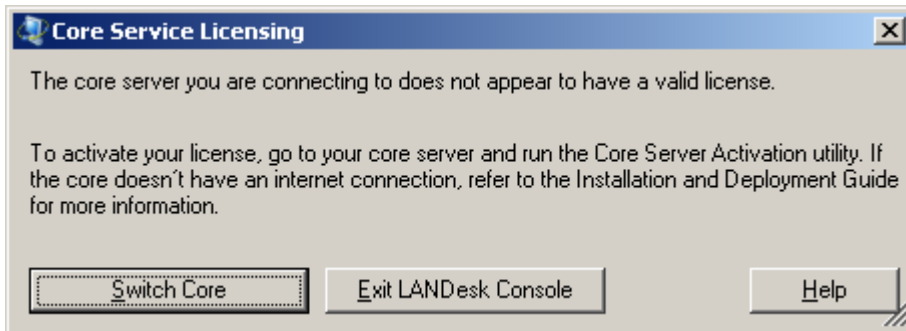
Click **Start->All Programs->LANDesk->LANDesk Management Suite 8** to launch the LANDesk Management Console.

Below is a screenshot of the console login screen.

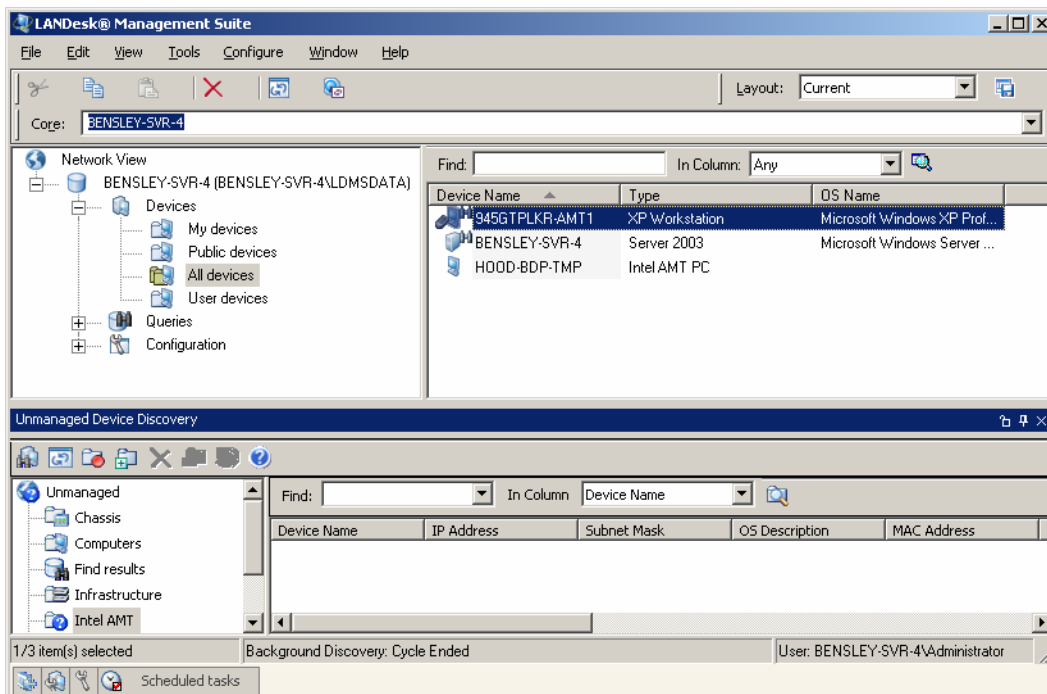


The window below shows what happens if you have not activated the core server and tries to log into the console. If you see this window, please go back to Activating the

Core Server section and follow the instructions to activate the core server. Then try to log in again.



Below is a screenshot after you have successfully logged into the management console.



