



Intel[®] Management Engine Software

Installation and Configuration Guide

January 2011

Document Revision Version: 1.4

Firmware version: 7.0



INFORMATION IN THIS DOCUMENT IS PROVIDED IN CONNECTION WITH INTEL® PRODUCTS. NO LICENSE, EXPRESS OR IMPLIED, BY ESTOPPEL OR OTHERWISE, TO ANY INTELLECTUAL PROPERTY RIGHTS IS GRANTED BY THIS DOCUMENT. EXCEPT AS PROVIDED IN INTEL'S TERMS AND CONDITIONS OF SALE FOR SUCH PRODUCTS, INTEL ASSUMES NO LIABILITY WHATSOEVER, AND INTEL DISCLAIMS ANY EXPRESS OR IMPLIED WARRANTY, RELATING TO SALE AND/OR USE OF INTEL PRODUCTS INCLUDING LIABILITY OR WARRANTIES RELATING TO FITNESS FOR A PARTICULAR PURPOSE, MERCHANTABILITY, OR INFRINGEMENT OF ANY PATENT, COPYRIGHT OR OTHER INTELLECTUAL PROPERTY RIGHT.

UNLESS OTHERWISE AGREED IN WRITING BY INTEL, THE INTEL PRODUCTS ARE NOT DESIGNED NOR INTENDED FOR ANY APPLICATION IN WHICH THE FAILURE OF THE INTEL PRODUCT COULD CREATE A SITUATION WHERE PERSONAL INJURY OR DEATH MAY OCCUR.

Intel may make changes to specifications and product descriptions at any time, without notice. Designers must not rely on the absence or characteristics of any features or instructions marked "reserved" or "undefined." Intel reserves these for future definition and shall have no responsibility whatsoever for conflicts or incompatibilities arising from future changes to them. The information here is subject to change without notice. Do not finalize a design with this information.

The products described in this document may contain design defects or errors known as errata which may cause the product to deviate from published specifications. Current characterized errata are available on request.

Contact your local Intel sales office or your distributor to obtain the latest specifications and before placing your product order.

All products, platforms, dates, and figures specified are preliminary based on current expectations, and are subject to change without notice. All dates specified are target dates, are provided for planning purposes only and are subject to change.

This document contains information on products in the design phase of development. Do not finalize a design with this information. Revised information will be published when the product is available. Verify with your local sales office that you have the latest datasheet before finalizing a design.

Intel® Active Management Technology requires the computer system to have an Intel® AMT-enabled chipset, network hardware and software, as well as connection with a power source and a corporate network connection. Setup requires configuration by the purchaser and may require scripting with the management console or further integration into existing security frameworks to enable certain functionality. It may also require modifications of implementation of new business processes. With regard to notebooks, Intel AMT may not be available or certain capabilities may be limited over a host OS-based VPN or when connecting wirelessly, on battery power, sleeping, hibernating or powered off. For more information, see www.intel.com/technology/platform-technology/intel-amt/

Systems using Client Initiated Remote Access require wired LAN connectivity and may not be available in public hot spots or "click to accept" locations. For more information on CIRA, visit <http://software.intel.com/en-us/articles/fast-call-for-help-overview>

No system can provide absolute security under all conditions. Intel® Anti-Theft Technology requires an enabled chipset, BIOS, firmware and software and a subscription with a capable Service Provider. Consult your system manufacturer and Service Provider for availability and functionality. Intel assumes no liability for lost or stolen data and/or systems or any other damages resulting thereof. For more information, visit <http://www.intel.com/go/anti-theft>

Code names featured are used internally within Intel to identify products that are in development and not yet publicly announced for release. Customers, licensees and other third parties are not authorized by Intel to use code names in advertising, promotion or marketing of any product or services and any such use of Intel's internal code names is at the sole risk of the user.

Intel and the Intel logo are trademarks of Intel Corporation in the U.S. and other countries.

*Other names and brands may be claimed as the property of others.

Copyright © 2009-2011 Intel Corporation. All rights reserved.



IMPORTANT—READ BEFORE COPYING, INSTALLING OR USING.

Do not use or load this software or any associated materials (collectively, the "Software") until you have carefully read the following terms and conditions. By loading or using the Software, you agree to the terms of this Agreement. If you do not wish to so agree, do not install or use the Software.

LICENSE—Subject to the restrictions below, Intel Corporation ("Intel") grants you the following limited, revocable, non-exclusive, non-assignable, royalty-free copyright licenses in the Software.

The Software may contain the software and other property of third party suppliers, some of which may be identified in, and licensed in accordance with, the "license.txt" file or other text or file in the Software:

DEVELOPER TOOLS—including developer documentation, installation or development utilities, and other materials, including documentation. You may use, modify and copy them internally for the purposes of using the Software as herein licensed, but you may not distribute all or any portion of them.

RESTRICTIONS—You will make reasonable efforts to discontinue use of the Software licensed hereunder upon Intel's release of an update, upgrade or new version of the Software.

