Dell Command | Intel vPro Out of Band

Version 4.0

User's Guide

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Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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Overview

Dell Command | Intel vPro Out of Band for Microsoft Windows Server 2011/2012/2012 R2/2016/2019 Essentials is an easy-to-use application that provides an out-of-band management solution. The application allows you to remotely manage client systems regardless of the system power state.

You can use Dell Command | Intel vPro Out of Band to perform the following tasks:

- **USB Provisioning**—Provision and setup Intel AMT enabled client systems
- **Client Selection**—Discover and add newly provisioned client systems
- **Indications**—Remotely monitor, diagnose, and manage clients using Distributed Management Task Force (DMTF) filters
- **Client Configuration**—Configure client system's settings:
  - **Power Profile**—Configure and apply the preferred power policy
  - **Boot Order**—Configure or change the boot order
  - **BIOS Settings**— Configure and update the BIOS settings
  - **Passwords**—Clear, set, or configure your **Administrator** and **System** Passwords
- **Operations**—Perform remote operations:
  - **KVM Connect**—Set up and run KVM sessions
  - **Power Management**—Remotely manage power settings
  - **Wipe Client Data**—Remotely format client hard drives
- **Reports**—Generate reports for out-of-band manageability, provisioned systems, battery health, and hardware inventory.
- **Task Queue**—Monitor task progress and details

Topics:

What's new in this release

- Supports the Intel Endpoint Management Assistant (EMA) provisioned systems.

  NOTE: Intel 12th-generation processor and later must be certified with Intel EMA for out of band provisioning and manageability.

Supported client operating systems

- Windows 11 64-bit Home
- Windows 11 64-bit Professional
- Windows 10 32-bit
- Windows 10 64-bit
- Windows 10 32-bit Professional
- Windows 10 64-bit Professional
- Windows 10 32-bit Enterprise
- Windows 10 64-bit Enterprise
- Windows 8.1 32-bit
- Windows 8.1 64-bit
- Windows 8.1 32-bit Professional
- Windows 8.1 64-bit Professional
- Windows 8.1 32-bit Enterprise
- Windows 8.1 64-bit Enterprise

- Windows 8 32-bit
- Windows 8 64-bit
- Windows 8 32-bit Professional
- Windows 8 64-bit Professional
- Windows 7 32-bit Professional
- Windows 7 64-bit Professional
- Windows 7 32-bit Ultimate
- Windows 7 64-bit Ultimate

Supported operating systems on managed client systems through AMT

- Windows 10
- Windows 8.x
- Windows 7

Supported server operating systems

- Windows Server 2019 Essentials
- Windows Server 2016 Essentials
- Windows Server 2012 R2 Essentials
- Windows Server 2012 Essentials
- Windows Small Business Server 2011 Essentials

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Installing Dell Command | Intel vPro Out of Band

This chapter provides steps to install, uninstall, and upgrade Dell Command | Intel vPro Out of Band for Windows Server 2011/2012/2012 R2/2016/2019 Essentials.

Topics:

Pre-requisites to install Dell Command | Intel vPro Out of Band

This section lists the pre-requisites to install Dell Command | Intel vPro Out of Band:

- Install Windows Server 2011/2012/2012 R2/2016/2019 Essentials. For details on how to install Windows Server 2011 Essentials, see the Microsoft TechNet site at **technet.microsoft.com/library/home-client.aspx**, for details to install Windows Server 2012/2012 R2 Essentials, see the Microsoft TechNet site at **technet.microsoft.com/library/jj200119.aspx**, and for details on how to install Windows Server 2016 Essentials, see the Microsoft site **https://docs.microsoft.com/en-us/windows-server-essentials/get-started/get-started**.
- Download and install Intel Setup and Configuration Service (Intel SCS) 12.2 or higher.

  NOTE: Intel Setup and Configuration Software (Intel SCS) is not available for download. Contact the Intel support team to get the Intel SCS.
- Install .Net version 4.5.2 Client Profile or higher.

Installing Dell Command | Intel vPro Out of Band

Before you proceed, ensure that you are logged in as administrator on the system onto which you want to install Dell Command | Intel vPro Out of Band.

1. Go to **dell.com/support/downloads**.
2. Download the installer file for Dell Command | Intel vPro Out of Band.
3. Run the `.exe` file.
   The **Welcome** screen for Dell Command | Intel vPro Out of Band is displayed.
4. Click **Next**.
   The **License Agreement** is displayed.
5. Select the **I accept the terms in the license agreement** option and then click **Next.**
   The **Select Client Systems Data Source** screen is displayed.
6. Select your client system data source:
   - **Dell Command | Intel vPro Out of Band configured clients**
   - **Dell KACE configured clients**
7. Click **Next**.
   The **Ready to Install the Program** screen displays.
8. Click **Install**.
   After the installation is complete, the **Installation Completed Successfully** screen is displayed.

9. Click **Finish**.

   NOTE: Select the **Show the Windows Installer log** option to review the installation logs.

Using the repair option in the installer

This feature repairs any installation issues that may have occurred when you were installing Dell Command | Intel vPro Out of Band.

