



# **Intel<sup>®</sup> Management Engine 10 (Intel<sup>®</sup> ME) Software**

**1.5MB and 5MB Release Notes - NDA**

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***4th Generation Intel<sup>®</sup> Core<sup>™</sup> Processor U-Series Platform I/O***

***Intel<sup>®</sup> 8 Series/C220 Series Chipset Family***

***Intel<sup>®</sup> 7 Series/C216 Chipset Family***

***Intel<sup>®</sup> C610 Express Chipset***

***Intel<sup>®</sup> C600 Series Express Chipset with Intel<sup>®</sup> ME 8.1***

***September 2014***

***Revision 10.0.28.1006 Hot Fix Release (HF3)***

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## Revision History

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Revision Number	Description	Revision Date
9.5.13.1706	PV Release (Windows* 8.1 PV) Software Only Kit	August 2013
9.5.14.1724	Hot Fix Release Software Only Kit	August 2013
9.5.14.1724	Hot Fix Release Software Only v2 Kit	September 2013
9.5.15.1730	Hot Fix Release Software Only Kit	September 2013
9.5.21.1754	Maintenance Release Software Only Kit	December 2013
9.5.24.1790	Hot Fix Release Software Only Kit	December 2013
10.0.0.1168	Intel® ME 10 PV Release Software Only Kit	March 2014
10.0.0.1204	Intel® ME 10 HF Release Software Only Kit	March 2014
10.0.1.1000	Intel® ME 10 HF Release Software Only Kit	April 2014
10.0.2.1000	Intel® ME 10 HF Release Software Only Kit	May 2014
10.0.25.1030	Intel® ME 10 PV Release Software Only Kit	June 2014
10.0.25.1048	Intel® ME 10 PV Release Software Only Kit	June 2014
10.0.26.1000	Intel® ME 10 HF Release Software Only Kit	July 2014
10.0.27.1006	Intel® ME 10 HF2 Release Software Only Kit	August 2014
10.0.28.1006	Intel® ME 10 HF3 Release Software Only Kit	September 2014

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# 1 Introduction

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## 1.1 Scope of Document

This document provides component level details of the downloaded kit and the contents of each folder in the kit.

## 1.2 Acronyms

Term	Description
BIOS	Basic Input Output System
CCM	Client Control Mode (See: HPC)
CIM	Common Information Model
CRB	Intel® Customer Reference Board
FITC	Flash Image Tool
FOV	Fixed Offset Variable
FW	Firmware
GbE	Gigabit Ethernet
HBC	Host Based Configuration
HECI	Host Embedded Controller Interface. Same as Intel® MEI.
ICC	Integrated Clock Control
IDER	IDE-Redirection
Intel® AMT	Intel® Active Management Technology (Intel® AMT)
Intel® IPT	Intel® Identity Protection Technology (Intel® IPT)
Intel® MEI	Intel® Management Engine Interface (Intel® MEI) (interface between the Management Engine and the Host system)
Intel® PETS	Intel® Platform Enablement Test Suite (Intel® PETS)
Intel® PDA	Intel® Platform Debug Analyzer (Intel® PDA )(platform debug tool formerly referred to as MDES or Intel MEDebug)
ISV	Independent Software Vendor
LAN	Local Area Network
LMS	Local Manageability Service
MAC	Media Access Control
MOF	Managed Object Format
MRC	Memory Reference Code



<b>Term</b>	<b>Description</b>
OS	Operating System
PCH	Platform Control Hub
PKI-CH	Public Key Infrastructure with Certificate Hashing
RCFG	Remote configuration
SOL	Serial over LAN
SPI	Serial Peripheral Interface
SU	System Under Test
SVN	Security Version Number. Used in Firmware Upgrade / Downgrade capabilities
UNS	User Notification Service
VCN	Version Control Number. Used in Firmware Upgrade / Downgrade capabilities
WMI	Windows Management Instrumentation
WSI	Web Services Interoperability Organization



## 2 Release Kit Summary

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This document covers the following Intel® Management Engine (Intel® ME) Software for the Intel® 7 and 8 Series Chipset Family and 4th generation Intel® Core™ processors based platforms.