You shall not reverse-assemble, reverse-compile, or otherwise reverse-engineer all or any portion of the Software.

Use of the Software is also subject to the following limitations:

You,

(i) are solely responsible to your customers for any update or support obligation or other liability which may arise from the distribution of your product(s)

(ii) shall not make any statement that your product is "certified," or that its performance is guaranteed in any way by Intel

(iii) shall not use Intel's name or trademarks to market your product without written permission

(iv) shall prohibit disassembly and reverse engineering, and

(v) shall indemnify, hold harmless, and defend Intel and its suppliers from and against any claims or lawsuits, including attorney's fees, that arise or result from your distribution of any product.

OWNERSHIP OF SOFTWARE AND COPYRIGHTS—Title to all copies of the Software remains with Intel or its suppliers. The Software is copyrighted and protected by the laws of the United States and other countries, and international treaty provisions. You will not remove, alter, deface or obscure any copyright notices in the Software. Intel may make changes to the Software or to items referenced therein at any time without notice, but is not obligated to support or update the Software. Except as otherwise expressly provided, Intel grants no express or implied right under Intel patents, copyrights, trademarks, or other intellectual property rights. You may transfer the Software only if the recipient agrees to be fully bound by these terms and if you retain no copies of the Software.

LIMITED MEDIA WARRANTY—If the Software has been delivered by Intel on physical media, Intel warrants the media to be free from material physical defects for a period of ninety (90) days after delivery by Intel. If such a defect is found, return the media to Intel for replacement or alternate delivery of the Software as Intel may select.

EXCLUSION OF OTHER WARRANTIES—EXCEPT AS PROVIDED ABOVE, THE SOFTWARE IS PROVIDED "AS IS" WITHOUT ANY EXPRESS OR IMPLIED WARRANTY OF ANY KIND INCLUDING WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT, OR FITNESS FOR A PARTICULAR PURPOSE. Intel or its suppliers do not warrant or assume responsibility for the accuracy or completeness of any information, text, graphics, links or other items contained in the Software.

LIMITATION OF LIABILITY—IN NO EVENT SHALL INTEL OR ITS SUPPLIERS BE LIABLE FOR ANY DAMAGES WHATSOEVER (INCLUDING, WITHOUT LIMITATION, LOST PROFITS, BUSINESS INTERRUPTION, OR LOST INFORMATION) ARISING OUT OF THE USE OF OR INABILITY TO USE THE SOFTWARE, EVEN IF INTEL HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. SOME JURISDICTIONS PROHIBIT EXCLUSION OR LIMITATION OF LIABILITY FOR IMPLIED WARRANTIES OR CONSEQUENTIAL OR INCIDENTAL DAMAGES, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU. YOU MAY ALSO HAVE OTHER LEGAL RIGHTS THAT VARY FROM JURISDICTION TO JURISDICTION.



Contents

1	Introduction	5
2	Software Components Overview	6
	2.1 Intel® Management Engine Interface (Intel® MEI)	6
	2.2 Serial Over LAN (SOL) driver	6
	2.3 Local Manageability Service (LMS)	6
	2.4 User Notification Service (UNS)	6
	2.5 Intel® ME WMI Provider	7
	2.6 Intel® Management and Security Status Application	7
	2.7 Intel® AMT NAC Posture Plug-in	7
	2.8 Intel® Control Center.....	8
3	Installer List.....	9
	3.1 ME_SW.....	9
	3.2 ME_SW_IS.....	10
	3.3 MEI-Only Installer.....	10
4	System Requirements	11
5	Installing Microsoft* .NET Framework.....	12
6	Installing Intel® ME Software Components.....	13
7	Advanced Configuration of the Intel® Management and Security Status Application...	18
	7.1 General Tab Logo.....	18
	7.2 Load on Start-Up Options.....	18
	7.3 Load in Disabled State.....	19
	7.4 Specifying the Delay before the Intel® Management and Security Status Application Loads.....	19
	7.5 Show Notification Option.....	20
	7.6 Disabling the Intel® AT Tab	20
	7.7 "Click here for more details" Link	20
8	Configuring the UNS	21
	8.1 Enabling NAP (applies only to Windows* XP)	21
	8.2 UNS Registry Configuration Parameters	21
9	Uninstalling the Intel® ME Software	23
10	Troubleshooting Intel® Management and Security Status Application.....	26
	10.1 Error Message when Intel® Management and Security Status Application Loads	26
	10.2 "Information Unavailable" Displayed instead of Status	26
	10.3 Client Initiated Remote Access Connection Failure.....	27
	10.4 Grayed-Out Notification Icon	27



1 Introduction

This guide describes how to install, configure and troubleshoot the Intel® Management Engine (Intel® ME) software components on an Intel® 6 Series Express Chipset platform with Intel® Active Management Technology (Intel® AMT), Intel® Standard Manageability or Level III Manageability Upgrade.

