



Solution Brief

Thingscare Remote Access

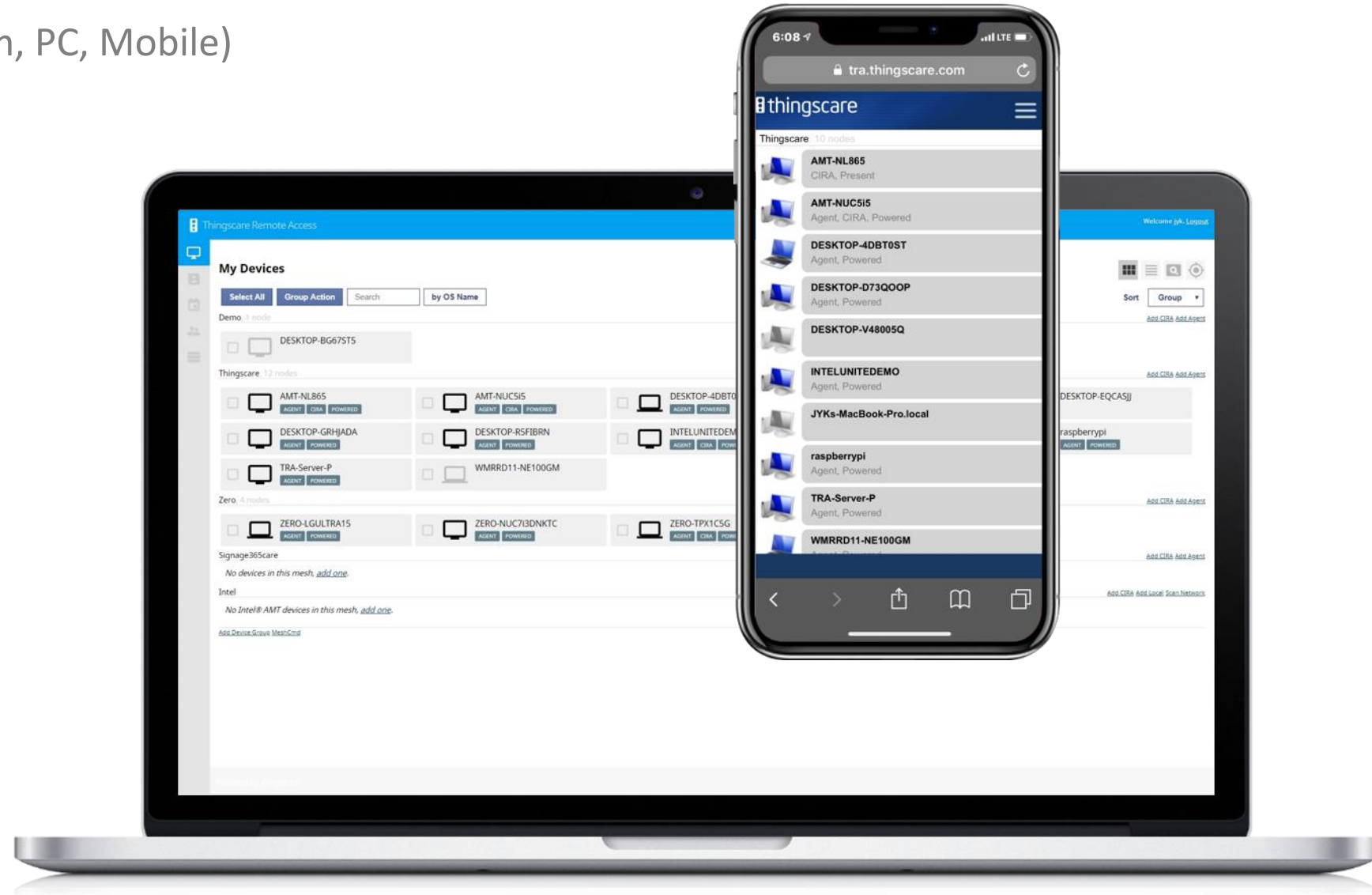
March 15



Thingscare Remote Access

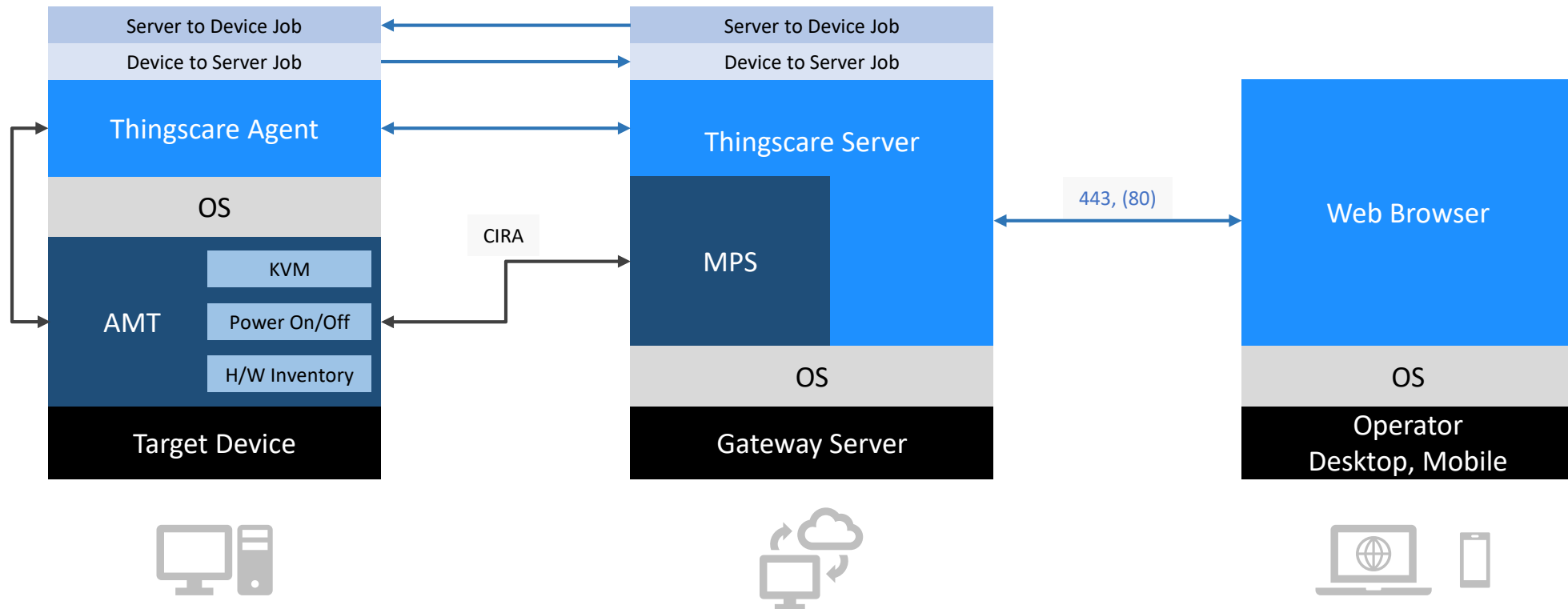
Simple and Easy Remote Access Tool

- Web based Viewer (Any platform, PC, Mobile)
- Intuitive UI/UX
- Light & Fast Performance
- Supported Platforms
 - Windows
 - Linux



