

Simplify
PC management.

Magnify
insight.



Things you need to know.

This document is designed to arm you with key information and links to additional resources to help you learn about the new Windows Intune™ solution.

General questions

Q

So what exactly is Windows Intune?

A

Windows Intune simplifies how businesses manage and secure PCs, using Windows® cloud services and Windows 7, so your computers and end users can operate at peak performance from virtually anywhere. You can give your end users the best Windows experience with Windows 7 Enterprise or standardize them on the Windows version of your choice. Windows Intune fits your business by providing a comprehensive desktop solution that gives you big-tech results with a small-tech investment.

Q

What makes Windows Intune unique?

A

It's a powerful combination of cloud services and Windows upgrade licensing—rolled into a single subscription:

- Windows Intune delivers cloud-based management and security capabilities that are administered through a simple web-based console. Windows Intune enables IT to manage PCs from virtually anywhere.
- With the Windows 7 Enterprise upgrade included in the subscription, you can give your end users the best Windows experience and standardize all PCs managed by Windows Intune on a single version of Windows.

Q

What type of business is Windows Intune designed for?

A

Windows Intune is designed for businesses without an existing PC management infrastructure that need a cost-effective, simple way to manage and secure their PCs. For businesses with a highly mobile and distributed workforce, the Windows Intune cloud service can help you manage and secure PCs in the office or on the road—so end users can remain productive and better protected.

Q

When will the final version of Windows Intune be available?

A

The final Windows Intune product will be commercially available in early 2011.

Windows Intune cloud service

Q

What can I do with the Windows Intune cloud service?

A

The Windows Intune cloud service is a single, easy-to-deploy solution for PC management and security. A simple web-based console gives you greater visibility into what's going on with all your managed PCs.

(Please refer to the table on the next page to see how you can help manage and protect PCs.)

Help manage and secure PCs anywhere

Manage updates.	Centrally manage the deployment of the Microsoft® updates and service packs you choose to all your PCs from the Windows Intune console—freeing up your IT staff from routine management tasks.
Protect PCs from malware.	Help safeguard your PCs from the latest threats with centralized protection that's built on the Microsoft Malware Protection Engine and uses the same trusted technologies as Microsoft Forefront® Endpoint Protection and Microsoft Security Essentials.
Proactively monitor PCs.	Receive alerts on updates and threats so that you can proactively identify and resolve problems with your PCs—before they impact end users and your business.
Provide remote assistance.	Help resolve PC issues, regardless of where you or your end users are located, with remote assistance.
Track hardware and software inventory.	Track hardware and software assets used in your business to efficiently manage your assets, licenses, and compliance.
Set security policies.	Centrally manage update, firewall, and malware protection settings across all of your PCs, even on remote machines outside the corporate network.

Note: For more details on any of these items, please refer to the Windows Intune Beta Product Guide at www.windowsintune.com.

Q

Is the Windows Intune cloud service complicated to set up?

A

Because Windows Intune delivers PC management capabilities through a cloud service, there is no on-site infrastructure for you to deploy, which means you can start managing a PC in no time:

1. To get started with the beta, simply sign up for a trial at www.microsoft.com/online/windows-intune.mspx.
2. Sign in to the Windows Intune administration console web page.
3. Download the management client, and install it on any PC you wish to manage.

Q

Can my IT consultant set up and manage the service for me?

A

Yes, Windows Intune can be used by your IT consultant to provide PC management and support:

- IT consultants can remotely manage, help protect PCs, and assist end users based virtually anywhere.
- Your IT consultant will need to have administrative rights to the cloud service and your PCs in order to install the management client.
- When you sign up for Windows Intune, you will be prompted to select an administrator during the enrollment process. You can also add additional administrators at any time from the Administration Console.
- Once you add administrators, you can also designate which alert categories you want sent to specific administrators.

Q

Can Windows Intune manage virtual machines?

A

Yes, Windows Intune can be used to manage supported versions of Windows when running in a virtual machine:

- Windows Intune customers will be able to manage one virtual machine in addition to the physical device, as part of their Windows Intune subscription.
- You may use virtual machines to try the Windows Intune beta.

