



Deprecation of Support Announcement for Intel AMT



WE HAD NO CHOICE BUT TO DEPRECATE SUPPORT

One of the best things about my job is that I get to come in here on a regular basis and announce good news, like new products, features, workflows, updates, and so on. But sometimes the news isn't so good, and unfortunately this is one of those occasions. After careful consideration, **we have decided to deprecate support in Remote Desktop Manager for Intel Active Management Technology (AMT).**

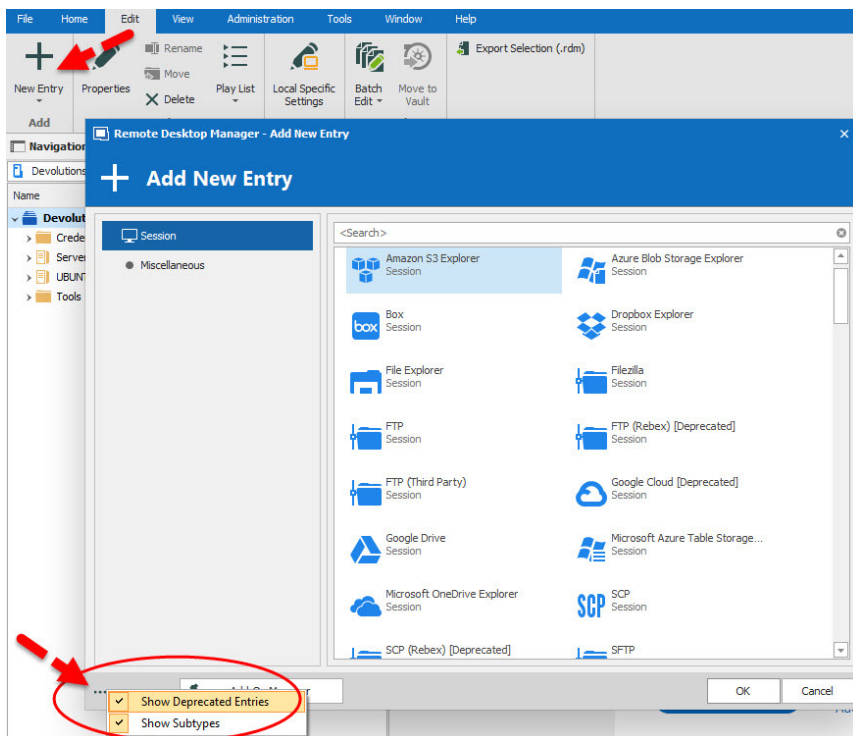
Why Did We Do This?

Basically, to test and verify Intel AMT integration, it is necessary to create a host by pairing a motherboard/CPU that supports it (unfortunately, you can't just go out and buy "Intel ME v11.8.65.3590"). Although we procure a large amount of hardware for development and testing, getting the necessary motherboard/CPU was a logistical nightmare. And so, since we could not commit to offering consistently stable and functioning Intel AMT integration, we had no choice but to deprecate support.

Intel AMT Is Still an Option

To minimize the impact on affected users, Intel AMT will remain a session entry option in Remote Desktop Manager for the foreseeable future, but it will not be covered by our technical support team. Here are the steps to find it:

1. Click **New Entry**.
2. Click the **ellipsis button** in the bottom left corner of the New Entry window.
3. Enable **Show Deprecated Entries**.



This was a difficult decision, since the last thing we want to do is deprecate support for any technologies. However, we had to put the needs of our users first, and did not feel that it was ethical and honest to promote Remote Desktop Manager as being truly integrated with Intel AMT. As such, we are in the process of scrubbing this claim from all of our marketing materials, and our sales force has been instructed accordingly.

If you have any questions or comments, please post below or get in touch with us. We are always listening to you.