For a list of software components, see *Software Components Overview* on Page 6.

The Intel® ME software installer has a separate version for each Intel® ME generation (4.x, 5.x, 6.x). **This guide describes the installer for Intel® Management Engine (Intel® ME) generation 7.0.**



2 Software Components Overview

This section lists the software components supplied with the firmware kit and provides a short overview of each component.

Note: Applications and drivers are installed based on the system's specific hardware and firmware features. For example, if none of the following technologies (Intel® Active Management Technology (Intel® AMT), Level III Manageability upgrade or Intel® Standard Manageability) is installed, the Intel® Management and Security Status application is not installed.

To view the installer options, enter the following in a Command window: **setup.exe -?**

2.1 Intel® Management Engine Interface (Intel® MEI)

This driver is the interface between the Intel® Management Engine (Intel® ME) firmware and the operating system. Drivers and applications on the host that wish to interact with Intel® ME can use the Intel® MEI host Windows* driver.

2.2 Serial Over LAN (SOL) driver

This driver enables the remote display of managed client's user interface through management console and emulates serial communication over standard network connection. This driver supports systems with one of the following technologies: Intel® AMT, Intel® Standard Manageability and Level III manageability upgrade.

2.3 Local Manageability Service (LMS)

This service enables local applications running on Intel® AMT, Level III manageability upgrade or Intel® Standard Manageability supported devices to use common SOAP and WS-MAN functionality that is available to remote applications. It listens to the Intel® ME IANA (Internet Assigned Names Authority) ports and routes all traffic to the firmware through the Intel® MEI.

2.4 User Notification Service (UNS)

This service enables Intel® ME technologies to write user notifications to the local host OS event log for the purpose of notifying end users of predefined events, such as when support personnel connect remotely to the platform for a healing session. Intel provides documentation on how ISVs can extract these events from the event log for use in their applications.



2.5 Intel® ME WMI Provider

The Intel® ME WMI provider enables ISV and IT administrators to perform AMT discovery and configuration operations using WMI technology. The Intel ME WMI provider complements the existing WS-MAN API by abstracting low-level Intel® MEI operations through WMI. In addition, the provider enables the user to subscribe to UNS events and receive them via WMI events.

Following are the main functionalities implemented in the Intel® ME WMI provider:

- Discovery of Intel® ME and Intel® AMT related attributes, such as firmware version and provisioning state.
- Local activation operation, performed as part of Remote Configuration.
- Hardware events.

The Intel® ME WMI provider is implemented as a DLL (MeProv.dll) and operates as part of Windows* WMI service. The provider is installed as part of the kit.

2.6 Intel® Management and Security Status Application

This application is a Microsoft* Windows* application that displays information about a platform's Intel® Active Management Technology (Intel® AMT), Intel® Standard Manageability, Level III Manageability Upgrade, and Intel® Anti-Theft services. The Intel® Management and Security Status application indicates whether Intel® AMT, Level III Manageability Upgrade, Intel® AT and Intel® Standard Manageability are running on the platform. The application is installed and executed as part of the Intel® ME installation program.

When Intel® Management and Security Status application is running on the platform, an icon is displayed in the notification area. Clicking the icon opens the application.

By default, the icon is loaded and displayed every time Windows* starts.

If the Intel® Management and Security Status application starts automatically as a result of the user logging on to Windows, the icon will be loaded to the notification area only if Intel® AMT, Level III Manageability Upgrade or Intel® Standard Manageability is enabled on the platform. If the Intel® Management and Security Status application is started manually (via the Start menu or file manager), the icon is loaded even if none of these technologies is enabled.

Note: The information displayed in the Intel® Management and Security Status application is refreshed at different intervals.

2.7 Intel® AMT NAC Posture Plug-in

This is an application that allows a Cisco* Trusted agent to start its authentication process in order to retrieve a posture from the Intel® AMT firmware for the purpose of providing the Intel® AMT posture to the NAC backend.



2.8 Intel® Control Center

Intel® Control Center (Intel® CC) is a Windows* application that provides a unified launching point for Intel applications. Similar to a Control Panel, it displays a list of the registered applications on the system and allows the user to launch them.

§



3 *Installer List*

This section describes the installation packages for the Intel® ME software.

3.1 ME_SW

This installation program installs the Intel® ME software components required for the platform on which you are installing, and installs only those components that match your platform's capabilities.

Following is a complete list of the components:

- Intel® Management Engine Interface (Intel® ME Interface)
- Serial Over LAN (SOL) driver
- Local Manageability Service (LMS)
- User Notification Service (UNS)
- Intel® ME WMI provider
- Intel® Active Management Technology NAC Posture Plug-in
- Intel® Active Management Technology NAP Plug-in
- Intel Control Center
- Intel® Management and Security Status Application

The following table describes the components that are installed for the different platform capabilities:

If the platform includes this capability....	These software components are installed	Comments
Intel® AMT, Standard Manageability or Level III Manageability Upgrade (after upgrade)	All the SW components	
PAVP	Intel® MEI driver, LMS, UNS	WMI provider is not installed on 1.5 MB SKU
None of the above	Intel® MEI driver	



3.2 ME_SW_IS

This package installs the same components as ME_SW via InstallShield.