Updates

Q

What is the difference between Windows Intune, the Microsoft Update Service, and the Windows Software Update Service?

A

With Windows Intune, you get the same list of updates as the Windows Software Update Service (WSUS), with the same level of control:

- Windows Intune works over the cloud like Windows Update and Microsoft Update, but you don't need on-site infrastructure.
- Updates are delivered directly to any of your managed PCs that have an Internet connection.

Malware

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What's the difference between the malware protection included in Windows Intune and Forefront Endpoint Protection?

A

The malware protection included with Windows Intune is powered by the same Microsoft Malware Protection Engine used by Forefront Endpoint Protection and can deliver alerts and infection reports in a similar manner.

Q

Can I use Windows Intune malware protection to replace my current antivirus software?

A

Yes, you can use Windows Intune to replace your current malware protection. This is the recommended approach, because it will give you access to the centralized malware protection policies and reporting of Windows Intune.

Q

Can I run the malware protection concurrently with my current antivirus application?

A

If your current malware protection package is integrated with the Windows Security Center in Windows Vista® or the Action Center in Windows 7, then the malware protection component of Windows Intune will disable itself and the status of the Security Center or Action Center will be reported to the Windows Intune console. You will still need to manage the third-party malware protection's update and scanning policies, as these cannot be controlled by Windows Intune.

Alerts

Q

What kind of alerts does Windows Intune provide?

A

You can view alerts by the alert type, by PC groups, or on an individual-PC basis. You can also use filters to view alerts of a specific security level and display alerts that are active or that have been closed. A variety of predefined alerts are available in the beta, including:

- Security alerts that let you know right away when you've got a threat, so you can take care of it immediately.
- Update alerts that notify you when new updates are available and can even track deployment progress—so you can identify which PCs have or have not successfully downloaded the update.
- Alerts that let you know if PCs are running low on disk space, so that you can upgrade hardware before space becomes an issue.

Q

Does the user have to request remote assistance?

A

Yes, they will need to use the Windows Intune Center, installed on the user's PC, to initiate a remote assistance session.

Q

How do I get alerted when a user has an issue and needs assistance?

A

Administrators can have alerts forwarded to their email and to other assigned administrators so that they are immediately notified of potential issues and requests for remote assistance—even when they aren't logged into the console. When you log into the Windows Intune web console and click on the System Overview and Alerts status pages, you can view all active alerts.

Q

Can you assign administrators to be notified of different alert categories?

A

Yes, once you add administrators, you can also designate which alert categories you want sent to specific administrators. This functionality is available in the Windows Intune Console under "Notification Rules" within the Administration workgroup.

Policies

Q

What policies can I set and manage through the Windows Intune cloud service?

A

Policy templates are provided to help you create malware protection, firewall settings, and update policies—quickly and simply. For a more detailed description of specific settings you can centrally define and manage from the Windows Intune console, please visit Windows Intune Help at go.microsoft.com/fwlink/?LinkId=186547.

Q

Can I export policies from a different management solution to Windows Intune?

A

No, you cannot export policies from other management solutions into Windows Intune.

Q

Can I manage Group Policy with Windows Intune?

A

The policy settings provided by Windows Intune are designed to give you a fast and straightforward method to manage Microsoft software updates, malware protection, and firewall policies.

Note: If Group Policy objects are currently applied, then these settings will take precedence over the security policy settings in Windows Intune.

Software

Q

Can I use the Asset Inventory Service in the Microsoft Desktop Optimization Pack in parallel with Windows Intune?

A

Yes, both services will work in parallel, and the reporting of each service can be tracked independently.

Computers

Q

Does Windows Intune need Active Directory to work?

A

Windows Intune does not rely on Microsoft Active Directory® to organize the managed computers. Regardless of a computer's domain membership, you are free to organize its group membership in Windows Intune however it works for you.

Reporting

Q

What types of reports can I create?