- Digital Office Intel® vPro™
- Consumer

Kit release information is outlined below:

### 2.1 Release Kit Details

#### Digital Office Intel® vPro™

- \* **Release** : HF3 Release – 10.0.28.1006
- \* **Target Platform** : 4th generation Intel® Core™ processors,  
Intel® 8 Series/C220 Series Chipset Family,  
Intel® 7 Series/C216 Chipset Family  
Intel® C610 Express Chipset  
Intel® C600 Series Express Chipset with Intel® ME 8.1
- \* **.zip name** : 5MB\_10.0.28.1006\_SW\_Only.zip  
1.5MB\_10.0.28.1006\_SW\_Only.zip

#### Contents:

- Intel® Management Engine Software Installers

### 2.2 Kit Overview

The kit can be downloaded from VIP (<https://platformsw.intel.com/>).

**Note:** A username and password are required to access the website and to log in. User must have an account created for access.

1. After logging in, click on the link 'View All Kits' on the left side of the web page.
2. Click on the corresponding kit number that is to be downloaded.
3. Select and open the appropriate kit component.
4. The Supporting Documentation folder under the selected component contains the following supporting documentation:
  1. 1.5MB and 5MB Intel® ME SW Only Release Notes – This document gives an overview of the contents of the entire downloaded component. Also provides the details on closed and open Sightings and bugs with this kit release.
5. Click on the Installation Files folder under the selected component and extract the .zip kit into a folder (Example: C:\).



## 2.3 Contents of Downloaded Kit

Download the kit, as previously specified, into the directory (C:\). The details of the contents and directory structure are listed below:

Drivers are included in:

- o Intel(R)\_ME10.0\_5M\_10.0.28.1006\_SW\_Only.zip

and

- o Intel(R)\_ME10.0\_1.5M\_10.0.28.1006\_SW\_Only.zip

### 2.3.1 Software Installers

Installers	Description
ME_SW_MSI	<ul style="list-style-type: none"><li>• Intel® MEI is the interface between the host and the Intel® Management Engine firmware.</li><li>• Drivers and applications on the host that wish to interact with Intel® Management Engine through the host interface use the Intel® MEI host Windows* driver.</li><li>• Intel® MEI driver is installed by running: C:\[skuName_x.x.xxxx]\Installers\ME_SW_MSI\SetupME.exe</li><li>• To view the installer options, enter the following in a Command window: <b>SetupME.exe -?</b> and the help dialog should appear.</li><li>• Additional information can be found in the <b>Intel(R)_ME_SW_Installation_Guide</b> document within this kit.</li></ul>
MEI-Only Installer MSI	<ul style="list-style-type: none"><li>• The MEI-Only Installer only installs the Intel® MEI driver.</li></ul>





## **3 Important Notes**

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### **3.1 Important Notes**

- An Intel® MEI driver handshake with Intel® ME FW is executed on every boot of the system. To get this process executed, the Intel® MEI driver was using a global variable that originally was used for storing HECI HW registers data. On some occasions and due to random timing issues this global variable was not updated in time for the Intel® MEI Driver to Intel® ME FW handshake process execution. The change is now to read the HECI HW registers directly from the HW instead of using the global variable.

The SW contained within this kit supports the following platforms.

- 4th Generation Intel® Core™ Processor U-Series Platform I/O
- Intel® 8 Series/C220 Series Chipset Family
- Intel® 7 Series/C216 Chipset Family
- Intel® C610 Express Chipset
- Intel® C600 Series Express Chipset with Intel® ME 8.1

Beginning with Intel® ME10, the software installer has been converted to an MSI format. This change provides a secure single package executable instead of the Intel Installation Framework 2.0 (IIF2) package and the unpackaged installers that were provided in previous releases.

The table below describes the changes in the Intel® ME SW installer:



