Rethink

how you manage
and secure your PCs.

What is Windows Intune?

Windows Intune™ helps you manage and secure computers in your environment through a combination of Windows cloud services and upgrade licensing. Windows Intune delivers cloud-based management and security capabilities through a single web-based administrative console. With Windows Intune, you can manage computers from almost anywhere.

With an active Windows Intune subscription, you have the rights to upgrade to future versions of Windows, with the same benefits of the Microsoft Software Assurance program for Windows.

The Windows Intune Administrator Console

The Windows Intune administrator console organizes management tasks into the following workspaces. You can manage all these workspaces from almost any browser that supports Microsoft Silverlight.

System Overview

In Windows Intune, the System Overview workspace provides a starting point for assessing the overall health of computers across your organization, identifying issues, and performing basic management tasks such as creating computer groups and viewing reports. The Windows Intune multi-account console has sorting and filtering capability and a preview pane that lets you quickly scan a selected account.

Alerts in the **Notice Board** area provide information about key management tasks and links to configuration settings and other areas in the console so that you can complete tasks such as configuring automatic approvals for updates and downloading the Windows Intune client software. Status summaries in the **System Status** area for Endpoint Protection, Updates, and Agent Health let you quickly identify and prioritize issues that need your immediate attention.

A list of all active Alerts grouped by type and sorted by severity in the **Alerts by Type** area provides an additional tool for assessing the health of computers in your organization, and proactively addressing issues.   Alert types are combined and categorized in a tree structure for easy access. Each alert has a recommended action displayed in the preview pane. In addition, you can configure alerts to be reported according to a specified threshold based on frequency, number, or percent of computers affected. For example, if your end-users are regularly filling their hard drives, you can customize the alert threshold to notify you when the hard drive on your Windows Intune-managed computers is 75 percent full. By customizing such alerts, you can be more proactive in identifying potential issues, evaluating the magnitude of the issue, and subsequently providing support before the issue affects computer performance and user productivity.

In the **Learn About** area on the right side of the Overview page, you can access a link to Windows Intune newsgroups where you can post questions and share information with other members of the Windows Intune community.

Computers

You can use the Computers workspace to create and manage computer groups, for ease and flexibility of management. You can organize groups in the way that best suits your organizational needs (for example, by geographic location, department, or hardware characteristics) and move computers between groups. To enhance organizational flexibility, with Windows Intune, a computer can belong to more than one group.

The **Computers Overview** page provides status summaries for Alerts, Updates, and Endpoint Protection so that you can quickly assess the health of computers in your organization. Status summaries flag potential or current problems to help you prioritize your time and take appropriate action. Windows Intune provides a hierarchical view of computer groups to let you view status summaries for a specific computer group, and then identify and resolve problems on direct members of the group.

Updates

You can use the Updates workspace to administer the software update process efficiently for all the managed computers in your organization. The Windows Intune administrator console supports and encourages best practices for update management and lets you focus on your environment and the tasks that you have to perform.

When a managed computer in your organization requests a new software update that is published through Microsoft Update, an update notification is displayed in the Windows Intune administrator

console. Each update contains a set of applicability rules. Whether an update is applicable is determined by the hardware and software that is installed on the managed computer. For example, a computer that is running Windows Vista® will not evaluate a Windows XP update. Based on the results of this evaluation, you can decide whether to approve the update.

As updates are approved and installed on managed computers, the update status changes to reflect the success or failure of the installation. Learning how to view and interpret the status of an update enables you to manage updates easily across your organization.

Endpoint Protection

Windows Intune Endpoint Protection helps enhance the security of managed computers in your organization by providing real-time protection against potential threats, keeping malicious software definitions up-to-date, and automatically running scans. The Windows Intune administrator console provides Endpoint Protection status summaries so that if malicious software is detected on a managed computer, or if a computer is not protected, you can quickly identify the affected computer and take appropriate action. Links from the console to relevant Microsoft Malware Protection Center topics let you learn more about malicious software that may be affecting computers in your organization.

Alerts

You can use the Alerts workspace to quickly assess the overall health of managed computers in your organization. Alerts let you identify potential or current problems and take action accordingly to prevent or minimize negative effects on business operations. For example, you can view all recent alerts to obtain a broad picture of computer health. Or you might want to investigate specific issues that are occurring on members of specific computer groups or for specific workspaces, such as Endpoint Protection. By using filters, you can view all alerts of a specific severity level, and you can display alerts that are active or alerts that are closed.

To make sure that the appropriate people are notified about alerts, you can configure rules to have Windows Intune send email notifications about new alerts of a certain severity level, all alerts, or remote assistance alerts to recipients that you specify.

Software

The Software workspace lists programs that are installed on all client computers that you are managing by using Windows Intune and lets you sort the inventory by software publisher, name, installation count, or category. Each unique software title has its own entry in the list. You can also search for specific software.

Intune lets you deploy applications and non-Microsoft updates to managed computers. In addition, Windows Intune reports the status of software installation (Installed, Failed, or Requirements Not Met) on both the **System Overview** and **Software Overview** pages. Windows Intune also provides reports about the overall storage space that your system uses in the cloud, and information about purchasing space for additional storage when it becomes necessary.