1. Open **Control Panel** > **Programs and Features.**
2. Right-click **Dell Command | Intel vPro Out of Band**, and then click **Repair**.
3. Run the `DCIV_Setup_3_3_0.exe` package from the folder to which you downloaded the package.
   The **Welcome** screen for Dell Command | Intel vPro Out of Band is displayed.
4. Click **Next**.
5. On the next window select **Repair**, and then click **Next**.
   The **Ready to Modify the Program** screen is displayed.
6. Click **Install**.
   After the installation is complete, the **Installation Completed Successfully** screen is displayed.
7. Click **Finish**.

   Select the **Show the Windows Installer log** option to review the installation logs.

Upgrade Dell Command | Intel vPro AMT Out of Band

Run the latest Dell Command | Intel vPro Out of Band Installer to upgrade from previous versions of Dell Command | Intel vPro Out of Band. For more information, see Installing Dell Command | Intel vPro Out of Band.

Uninstalling Dell Command | Intel vPro Out of Band

To uninstall Dell Command | Intel vPro Out of Band, use one of these methods:

1. Through Windows—Open **Control Panel** > **Programs and Features**; right-click **Dell Command | Intel vPro Out of Band**, and then click **Uninstall**.
2. Using the application uninstaller—Double-click the `.exe` file, select **Remove**, and follow the instructions on the screen to complete the uninstallation process.

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Using Dell Command | Intel vPro Out of Band

This chapter discusses the various operations that you can perform after you install Dell Command | Intel vPro Out of Band for Microsoft Windows Small Business Server (SBS) 2011/2012/2012 R2/2016 Essentials.

Topics:

Launching Dell Command | Intel vPro Out of Band

On systems running Windows Server 2011 Essentials:

- Click **Start** > **All Programs** > **Dell** > **Dell Command | Intel vPro Out of Band**.

On systems running Windows Server 2012/2012 R2 Essentials:

- Launch the **Start** screen, browse to the list of **Apps**, and click **Dell Command | Intel vPro Out of Band**.

On systems running Windows Server 2016 Essentials:

- Launch the **Start** menu, browse to the list of **Applications**, and click **Dell Command | Intel vPro Out of Band**.

Before using Dell Command | Intel vPro Out of Band

Before using Dell Command | Intel vPro Out of Band to manage client systems through out-of-band:

- Provision the client system using the Intel Setup and Configuration Software or Intel Endpoint Management Assistant.
  NOTE: If you are using Intel EMA to provision client systems, then import Intel EMA MeshRoot Certificate from `Certificates (Local Computer) > Personal > Certificates to Certificates (Local Computer) > Trusted Root Certification Authority > Certificates` on the server.
- Disable any active firewalls.
- Configure WinRM. See Configuring WinRM.
- Provision the client systems with a USB device. See Provisioning Using A USB Device.
- Set up an account on Dell Command | Intel vPro Out of Band to manager your client systems. See Account Setup.
- Discover Intel Active Management Technology (AMT) enabled client systems on the network. See Client Selection.

Configuring WinRM

NOTE: Configure the client systems firewall to accept WinRM commands.

NOTE: To retrieve the current WinRM settings, use the following command: winrm get winrm/config. If you are using a Group Policy Object-controlled setting, the command displays this information.

On the client system, if WinRm has not been configured, type the following command on an administrative command prompt.

1. Enter `winrm quickconfig`.
2. Press `y` to continue if prompted **Do you want to configure winrm?**
3. `winrm set winrm/config/client @{AllowUnencrypted="false"}`
4. `winrm set winrm/config/client/auth @{Digest="true"}`
5. `winrm set winrm/config/client @{TrustedHosts="MANAGEMENT_SERVER_IP_ADDRESS"}`
   The WinRM is configured.

Settings

On the **Settings** window you can configure and set the preferences for different components of the application such as:

- Account Setup
- Indications
- KVM
- Task Queue
- Logging

Account setup

You can set up and configure the account through which you want to manage your AMT enabled client systems.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click the settings icon.
   On the **Settings** screen, The **Account Setup** tab is displayed.
3. Configure the following settings:
   - **Operating System** account information.
   - **AMT Management Engine** account information.

   If you have installed Dell Command | Intell vPro Out of Band to manage your KACE AMT system, you can also configure the following settings:
   - Operating system credentials for AMT provisioned clients
   - AMT ME credentials for AMT provisioned clients
   - K1000 credentials for Inventory API
   - Proxy server information for the K1000 connection
4. Click **OK**.

Indications

Configure indications settings such as Retention Days and Listener IP Address.

1. Launch Dell Command | Intel vPro Out of Band application.
2. Click the settings icon.
   On the **Settings** screen, the **Indications** tab is displayed.
3. Configure the following settings:
   - **Retention Days**—The number of days client events are stored in the database, ranging from a minimum of 7 and a maximum of 180 days. Events are removed once the retention day period is met.
   - **Retry Days**—The number of days the indications service attempts to connect the AMT service on the client. Both the default and maximum number of retry days is 3.
   - **Attempts Per Day**—The number of times in a day the indications service attempts to connect the AMT service on the client. Both the default and maximum number of attempts per day is 3.
   - **Listener IP Address**—Select from the available local server IP address to designate a Listener IP Address. The default is the first IP address in the list of available local server IP addresses.

     NOTE: If there are active subscriptions running, you cannot change the Listener IP Address or Port Number.
   - **Port Number**—The port number of the Listener IP Address. The default value is 65000.