**Important Notes**

FW SKU	Folder name	Folder Content BEFORE ME10	Folder Content in ME10
5MB; 1.5MB	<b>ME_SW</b>  Removed from ME9.1 kit	All the installer component folders and ingredients: DAL; Drivers; Firmware Recovery Agent; IFR; IMSS; IUS; Lang; LMS; MEWMIProv; NAC_PP; x64; autorun.inf; DIFxAPI.dll; mup.xml; Setup.exe; Setup.if2; version.ini	Folder does not exist anymore
	<b>ME_SW_IS</b> Removed from ME9.1 kit	ME_SW_IS.zip	Folder does not exist anymore
	<b>ME_SW_MSI</b>  New folder	Folder did not exist in previous versions	Contains two files: <ul style="list-style-type: none"> <li>▪ <b>SetupME.exe</b> <ul style="list-style-type: none"> <li>• Single MSI format file (~90MB)</li> <li>• Contains all the components that were included under the ME_SW folder in previous SW releases</li> </ul> </li> <li>▪ <b>MUP.xml</b></li> <li>▪ <b>IntelMEFWVer.dll</b></li> </ul>
5MB only	<b>MEI-Only Installer</b> Removed from ME9.1 kit	MEISetup.exe	Folder does not exist anymore
	<b>MEI-Only Installer MSI</b>  New folder	Folder did not exist in previous versions	Contains two files: <ul style="list-style-type: none"> <li>▪ <b>MEISetup.exe</b> <ul style="list-style-type: none"> <li>• Single MSI format file (~24MB)</li> <li>• Contains the MEI driver in a single package</li> </ul> </li> <li>▪ <b>MUP.xml</b></li> <li>▪ <b>IntelMEFWVer.dll</b></li> </ul>



# 4 Kit Details

## 4.1 Build Details

Kit	Build Details	Changes since previous SW-Only release – 10.0.27.1006 HF2	Reasons for changes
<b>Intel® MEI Driver Version</b>	10.0.28.1000 Certified for Windows* 7/8/8.1 Submission ID: 1679703	Yes	Windows* certification
<b>SOL Driver Version</b>	10.0.20.1258 Certified for Windows* 7/8/8.1 Submission ID: 1659520	No	N/A

- \* - For more information on Intel® MEI Driver and SOL Driver versions, please see:
- o Intel® ME SW 10 Release SW Product Requirements Document (PRD) – (CDI/IBL Document # 538060).
  - o Single Version of Intel® ME Software for Multiple ME FW Generations rev 1.1 (CDI/IBL Document # 521226).

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## 5 Intel® ME New Features

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### 5.1 RCR Update

RCR #	Description / Background	Build
CCG0100198241	<p><b>Description:</b> Add an option to prevent Intel® IFR SW installation in the Intel® ME SW installer.</p> <p><b>Background:</b> The Intel® ME 10 SW installer for Intel® ME 10 and backwards compatible to Intel® ME 9.x and 8.1 platforms uses a MSI Installer instead of the previous open package and does not allow OXMs or end customers from deselecting features during an installation.</p>	10.0.25.1030
CCG0100010916	<p><b>Description:</b> Adding BUS driver capabilities to Intel® MEI Driver.</p> <p><b>Background:</b> The Intel® MEI driver acts as a communication channel between Host SW and Intel® ME FW clients. The OS can load/unload them in any order, therefore, an OS could unload Intel® MEI driver before unloading the NFC Driver which may lead to communication and timing issues between NFC and Intel® MEI driver.</p>	10.0.0.1168
RCR 1024630	<p><b>Description:</b> Add an option to prevent IFR SW installation in the ME SW installer</p> <p><b>Background:</b> Intel® ME SW installer (setup.exe) now supports new flag '-noIFR'. Using this flag with the Intel ME SW installer 10.0.0.1168 will prevent IFR SW installation on the system.</p>	10.0.0.1168
RCR 1024500	<p><b>Description:</b> SOL driver installation when 5MB AMT SKU is detected</p> <p><b>Background:</b> SOL driver will be by default installed on</p>	10.0.0.1168



RCR #	Description / Background	Build
	any AMT/vPro eligible SKU system even with the SOL device not exposed to the OS.. This will be done Additionally, the '-port' flag is removed from the installer supported flags	



## 6 Issue Status Definitions

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This document provides sightings and bugs report for Intel® Management Engine Firmware 9.0 SKU, Software and Tools for Intel® AMT on the Intel® 8 Series/C220 Series Chipset Family based platforms. Each report contains a snapshot of sightings and critical internal bugs dating to the Friday of the week in which it was released. At the time of a milestone release, this report will be distributed with the Intel® ME Kit and will provide information on new issues and the status of old issues (replacing the Release Notes document).

The issues are separated into sub-groups to assist in understanding the status of the issues and what action, if any, needs to be done to address the issue. The names and definitions of the sub-groups are detailed below.