3.3 MEI-Only Installer

This package installs the Intel® MEI driver only. This is available on the 5 MB SKU only.

§



4 ***System Requirements***

To enable installation and use of the Intel® ME software components, the following are required on the platform:

- Windows* XP / Windows Vista* / Windows* 7 / Windows* Server 2003 / Windows* 2008 32/64 bit versions
- Microsoft* .NET Framework: From version 2.0 through 4.0 (recommended: 3.5 or above) (Required if the Intel® Management and Security Status application is installed on the platform)



5 *Installing Microsoft* .NET Framework*

If Intel® AMT, Level III Manageability Upgrade or Standard Manageability are included on the platform, the installer installs the Intel® Management and Security Status application.

Before installing the Intel® Management and Security Status application, installation of Microsoft* .NET framework is required.

1. Download, for instance, Microsoft* .NET Framework 3.5 (**dotnetfx35.exe**) from Microsoft's* website. One link to the installer application is: <http://download.microsoft.com/download/6/0/f/60fc5854-3cb8-4892-b6db-bd4f42510f28/dotnetfx35.exe>.

The downloading process may take several minutes.

Double-click the downloaded application.

2. The installer extracts the contents and displays the **Supplemental License Terms** screen.
3. Read the license content and select the **Accept** option to proceed with the installation.
4. When the installer finishes, press the **Finish** button.



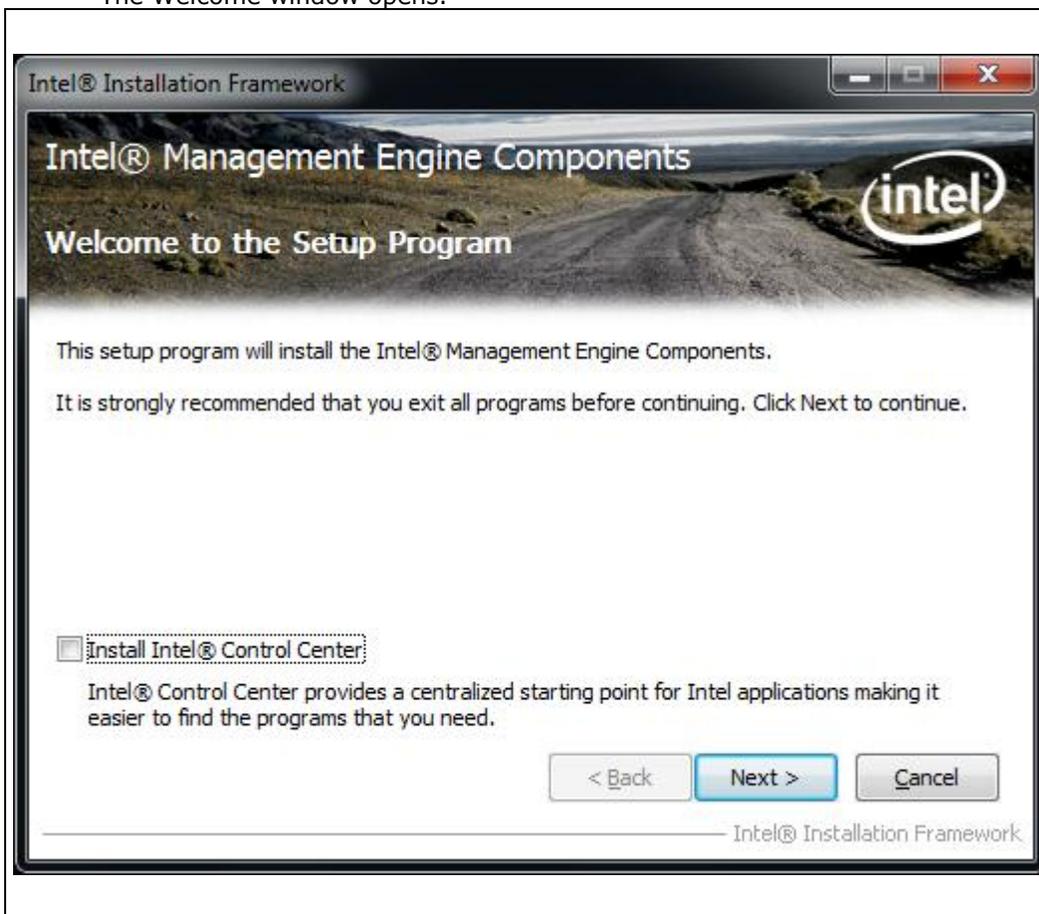
6 *Installing Intel® ME Software Components*

The installer (**Setup.exe**) is located in the firmware kit at **Installers\ME_SW** (and in the zip file at **Installers\ME_SW_IS** for the InstallShield version).