Deploying to Servers

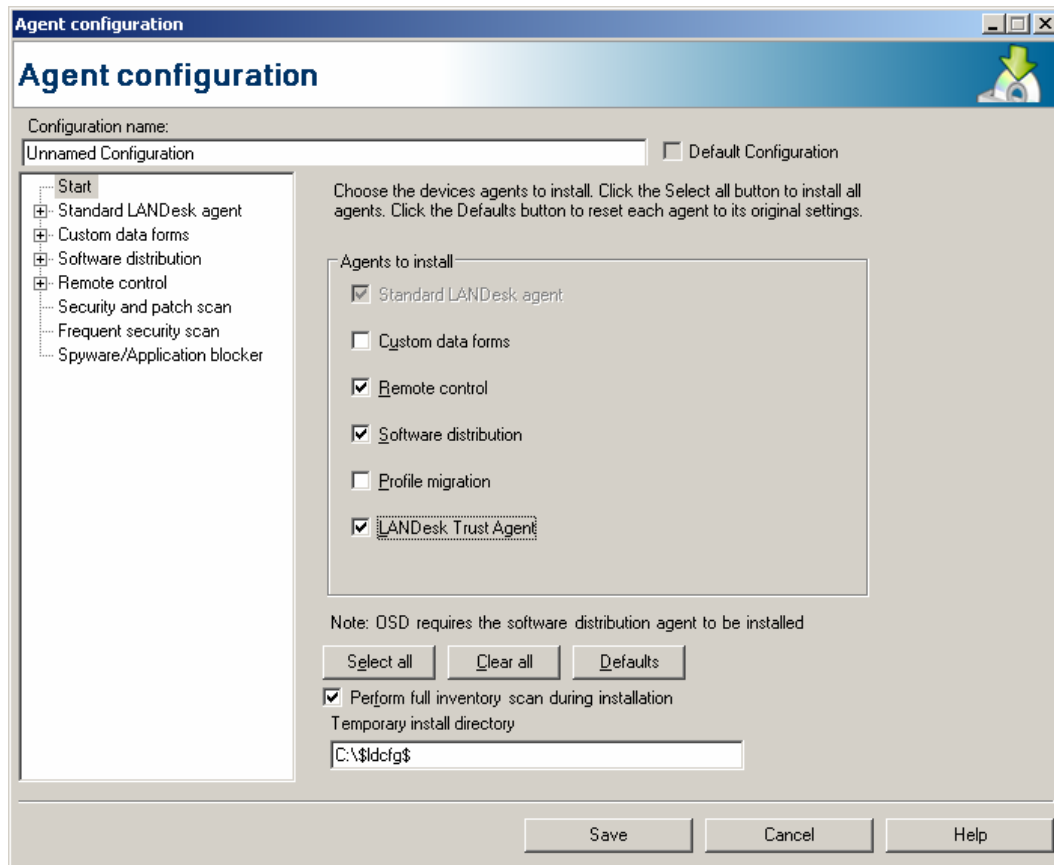
Now you have successfully installed the core server and console, before you can manage any systems, you have to deploy the Management Suite to your management domain. There are four parts to server deployment:

- Use the Agent Configuration to create a default standard LANDesk agent configuration that includes remote control.
- Deploy this configuration to servers
- Use the Agent Configuration to create a configuration that includes other agents you want to use.
- Deploy this configuration to devices

Agent Configuration

Here is how to create an agent configuration:

1. Click **Tools->Configuration->Agent Configuration**.
2. Click the New toolbar button.
3. Enter a configuration name.
4. Under components to install, we recommend at a minimum that you selection Software distribution and Remote control.
5. Click **Save** when you are done.



Installing the new agent configuration on server

Installing remote control and inventory on a server lets you manage your server like you manage a device.

