

EXPO

Cloud Control and Support of Remote AMD PRO PCs

engineering design

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Objective

As remote work becomes more of a norm, issues arise with needing to do IT work on systems that are out of network.

Our project seeks to help overcome this issue.

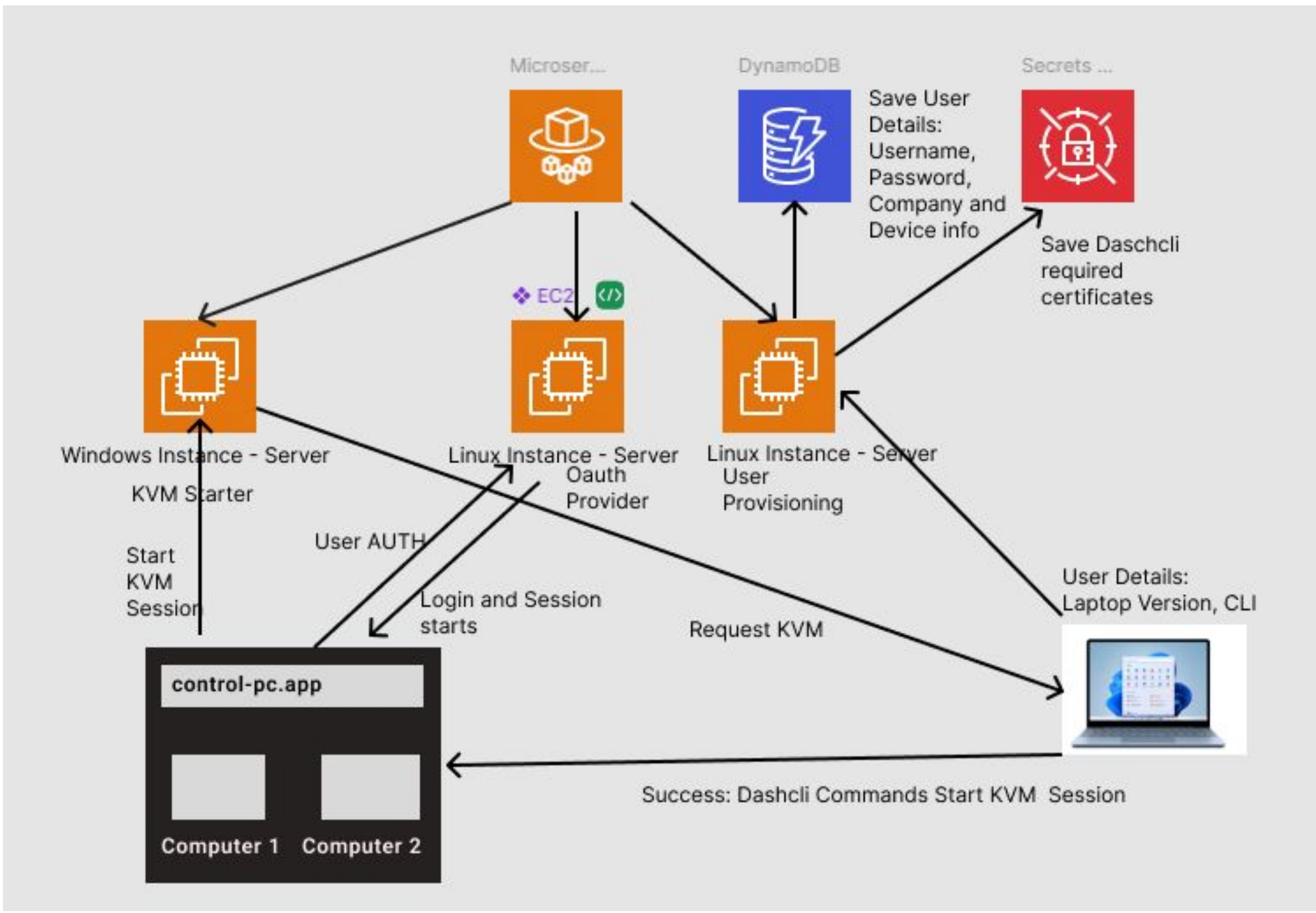
Value Proposition

When trying to do IT remotely for people who speak different languages or are less familiar with advanced computer operation, diagnosing the problem can be quite challenging. Cloud Control and Support of Remote AMD PRO PCs will solve this issue by allowing the IT agent to remotely control the HP PC that is having issues even while booting and running BIOS, so that they can fix any issues that are resulting from software, needing to reboot, updates, etc. The scope of the project is to do this for HP PCs running on AMD hardware specifically and will allow for better IT support without the down time associated with unnecessary shipping of PCs.