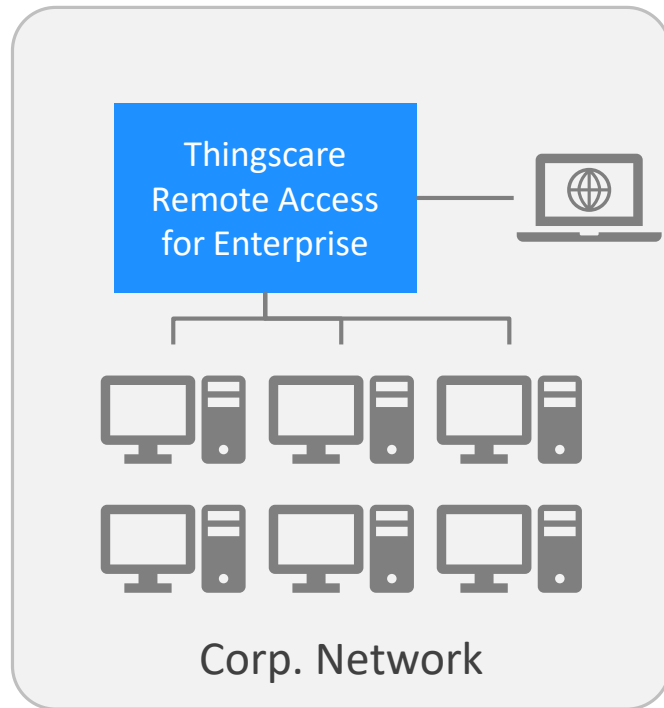
How it works

- Install a agent on each target devices (Window, Linux)
- Connect from any web browser to the agent via Gateway server
- Use common port (443, 80)

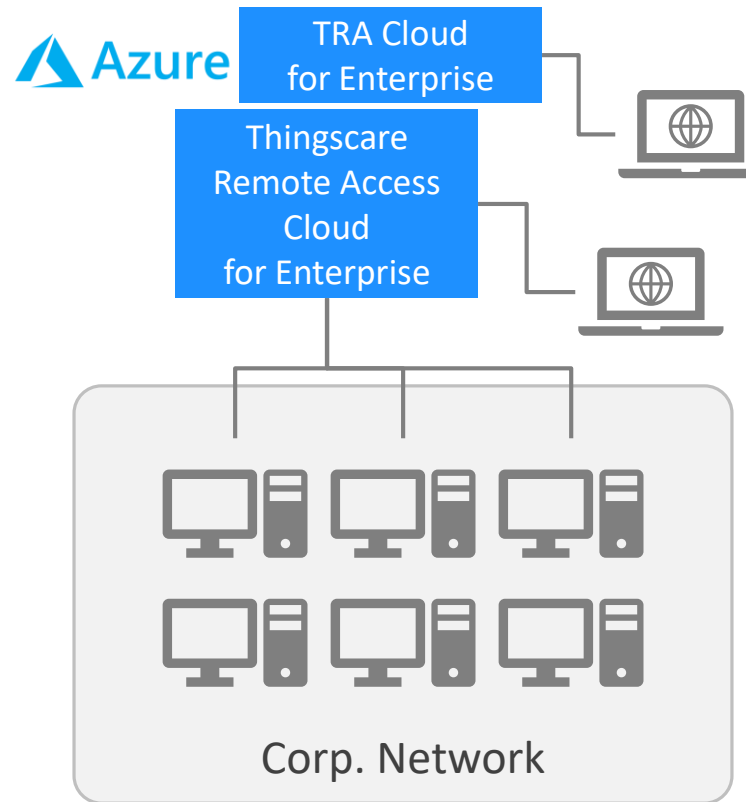


Service Model – Cloud and On-prem

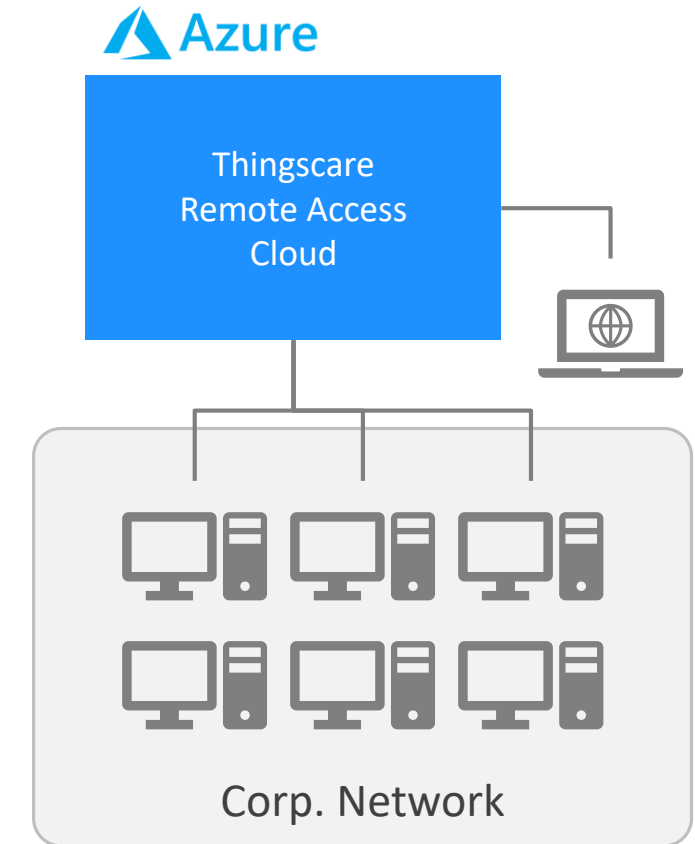
On-prem
(Private Network)



Cloud Dedicated
(Single Tenant)

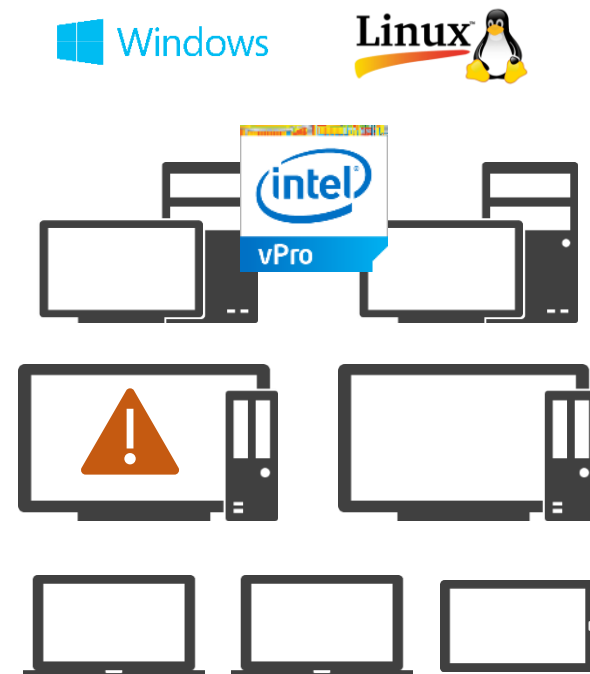
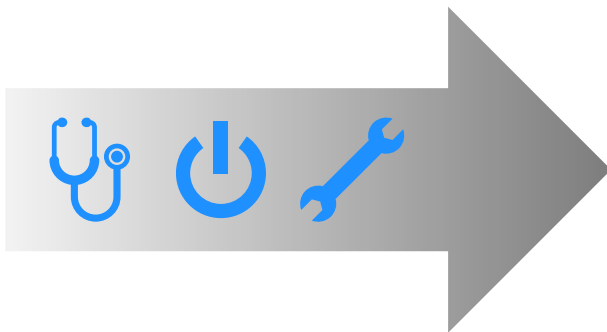
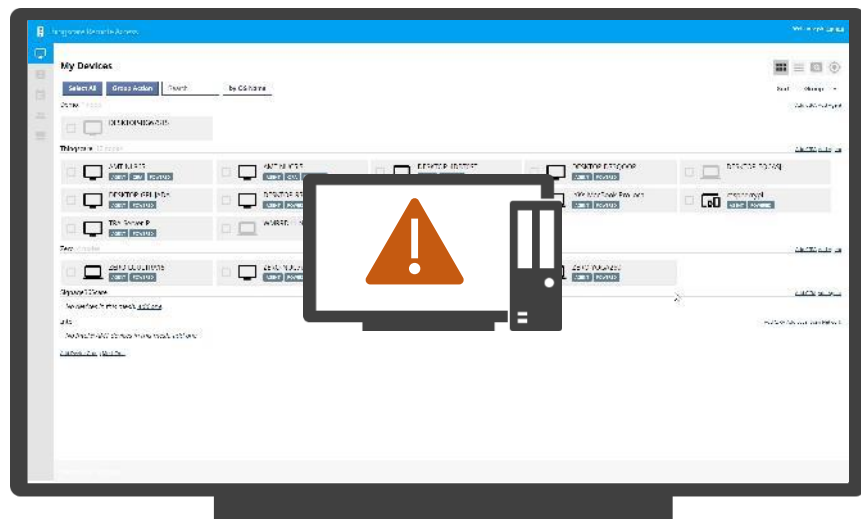