4. Click **OK**.

Unsubscribing all subscriptions

Use the **Unsubscribe All** button to remove all subscriptions from all clients in cases where indications operations are negatively impacting network performance and you want to reduce congestion.

1. Launch Dell Command | Intel vPro Out of Band application.
2. Click the settings icon in the upper right side of the screen.
   On the **Settings** screen, the **Indications** tab is displayed.
3. Click **Unsubscribe All**.

   NOTE: Unsubscribing all subscriptions may take some time depending on the number of subscribed clients.

KVM

To specify the duration of your KVM and User Consent sessions to time out:

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click the settings icon.
3. On the **Settings** screen, click **KVM**.
   The **KVM** tab is displayed.
4. Specify the time for the User Consent session to time out in the **User consent response timeout** field.
5. Specify the time for the KVM session to time out after a period of inactivity in the **Session Timeout** field.

   NOTE: Setting the value to zero disables the time out session.
6. Click **OK**.

Task queue

This feature allows you to limit the number of completed tasks displayed in the **Task Queue** window.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. On the **Home** screen, click the settings icon.
3. On the **Settings** screen, click **Task Queue**.
   The **Task Queue** tab is displayed.
4. Configure the following settings:
   - **Task Queue**—To automatically refresh the task queue, click the switch to the **On** position.
   - **Refresh Period**—Set the task queue refresh period between 15–900 seconds.
   - **History Limit**—Set the number of tasks to retain in the task queue database between 7–1095 tasks.

   NOTE: Only completed, canceled, or aborted tasks are removed as new tasks are created.
5. Click **OK**.

Logging

Set the preferences for the level of logging, and location of the logs you want to capture by Dell Command | Intel vPro Out of Band.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. On the **Home** screen, click the settings icon.
3. On the **Settings** screen, click **Logging**.

The **Logging** tab is displayed.
4. Select one of the following options from the **Log Level** drop-down menu:
   - **None**—no logs are captured.
   - **Normal**—typical logging for client systems operating normally. This **Log Level** is the recommended setting.
   - **Debug**—detailed logging for troubleshooting unexpected issues.
5. Click **Browse...** to choose the location where your log files are created.
6. To view existing logs, click **View Folder**.
7. Click **OK**.

USB provisioning

Before Intel Active Management Technology-based client systems are managed out-of-band, provision the client systems for AMT.

Provisioning using a USB device

The client systems on the network have to procure a digital provisioning certificate before deploying the Intel Management and Security Status application using remote configuration.

To export your certificate hash to the client systems using a USB storage device:

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.

   The **USB Provisioning** screen is displayed.
2. Enter your Management Engine (ME) password in the **Current Password** section, and then enter a **New Password** for AMT and confirm it.

   NOTE: The AMT password must contain a minimum of eight characters that are made up of uppercase, lowercase, numbers, and nonalphanumeric characters excluding **:**, **_**, and **"**.

   NOTE: If you are entering the **Current Password** for the first time on the Management Engine(ME), the default password is admin.
3. Under **USB Key** click **Browse** and hover over the location of the USB storage device.
4. Select the drive format for your USB storage device.
5. Select the **Enable remote configuration of user consent policy** option if you want to allow the administrator to override the client system user consent policy.
6. Select the **OOB Provisioning (enabling will start hello packets immediately)** option if you want to send hello packets immediately.
7. Select the **Consumable Records** option to record the systems that are provisioned.
8. Select the type of **Hash Algorithm** that you used to create the certificate file.
9. Browse and select the **Certificate File** you want to apply on your client systems for AMT provisioning.
10. Enter a name for the certificate file.
11. Click **Create Key**.
    The USB provision key is created.

    NOTE: This functionality creates SHA1 hash algorithm based USB key. To create USB keys based on SHA2 hash algorithm, see Intel Active Management Technology SDK at software.intel.com.

Client selection

This feature discovers provisioned Dell client systems on the network.

NOTE: If you have installed Dell Command | Intel vPro Out of Band to manage your Dell KACE AMT assets, the discovery feature is unavailable as discovery operations are managed by your Dell KACE software.

NOTE: Windows firewall may block your client systems from being discovered by Dell Command | Intel vPro Out of Band. Ensure that you have disabled the firewall before running a discovery task.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Client Selection**.
3. Under the **Discovery Method**, select the method to discover the client system:
   - **By DNS**—searches for client systems in the same domain that Dell Command | Intel vPro Out of Band is running on.
   - **By IP Range**—specify an IP range to search for Dell client systems.
4. From the **Discovered clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
5. Select one of following options to modify the list of client systems to the database.
   - **Add new client systems only**—adds the client-systems that were previously not discovered from the list of selected client system.
   - **Add and/or update client systems**—adds and updates all the selected client systems.
   - **Clear selected client systems**—clears the selected client-systems from the list of discovered client system.
6. Click **Finish**.

   NOTE: Wait until the client system is added to the DCIV database to mouse-over and view client-specific data like operating system, Service Tag.

Indications

The Dell Command | Intel vPro Out Of Band application provides an indications feature that allows you remotely to monitor, diagnose, and manage clients using Distributed Management Task Force (DMTF) filters (indications) to monitor each client.

NOTE: More information about DMTF filters may be found at the DMTF website,www.dmtf.org.

