This document is designed to arm you with key information and links to additional resources to help you learn about Windows Intune. If you are an Enterprise Agreement (EA), Enterprise Services Agreement, or Enrollment for Education Solutions customer, please contact your Microsoft Account Representative or Microsoft Partner for more information.

1. **What is Windows Intune?**

   Windows Intune delivers a unified PC and mobile device management solution for the enterprise which enables IT to provide users with access to the corporate resources they need on the devices they choose. Applications can be delivered to users' devices in a way that is optimized for each device. IT can manage both corporate and personally-owned devices with a unified infrastructure, making it easier for administrators to identify and enforce compliance.

2. **What is new in Windows Intune?**

   In this release of Windows Intune, the update establishes this service as the way to manage personal computers and mobile devices for both small and medium businesses and large enterprises. The supported clients now include Windows 8, Windows RT, and Windows Phone 8 as well as all the previously supported platforms. The service introduces direct mobile device management capabilities for Windows RT, Windows Phone 8, and iOS platforms as well as software publishing capabilities via an updated self-service portal for company apps. Customers can choose to manage these devices directly from the cloud or they can connect their Windows Intune service to their on-premises System Center 2012 Configuration Manager SP1 installation and manage their devices using the Configuration Manager management console.

3. **What endpoint protection is included in Windows Intune?**

   The endpoint protection included in Windows Intune is powered by the same trusted malware engine used by System Center 2012 Endpoint Protection and can deliver alerts and infection reports in a similar manner. As with System Center Endpoint Protection, Windows Intune incorporates many of the updates made to the trusted Microsoft malware engine to deliver business-class endpoint protection.

4. **What are my options for purchasing Windows Intune?**

   Customers have two ways to license Windows Intune:

   Windows Intune through an Enterprise Agreement
   The Enterprise Agreement (EA) is the best licensing program for organizations with more than 250 users. The EA gives you the flexibility to choose among on-premises software and online services to best suit your user needs and help you optimize your technology spend. Contact your Microsoft account manager or local reseller for more details, or visit our website.

   Windows Intune through the Microsoft Online Subscription Program
   The Microsoft Online Subscription Program (MOSP) is designed specifically for organizations with less than 250 users. With MOSP, you can easily subscribe, manage, and deploy your Windows Intune services online. To subscribe, please visit our website.

SKU	Definition	Availability	Price
Windows Intune w/ Windows SA	User Subscription License (USL) includes rights to the Windows Intune cloud service and System Center Configuration Manager and System Center Endpoint Protection in a single SKU with rights to latest version of Windows Enterprise.	MOSP	$11 User/Month
Windows Intune	User Subscription License (USL) includes rights to the Windows Intune cloud service and System Center Configuration Manager and System Center Endpoint Protection in a single SKU.	Enterprise Agreement (EA), EA Subscription (EAS), and MOSP	$6 User/Month

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5. **What are the Windows Enterprise upgrade rights included with Windows Intune?**

    Windows Intune with Windows SA includes Windows Enterprise upgrade rights. This means one of the five devices being managed under your Windows Intune subscription may be upgraded to Windows 8 Enterprise as long as the qualifying OS is one of these editions: Business, Professional, Ultimate, or Enterprise.

    In addition to Windows 8 upgrade rights, Windows Intune customers will have rights to upgrade to future versions of Windows, as well as to downgrade 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. If you choose to end your Windows Intune subscription, you can pay for the underlying license for Windows 7 & 8 Enterprise.

    The selected device for the Windows Enterprise upgrade rights must also meet the Windows 8 system requirements, which can be found [here](#).

6. **If I purchase Windows Intune with Windows SA can I use it to manage other PCs?**

    The OS upgrade with the Windows SA can only be used on the user's primary PC. However, you may manage an additional 4 devices (including x86 PCs) with Windows Intune.

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

    The Windows Intune subscription term is annual, though payments are made monthly. During month 2 through the end of the initial subscription, customers can request to discontinue their service, but they will be responsible for paying the entire initial 12-month subscription price.

8. **What are the payment options?**

    There are two payment options available depending on the volume purchased. To qualify for invoicing, the total invoice must be equal or greater than $500 per month in the United States, $50 in India, or $250 in all other countries.