Cloud Shared
(Multi Tenant)



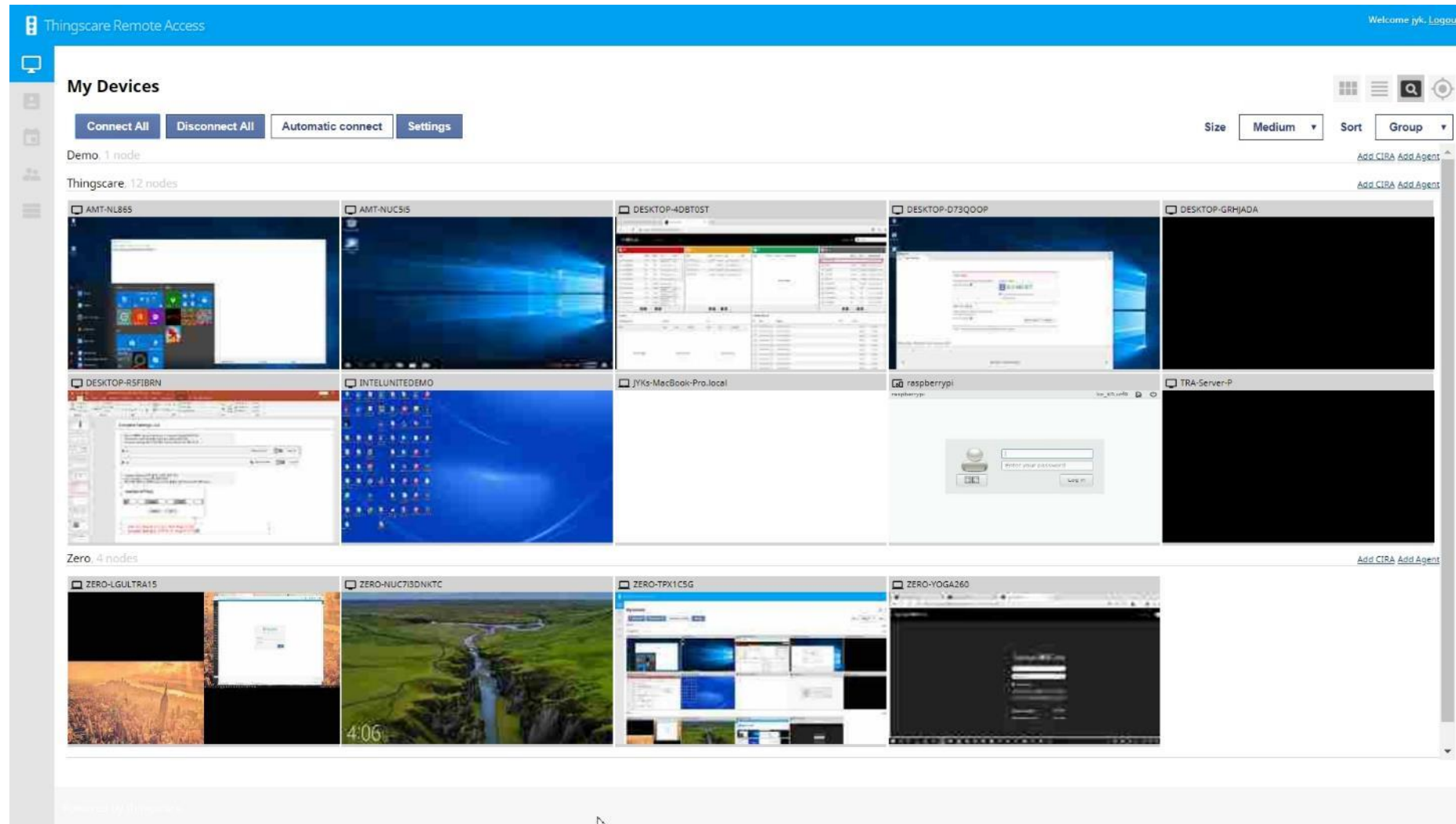
Key Functions

- Dashboard – Alive/Connectivity Check(On/Off), Icon/List/Thumbnail View
- See live screen and capture
- Control keyboard and mouse
- File Transferring (Upload, Download)
- Terminal Window – Command Line Interface
- Intel AMT Features (Out Of Band Control)