Indications allow you to monitor diagnostic events such as:

- Motherboard failure
- CPU failure
- Power supply failure
- Memory subsystem failure

The indications feature has the following functionality:

- Settings—Set up configuration data for the feature
- Policies—Associate filters with a policy that can be applied to one or more clients
- Configure Subscriptions—Associate policies with clients on the network, and then apply the policies to the clients
- Subscription status—View and manage subscriptions
- Events—View, manage, and export events

Recommended and optional filters

Some indications are message intensive: when applied to a client, these filters will likely generate a large volume of messages, and they should therefore be used with extreme caution. To avoid network congestion, only one Optional filter may be applied to a single client on the network at a time. Supported filters are:

Recommended Filters

- Intel® AMT: CorePlatform

Optional Filters

CAUTION: Use the following Optional Filters with great care, as they can impact network performance. Best use of these filters includes diagnosis of issues by applying a single Optional filter to a specific client for a short period.

- None—Default
- Intel® AMT: Platform

- Intel® AMT: ME Presence
- Intel® AMT: Features
- Intel® AMT: User
- Intel® AMT: FW ProgressEvents
- Intel® AMT: All

Policies

From the Policies screen, you can view the Indications policies that have been previously created, and perform the following tasks:

- Create a new policy
- Edit a policy
- Delete a policy

The table can be sorted by any of its fields in ascending or descending order by clicking the relevant column title.

Creating a policy

1. Click **Indications** > **Policies**.
2. Click **New**.
   The Create Policy screen opens.
3. Enter a policy name. The name must not be the same as an existing policy name, can only contain alphanumeric characters and spaces, and can be up to 64 characters in length.
4. Select the filter(s) to include in your policy. Ensure that you select at least one filter to create a new policy, but no more than two filters consisting of the CorePlatform (Recommended) filter and one of the Optional filters. See Recommended And Optional Filters for more information about when to use which filters.

   NOTE: You can only select one Optional filter to include in any given policy.

5. Click **OK**.
   The new policy appears in the Policies table.

   NOTE: A policy is considered "active" when it is included in one or more subscriptions.

Editing a policy

1. Click **Indications** > **Policies** in the left pane.
2. Select the policy that you want to edit.

   NOTE: Only inactive policies can be edited.

   The Edit button becomes active.
3. Click the **Edit** button.
   The Edit Policy screen opens.
4. Make any required changes to the policy.

   NOTE: At least one filter must be selected before the policy can be saved.

   CAUTION: Use the Optional Filters with great care, as they can impact network performance. Best use of these filters includes diagnosis of issues by applying a single Optional filter to a specific client for a short period.

5. Click **OK**.

   NOTE: A policy is not active until it is included in a subscription.

Deleting a policy

1. Click **Indications** > **Policies** in the left pane.
2. Select the policy that you want to delete.

   NOTE: Only inactive policies can be deleted.

   The Delete button becomes active.
3. Click the **Delete** button.

Configure subscriptions

A subscription is a collection of one policy with one or more clients that are selected from those on the network. From the Configure Subscriptions screen, you can view subscriptions that have been previously created, and perform the following operations:

- Create a new subscription
- Edit a subscription
- Delete a subscription
- Subscribe (apply a subscription to the selected clients)
- Unsubscribe (remove a subscription from a client)

Each subscription row can be in one of several states:

- Pending
- Running
- Stopping
- Completed
- Completed with error(s)
- Stopped

To sort the Subscriptions table by any of its fields in ascending or descending order, click the relevant column title. Columns in the Subscriptions table are:

- Subscription Name
- Operation
- Modifier—Modifies the Operation. Currently Stop is the only modifier.
- Status—The status of the Subscription; if a single client remains in the Pending or Retry state, then the Status of the Subscription will be Complete With Errors.
- Policy Name
- Policy Filters
- Clients—If one client is included in the subscription, its Fully Qualified Domain Name (FQDN) will be listed in the table. To see a list of client FQDNs included in the subscription if there are two or more, click the **Multiple . . .** hyperlink in the column.

To refresh the Subscriptions table, click the refresh button.

Creating a subscription

NOTE: You must have already created at least one policy and have clients available before you can create a subscription.

1. Click **Indications** > **Configure Subscriptions**, and then click the **New** button.
   The Create Subscription screen appears.
2. Enter the name of the subscription. The name must be unique, contain only alphanumeric characters and spaces, and be no longer than 64 characters.
3. Select the policy that you want to include in the subscription.
4. Click **Next**.
   The Select Client(s) screen appears.
5. Optionally, use the **Search for clients** filters to limit the list of available clients.

NOTE: If the policy you have selected for this subscription contains only the Recommended Filter, then you can select multiple clients from the list of available clients to which to apply this subscription. However, if the policy you have selected for this subscription contains one of the Optional Filters, then you can select only one client.

6. Select one or more clients as appropriate from the list on the left, then move them to the list on the right.
7. Click **Finish**.

Editing a subscription

1. Click **Indications** > **Configure Subscriptions**.

   NOTE: You cannot edit an active subscription.

2. Select the subscription that you want to edit.
3. Click the **Edit** button.
   The Edit Subscription screen displays.
4. Make any required changes on the **Edit Subscription** screen, and then click **Next**.
5. Make any required changes on the **Edit Selected Client** screen, and then click **Finish**.