Note: The location and name of the installation program may be different, depending on the OEM's choice.

Note: The list of installed components is subject to the platform's capabilities.

1. Double-click the installer to install the software components, The Welcome window opens.



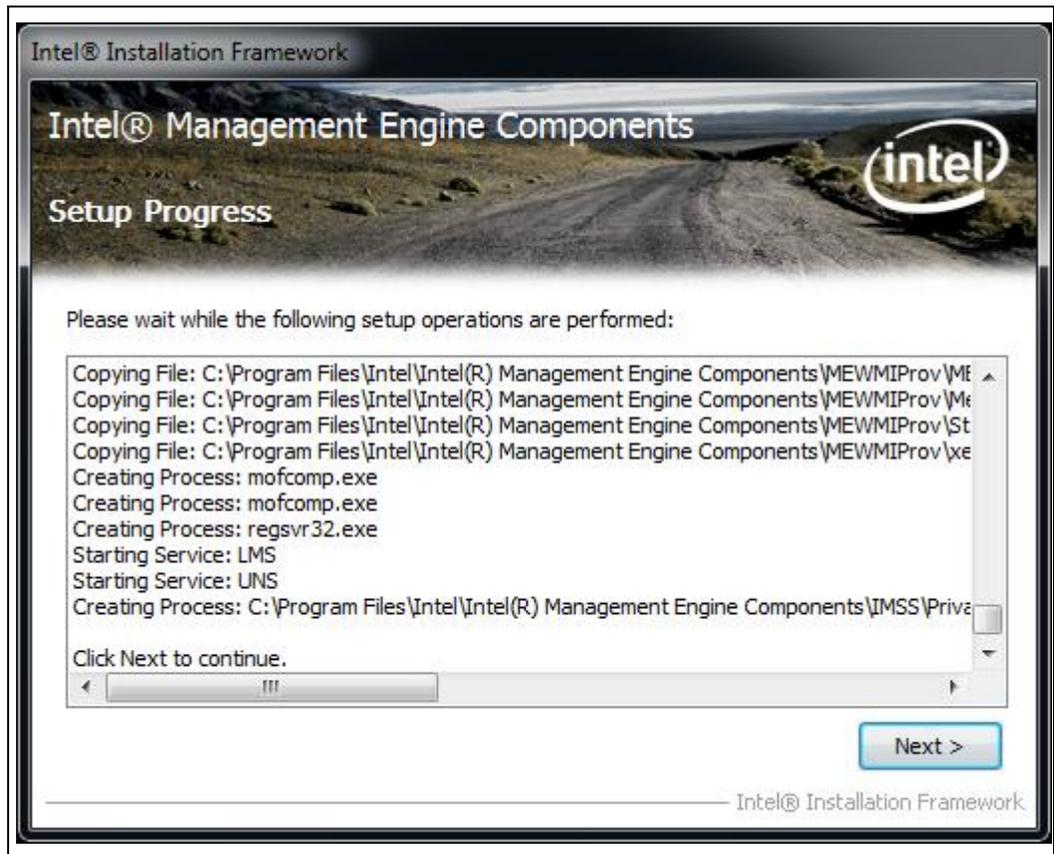
2. Click **Next**. The License window opens.



3. Read the license conditions and click **Yes** to accept them. Readme text will be displayed in the next window.



4. Read the Readme file information and click **Next**.
The installation begins, displaying its progress in the window.



5. When the installation is complete, click **Next** in the Setup Progress window, then click **Finish** in the Setup is Complete window.



§



7 *Advanced Configuration of the Intel® Management and Security Status Application*

7.1 General Tab Logo

The logo displayed in the general tab can be substituted in order to match the visual identity of the computer supplier. For example, a particular manufacturer may prefer to display the company's logo.

To change the logo, add a bitmap file called **oemlogo.bmp** to the Intel® Management and Security Status application folder (located at **Program Files\ Intel\ Intel® Management Engine Components\IMSS**, or at **Program Files (x86)\ Intel\ Intel® Management Engine Components\IMSS** for 64-bit operating systems). The default logo will appear if the bitmap file is invalid or missing.

Note: The bitmap dimensions should be 62 (width) by 48 (height) or at the same proportions as 62 X 48. The supplied bitmap image will be stretched to fit above dimension matching the logotype size on the General tab.

7.2 Load on Start-Up Options

By default, Intel® Management and Security Status application loads on Windows startup. A user can uncheck the **Intel® Management and Security Status will be available next time I log on to Windows** check box to prevent it from happening.

To disable application load on startup for all users, add a value named **AppAutoStartDefaultVal** with value **0** to the following registry location **HKLM\SOFTWARE\Intel\PIcon\Setting**.

To return to the default behavior, change the data of the same value to **1**, or delete the value.

Note: The application will still be available from the Start Menu, regardless of the value in this registry key.

Note: The user selection overrides system values in the registry key.