At the Windows Server 2003 login screen:

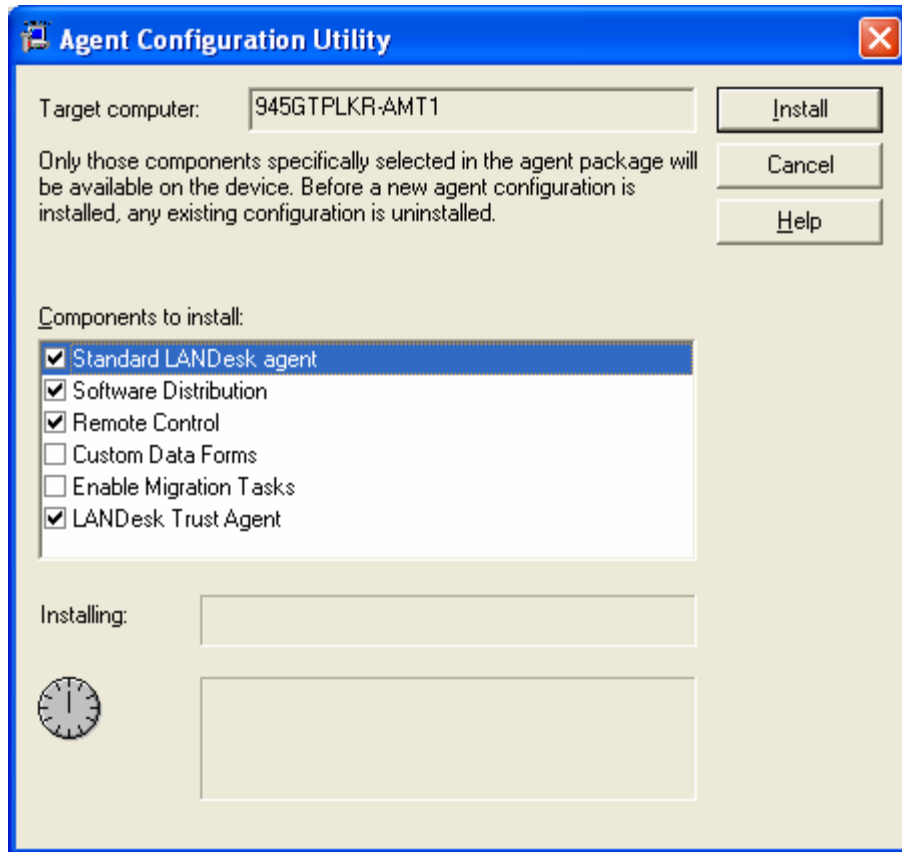
1. First log in with administrator rights.
2. Map a drive to core server's LDLogon share.
3. Run IPSETUP.bat to configure the server with LANDesk agents, or run WSCFG32.exe directly.

Deploying to Devices

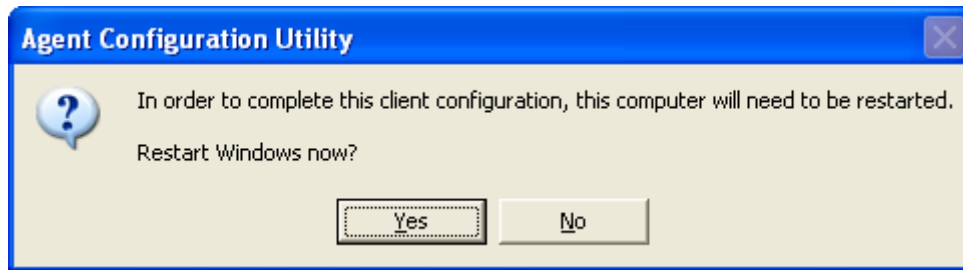
There are several ways to configure a device.

Manual Configuration:

1. Log into the device to which you want to do a manual configuration.
2. Map a drive to core server's LDLogon share using Windows Explorer -> **Tools** -> **Map Network Drive...**
3. Bring up a command line window and change directory to the mapped drive.
4. Type **WSCFG32.exe** on the command line to bring up the Agent Configuration Utility as show below.