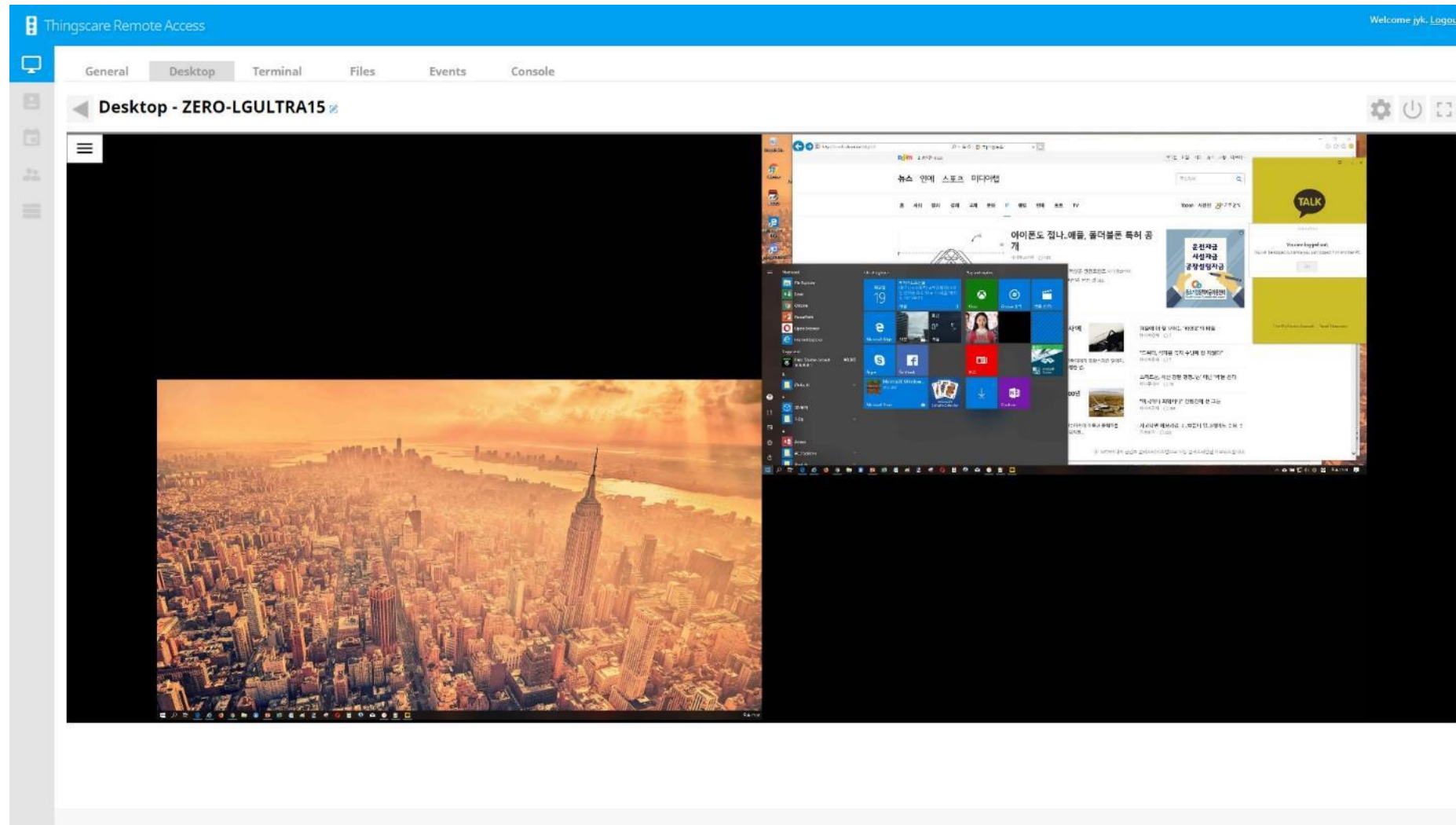
Function – Dashboard

- See All Device by Group
- Icon/List/Thumbnail View
- Thumbnail View
 - Current Live Screen
 - Click and access it
 - Resizable thumbnail image



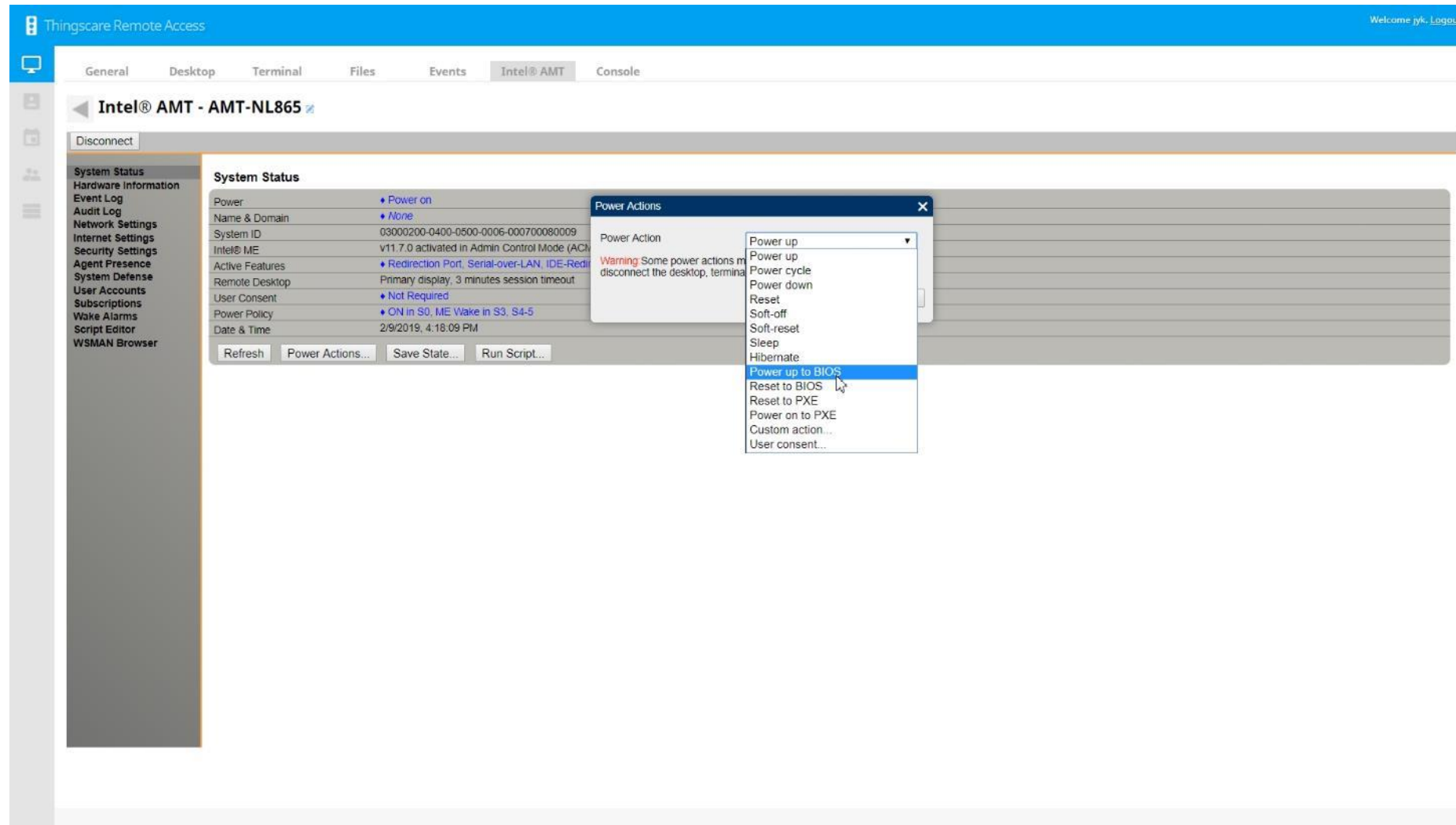
Function - Remote Control

- Live screen
- Multi screen support
- Screen capture
- Keyboard, Mouse control
- Process Check/Kill
- Multi Access Support
 - Same Time
 - Multi User on a Target device
 - See and control