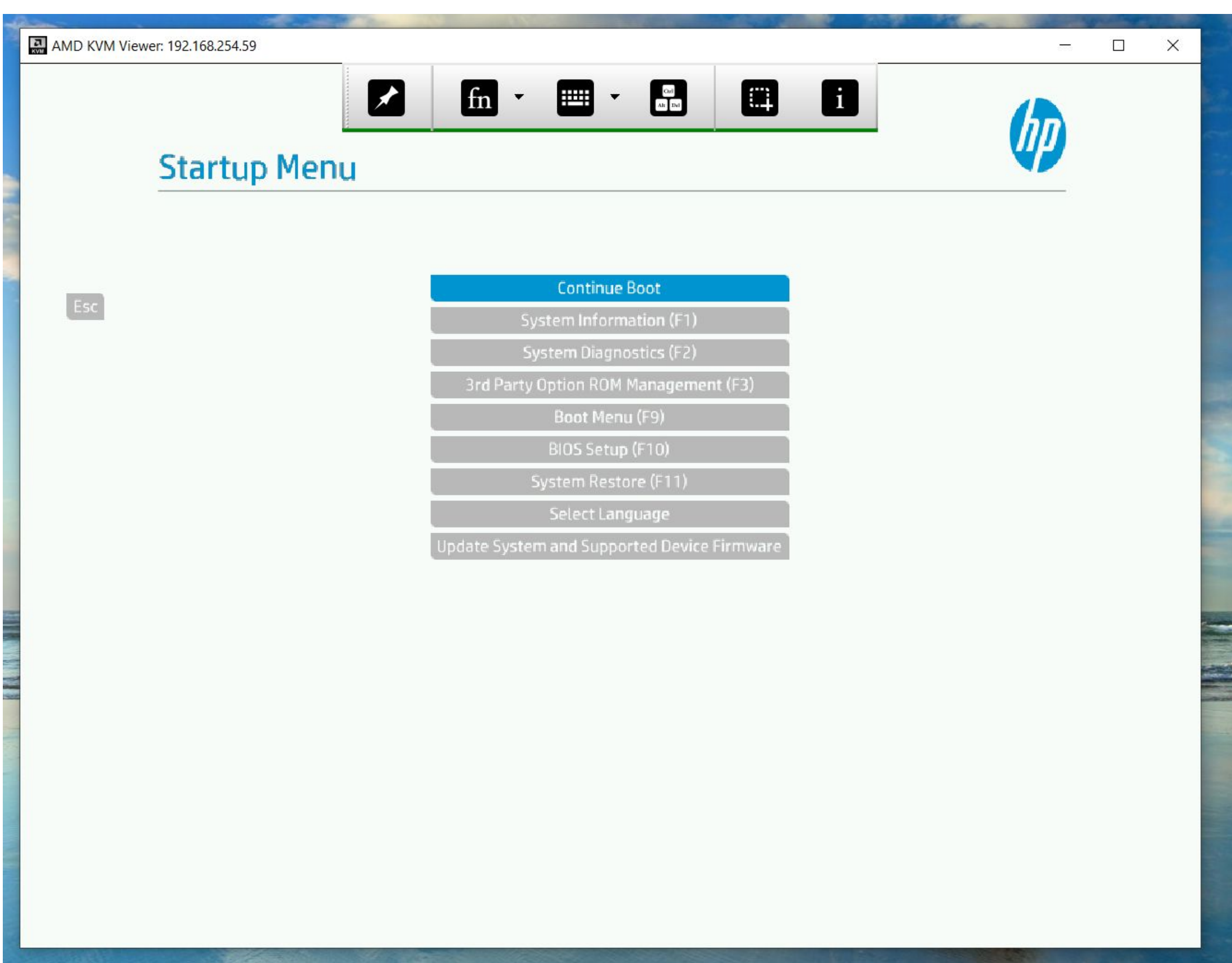
Agent Architecture



Architecture

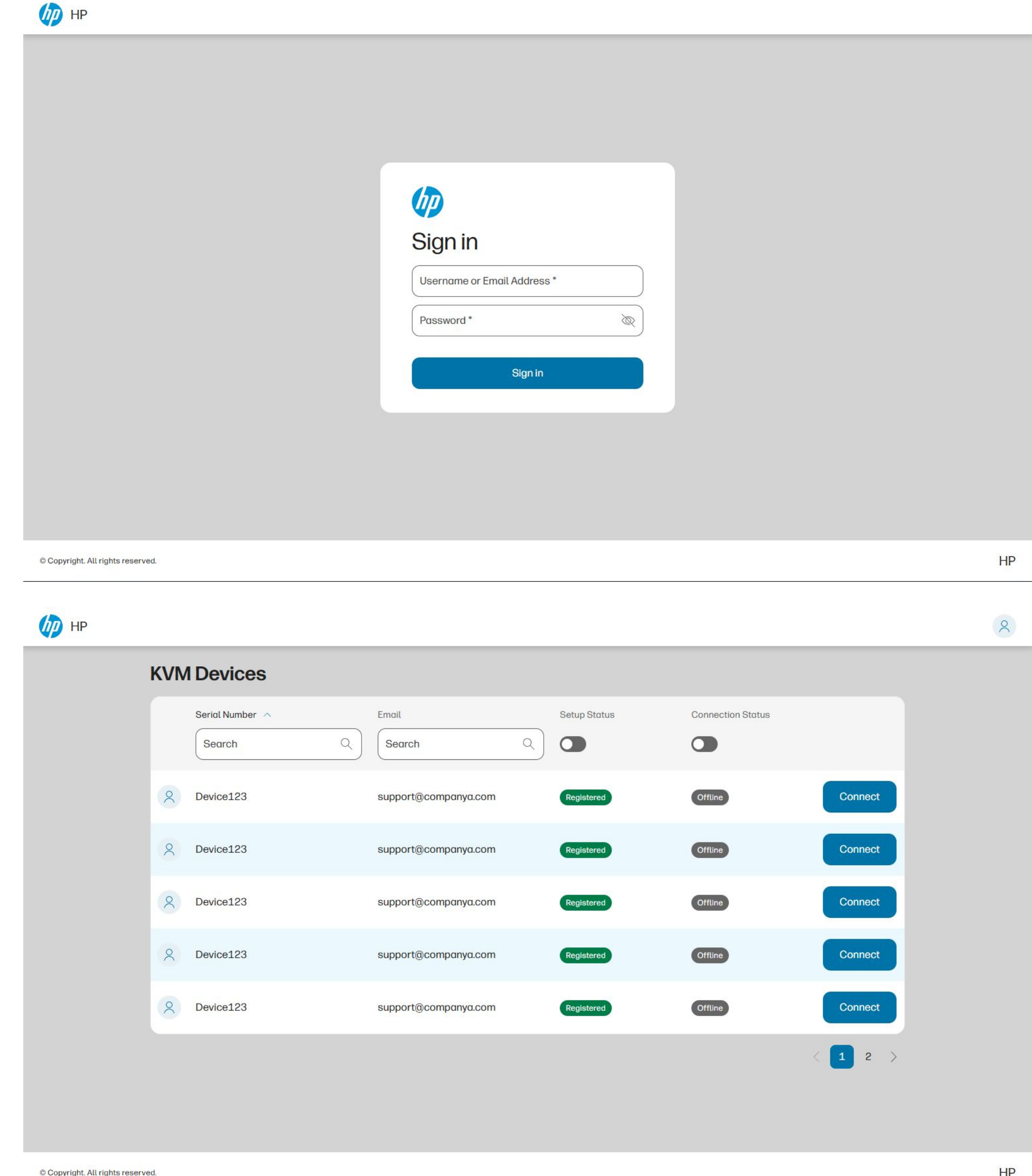


KVM



- Uses DASHCLI
- Allows IT Agent to remotely control client's computer
- Allows agent to control power and acces BIOS of client's computer

Web Application



Conclusion

Our solution empowers IT support teams with seamless remote access to AMD PRO-powered HP PCs, even at the BIOS level. By reducing the need for physical intervention and enhancing support across language and technical barriers, this project brings efficiency, accessibility, and innovation to the evolving world of remote work.