Hardware

Hardware filters can help you create detailed reports on your hardware inventory. The filters include Manufacturer, Chassis type, Available disk space, Memory installed, and CPU speed. For example, you can create reports identifying computers that have low disk space or computers that have less than 2 GB of RAM. After the report is created, you can print or export this data as a comma-separated value file (.csv) and import it into Microsoft Excel for further analysis. In addition, a hardware summary for all computer groups now appears on the **System Overview** page.

Licenses

The Licenses workspace lets you upload Microsoft Software License Terms information to Microsoft Volume License Services (MVLS) and lets you determine the license entitlement that corresponds to a set of Microsoft Volume License agreements.

You can enter license agreements into Windows Intune by providing one or more pairs of numbers for each agreement: the authorization or agreement number, and the license or enrollment number. These numbers are supplied by MVLS when licenses are purchased, upgraded, or renewed.

After license agreements are entered into Windows Intune, clicking **Refresh Now** retrieves the entitlement information from MVLS and compares the license information to your discovered Microsoft software. You can then create license reports that show installation counts and license counts for Microsoft software titles. After you generate license reports, you can export them to add license information from other purchase channels, such as **OEM** and **Retail**.

> **Note**
>
> These reports are for your use only; Microsoft cannot view your license reports. For more information, see the Microsoft privacy policy.

Features of the Licenses workspace do not affect your license agreements or entitlements to use your software. No actions that you perform in Windows Intune can change the properties and terms of your

license agreements with Microsoft. For example, deleting a license agreement pair in Windows Intune does not affect license agreements that exist between you and Microsoft.

Windows Intune offers license and license reporting functionality to help you manage Microsoft Volume Licensing Agreements, Other Software Licensing Agreements, and non-Microsoft software. License reports display aggregated information for all supported types of licenses. The user interface includes additional columns and a taskbar in the preview pane. Enhanced filter and search capabilities let you view, access, and edit information quickly and easily.

Policy

You can use the Policy workspace to configure Windows Intune policies that manage settings for Updates, Endpoint Protection, Windows Firewall, and Windows Intune Center on computers. You can create policies based on templates, configure policy settings, and then deploy policies to groups of computers. The policy templates include setting descriptions and recommended values. Additionally, you can search for policies by name or description.

A Policy status area appears in the System Overview page. This area displays policy errors and issues that require attention, including conflicts with Group Policy. With a few clicks, you can identify the source of the policy conflict and view troubleshooting information to help resolve it.

The Computer Setting Status Report lets you view all policy settings for a given computer in order to determine whether it conforms to the settings for Windows Intune System policy settings. The report lists each policy setting along with its expected value, actual value, and conformance status.

Reports

Although other workspaces in the Windows Intune administrator console also provide search and filtering functionality, you can use the Reports workspace to obtain more detailed reports and print or export the information. The Reports workspace provides reports for updates, software, and licensing. For example, the License Reconciliation report provides a detailed list of software compared to your licenses.

In addition to providing enhanced hardware reports, Windows Intune lets you save specific report parameters across available reports for Update, Software Inventory, Hardware Inventory, License Purchase, or License Installation, to make it easy to run a report again if there are changes in your environment. All users in an account can save, edit, and delete report queries.

Administration

The Administration workspace lets you download the most current version of the client software, view details about your Windows Intune account (such as account name, status, and active seat count), and add administrators to your account. You can also use tools in the Administration workspace to configure the kind of updates that you want to deploy to managed computers in your organization, and to send email notifications to other people in your organization when specific alerts are generated. Additionally, you can enable or disable alerts of a specific type so that you can focus on the most important alerts in your environment.

You can initiate the following remote tasks from the administrator console to be run on any computer in the system: Full scan, Quick scan, Restart, Update Malware Definition.

Windows Intune administration management is divided into two levels:

- Full access: These service administrators have full administrative rights to the console and can perform all operations in the console, including adding or deleting other service administrators.

- Read-only access: These service administrators have read-only rights and cannot modify data in the console; they can only view data in the console and run reports. You can use accounts with read-only permission to train employees or only grant permission to generate reports.

Remote Assistance

Remote assistance alerts provide a key tool for troubleshooting problems that occur on managed computers. A user on a managed computer can initiate a remote assistance request, which generates an alert. When you view the alert in the Windows Intune administrator console, you can accept the request. Accepting the request opens a Microsoft Easy Assist session so that you can perform remote troubleshooting on the user's computer.

Windows 7 Enterprise Upgrade Rights with Software Assurance

With the upgrade rights provided by Windows Intune, you can upgrade any computer that is managed by Windows Intune and that meets the minimum Windows® 7 system requirements to Windows 7 Enterprise. Note that Windows 7 is not required to use Windows Intune; you have a choice to upgrade when you are ready, or you can use Windows XP Service Pack 2 or Service Pack 3, or Windows Vista.

Windows Intune also provides all the benefits of the Microsoft Software Assurance Program for Windows, including the following:

- New version rights
- TechNet Benefits through Software Assurance
- Extended hotfix support
- 24x7 problem resolution support
- Employee Purchase Program
- E-learning
- Training vouchers

Learn more about Windows Intune and sign up for your FREE 30-day trial at www.windowsintune.com.

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