

Enhancing Altiris® Out of Band Automation with Intel® vPro™ Technology

COURSE DESCRIPTION

The Symantec course “Enhancing Altiris® Out of Band Automation with Intel® vPro™ Technology” is designed for IT Operations and Service Providers tasked with implementing vPro technology into an Altiris environment. This 3-day, instructor-led, hands-on class covers concepts and teaches how to set up and configure vPro, remote remediation, troubleshooting, power management, asset tracking inventory, and system defense. Many hands-on labs and exercises will deepen students’ expertise.

Delivery Method

Instructor-led

Duration

3 days

Course Objectives

By the end of this course, you should be able to

- Understand how lifecycle management relates to vPro Technology
- Explain what AMT (Active Management Technology) is
- Prepare your environment for vPro
- Identify the preferred types of setup and configuration
- Understand vPro security for client communications
- Identify wireless connectivity opportunities via Intel AMT
- Understand the constraints for internal vs. external wireless Intel vPro connectivity
- Troubleshoot provisioning client and server systems
- Help improve helpdesk efficiency by reducing desk side visits
- Enhance client management through power control
- Understand power control options through RTSM
- Understand power control options through Task server for large-scale client manager
- Expand inventory capabilities with OOB
- Understand how Network Filters are applied through RTSM
- Understand how to modify and adapt a Network Filter
- Using Network Filtering to enforce a policy
- Centralize enforcement of HW-based traffic filtering policies

Who Should Attend

This course is intended for Altiris Administrators, such as Operating System Administrators and Network Administrators, and IT Professionals as well as Helpdesk Technicians.

Prerequisites

An administrator-level understanding of the Altiris Notification Server technology is necessary.

Hands-On

This course includes many practical exercises that let you to test your skills and transfer them to your working environment.

COURSE OUTLINE

Lesson 0: Course Introduction

- Altiris OOB Management and vPro Curriculum
- Intended Audience
- Course Objectives
- What You Will Learn
- Class Setup

Lesson 1: Introduction to Intel vPro Technology

- Why vPro Technology?
- Intel Chipset Explained
- Introduction to Intel AMT (Active Management Technology)
- What is the Intel® AMT?
- Provisioning Overview
- OEM integration and BIOS
- AMT communications on the Network
- Intel AMT Small-Business Mode
- Intel AMT Enterprise Mode
- Intel AMT Enterprise Setup and Configuration Flow
- Preparing your Environment for vPro
- Notification Server Components and Minimum Requirements

Lesson 2: Setup and Configuration (Provisioning)

- Provisioning Lifecycle
- PID-PPS and PKI-PSK
- Types of Setup and Configuration
- Security Fundamentals
- Un-provisioning and Re-provisioning

Lesson 3: Power Management

- Overview of Power Management
- Power State Definitions and Details
- Power Management Supplements
- Turning on AMT Systems Through RTSM
- Use Case Scenario: Integration of Patch and Power Management with Altiris Agent and Intel vPro Technology

Lesson 4: Asset Tracking Inventory

- Overview of Asset Tracking Inventory
- Finding Assets
- Hardware Data Collection

Lesson 5: Remote Remediation

- Introduction to Remote Remediation
- Using AMT to Manage the BIOS (In-band and OOB)
- Booting to a Remote Image - IDE Redirection (1:1 or 1:many)
- RTSM 1:1 Example
- Integrated Drive Electronics-Redirection (IDE-R)
- RTSM 1:many Example
- Remote Diagnosis and Repair with Intel vPro

Lesson 6: System Defense/Network Filtering

- Network Filtering With System Defense
- Overview of Filters
- Overview of Policies (Non-Compliant)
- Types of Network Filtering Jobs
- Precautions to Take with Network Filtering
- Isolate (Network Filtering Using Altiris and vPro Technology)
- Repair (SW Delivery, Patch Management, Task Server, Imaging)

Lesson 7: Troubleshooting

- Troubleshooting: Provisioning - Client Systems
- AMT Setup
- Troubleshooting Tools
- Problem: System Missing
- Troubleshooting: Provisioning - Server Components
- Provisioning Overview
- Intel SCS Component
- Symptoms