Deleting a subscription

1. Click **Indications** > **Configure Subscriptions**.

   NOTE: You cannot delete an active subscription.

2. Select the subscription that you want to delete.
3. Click the **Delete** button.

Applying a subscription

NOTE: You cannot apply a new subscription when the Listener IP Address setting is not set. Click **Settings** > **Indications** to set a Listener IP Address.

NOTE: You cannot apply a new subscription that contains one or more of the same filters and one or more of the same clients as an existing, active subscription.

NOTE: You cannot apply a subscription that includes one of the Optional filters when another subscription containing one of the message intensive filters is active.

NOTE: If an Unsubscribe All task is in progress, you cannot subscribe, unsubscribe, or stop subscriptions.

NOTE: If the Indications service (DellAweSvc) is not running, you cannot subscribe, unsubscribe, or stop subscriptions. Check the status of the service on the Services console.

1. Click **Indications** > **Configure Subscriptions**.
2. Select the subscription that you want to apply.
3. Click **Subscribe**.

Unsubscribing a subscription

NOTE: If an Unsubscribe All task is in progress, you cannot subscribe, unsubscribe, or stop subscriptions.

NOTE: If the Indications service (DellAweSvc) is not running, you cannot subscribe, unsubscribe, or stop subscriptions. Check the status of the service on the Services console.

1. Click **Indications** > **Configure Subscriptions**.
2. Select the subscription that you want to unsubscribe.
3. Click **Unsubscribe.**.

Subscription status

On the Subscription Status screen, you can view the status of your subscriptions. For each subscription you have created, and for each of the filters that is included in the policy of the subscription, each of the clients to which the subscription has been applied are displayed on a separate line (number of filters x number of clients = number of table entries per subscription). Each subscription or client row can be in one of several states:

- Ready
- Pending Retry
- Processing
- Success
- Failure
- Stopped

To sort the subscriptions table by any of its fields in ascending or descending order by clicking the relevant column title. Columns in the table are:

- Subscription Name
- Operation
- Modifier
- Status
- Client
- Policy Filter

To refresh the Subscriptions Status table, click the refresh button.

Stopping a subscription

If one or more rows of a subscription are in the Ready, Processing, or Pending Retry state, then you can stop the subscription. Stopping a subscription does not affect any rows of a subscription that are in the Success or Failure states. Once you have stopped a subscription, you can return to the **Configure Subscription** screen and edit, delete, apply, or unsubscribe the subscription.

NOTE: Stopping a subscription on one client applies the stop to all clients to which the subscription has been applied.

1. Click **Indications** > **Subscription Status**.
2. Select the subscription that you want to stop.
3. Click **STOP SUBSCRIPTION**.

Events

The Events screen displays a list of indications that are returned once a subscription has been applied. From this screen, you can not only view the list of events, but also export the list to a *.csv file. Should you no longer must track specific types of events, you can add the event Message ID to a Blocklist; the events can continue to occur, but they will no longer be stored until you remove them from the Blocklist.

The Event list is sortable by the Date column only. Other information that is provided in the Event list is:

- Client—The client system that generated the event.
- Message ID—Event type; many events may share the same Message ID
- Description—Brief description of the event
- Severity—Possible event severity levels are Unknown, Other, Information, Warning, Minor, Major, Critical, and Fatal.
- Alert Type—Possible alert types are Other, Communications, Quality Of Service, Processing Error, Device, Environmental, Model Change, and Security.

An event counter is provided in the upper right portion of the screen. Click the refresh button to update the event count and to update the Event list.

NOTE: The event counter is a count of all stored events, not of the displayed events in the Event list.

Viewing events

To view the Event list:

1. Click **Indications** > **Events** in the left pane.
2. Optionally, use a filter to restrict the events displayed in the Event list:

   NOTE: The event counter is a count of all stored events, not of the displayed events in the Event list.

   a. Click **FILTER SETTINGS**.
      The **Event Filter Setting** screen appears.
   b. Select a filter method: None, Client, Message ID, Client, or Message ID.
   c. Click **Next**, and depending on the filter option you selected, select a **Client** and/or a **Message ID**.
   d. Click **Finish**.
      The event list refreshes.

Adding events to the Blocklist

To suppress specific types of events (Message IDs) from appearing in the Event list, add them to the Blocklist:

1. Click **Indications** > **Events** in the left pane.
2. Select the Message IDs to add to the Blocklist by placing a check mark in the appropriate boxes.
3. Click **ADD TO BLOCKLIST**.
   The Message IDs of the selected events are added to the Blocklist.

   NOTE: When a Message ID is added to the Blocklist, previous events with same Message ID remain in the Event list; only new events with that Message ID are discarded.

   NOTE: Adding all events to the Blocklist results in all or almost all new events being discarded.

Removing events from the Blocklist

To remove Message IDs from the Blocklist so that those types of events are no longer discarded:

1. Click **Indications** > **Events** in the left pane.
2. Click **MANAGE BLOCKLIST**.
   The Event Blocklist screen displays. Blocklisted events are sortable by Message ID or Description fields.
3. Select the Message IDs to remove from the Blocklist by placing a check mark in the appropriate boxes.
4. Click **REMOVE FROM BLOCKLIST**, and then click **CLOSE**.
   New events containing the removed Message IDs are no longer discarded, and will appear in the Event list.