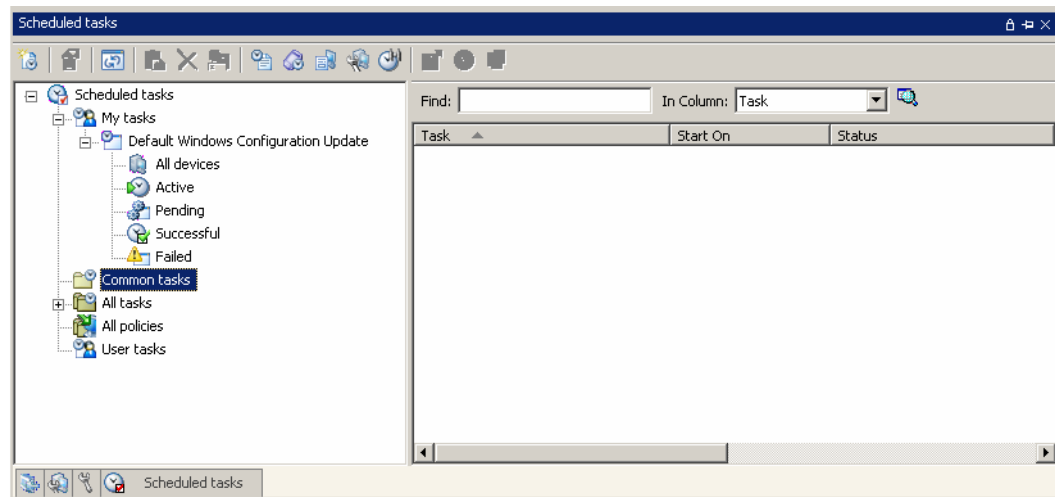
After the selected components are installed, it will prompt you for reboot.



Click **Yes** to reboot the system.

Push-based Configuration:

1. Click **Tools->Configuration->Agent Configuration** to bring up the agent configuration dialog. Please see **Agent Configuration** section for details.
2. Click **Tools->Distribution->Scheduled Tasks** to bring up Scheduled Tasks dialog.



Manual Device Configuration Deployment

Manual device deployment can be used for small scale device deployment. It is usually trouble-free. It is not practical for large scale device deployment.

To configure a device manually:

1. Go to the device you want to configure.
2. Log in with administrator rights.
3. Map a drive to core server's LDLogon share.
4. Run IPSETUP.BAT to configure the device with LANDesk agent.

IPSETUP.BAT installs configuration marked as default in Agent Configuration dialog. Once IPSETUP.BAT finishes, the newly-configured device will show up in the console's network view.

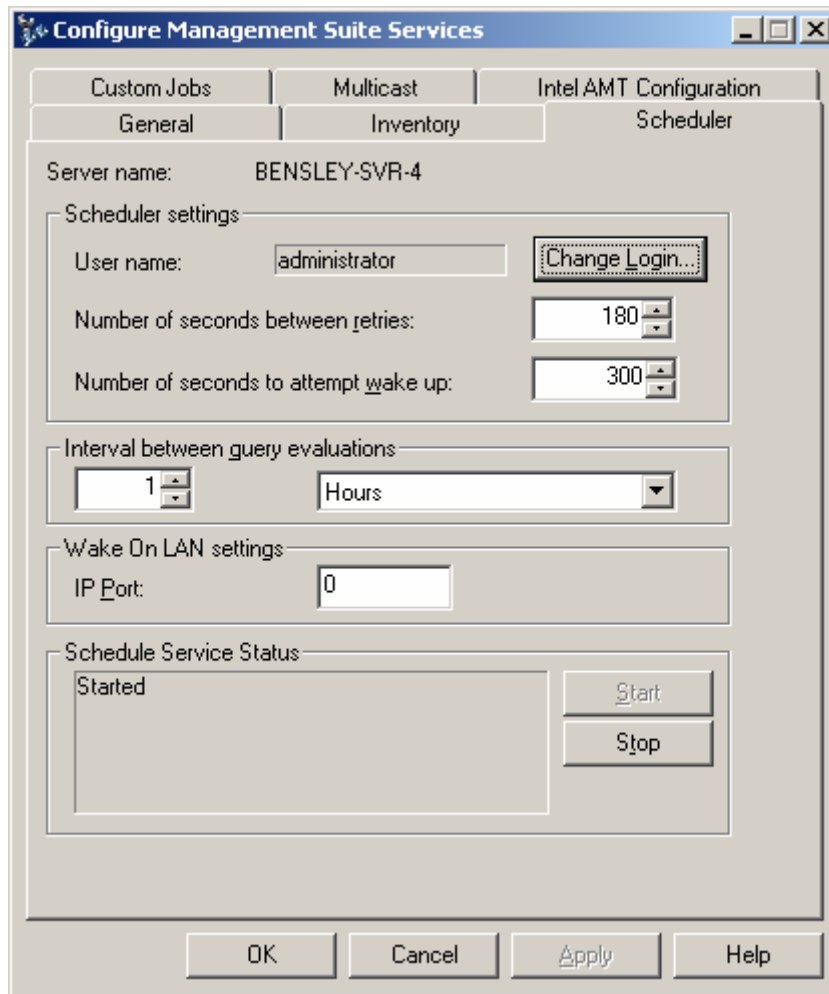
Push-based Device Configuration Deployment