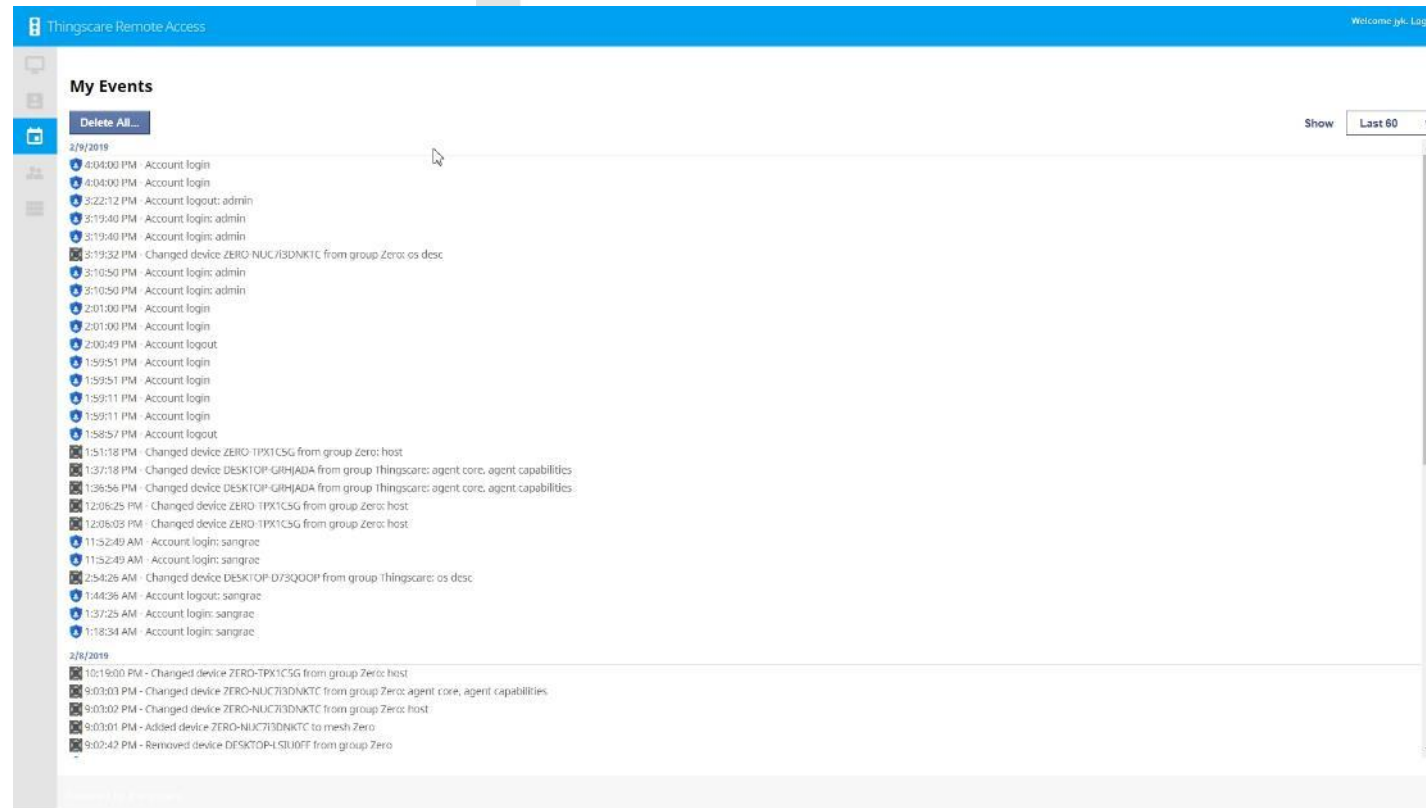
Function – Native Intel® AMT Features

- With Intel® AMT PC
- Agent or Agentless
- Power On/Off (Cold Level)
- BIOS setting
- See all live screen
 - Blue Screen
 - Error Screen
- Live Hardware Information



Function - Management

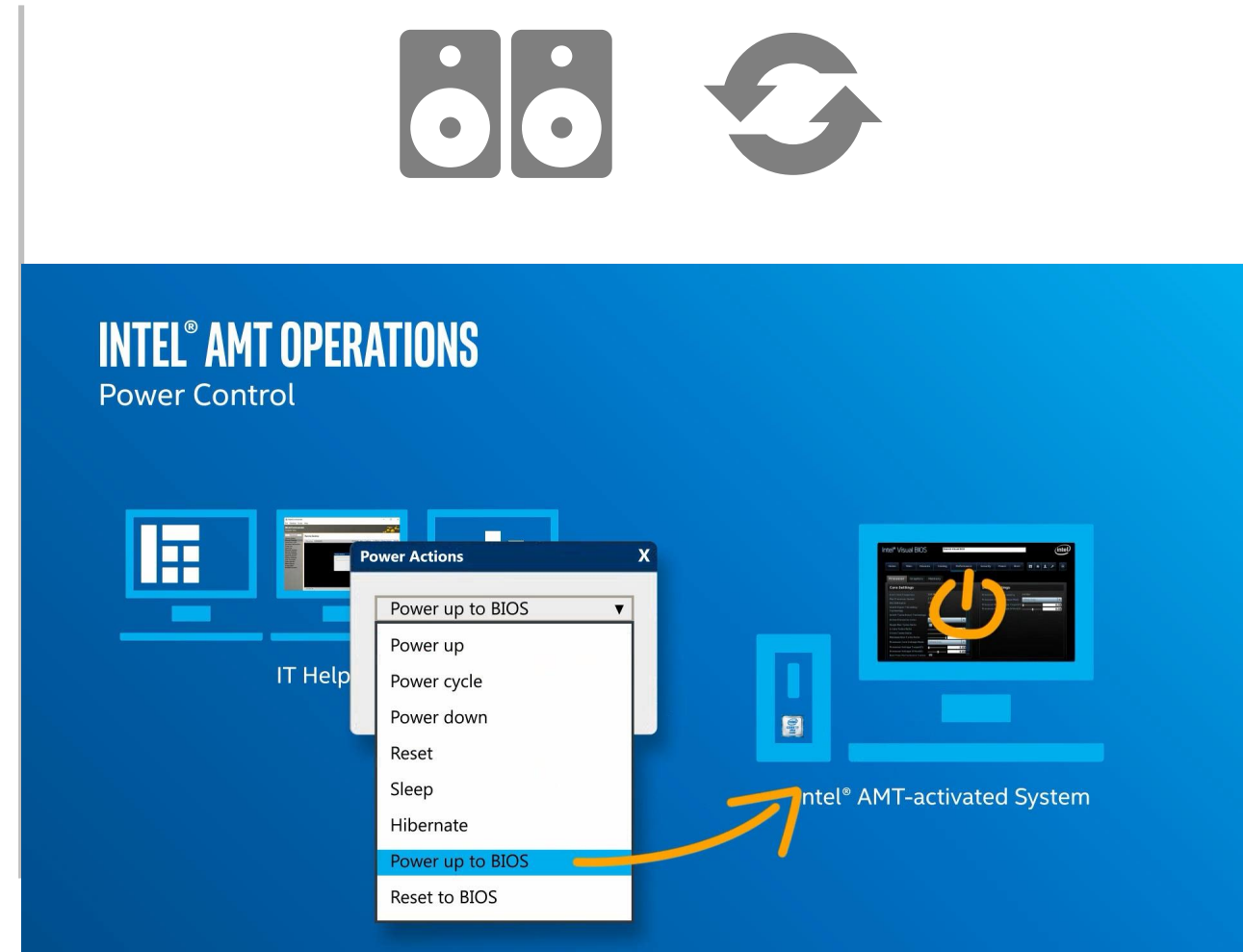
- Device Group management
- User Group management
- Privilege control
- Audit logs



Use cases

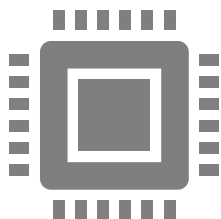
Use case - Swap twin disk at Mission critical

- Mirrored Disks – Disk A & Disk B
 - Normally use Disk A
 - Failure at Disk A
 - Remote access with AMT
 - Change BIOS setting – Booting Disk B
 - Boot and run on Disk B
-
- Immediate troubleshooting then analyze
 - Post-mortem



Use Case- Hardware Asset Management

- Live Hardware Information on each device
 - With AMT feature
 - 1 to one H/W Information
- Hardware Difference Alarm*
 - First collect hardware information of all device
 - Next compare current value and collected
 - Find difference then notice



* Need Customizing

Thingscare Remote Access

General Desktop Terminal Files Events Intel® AMT Console

Intel® AMT - AMT-NL865

Disconnect

System Status
Hardware Information
Event Log
Audit Log
Network Settings
Internet Settings
Security Settings
Agent Presence
System Defense
User Accounts
Subscriptions
Wake Alarms
Script Editor
WSMAN Browser

Hardware Information

Refresh Save... Hardware information is gathered at system boot time.