Exporting events

To export a list of events to a *.cvs file:

1. Click **Indications** > **Events** in the left pane.
2. Select the events to export by placing a check mark in the appropriate boxes.
3. Click **EXPORT . . .** .
4. Go to the location to which you want to save the event list file, and click **Save**.
   The selected events are saved to the *.cvs file.

Client configuration

Allows you to configure the Power Profile, Boot Order, BIOS Settings, and BIOS Passwords on the target client systems.

Configuring power profile

Define the various power profiles on the client systems managed by Dell Command | Intel vPro Out of Band. You can control functions like Wakeup on LAN, ON, OFF after power loss, and so on, in the different power states (S0 to S5) of your client system.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Client Configuration** > **Power Profile**.
3. Select the power policy for your Desktop and/or Mobile systems. Click **Next**.
   The **Select Clients** tab is displayed.
4. Search for client systems to which you want to apply the power packages.
5. From the **Discovered clients** list select the client systems that you want to manage and click the › button to move your selected systems or press the » button to move all the discovered Dell clients into the **Selected clients** list.
6. Click **Next**.
   The **Schedule Task** tab is displayed.
7. You can either choose to apply the changes immediately or schedule it to run later.

   Depending on your schedule, select one of the following options:
   - **Run now**—the changes to the Power Profiles are immediately applied.
   - **Run At**—the changes to the Power Profiles are queued in the **Task Queue**.

     NOTE: You can launch the **Task Queue** to view the list of completed and pending tasks.

   NOTE: If your client systems are not connected to the network, run the task again after the client system is coming back online.
8. Provide a name to the task you are running and click **Next**.
   The **Summary** tab is displayed.
9. Click **Finish**.
   The Task Queue window is opened and depending on how you scheduled the task, it starts running immediately or gets queued.

Configuring the boot order

Change or configure the boot order on the targeted client-systems. On client systems with Legacy Boot Devices, the Boot Order feature allows you to make permanent or one-time boot sequence changes.

NOTE: This **Boot Order** feature is not supported in **UEFI** boot mode.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Client Configuration** > **Boot Order**.
3. The table lists all the possible Boot devices. Change the boot order by:
   - Moving the boot devices up or down the order by clicking the **Up** or **Down** arrows at the bottom of the table.
   - Disabling boot devices by selecting or clearing the check-box next to the Boot Device.
4. Select one of the configuration options:
   - **One-time boot configuration**—If you want the boot-order to be changed for only one reboot cycle.

     NOTE: The boot-order is permanently changed if this option is not selected.
   - **Continue on error**—If you want the task execution to continue to subsequent clients systems when an error occurs, select the **Continue on error** option. Otherwise, task execution stops on the first client system where an error is encountered.
   - **Reboot client after applying changes**—If you want to reboot the client systems after applying changes.
5. Click **Next**.
   The **Select Clients** tab is opened.
6. Search for client systems to which you want to apply the Boot Order changes to.
7. From the **Discovered clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the » button to move all the discovered Dell clients into the **Selected clients** list.

8. Click **Next**.
   The **Schedule Task** tab is displayed.
9. You can either choose to apply the changes immediately or schedule it to run later.

   Depending on your schedule, select one of the following options:

   - **Run now**—the changes to the Boot Order is immediately applied and displays the **Running** status in the **Task Queue**.
   - **Run At**—the changes to the Boot Order is queued in the **Task Queue**.

     NOTE: You can launch the **Task Queue** to view the list of completed and pending tasks.

   NOTE: If your client systems are not connected to the network, run the task again.

10. Provide a name to the task you are running and click**Next**.
    The **Summary** tab is displayed.
11. Click **Finish**.
    The Task Queue window is opened and depending on how you scheduled the task, it starts running immediately or gets queued.

Configuring BIOS settings

This feature allows you to remotely configure, change, and reset the BIOS settings on one or several client systems. The settings that are displayed in the BIOS settings table are current BIOS setting names; legacy systems may use different specific BIOS setting names, but are accessible using the updated setting names in the BIOS settings table. BIOS setting names that are italicized see BIOS settings available only on legacy systems.

NOTE: Supported BIOS configuration options vary for each client system.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Client Configuration** > **BIOS Settings**.
3. Make any changes to the BIOS settings for your client systems.
4. Optionally, select task processing options:
   - **Continue processing. Do not stop on any errors**—The application continues to apply the next selected BIOS setting to the current and following clients.
   - **Continue to the next client, but stop processing this client on errors**—The application stops applying BIOS settings to the client with the error, and moves on to the other selected clients.
   - **Reboot client after applying changes**
5. Click **Next**.
   The **Select Clients** tab is displayed.
6. Search for client systems to which you want to apply the BIOS settings.
7. From the **Available clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
8. Click **Next**.
   The **Schedule Task** tab is displayed.
9. You can either choose to apply the changes immediately, or schedule them to be applied later.

   Depending on the schedule, select one of the following options:

   - **Run now**—the BIOS setting configuration is immediately applied and displays the **Running** status in the **Task Queue**.
   - **Run At**—the BIOS setting configuration is queued in the **Task Queue**.

   NOTE: You can launch the **Task Queue** to view the list of completed and pending tasks.

   NOTE: If the Dell client systems are not connected to the network, run the task again.