The LANDesk Management Suite also supports a scheduled, push-based device configuration deployment method. In the case of Window 2003, a LANDesk agent is not required to be present on the device.

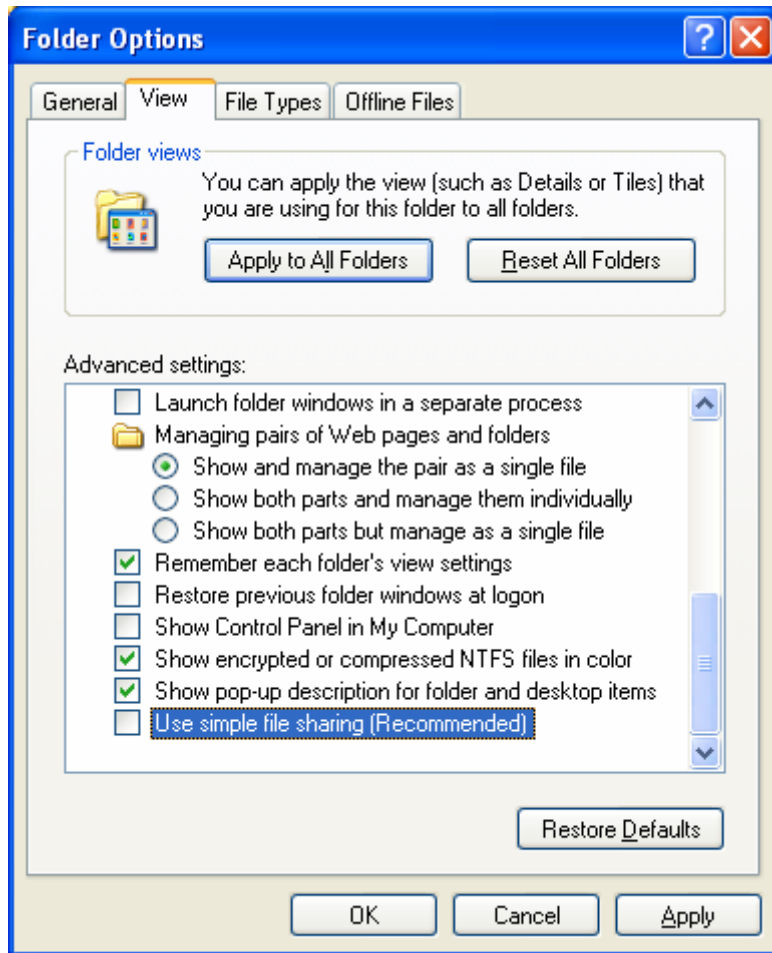
To enable a push-based configuration of Window 2003 devices not already running the LANDesk agent, the Management Suite scheduler service running on the core server must be set up as follows:

1. In the console, click **Configure->Services**, then click the **Scheduler** tab.
2. Click **Change login**.
3. In the Username and Password field, enter a domain administrator account (in the format of domain\username).