A

With Windows Intune, you can generate reports for major function areas. There are four template-based reports:

- **Update report:** Easily select report criteria based on product categories, update classifications, and computer groups to quickly identify updates that have failed to be installed on computers in your organization, see how many updates are needed by computers, and determine how many updates have been installed.
- **Software report:** Get a full list of the applications installed on all your computers, including version numbers, so you can better analyze the specific needs of users in your organization.
- **License purchase report:** Compare inventoried volume-licensable software titles with your current license agreement coverage for those software titles according to the Microsoft Volume Licensing service. This report can help you identify possible gaps in license agreement coverage that your organization may have.
- **License installation report:** Compare software that has been discovered on computers that you manage with your current license agreement coverage. Installation reports can help you determine whether your organization has adequate license agreement coverage for all product installations in selected computer groups.

Note: For enhanced reporting functionality, data can be imported into other reporting tools for further analysis. For example, you can export data as a comma-separated-value (CSV) file and import it directly into Microsoft Excel® spreadsheet software. Then you can organize the data into the view that's most helpful for you.

Q

Do my PCs have to be online when I run reports?

A

No, reports are generated based on the information that was presented to the service the last time the computer was online.

Security, privacy, and reliability

Q

If I use Windows Intune, does it mean that Microsoft is going to manage my PCs for me?

A

No, Windows Intune is a tool that can help your IT staff or IT consultant easily manage your PC environment:

- Microsoft hosts the Windows Intune cloud service and infrastructure, but does not perform PC administration tasks.
- Your IT staff or consultant will be responsible for administrating the service.

Q

Are cloud services reliable?

A

Microsoft Online Services, including Windows Intune, run on a global network of world-class data centers that are protected by multiple layers of security and operational best practices, including:

- Secure Internet protocols such as Hypertext Transfer Protocol Secure (HTTPS) to secure access to the service and clients.
- Redundant servers and geographically dispersed facilities to help ensure that your online services are available when you need them.
- A backup data center on the other side of the country that we can switch to in the event of a disaster.
- High-availability architecture that provides uninterrupted service even in the event of hardware failure on one of our servers.
- Management by a rigorously screened and highly trained staff.

- Encrypted data channels that protect all communications between the client and the data center.
- Administrator access to the administrative console that requires authentication of authorized administrators you have assigned to your account. Authentication is done through the Windows Live® ID service.
- The Microsoft Online Services guarantee: a service level agreement of 99.9 percent uptime.

Q

How can I be sure my business information will be kept private?

A

Microsoft will not use the data collected through Windows Intune to investigate potential violations of other agreements you may have with us or our affiliates:

- Personal information received through Microsoft cloud services is used only to provide, operate, and improve this and other Microsoft products and services.
- To review the Microsoft Online Services Privacy Statement, visit www.microsoft.com/online/legal/?langid=en-us.

Q

What experience does Microsoft have running cloud services?

A

With over 20 years experience with business software and nearly 15 years experience with cloud computing—with Hotmail®, Windows Update, and Microsoft Exchange Online—you can trust that Microsoft cloud services are delivered to you with the reliability and security you expect for your business:

- Windows Intune takes advantage of the Microsoft Update and Windows Update infrastructure, which pushes out a petabyte of updates for hundreds of millions of PCs every month.
- Learn more about the Microsoft expertise with cloud services at www.microsoft.com/cloud.

Windows 7 Enterprise upgrade benefits

Q

What are the Windows 7 Enterprise upgrade rights included in Windows Intune?

A

All of your managed PCs covered by Windows Intune may be upgraded to Windows 7 Enterprise, as long as they meet the minimum system requirements for Windows 7:

- In addition to Windows 7 upgrade rights, Windows Intune customers will have rights to upgrade to future versions of Windows, as well as downgrade rights to older versions.
- As long as your subscription is active, you will have access to the best version of Windows for your business to standardize on—making your PC environment easier to manage.

Q

Do I have to upgrade to Windows 7 Enterprise to use Windows Intune?

A

No, you have the choice to upgrade to Windows 7 Enterprise when you are ready, or you can use a previous version. Windows 7 Enterprise offers you the best user experience with an improved and intuitive interface and advanced search capabilities, plus BitLocker® drive encryption to better protect confidential data.

Q

Can I use the Windows Intune cloud service to upgrade my PCs to Windows 7 Enterprise?