Platform

Computer model	Default string
Manufacturer	Default string
Version	Default string
Serial number	Default string
System ID	03000200-0400-0500-0006-000700080009

Baseboard

Manufacturer	NEXITE Corporation
Product name	NXE-4C236L
Version	Default string
Serial number	LAC1N831P0009
Asset tag	Default string
Replaceable?	Yes

BIOS

Vendor	American Megatrends Inc.
Version	0S031B01
Release date	4/3/2018

Processor 1

Manufacturer	Intel® Corporation
Version	Intel® Core™ i5-6600 CPU @ 3.30GHz
Maximum socket speed	8300 MHz
Status	Enabled

Memory Module 1

Bank Label	BANK 0
Manufacturer	Samsung
Serial Number	375D92B0
Size	8192 MB

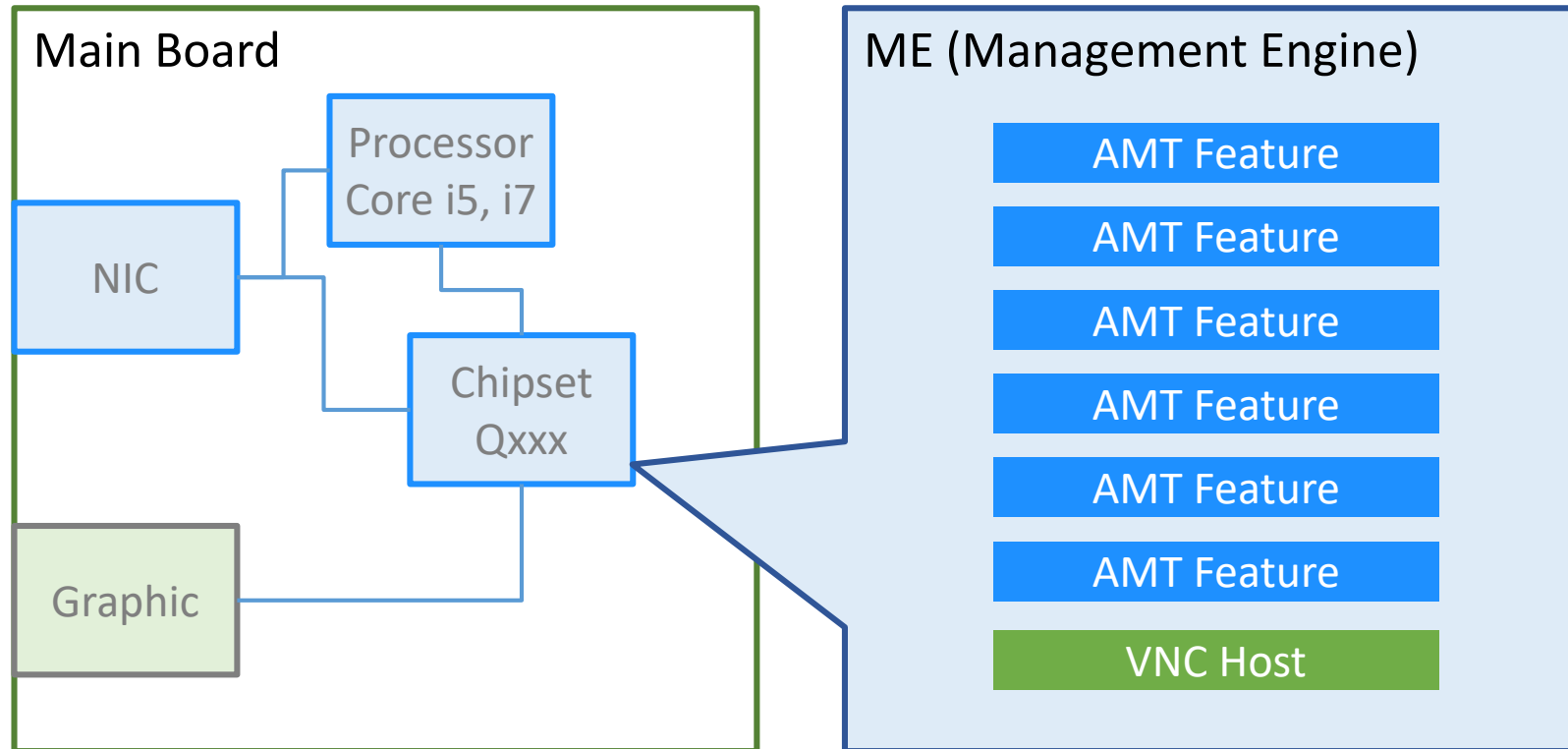
Appendix – Intel AMT[®] and vPro[™]