4. Click on the **Stop** button to stop the scheduler service and click on the **Start** button to restart the scheduler service.
5. Click **OK** to schedule the configuration.



For Windows XP, "Simple file sharing" must be disabled on the device. You can turn off this option from the Windows Explorer. Click **Tools->Folder Options**, then click on the View tab. Scroll down to the bottom of the list to uncheck Use Simple file sharing if it is checked.



For Windows XP with Service Pack 2, you must also enable “File and print sharing” in Windows firewall. This allows scheduler to connect to devices and install agents.

Intel AMT Support

If a device has Intel AMT support, but no Management Agent installed, it can be discovered with unmanaged device discovery, moved to inventory database. Here is a list of management features available for Intel AMT configured devices:

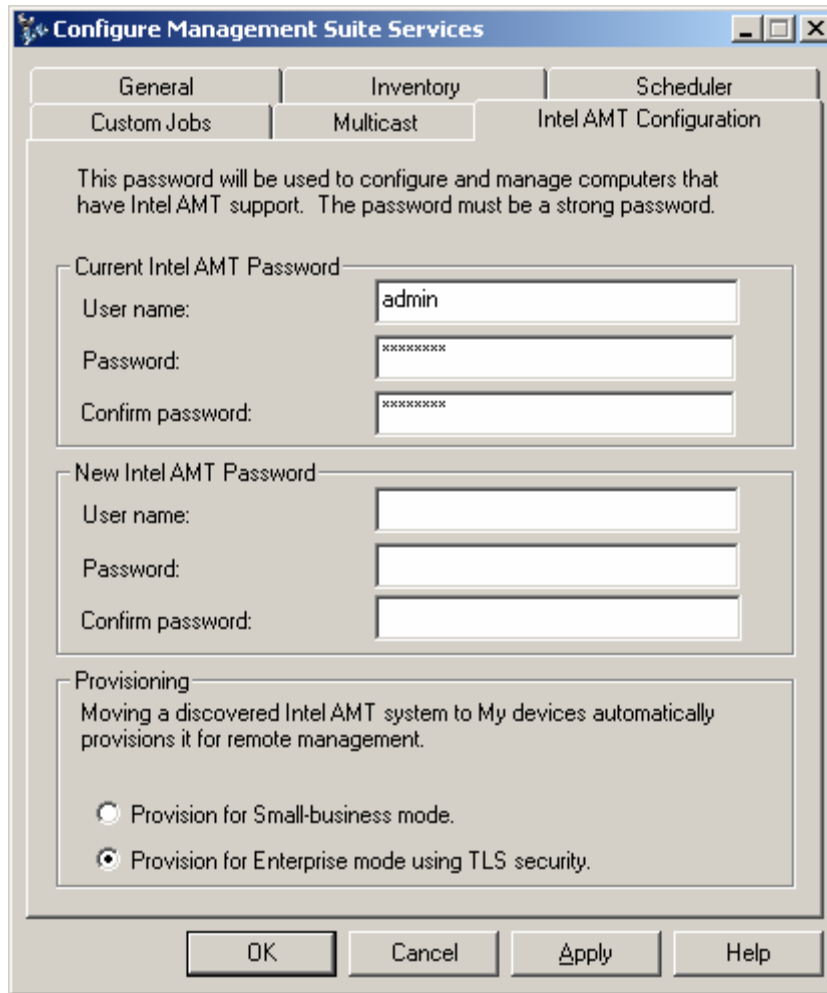
- **Inventory summary:** a subset of inventory database can be queried and viewed.
- **Event log:** a log with Intel AMT specific event
- **Remote boot manager:** power management and several boot options can be initiated from the remote boot manager.
- **Update Inventory:** Does an inventory update.