A

The Windows Intune cloud service does not perform Windows operating system upgrades or deployments, but it does provide you with license rights to perform an upgrade on each of your subscribed PCs:

- To install Windows 7 Enterprise, you will be given access to a website to download Windows media, and activation keys that can be used to upgrade your PCs.
- Free tools from Microsoft, such as the Microsoft Deployment Toolkit, are available to help you successfully install Windows 7 Enterprise on your PCs.
- Upgrade guidance for midsize businesses is available on the Microsoft TechNet site at technet.microsoft.com/library/ee523218.aspx.

Q

What are the benefits of standardizing on a single version of Windows?

A

Using a single version of Windows based on a uniform set of applications and configurations is a best practice that makes it easier to manage your PCs and helps reduce the total cost of operations. You can download the volume license versions of the Windows operating system of your choice to standardize your PC environment.

Q

Can I try Windows 7 Enterprise?

A

Yes, instructions to access the trial version of Windows 7 Enterprise are available at technet.microsoft.com/en-us/evalcenter/cc442495.aspx.

A Windows 7 Enterprise–specific frequently asked questions (FAQ) page is also available at technet.microsoft.com/en-us/evalcenter/ee388361.aspx. Please refer to the question, “How do I install Windows 7 Enterprise 90-Day Trial?”

Q

How can I learn more about the features and benefits of Windows 7 Enterprise?

A

You can find out all you need to know about Windows 7 Enterprise by visiting www.microsoft.com/windows/enterprise/products/windows-7.

You can distribute the client in a number of ways: by direct downloads, via a private share, or even using a flash drive.

Windows Intune beta program

Q

How can I sign up for a beta?

A

You can sign up for the Windows Intune cloud service beta online at www.microsoft.com/online/windows-intune.msp:

- This is a limited beta for up to 10,000 customers and partners in the following countries: Canada, France, Germany, Ireland, Italy, Mexico, Puerto Rico, Spain, the United Kingdom, and the United States.
- Customers in these regions will be able to sign up for the beta until all 10,000 beta openings have been filled.
- We request that you please deploy the service on a minimum of five PCs to ensure that we can collect quality feedback to ensure a successful final release.

Q

How many PCs can I manage with my Windows Intune cloud service beta account?

A

You can manage up to 25 PCs during the beta trial period.

Q

How do I use the Windows Intune beta on my company PCs?

A

The Windows Intune cloud service beta requires the client software to be installed on each PC you would like to manage:

- You can distribute the client in a number of ways: by direct downloads, via a private share, or even using a flash drive.
- For instructions and tips on how to install the Windows Intune beta on all your PCs quickly and easily, please refer to the Getting Started Guide at <http://go.microsoft.com/fwlink/?LinkID=189337>.

Q

If I've been using the first version of the Windows Intune beta, will my account be automatically updated to the latest version?

A

If you enrolled in the April 2010 Windows Intune beta, you will be able to continue using that account for 14 days after the July beta is released:

- To use the new July beta, you must sign up for a new account and install the new client software on each of the PCs that you wish to manage with Windows Intune.
- You will be able to simply update the existing clients; however, you will need to re-create your PC groups and policy settings in the new environment.

Q

Can I try Windows Intune if I am already using another desktop management solution?

A

Yes, you can use Windows Intune concurrently with most management solutions you already have in place. As of now, Microsoft is not aware of any compatibility issues with other solutions.

Q

If I use the beta, will my data and configurations be carried over to the final product?

A

Data and configurations from the Windows Intune cloud service beta will not be carried over to future releases. Using any updated releases from the beta will require you to reinstall an updated client agent and re-create any preferences or policies that you have set.

Q

What languages is the Windows Intune beta available in?

A

The Windows Intune cloud service beta is available in Chinese (Traditional and Simplified), English, French, German, Italian, Japanese, Korean, Portuguese (Brazilian), Russian, and Spanish.

Windows Intune technical requirements



What are the operating system requirements?

- A** The Windows Intune client software is supported on both 32-bit and 64-bit versions of:
- Windows 7 Enterprise, Ultimate, and Professional
 - Windows Vista Enterprise, Ultimate, and Business
 - Windows XP Professional with Service Pack (SP) 2 or later (SP3 recommended)

The Windows Intune client software has no additional hardware requirements for Windows 7– or Windows Vista–based computers. However, to install the client software on Windows XP–based computers, you will need a CPU clock speed of 500 megahertz (MHz) or faster and a minimum of 256 megabytes (MB) of RAM.