7.3 Load in Disabled State

By default, Intel® Management and Security Status application will not load in case all ME technologies are permanently disabled or not present on the platform.

To enable application load in “disabled state” add a value named **AutoStartInDisabled** with value **1** to the following registry location **HKLM\SOFTWARE\Intel\PIcon\Setting**.

To return to the default behavior, change the data of the same value to **0**, or delete the value.

Note: The application will still be available from the Start Menu, regardless of the value in this registry key.

Note: The user selection overrides system values in the registry key. Meaning that in case the user will uncheck the **Intel® Management and Security Status will be available next time I log on to Windows** check box the application will not load in “disabled state”.

7.4 Specifying the Delay before the Intel® Management and Security Status Application Loads

By default the Intel® Management and Security Status application starts loading 60 seconds after the user logs on. If you need the Intel® Management and Security Status application to load later because of other applications loading at log-on time, you can increase this period by changing the value of the **IMSS** registry key in the **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run** branch (this branch is correct for 32-bit operating systems; for 64-bit operating systems the location of the key in the registry is **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Run**). The timeout could be set to be shorter or longer, ranging from 1 second to a maximum of 180 seconds.

For example, to cause a delay of 90 seconds before the Intel® Management and Security Status application loads, change the **IMSS** registry key’s value to the following:

[“C:\Program Files\Intel\Intel® Management Engine Components\IMSS\PIconStartup.exe” 90](#)

Note: The lowest value you can enter here is 1. If you enter the value 0, the Intel® Management and Security Status application will load after the default period (60 seconds). To cause the Intel® Management and Security Status application to load without any delay, change the value of the **IMSS** key to [“C:\Program Files\Intel\Intel® Management Engine Components\IMSS\PrivacyIconClient.exe” -startup](#)

(For 64-bit systems, [“C:\Program Files \(x86\)\Intel\Intel® Management Engine Components\IMSS\PrivacyIconClient.exe” -startup](#))



(These are the default installation locations; you can choose a different location during installation).

7.5 Show Notification Option

By default, Enable User Notification check box in the Intel® Management and Security Status application – General tab is checked.

To change the default behavior, add a value named **ShowNotification** with value **0** to the following registry location **HKLM\SOFTWARE\Intel\PIcon\Setting**.

To return to the default behavior, change the data of the same value to **0**, or delete the value. The user selection overrides system values in the registry key.

7.6 Disabling the Intel® AT Tab

By default, the Intel® AT tab is displayed if the platform supports Intel® AT. To disable Intel® AT tab in Intel® Management and Security Status application, assign the value **1** to the **DisableAT** registry key in the **HKLM\SOFTWARE\Intel\PIcon\Setting** registry directory. A DWORD key should be created upon missing such key. Applying this setting will hide the Intel® AT tab.

7.7 “Click here for more details” Link

By default, clicking the “**Click here for more details**” inside the **Learn More** dialog will direct the user to the official Intel Corporation - Privacy website.

The link pointed to by the “**Click here for more details**” text inside the **Learn more** dialog can be modified to point to a page of the manufacturer's choice.

To perform this change, add a value named **HelpURL** with the URL of your choice (e.g. <http://www.intel.com/>) to the **HKLM\SOFTWARE\Intel\PIcon\Setting** key in the registry. To return to the default behavior, delete the value.



8 *Configuring the UNS*

UNS is able to write user notifications to the local host OS event log for the purpose of notifying end users of predefined events, such as when critical System Defense policies are applied by the Intel® ME firmware. UNS also has additional functionalities, such as synchronizing the network configuration information between the host and the firmware. Intel provides documentation on how the ISV can extract these events from the event log for use in their application.

The UNS also provides NAC (via a plug-in) and NAP functionality. To enable NAP, see the installation note below.

UNS.exe is installed along with the other software components. Note the following installation circumstances:

8.1 **Enabling NAP (applies only to Windows* XP)**

Enabling NAP in XP is currently a manual process. To enable NAP, ensure that the UNS is not running and then run the following command: "UNS.exe RegisterNap". After that restart the UNS.

To disable the NAP access, ensure that the UNS is not running, and then run:

"UNS.exe UnregisterNap".

8.2 **UNS Registry Configuration Parameters**

You can configure the following parameters in the HKEY_LOCAL_MACHINE\SOFTWARE\Intel\IntelAMTUNS\ConfigData registry key of the Intel AMT:

AMTStatusPollingInterval: The interval in milliseconds between event polling requests sent from the UNS to the Intel AMT.

Minimum value = 1,000; Maximum value = 86,400,000 (24 hours); Default = 10,000

GetPostureInterval: The interval in milliseconds between posture information requests sent from the UNS to the Intel AMT.

Minimum value = 1,000; Maximum value = 86,400,000 (24 hours); Default = 30,000



The following Registry keys could be added for configuring which events will be shown in Event Log. Setting value to 0 will prevent the event from appearing, while setting value to 1 will cause the relevant event to appear.