**Closed Issues:** Issues will not be classified as “Closed” until the fix is verified with the appropriate firmware version or disposition given below. Closed issues are separated into three different categories:

- **Closed – Fixed in Firmware Kit:** All issues detailed in this section have been fixed in the firmware version identified in the individual sighting details.
- **Closed – No Plan to Fix:** All issues detailed in this section are not planned to be fixed in any revision of the firmware.
- **Closed – Documentation Change:** All issues detailed in this section require a change to either a specification and/or a documentation change. The specific revisions to the appropriate documentation/specification are identified in the issue details.

**Open Issues:** New sightings and bugs will be classified as “Open” issues until the fix is verified with the appropriate firmware version. Open issues are separated into the following categories:

- **Open – Under Investigation:** All issues in this status are still under investigation. Issues may or may not be root caused.

**Note:** Any issues that are still open for production revisions of the components will be documented in the respective specification update documents.

**Sightings listed in this document apply to ALL Intel® 8 Series Chipset Family CRB SKU’s unless otherwise noted either in this document or in the sightings tracking systems.**

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# 7 Closed Issues

## 7.1 Closed – Software

Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
320639	Intel® Management Security Status requests system to reboot even though SOL is activated successfully.	<p><b>Affected Component –</b> SW.AMT.Services</p> <p><b>Impact:</b> OS needs reboot even when SOL is active.</p> <p><b>Workaround:</b> None.</p> <p><b>Notes:</b></p> <p><b>Replication Steps:</b></p> <ol style="list-style-type: none"> <li>Flash new image to board.</li> <li>Provision via Intel® MEBX.</li> <li>Boot to OS.</li> <li>Install appropriate SWs</li> <li>Open device manager and confirm that SOL is activated successfully.</li> <li>Intel® Management Security Status requests user to reboot sytem.</li> </ol>	10.0.28.1006	10.0
320755	The handle count of the system process keeps increasing at every S4/S3 cycle.	<p><b>Affected Component –</b> SW.AMT.Services</p> <p><b>Impact:</b> Old notification handle does not close after resume.</p> <p><b>Workaround:</b> None.</p> <p><b>Notes:</b></p>	10.0.28.1006	10.0
320784	Intel® MEI Driver yellow bang when run power cycles.	<p><b>Affected Component –</b> SW.HECI Driver</p> <p><b>Impact:</b> Intel® MEI driver may display a yellow bang after extensive power cycles.</p> <p><b>Workaround:</b> None.</p> <p><b>Notes:</b></p> <p><b>Replication Steps:</b></p> <ol style="list-style-type: none"> <li>Run power cycles of S0 – S3.</li> <li>Open Windows* Event Viewer.</li> <li>Monitor MEIx64 reset.</li> </ol>	10.0.28.1006	10.0



Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
320570	Intel® Management Engine Interface yellow bang issue when run warm boot or Sx stress testing.	<p><b>Affected Component</b> – SW.HECI Driver</p> <p><b>Impact:</b> Intel® MEI driver may display a yellow bang after extensive warm reboot stress testing.</p> <p><b>Workaround:</b> Shutdown and restart SUT Intel® MEI driver will no longer be in yellow bang state and will function as expected.</p> <p><b>Notes:</b></p>	10.0.27.1006	10.0
5486763	Intel® ME 10 SW switch "-notc" does not prevent IUM installation during an upgrade.	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> Running the Intel® ME SW update, the -NOTC switch is ignored and Intel® Update Manager is installed.</p> <p><b>Workaround:</b> Uninstall Intel® ME SW and reinstall SW as as fresh install.</p> <p><b>Notes:</b></p> <p>Replication Steps:</p> <ol style="list-style-type: none"> <li>7. Install Intel® ME 10 SW e.g. "SetupME.exe -s -notc -noimss" and the Intel® Update Manager agent is not installed as expected.</li> <li>8. Upgrade to later version of Intel® ME 10 SW e.g. "SetupME.exe -s -notc -noimss" Intel® Update Manager is installed despite the notc switch.</li> <li>9. Intel® ME 10 SW switch "-notc" does not prevent IUM installation during an upgrade.</li> </ol>	10.0.25.1030	All





Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
5485979	Intel® Management Engine Firmware Recovery Agent displays it is uninstalled on system where it was never installed.	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> The uninstallation screen displays that Intel® IFR was uninstalled on a system which has Intel® IFR disabled in firmware and was never installed.</p> <p><b>Workaround:</b> None.</p> <p><b>Notes:</b></p> <p>Replication Steps:</p> <ol style="list-style-type: none"> <li>1. Set the 'ME Region   Configuration   ME   Independent Firmware Recovery Enable' setting to 'false'.</li> <li>2. Boot to OS on fresh system that does not have Intel® ME FW installed. If not, uninstall all Intel® ME-related software before proceeding.</li> <li>3. Install the Intel® ME 10 SW software package from a previous release.</li> <li>4. Uninstall the Intel® ME SW.</li> <li>5. "Intel(R) Management Engine Firmware Recovery Agent" is reported on the final summary screen as having been uninstalled despite Intel® IFR is disabled in FW and not previously installed.</li> </ol>	10.0.25.1030	All
5443890	When installing Intel® ME SW with Intel® Update Manager, the Setup completion page indicates Intel® Recovery Agent was successfully installed.	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> Setup completion page displays Intel® ME Firmware Recovery Agent instead of Intel® Update Manager.</p> <p><b>Workaround:</b> None.</p> <p><b>Notes:</b></p>	10.0.25.1030	



**Closed Issues**

Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
3527489 / 5445945	Error encountered when upgrading Intel®ME SW 8.1 to Intel® ME SW 10.0.1.1000 requires a reboot and reinstall.	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> May not be able to upgrade Intel® ME 8.1 platform to latest 10.0 SW on first attempt.</p> <p><b>Workaround:</b> After a failed installation, reboot or rescan devices then re-install Intel® ME 10 SW again.</p> <p><b>Notes:</b> This kit release includes an updated Installer.</p> <p>Replication Steps:</p> <ol style="list-style-type: none"> <li>1. Power up Intel® ME 8.1 platform.</li> <li>2. Install SW from Intel® ME 8.1 PV or later release.</li> <li>3. Install Intel® ME SW from 10.0.1.1000 kit</li> <li>4. Instead of a successful installation, the installation exits with a fatal error.</li> </ol>	10.0.2.1000	8.1
5444506	Upgrading from Intel® ME 8.x and Intel® ME 9.x Software to Intel® ME 10 Software does not work properly.	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> After upgrading from Intel® ME 8.x and Intel® ME 9.x Software to Intel® ME 10 Software, both versions of Intel® ME Software (the older version and the Intel® ME 10 version) are listed in the Control Panel's Installed Programs list, Intel® IMSS may not work properly, and subsequently uninstalling the previous Intel® ME SW version may uninstall some of the Intel® ME 10 Software components as well.</p> <p><b>Workaround:</b> None</p> <p><b>Notes:</b></p>	10.0.1.1000	All



Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
5294446	The Intel® ME Software installer reports that IFR software has been installed, even when IFR has been disabled in the Intel® ME firmware image.	<p><b>Affected Component</b> – SW.AMT.Icon</p> <p><b>Impact:</b> May confuse customers and lead them to believe that IFR has been installed.</p> <p><b>Workaround:</b> None</p> <p><b>Notes:</b></p>	10.0.1.1000	All
320279	The handle count of the system process increases at every S3/S4 cycle with the Intel® ME SW included in the recently released 10.0.0.1168 PV SW-Only and 9.1.0.1120 PV kits.	<p><b>Affected Component</b> – SW.HECI Driver</p> <p><b>Impact:</b> Each powercycle S0 to S3/S4 caused the number of the following handle to be increased: HKLM\SYSTEM\ControlSet001\Services\MEIx64\Parameters.</p> <p><b>Workaround:</b> N/A</p>	10.0.0.1204	10.0 9.1 9.0 9.5 8.x
319635	When system resume from S3, Intel® NFC stops functioning.	<p><b>Affected Component</b> – SW.AMT.Drivers</p> <p><b>Impact:</b> Intel® NFC stops functioning after system resume from S3.</p> <p><b>Workaround:</b> N/A</p> <p><b>Notes:</b></p> <p>Reproduction Steps:</p> <ol style="list-style-type: none"> <li>1. Cause the system to transition to S3.</li> <li>2. Wake the system up.</li> <li>3. Repeat Steps 1 and 2 several times.</li> </ol> <p>Intel® NFC stops functioning, the event logger displays a message saying that Intel® NFC is not polling and other error messages are displayed</p>	9.5.24.1790	9.0 9.5 8.x



Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
215695	AMT_IPv6 address does not get updated in Intel® Management and Security Status Application when an IPv6 is enabled in WebUI on a Wireless Only platform.	<p><b>Affected Component</b> – SW.AMT.Icon  <b>Impact:</b> Intel Management and Security Status Application doesn't update an IPv6 address on Wireless Only platforms.  <b>Workaround:</b> None.  <b>Notes:</b>  Reproduction Steps:  1. Provision SUT.  2. Open WebUI using <a href="http://SUT_IP:16992">http://SUT_IP:16992</a> and go to IPv6 Network Settings, check the Enable IPv6 box, then go to System Status, find Wireless IPv6 address show (server).  3. Open Intel Management and Security Status Application and go to the Advanced tab.  a. Click "Network Information" and check the IPv6 address item.  b. Click "Exended System Detail", check "Intel ME Information"-&gt;"Network Information".</p> <p>Intel Management and Security Status Application displays either blank information or "N/A" instead of displaying a valid IPv6 address and enablement status</p>	9.5.21.1754	9.5 9.0
319238	Microsoft "System - Sleep and PNP (disable and enable) with IO Before and After (Certification)" WHQL test fails with BSOD.	<p><b>Affected Component</b> – SW.HECI Driver  <b>Impact:</b> BSOD appears during Microsoft "System - Sleep and PNP (disable and enable) with IO Before and After (Certification)" WHQL test.  <b>Workaround:</b> N/A  <b>Notes:</b>  Reproduction Steps:  1. Run Microsoft "System - Sleep and PNP (disable and enable) with IO Before and After (Certification)" WHQL test.  BSOD appears.</p>	9.5.21.1754	9.0 9.5 8.x



Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
215831	TeeDriver64.sys may cause a BSOD crash and display: "DRIVER_IRQL_NOT_LESS_OR_EQUAL (d1)" on a Windows* 7 64-bit SUT.	<p><b>Affected Component</b> – SW.HECI Driver</p> <p><b>Impact:</b> BSOD crash when using Intel® ME SW version 9.5.10.1652 and performing S3/S4 stress testing.</p> <p><b>Workaround:</b> N/A</p> <p><b>Notes:</b></p> <p>Reproduction Steps:</p> <p>Run S3/S4 stress tests on SUT using FW and SW from 9.0.20.1406 or 9.5.13.1706 kits (Intel ME SW version 9.5.10.1652) on a Windows* 7 64-bit SUT until failure occurs.</p>	9.5.15.1730	9.0 9.5
5178580	A critical issue was found in the installation executable (Setup.exe) in the ME_SW folder of the Intel® Management Engine Software 8.1/9.0/9.5 SKU 1.5MB and 5MB and SW only (Kit #s 100419 and 100422).	<p><b>Affected Component</b> – Installer</p> <p><b>Impact:</b> When uninstalling Intel® ME SW drivers, an empty variable will cause the installer to attempt the deletion of files from "C:\Program Files(x86)\Intel" causing errors after reboot.</p> <p><b>Workaround:</b> None</p> <p><b>Notes:</b> The installer has been fixed in this hotfix release.</p> <p>Reproduction Steps:</p> <ol style="list-style-type: none"> <li>1. Install Intel® ME SW from 9.5.14.1724 kit.</li> <li>2. Uninstall ME SW from Control Panel and reboot.</li> <li>3. Check if files remain or have been deleted from "C:\Program Files(x86)\Intel" during the uninstallation process.</li> </ol>	9.5.14.1724 v2	9.5 9.0 8.x