You will also require administrator rights on the computer to complete the Windows Intune client software installation.

To access the Windows Intune web console, administrators will need access to a web browser that supports Silverlight® 3.0, such as Windows Internet Explorer® 7.0 or higher.

Note: To install the Windows Intune client software on Windows XP Professional SP2–based computers, you will need to install the following software (these updates are not required for Windows XP Professional SP3 or later):

- Forefront Client Security Filter Manager QFE for Windows XP/SP2 (go.microsoft.com/fwlink/?linkid=155100).
- Microsoft Core XML Services (MSXML) 6.0 must be running. For more information about MSXML 6.0 and how to download it, see the Microsoft Download Center (go.microsoft.com/fwlink/?linkid=169475).
- We recommend that you also download and install the latest security update, MSXML 6.0 SP2 (go.microsoft.com/fwlink/?linkid=169448).

Q

What types of devices does Windows Intune support?

A

Windows Intune supports PCs that meet the minimum system requirements.

Q

Is technical support available during the trial of the Windows Intune cloud service beta?

A

Yes, technical support will be provided via the Windows Intune online forum. Web-based technical support will be available at go.microsoft.com/fwlink/?linkid=186758.

Windows Intune and related solutions



What are the differences between the management capabilities of Windows Intune and System Center products?



Please refer to the table below for a comparison of the key benefits.

Key Benefits	Windows Intune	Microsoft Forefront Protection Suite	Microsoft System Center Configuration Manager 2007	Microsoft System Center Essentials
Simple web-based management console	✓			
Update management	✓ ¹		✓	✓
Malware protection and reporting	✓ ²	✓ ^{2,3}		
Hardware, software, and license inventory	✓		✓	✓
Operating system distribution			✓	
Software deployment			✓	✓
Windows 7 Enterprise version rights	✓			

¹ Windows Intune does not deploy third-party updates.

² Supports client operating system.

³ Supports server operating system.

Q

How is Windows Intune related to the System Center Online Desktop Manager?

A

The Microsoft System Center Online Desktop Manager technology is included in the Windows Intune cloud service. It is not an individual product.

Q

If I have System Center already, can I use Windows Intune as well?

A

Yes, both management systems will work in parallel. However, we recommend that you identify your PCs that will be managed with Windows Intune and group those exclusively to minimize the duplication of information and policies.

Q

Will Windows Intune work if I currently use PC management software from a different provider?

A

Yes, there is no technical reason that we are aware of that would inhibit Windows Intune from working with other PC management suites.

Pricing and licensing

Q

How much will Windows Intune cost, and how do I purchase it?

A

Windows Intune will cost US\$11 per PC per month. Volume discounts will also be available for purchases of 250 licenses or greater:

- Windows Intune will be sold like other cloud services from Microsoft—through Microsoft partners and the Microsoft Online Services website at www.microsoft.com/online.
- It will also be sold through the Microsoft Enterprise Agreement (EA) and Campus Agreement and School Agreement (CASA) programs.

Q

Will I get a discount for Windows Intune if I am already entitled to Windows upgrade rights through Software Assurance?

A

Yes, customers with Microsoft Software Assurance (SA) coverage will receive a discount for Windows Intune approximately equal to the price of their SA coverage.

Q

What are the terms and conditions for a Windows Intune subscription?

A

The Windows Intune subscription term is annual, though payments are made monthly. You can cancel at any time; however, there is an early termination fee for subscriptions that are cancelled before the end of the one-year term.

Q

What are the Windows 7 Enterprise upgrade rights included with Windows Intune?

A

As a Windows Intune customer, you are entitled to the following benefits while your subscriptions are active:

- Upgrade rights to Windows 7 Enterprise for all your PCs that are covered by Windows Intune, as long as they meet the minimum system requirements for Windows 7.
- Access to downloadable Volume Licensing media for Windows 7 Enterprise (and prior versions) and activation keys so that you can install the desired version of Windows on your PCs.
- Rights to upgrade to future versions of Windows, as well as downgrade rights to older versions.
- Ability to run one copy of Windows 7 Enterprise (or a prior version) in a local virtual environment in addition to the physical copy on your PCs. And you can manage that copy with the Windows Intune service.