10. Provide a brief description of the BIOS attribute changes you are applying and click **Next**.
    The **Summary** tab is displayed.
11. Click **Finish**.
    The **Task Queue** window opens, and depending on how you scheduled the task, the task starts running immediately, or is queued to run later.

Setting BIOS Passwords

The feature allows you to manage your BIOS passwords, set passwords, clear passwords, or change the length requirements for the passwords.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Client Configuration** > **BIOS Passwords**.
   The **BIOS Passwords** tab is displayed.
3. Select one of the following options:
   - **Clear** — clear either the **Admin** or **System** password.

     NOTE: Clear the **System** password before clearing the **Admin** password
   - **Set** — enter and confirm the **Admin** or **System** password.

     NOTE: Client systems have to reboot after setting the **Admin** or **System** passwords.
   - **Length** — you can specify the minimum and maximum length for the **Admin** and **System** password.
4. If you want the Task execution to continue to subsequent clients systems when an error occurs, select the **Continue on error** option. Otherwise, Task execution stops on the first client system where an error is encountered
5. If you want to reboot after applying changes select the **Reboot after applying changes** option.
6. Click **Next**.
   The **Select Clients** tab is displayed.
7. Search for client systems to which you want to apply the Boot Order changes to.
8. From the **Available clients** list select the client systems you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
9. Click **Next**.
   The **Schedule Task** tab is displayed.
10. You can either choose to apply the password changes immediately or schedule it to run later.

    Depending on the schedule, select one of the following options:
    - **Run now** — the BIOS password configuration is immediately applied and displays the **Running** status in the **Task Queue**.

      NOTE: If the Dell client systems are not connected to the network, run the task again.
    - **Run At** — the BIOS password configuration is queued in the **Task Queue**.

      NOTE: You can launch the **Task Queue** to view the list of completed and pending tasks.
11. Provide a brief description of the changes you are applying and click **Next**.
    The **Summary** tab is displayed.
12. Click **Finish**.
    The Task Queue window is opened and depending on how you scheduled the task, it starts running immediately or will be queued.

Operations

This feature allows you to set up KVM sessions, turn off, turn on, and reboot Dell client systems, and remote wipe the hard drives of Dell client systems.

Establishing KVM sessions

This feature allows you to remotely view the primary or secondary (if present) monitors of your client systems with an Intel Graphics card. For more information, see your client systems documentation on **dell.com/support/manuals**.

NOTE: Before a remote KVM session can be established, enable KVM through the Intel Management Engine BIOS Extension (MEBx) interface.

NOTE: After a period of inactivity if the KVM session times out, reestablished the session. To specify the time-out period, see KVM

To establish KVM sessions with remote client systems:

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Operations** > **KVM Connect**.
   The **KVM Connect** tab is displayed.
3. Search for the list of client systems on which you want to establish KVM sessions.
4. Select a client system on which you want to start the KVM session and click **Connect**.

Performing power management

This feature allows you to gracefully shut down or restart your client system, through the Windows operating system enabled by the AMT operation.

NOTE: Windows firewall can block graceful power request by Dell Command | Intel vPro Out of Band.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Operations** > **Power Management**.
   The **Power Management** tab is displayed.
3. Select the power control option that you want to run on the client-systems from the drop-down list.
4. Click **Next**.
   The **Select Clients** tab is displayed.
5. Search for client system that you want to apply the Power Management changes.
6. From the **Discovered clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
7. Click **Next**.
   The **Schedule Task** tab is displayed.
8. You can either choose to apply the task immediately or schedule it to run later.

   Depending on your schedule, select one of the following options:
   - **Run now**—the power management changes are immediately applied and displays the **Running** status in the **Task Queue**.

     NOTE: If the Dell client systems are not connected to the network, run the task again.
   - **Run At**—the power management changes are queued in the **Task Queue**.

     NOTE: You can launch the **Task Queue** to view the list of completed and pending tasks.
9. Provide a brief description of the changes you are applying and click **Next**.
   The **Summary** tab is displayed.
10. Click **Finish**.

Wipe client data

CAUTION: This operation deletes all the data on your client systems.

NOTE: The remote-wipe of client hard drive may take several hours to complete.

The **Wipe Client Data** feature remotely erases data on supported client system hard drives.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. Click **Operations** > **Wipe Client Data**.
3. After selecting **Wipe Client Data**, you can perform one of the following actions:
   - **Schedule**—to schedule a time for client system hard disk wipe. For more information, see Scheduling Wipe Client Data.

     NOTE: To schedule a Remote Wipe Client Data operation, the client must be accessible through the network.
   - **Retrieve**—to retrieve status of client system hard disk wipe. For more information, see Retrieving Wipe Client Data Status.

Scheduling wipe client data

The Wipe Client Data feature remotely erases data on supported client system hard drives. To schedule a Wipe Client Data:

1. Select **Schedule** and click **Next**.

   The **Select Clients** tab is displayed.
2. Search for client systems to which you want to schedule a remote data wipe.
3. From the **Available clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
4. Click **Next**.
5. The **Schedule Task** tab is displayed.
6. You can either choose to apply the task immediately or schedule it to run later. Depending on your schedule, select one of the following options:
   - Run now—the wipe client data operations are immediately applied and displays the Running status in the Task Queue.