**Closed Issues**

Issue #	Description	Affected Component/Impact / Workaround/Notes	Fixed in Intel® ME SW Kit#	Affected Platform(s) when using SW
215672	Sporadically, all agents may become suspended after resume from S3/S4.	<p><b>Affected Component</b> – SW.AMT.Drivers</p> <p><b>Impact:</b> SW monitoring mechanism does not work; SW agent crash may go undetected.</p> <p><b>Workaround:</b> None</p> <p><b>Notes:</b></p> <p>Reproduction Steps:</p> <ol style="list-style-type: none"> <li>Flash image, clear CMOS and provision Intel® AMT.</li> <li>Move SUT to S4 and resume to S0 after a few seconds.</li> <li>Create Agent.</li> <li>Wait until the agent is in an expired state (8).</li> <li>Check agent state.</li> <li>State switched to Suspended state (16) instead of in an expired state (8).</li> </ol>	9.5.14.1724	9.5 9.0 8.x
215635	Intel® Management and Security Status Application version fails to update uCode for JacksonPeak 2 and TaylorPeak on Intel ME 9.0.0 to 9.0.13 systems.	<p><b>Affected Component</b> – SW.IMSS</p> <p><b>Impact:</b> Intel® Platform Enablement Test Suite (Intel® PETS) Partial_FW_Update_003 fails. Intel Management and Security Status Application cannot update WLAN uCode with JacksonPeak 2 and TaylorPeak adapters.</p> <p><b>Notes:</b></p> <p>Reproduction Steps:</p> <ol style="list-style-type: none"> <li>Run Intel PETS Partial_FW_Update_003 test.</li> <li>Ensure valid WiAMT configuration is complete.</li> <li>Power off SUT and replace the WLAN Card. e.g. Replace Jackson Peak 2 with Taylor Peak.</li> <li>Boot the system with the new card.</li> <li>Open Intel Management and Security Status Application and see that an [WLAN update unsuccessful] event was created about partition update.</li> </ol>	9.5.10.1658	9.0



## 7.2 Closed – No Plan to Fix

Issue #	Description	Affected Component/Impact / Workaround/Notes
215804	"Fast Call for Help" button become available when WiAMT is enabled and LAN or WLAN device is disabled in device manager	<p><b>Affected Component</b> – SW.AMT.Icon</p> <p><b>Impact:</b> "Fast Call for Help" button become available when WiAMT is enabled and LAN or WLAN device is disabled in device manager</p> <p><b>Workaround:</b> When issue occurs, click the "Disconnect" button and then the button status will be correct</p> <p><b>Notes:</b></p> <p>Reproduction Steps:</p> <ol style="list-style-type: none"> <li>1. Flash bios and provision Intel® ME</li> <li>2. Setup Intel® ME to connect to Wireless profile via WebUI</li> <li>3. Boot to OS and confirm the Intel® ME has been connected to wireless accordingly.</li> <li>4. Disable wireless or LAN device in OS device manager</li> <li>5. Check IMSS "Fast Call for Help" button. ---&gt; (if status still normal in step 5, go to next step.)</li> <li>6. Set System to enter S3.</li> <li>7. Resume from S3.</li> <li>8. Check IMSS "Fast Call for Help" button. ----&gt; (button will become available and show up "Get Technical Help")</li> <li>9. Click on "Get Technical Help" button.</li> <li>10. IMSS will pop-up warning message for failing to reach your support organization.</li> <li>11. Click on OK button to close warning message.</li> <li>12. Check on "Fast Call for Help" button become available and show up "Disconnect".</li> </ol>



# 8 Known Issues

## 8.1 Open – Software

Issue #	Description	Affected Component/Impact / Workaround/Notes	Affected Platform(s) when using 10.0 SW
320673	Intel® IMSS shows "Information unavailable" for the IPv6 address.	<b>Affected Component</b> – SW.AMT.Icon <b>Impact:</b> IPv6 address doesn't appear in Intel® IMSS. <b>Workaround:</b> None. <b>Notes:</b>	10.0
5061445	iCLS error encountered when downgrading Intel® ME SW 10.0.2.1000 to a legacy Intel® ME SW.	<b>Affected Component</b> – iCLS, installer <b>Impact:</b> May not be able to downgrade / upgrade Intel® ME 10.0 SW kit to Intel® ME 9.5, 9.0 or 8.1 SW on the first attempt. <b>Workaround:</b> Uninstall Intel® ME 10 SW kit prior to installation of legacy Intel® ME SW. <b>Notes:</b> Replication Steps: 1. Install SW from Intel® ME 10.0.2.1000. 2. Install Intel® ME SW from a legacy Intel® ME SW kit e.g. Intel ME 9.5.214.1790 SW-only kit. 3. Instead of a successful downgrade, the installation exits with a fatal error.	8.1 9.0 9.5