Note: If you wish to continue these benefits after your Windows Intune subscription ends, you may purchase SA for your PCs with Windows or purchase a buyout option.

Q

What is the Microsoft Desktop Optimization Pack, and is it included as part of the Windows Intune subscription?

A

With your Windows Intune subscription, you also have the option to purchase the Microsoft Desktop Optimization Pack (MDOP) add-on, a set of six on-site advanced desktop management tools, for US\$1 per PC per month. MDOP can help further enhance security and control and help you resolve critical issues that could not be addressed by the cloud service, such as diagnosing and recovering unbootable PCs. The MDOP includes:

- Microsoft Diagnostics and Recovery Toolset (DaRT)
www.microsoft.com/windows/enterprise/products/mdop/dart.aspx
- Microsoft Advanced Group Policy Management (AGPM)
www.microsoft.com/windows/enterprise/products/mdop/agpm.aspx
- Microsoft Application Virtualization (App-V)
www.microsoft.com/windows/enterprise/products/mdop/app-v.aspx
- Microsoft Enterprise Desktop Virtualization (MED-V)
www.microsoft.com/windows/enterprise/products/mdop/med-v.aspx
- Microsoft System Center Desktop Error Monitoring (DEM)
www.microsoft.com/windows/enterprise/products/mdop/dem.aspx
- Microsoft Asset Inventory Service (AIS)
www.microsoft.com/windows/enterprise/products/mdop/ais.aspx
(Note: This functionality is included in the Windows Intune cloud service.)

Note: For more information on the capabilities of MDOP, please visit www.microsoft.com/windows/enterprise/products/mdop.

Q**Can I try MDOP?****A**

MDOP is available for test and evaluation if you meet one of the following criteria:

- You are a Windows Software Assurance (SA) customer. MDOP is available to SA customers through the Microsoft Volume Licensing Service Center.
- You are a Microsoft MSDN® or TechNet subscriber. You can visit either of the following links (as appropriate) to access the download:
 - msdn.microsoft.com/en-us/subscriptions/downloads/default.aspx?PV=42:178
 - technet.microsoft.com/en-us/subscriptions/downloads/default.aspx?PV=42:178
- Contact your Microsoft account representative if you do not participate in either of the above subscriptions.

Note: When downloading the trial of MDOP, you do not need to follow the steps outlined for access to the Asset Inventory Service. Asset inventory capabilities are included in the Windows Intune cloud service.

Questions for solution providers

Q**Can I manage multiple customer accounts with Windows Intune?****A**

Yes, you can manage multiple accounts efficiently using the Multi-Account Console:

- From the account selection screen, you get a consolidated view of all your managed environments to easily monitor the status and health of your client PCs—including agent health, alerts, anti-malware, and updates.
- You can also change your filter to view by health status, so customers in need of urgent assistance will rise to the top of the list.

Q**What is the maximum number of accounts I can manage?****A**

There is no set limit. You can manage as many customer accounts as needed.

Q**How can I be added as an administrator for my customers?****A**

Your customers will need to log in to their Windows Intune Console and navigate to the Administration workgroup:

- There will be a prompt for “Administrator Management,” where your customer can add you as a service administrator by entering your Windows Live ID.
- An @hotmail.com or @live.com email address is recommended.

Q**How can I sell Windows Intune?****A**

In order to sell subscriptions to Windows Intune, you will need to first sign a Microsoft Online Services Partner Agreement (MOSPA):

- If you are already a MOSPA partner today, you will not need to sign a new agreement.
- To learn how to become a MOSPA partner today, please visit <https://www.quickstartonlineservices.com/pages/default.aspx>.
- Subscriptions to Windows Intune will be sold like other cloud services from Microsoft—through the Microsoft Online Services website at www.microsoft.com/online.

Q**Where can I find resources and learn more about Windows Intune?****A**

Visit <https://partner.microsoft.com/windowsintune>.

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