     NOTE: If your client systems are not connected to the network, run the task again.
   - Run At—wipe client disk operations are queued in the Task Queue.

     NOTE: You can launch the Task Queue to view the list of completed and pending tasks.
7. Provide a brief description of the Task you are applying and click **Next**.

   NOTE: It is recommended to run the **Retrieve Wipe Client Data** task to ensure that the hard drives of the client systems have been formatted successfully. For more information see, Retrieving Wipe Client Data.
8. Click **Finish**.

Retrieving wipe client data status

NOTE: **Retrieve** requests the status of the Wipe Client Data operation.

NOTE: After the remote hard drive wipe command has been issued from the server to the client system, the task's status changes to **Complete**. The format process on the client system will begin only after the status changes to **Complete**.

To retrieve the status:

1. Select **Retrieve** and click **Next**.
   The **Select Clients** tab is displayed.
2. Search for client systems to which you want to retrieve the status of Wipe Client Data.
3. From the **Available clients** list select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
4. Click **Next**.
5. The **Schedule Task** tab is displayed.
6. You can either choose to apply the task immediately or schedule it to run later. Depending on your schedule, select one of the following options:
   - Run now—the status of Wipe Client Data operations is immediately retrieved and displays the Running status in the Task Queue.

     NOTE: If your client systems are not connected to the network, run the task again.
   - Run At—the status is queued in the Task Queue.

     NOTE: You can launch the Task Queue to view the list of completed and pending tasks.
7. Provide a brief description of the changes you are applying and click **Next**.
   The **Summary** tab is displayed.
8. Click **Finish**.

Generating reports

This feature allows you to generate and view detailed reports on Out-Of-Band Manageability, Provisioning, Battery Health of laptop client-systems, and Hardware Inventory reports for single or multiple-client systems. These reports can be exported as a spreadsheet.

1. Launch Dell Command | Intel vPro Out of Band.

   For more information, see Launching Dell Command | Intel vPro Out of Band.
2. On the **Home** screen, click **Reports**.
3. On the **Welcome** screen you can generate the following reports:
   - **Out Of Band Manageability**—you can see the AMT Management Engine configuration for client systems.
   - **Provisioning**—view the provisioning status of all the client systems in the network.
   - **Battery Health**—view the battery health of all the AMT enabled client systems on the network.
   - **Hardware Inventory**—collect the inventory information of all the client systems on the network.
4. After selecting the type of report you want, you can perform one of the following actions:
   - **Schedule**—for more information, see Scheduling Reports.
   - **Retrieve**—for more information, see Retrieving Reports.

Scheduling reports

Generate reports for selected client systems on the network. To schedule a report:

1. Click **Schedule**.
   The **Select Clients** tab is displayed.
2. Search for the list of client systems you want to view the reports on.
3. From the **Available clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
4. Click **Next**.
   The **Schedule Task** tab is displayed.
5. You can either choose to apply the Task immediately or schedule it to run later. Depending on your schedule, select one of the following options:
   - Run now—the Schedule report task is immediately applied and displays the Running status in the Task Queue.

     NOTE: If your client systems are not connected to the network, run the task again.
   - Run At—Schedule report task is queued in the Task Queue.

     NOTE: You can launch the Task Queue to view the list of completed and pending tasks.
6. Provide a name to the task and click **Next**.

   The **Summary** tab is displayed.
7. Click **Finish**.

   The Task Queue window is opened and depending on how you scheduled the task, it starts running immediately or gets queued.

Retrieving reports

NOTE: Retrieving reports requests a report for the data that are collected through **Scheduled Reports**.

View existing reports. To retrieve a report:

1. Click **Retrieve**.
   The **Select Clients** tab is displayed.
2. Search for the list of client systems you want to view the reports on.
3. From the **Available clients** list, select the client systems that you want to manage and click the › button to move your selected systems or press the ›› button to move all the discovered Dell clients into the **Selected clients** list.
4. Click **Next**.
5. You can either choose to apply the Task immediately or schedule it to run later.

Depending on your schedule, select one of the following options:

- Run now—the Retrieve report task is immediately applied and displays the Running status in the Task Queue.

  NOTE: If your client systems are not connected to the network, run the task again.

- Run At—Retrieve report task is queued in the Task Queue.

  NOTE: You can launch the Task Queue to view the list of completed and pending tasks.

6. Provide a name to the task and click **Next**.

   The **Summary** tab is displayed.

7. Click **Finish**.

   The Task Queue window is opened and depending on how you scheduled the task, it starts running immediately or gets queued.

Task queue

The **Task Queue** window allows you to review scheduled and completed tasks. You can also click:

- **Refresh**—to refresh the task queue.
- **View**—to get detailed information about an individual task in the task queue. Click **Export** to export the information to an excel file.
- **Re-Run**—to re-run an existing task which has failed on client systems while skipping those client systems on which the task has run successfully. If a task was completed without any errors, then **Re-Run** restart all client systems in the task.
- **Retrieve**—runs the Retrieve (instead of the Schedule) path of a report task.
- **Edit**—edit tasks that are pending (waiting to be run). Tasks are placed on **Hold** while editing is underway.
- **Duplicate**—duplicate all pending, completed, and canceled tasks.
- **Cancel**—cancel tasks that are not yet **Completed**.