Intel® vPro™ Desktop, Laptop



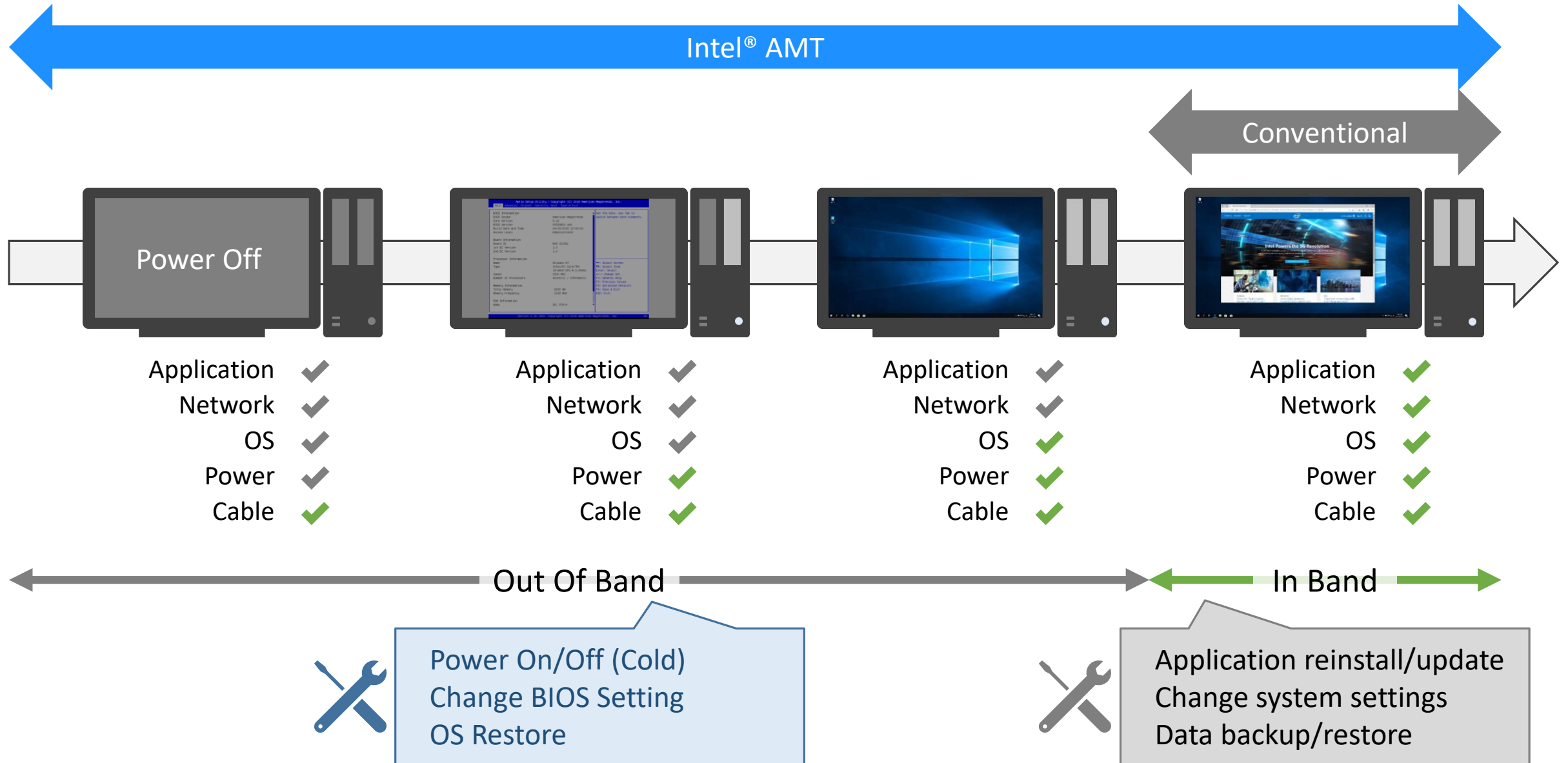
Intel® AMT

■ Active Management Technology



<https://www.intel.co.kr/content/www/kr/ko/architecture-and-technology/intel-active-management-technology.html>

In Band and Out of Band



Appendix – AMT Operation

INTEL® AMT OPERATIONS



INTEL® AMT OPERATIONS

KVM (Keyboard-Video-Mouse)



IT Help Desk

MeshCommander
Computer: None

Disconnect

System Status
Remote Desktop

Hardware Information
Event Log
Audit Log

```
*** STOP: 0x00000404 (0x00000000,0x12345678,0x56789abc,0x98765432)
PAGE_NOT_FOUND*** ADDRESS 09034672

CPUID:GenuineIntel          Irql:1f

Dll Base  DateStmp  Name
80100000  336546ff  - ntoskrnl.exe
80037386  33104f49  - atapi.sys
```



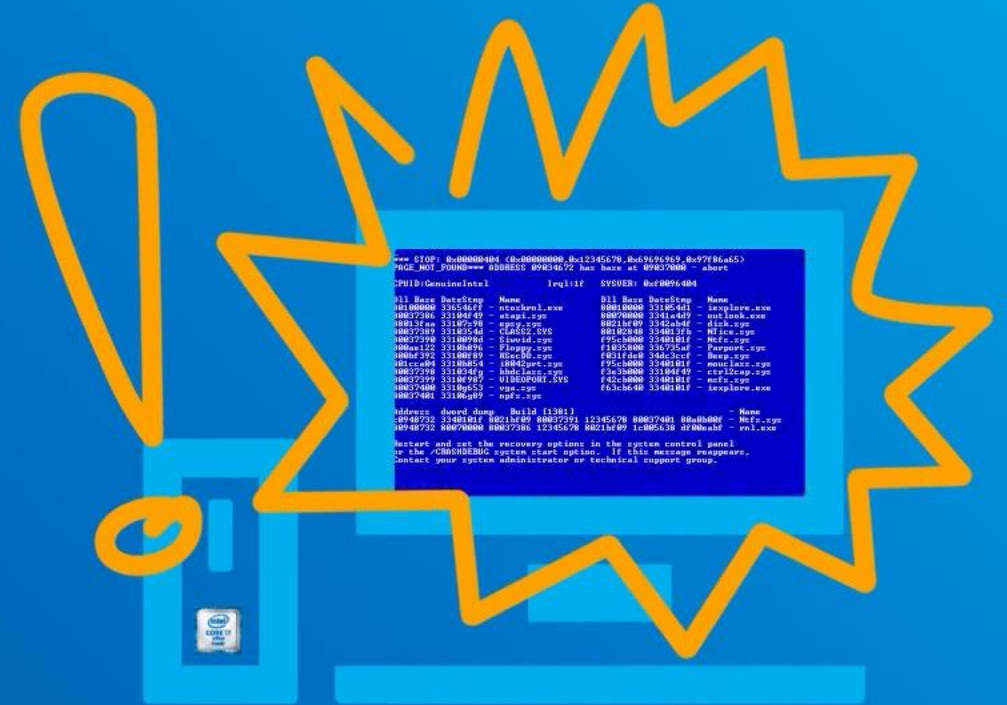
Intel® AMT-activated System

INTEL® AMT OPERATIONS

KVM (Keyboard-Video-Mouse)



IT Help Desk



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KVM (Keyboard-Video-Mouse)