Registry Key	Event Log event
NETWORK_TRAFFIC_TX_CEASED	Security policy invoked. Some or all network traffic (TX) was stopped
NETWORK_CONNECTIVITY_TX_REDUCED	Security policy invoked. TX Network connectivity was reduced
NETWORK_TRAFFIC_RX_CEASED	Security policy invoked. Some or all network traffic (RX) was stopped
NETWORK_CONNECTIVITY_RX_REDUCED	Security policy invoked. RX Network connectivity was reduced
WLAN_WIRELESS_PROFILE_STATE_CHANGED	WLAN Wireless Profile sync enablement state changed WLAN interface
WLAN_SESSION_ESTABLISHED	Control preference for WLAN interface assigned to Intel(R) Manageability Engine. Intel(R) ME will take control of WLAN interface when it is able
WLAN_SESSION_ENDED	Preference for WLAN interface assigned to operating system. Operating system will take control of WLAN interface when it is able
REMOTE_SOL_STARTED	A remote Serial Over LAN session was established
REMOTE_SOL_ENDED	Remote Serial Over LAN session finished. User control was restored
REMOTE_IDER_STARTED	A remote IDE-Redirection session was established
REMOTE_IDER_ENDED	Remote IDE-Redirection session finished. User control was restored



9 *Uninstalling the Intel® ME Software*

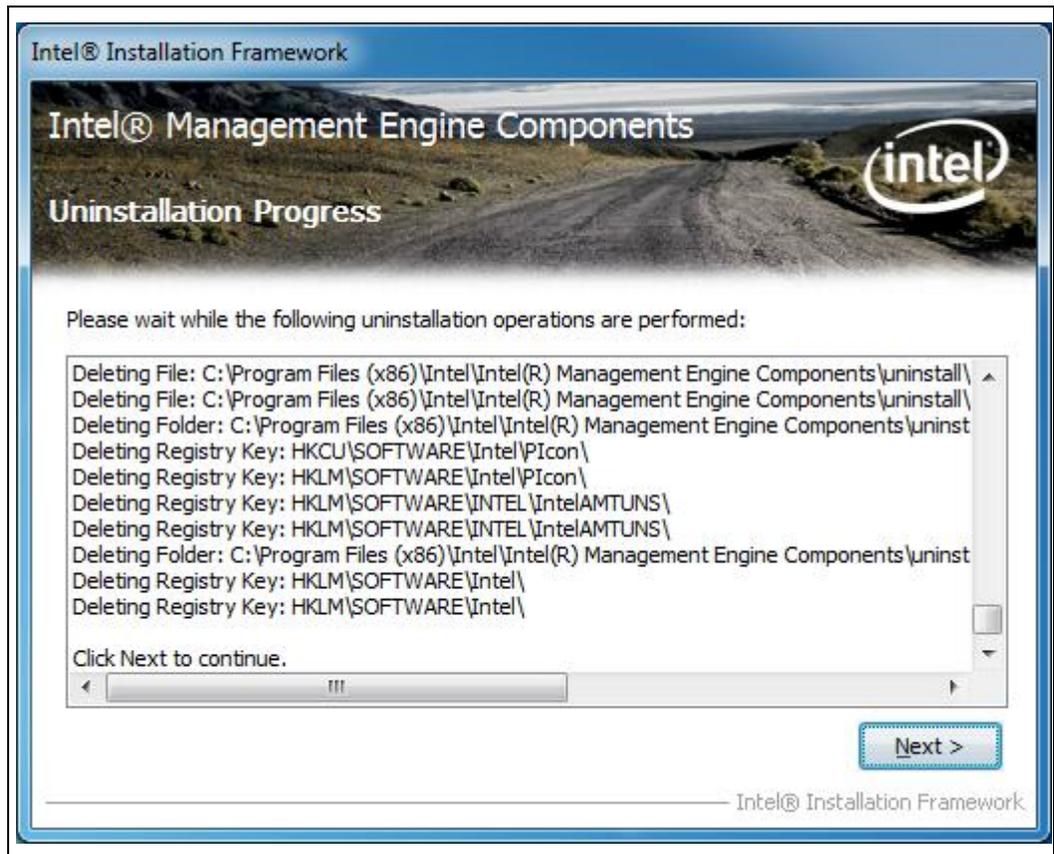
Uninstall the software via the Windows Control Panel.