Intel AMT Provisioning Requirements

Devices can be discovered as Intel AMT devices only after you have accessed the Intel AMT page and changed the default password to a secure password. If you have not done so, the device will not be identified as an Intel AMT device.

To configure the Intel AMT password, please follow the steps below:

1. Login to the console.
2. Click **Configure**-> **Services** to bring up the Configure Management Suite Services dialog.
3. Click the **Intel AMT Configuration** tab.
4. Type in the current username and password that match the username and password as configured in the Intel AMT configuration screen described in 5.2.4 **Configure AMT** section in order to manage the Intel AMT devices.
5. To change the username and password completes the New Intel AMT password section.
6. Select the mode (Small business or Enterprise) that you want to use for provisioning.
7. Click **OK**. This change will be made when client configuration is run.



Managing an Intel AMT Device

After an Intel AMT configured device has been discovered and its username and password changed, now it can be managed in a limited way without the management agent installed.

Here is a list of features available when combined Intel AMT with the LANDesk Management Agent.

Features	Intel AMT only	Intel AMT and Agent	Agent only
Inventory	Summary	X	X
Event log	X	X	X
Remote boot manager	X	X	
Disable OS network		X	
Enable OS network		X	

Force vulscan on reboot

X

Intel AMT Summary

To view the Intel AMT inventory summary, right click the device in All Devices list and click **Intel AMT options->Intel AMT summary**.

Intel AMT Event Log

To view the Intel AMT event log:

1. Right click the device in All Devices list and click **Intel AMT options->Intel AMT Event log**.
2. To clear all data in the log, click the **Clear** button on the toolbar.
3. To update the entries, click the **Refresh** button on the toolbar.

Remote Boot Manager

With remote boot manager, you can turn power on, off, reboot. To use remote boot manager,

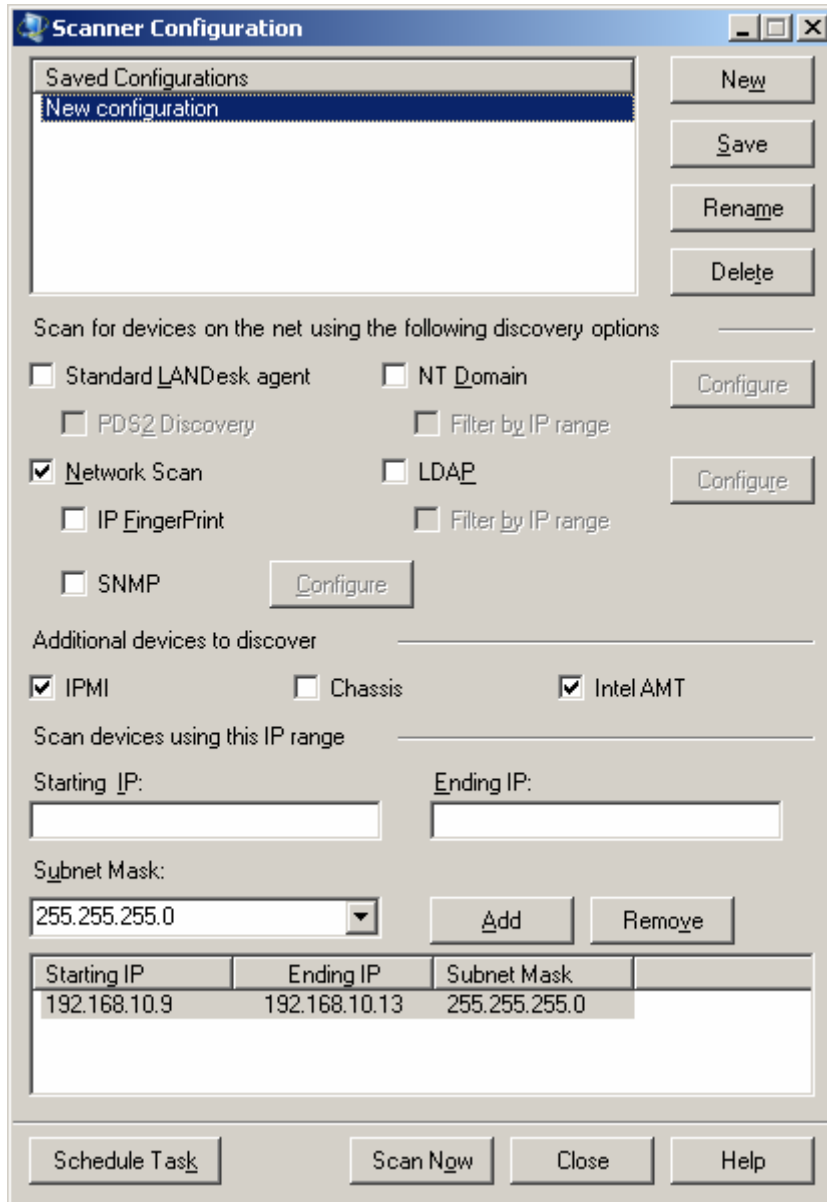
1. Right click the device in All Devices list and click **Intel AMT options->Intel AMT remote boot manager**.
2. Select a power command. If you want to reboot a device, select the reboot option.
 - a. Power on option is disabled for AMT1 devices
 - b. If you select Reboot option, there are a few more boot options you can select from:
 - Normal Boot
 - Boot from CD/DVD
 - Boot from local hard drive
 - PXE boot
 - IDE-R boot – if you select this option, you have a choice to boot from a floppy or from CD/DVD drive.
3. Click **Send** to execute the command.