    Note: Amounts above are stated in USD. Regional prices may vary.

9. **How can I try Windows Intune?**

    To get started with a free 30-day trial of the Windows Intune service, visit our [website](#).

    Note: The Windows Intune trial includes up to 20 gigabytes (GB) complimentary storage.

10. **What are the operating system requirements for Windows Intune?**

    The Windows Intune client software is supported on both 32-bit and 64-bit versions of:

    - Windows 8 Enterprise, and Professional
    - Windows 7 Enterprise, Ultimate, and Professional
    - Windows Vista Enterprise, Ultimate, and Business
    - Windows XP Professional with Service Pack (SP) 3

    The Windows Intune client software has no additional hardware requirements for computers running Windows 8, Windows 7 or Windows Vista. 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 require administrator rights on the computer to complete the Windows Intune client software installation.

    The Windows Intune IT Administration, Account and Company Portals are supported on the following web browsers: Microsoft Internet Explorer 8.0 and later, Google Chrome 19 and later, Mozilla Firefox 5 and later.

    The Windows Intune Company Portal is also supported on web browsers for the following mobile device platforms: Microsoft Windows Phone 7.0 and later, Google Android 2.1 and later, Apple iOS 4.0 and later.

    For customers with Windows Home subscriptions, Windows Intune can technically run on the operating system but it is not Microsoft supported. Windows Home subscriptions are not eligible for the Windows Enterprise upgrade rights.

11. **What types of mobile devices does Windows Intune support?**

    This release of Windows Intune supports mobile and tablet devices running the following software:

    - Windows RT and Windows Phone 8
    - Windows Phone 7 or later (via Exchange ActiveSync only)
    - iOS 4.0– and iOS 5.0 or later
    - Android 2.1 or later (via Exchange ActiveSync only)

    Each of these mobile devices can now be managed with the Windows Intune service. Windows Intune uses a new direct management method to manage Windows RT, Windows Phone 8, and iOS devices. You can select to manage your mobile devices in the cloud-only or select to integrate your Windows Intune service with an on-premise System Center 2012 Configuration Manager Service Pack (SP1) to unify your Enterprise PC and server management solution with your mobile device management solution.

12. **What is the maximum number of PCs and mobile devices I can manage with a single Windows Intune subscription?**

    With Windows Intune, the administration experience is optimized for up to 5,000 users in a single account. For customers that have deployed Windows Intune and System Center Configuration Manager, the administrative experience is optimized for up to 100,000 devices.

13. **Can I use System Center Configuration Manager software after my Windows Intune subscription expires?**

    No. System Center Configuration Manager software included with the Windows Intune offering is provided on a subscription, non-perpetual basis. If your subscription expires or terminates the software must be uninstalled.

14. **Will my business information be kept private?**

    Microsoft is committed to helping protect the security of your information. We use a variety of security technologies and procedures to help protect your information from unauthorized access, use, or disclosure. For example, we store the information you provide on computer systems with limited access, which are located in controlled facilities. More information regarding data privacy can be found in our Privacy Statements. To review the Windows Intune Privacy Statement, visit our website.

15. **Where can I find more information on Windows Intune?**

    There is a breadth of technical content on the Windows Intune cloud service here.

    Follow ongoing discussions around technical topics from our community of IT professionals.

    Find more technical information on the Windows Intune Springboard page.

    Also, check out the Getting Started Guide.

    This will help you set up your environment with ease and evaluate the main features of Windows Intune.

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Upgrade FAQ for Existing Customers

1. **I currently have Windows Intune and will update with the next version. What action is required by the IT Admin to complete the update?**

   There is no action required by the IT Admin to complete the upgrade to the service. The IT Admin will see a notification in the Admin Console 2 weeks prior to the upgrade. The IT Admin may experience some downtime in connecting to the service at the point where their account is updated. Once the upgrade is complete, all new features will be available and no further action is required beyond configuring and using the new features, as required.

2. **What is the end-user experience? Will a reboot be required?**

   Yes, a reboot of all systems connected to the service will be required. There are no other changes to the end user experience.

3. **When will the upgrade happen?**

   The upgrade will happen between January and February 2013. The IT Admin will receive a notice in the Admin Console 2 weeks prior to their account being upgraded to the latest service.