1. Double-click Intel® Management Engine Components to uninstall the Intel® ME software components.

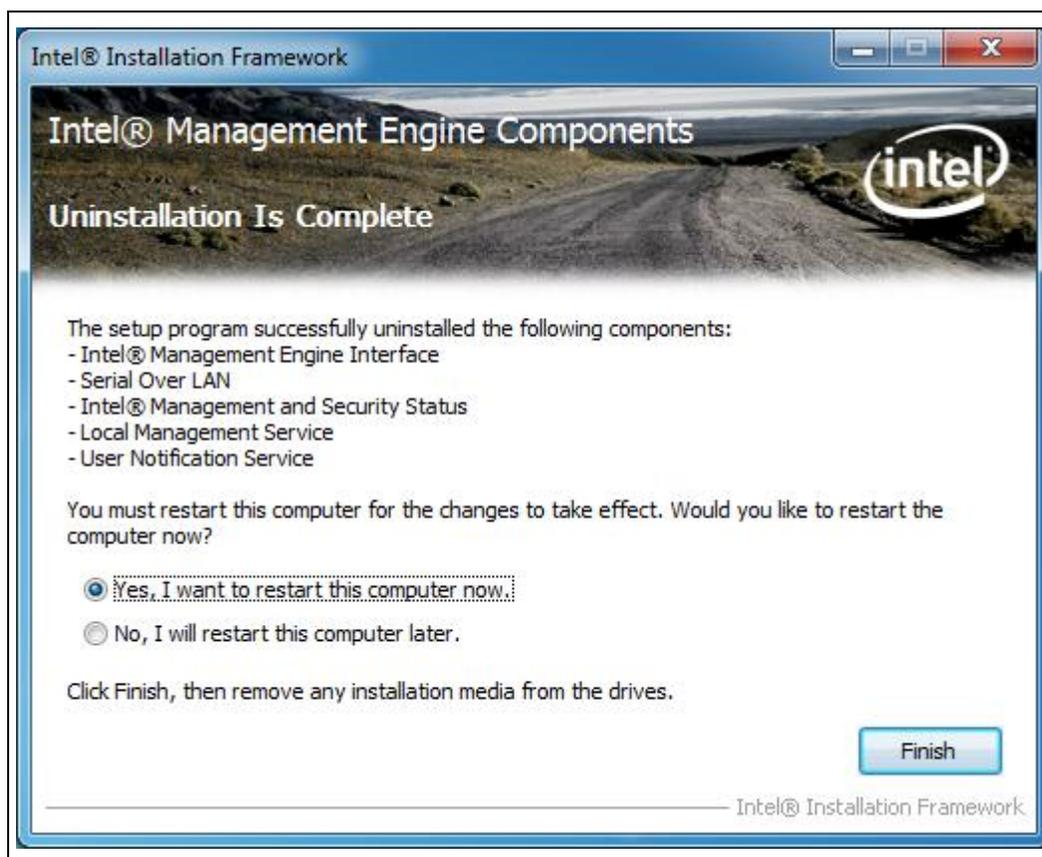
The uninstall welcome window opens.



2. Click **Next**. Uninstall will be performed.



3. After uninstall operations are completed, click **Next** to reach the uninstall completion window.



4. Restart is required for changes to take effect. Click **Finish** to end the uninstall.

§



10 Troubleshooting Intel[®] Management and Security Status Application

10.1 Error Message when Intel[®] Management and Security Status Application Loads

.NET applications fail when executed in an environment that has no .NET framework installed. Microsoft does not provide a safeguard mechanism in such conditions.

The Intel[®] Management and Security Status application will display the following error message if no .NET framework is present in the system:



If this happens, install Microsoft* .NET Framework version 3.5 or above and then re-open the application.

10.2 “Information Unavailable” Displayed instead of Status

The **General** tab provides basic information about the Intel[®] AMT, Intel[®] Standard Manageability, Level III Manageability Upgrade, and Intel[®] Anti-Theft status and events.

The Intel[®] Management and Security Status icon relies on the User Notification Service, which is installed together with the Intel[®] Management and Security Status application, to obtain information about the status of the resident technologies. Please make sure that:

1. The User Notification Service (UNS) is running and starts automatically on Windows* startup. If UNS is not installed, reinstall the software components.



2. The Local Manageability Service (LMS) is running and starts automatically on Windows* startup. If LMS is not installed, reinstall the software components.
3. The Intel® MEI driver is installed, enabled and functioning properly. Please review the Bring-Up Guide document for more information concerning this driver.

10.3 Client Initiated Remote Access Connection Failure

Failure to connect to the Information Technology network can be caused by the following:

1. The User Notification Service is not running. It can be started through the Services pane in the Computer Management window. If it is not installed, reinstall the software components.
2. The network cable is disconnected, or the network connection is not configured properly.

If the actions above don't resolve the problem, it is recommended to contact your Information Technology department.

10.4 Grayed-Out Notification Icon

Whenever either Intel® AMT, Intel® Standard Manageability or Level III Manageability Upgrade is enabled, Intel® Management and Security Status icon is loaded into the notification area when Windows* starts. It can also be started by clicking **Start> All Programs\Intel\Intel® Management and Security Status\ Intel® Management and Security Status**.

While the Intel® Management and Security Status application is running, the Intel® Management and Security Status icon is visible in the notification area.  This icon will appear blue if any one of the aforementioned technologies is enabled on the computer. In any other case, the icon will appear gray. (**Note:** The icon will also be gray if the UNS service is not running or the Intel® MEI driver is disabled or unavailable.)