Using Unmanaged Device Discovery

Unmanaged Device Discovery (UDD) finds devices that have not been submitted to an inventory scan in the core database. It has several ways to find unmanaged devices. Here are the most commonly used two methods.

- **Standard LANDesk agent:** looks for LANDesk agent on the computer
- **Network Scan:** it employs ICMP ping to sweep through the network.

Below is a screenshot of the Scanner Configuration window that employed by Unmanaged Device Discovery.



UDD provides additional methods to discover devices. You must check either Standard LANDesk agent or Network Scan to enable the options listed below.

- **IPMI**: looks for servers with IPMI enabled.
- **Intel AMT**: looks for Intel AMT enabled devices. Intel AMT devices appear in the Intel AMT folder.

NOTE:

For more information on how to use the LANDesk Management Suite, please consult the LANDesk User's Manual.

Troubleshooting and Known Issues

LANDesk Management software has issues with Intel AMT event logs. It is unable to query the AMT event log on the remote AMT2 machine.

Unmanaged device discover can't discover firewalled devices.

Why does the prerequisite checker always fail on Windows Server 2003 Enterprise x64 Edition R2?

Right now LANDesk Management Suite only supports Windows Server 2003 Enterprise Edition x86 SP1.

Can't remote control a device.

Check that LANDesk agent has loaded on the device.

To check if LANDesk agent is loaded:

- In the management console's network view, click **Properties** from the device's shortcut menu, click **Agents** tab to view the loaded agents.

To install the remote control agent:

- Create a agent configuration task in the console and push it to the device or
- Map a drive from the device to the core server and run WSCFG32.exe

Can't transfer files between the console and a target device.

First check if you have Norton Antivirus running, and its Integrity Check is turned on. If the Integrity Check is turned on, you must have temporary privileges that let you copy files to the directory the Integrity Check protects.

Solution Support

Intel has thoroughly tested and verified the components in this deployment guide. Please continue to use your existing [Intel® Support Services](http://www.intel.com/go/Channel/Support) (<http://www.intel.com/go/Channel/Support>) for information on Intel®-based hardware, including Intel® Processors, Intel® Desktop and Server Boards, and associated drivers.

For your convenience, Intel has worked with the following independent software vendors, open source vendors, and application vendors to streamline technical support for this solution. For more information on the third-party hardware and software products, please visit the following links to obtain the vendor-specific support information.

Company	Link
LANDesk Software	www.landesk.com/Support