IT Help Desk

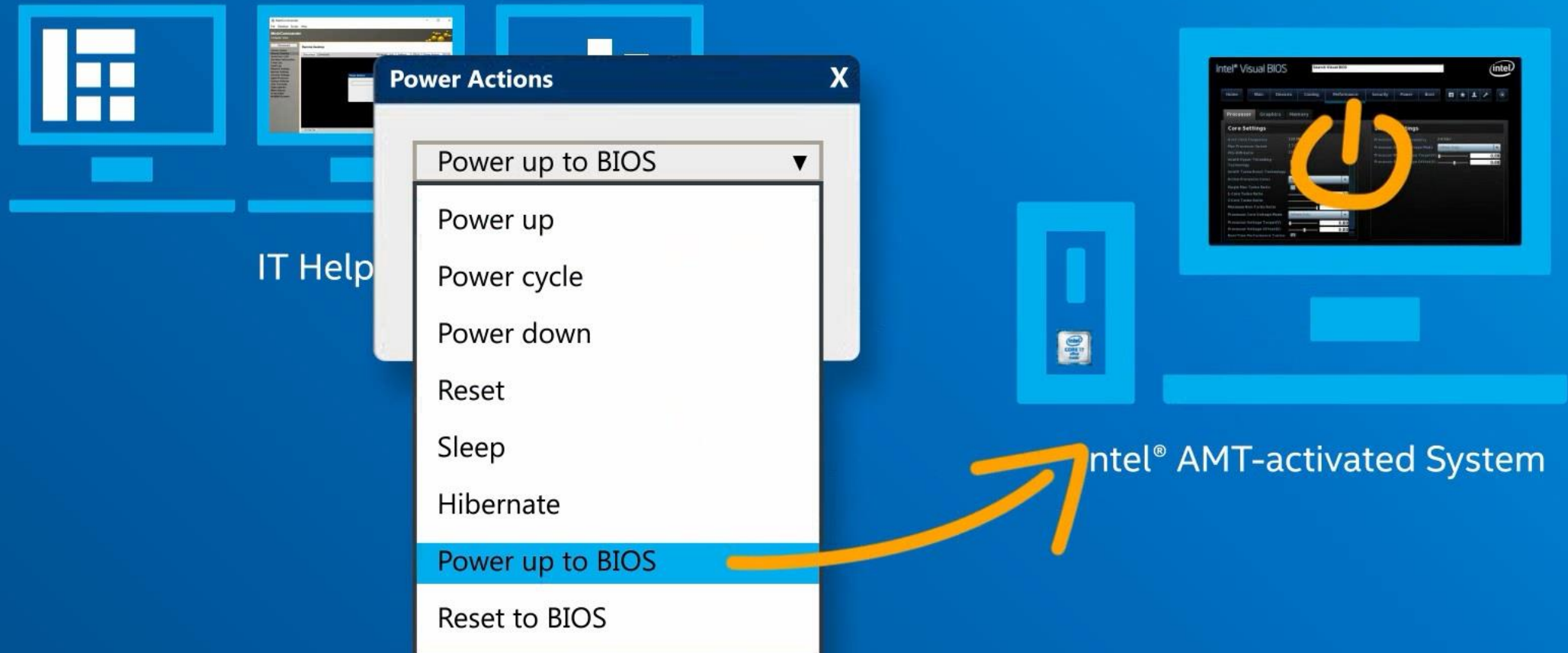


Intel® AMT-activated System



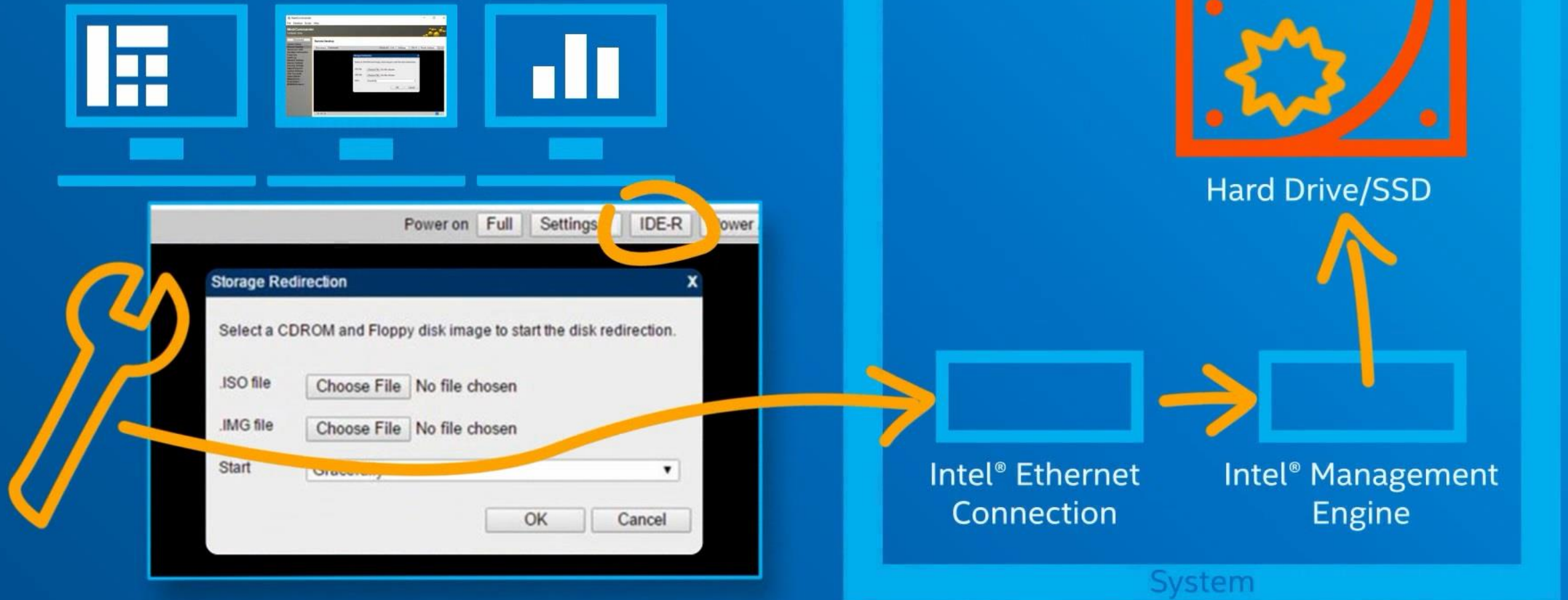
INTEL® AMT OPERATIONS

Power Control



INTEL® AMT OPERATIONS

Remote Remediation (IDE Redirect and SOL)

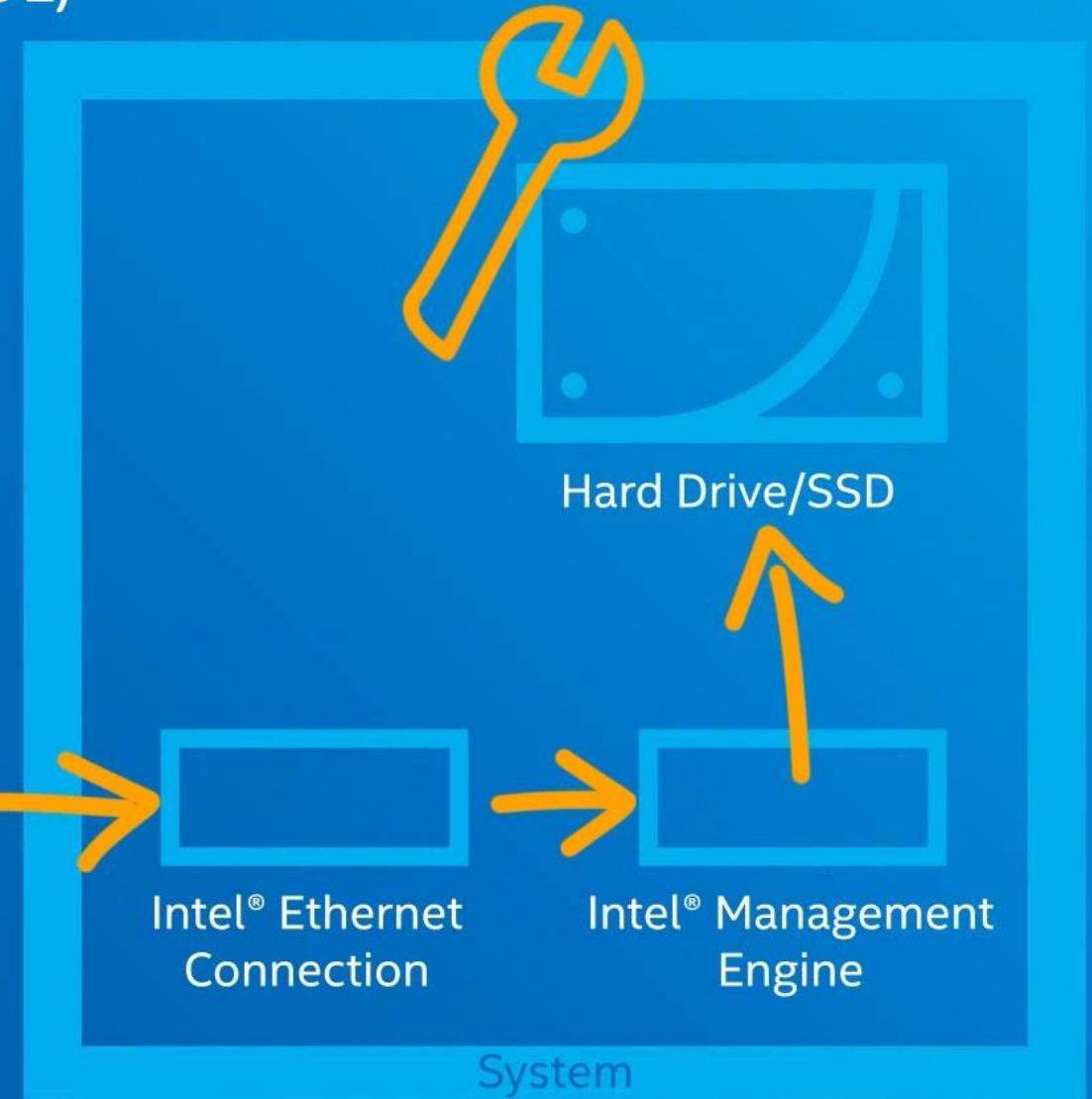


INTEL® AMT OPERATIONS

Remote Remediation (IDE Redirect and SOL)



IT Help Desk



Hard Drive/SSD

Intel® Ethernet
Connection

Intel® Management
Engine

System

Thank you!

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<http://www.thingscare.com>