# Intel® Management and Security Status Application

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# *Contents*

# 1 Introduction

This *User's Guide* describes how to use the Intel® Management and Security Status application. The application's component tabs—detailed in this document—display information about a platform's support for the following technologies: Intel® Active Management Technology (Intel® AMT), Intel® Standard Manageability (Intel® Std Mgt), Level III Manageability Upgrade (L3 Mgt Upgrade), and Intel® Anti-Theft (Intel® AT). All of these technologies are built upon the Intel® Management Engine (Intel® ME), a feature provided within the hardware platform.

The Intel® Management and Security Status icon indicates whether Intel® AMT, Intel® Standard Manageability, Level III Manageability Upgrade and Intel® Anti-Theft are running on the platform. The icon is located in the notification area. By default, each time Windows* starts, Intel® Management and Security Status application starts and the notification icon is displayed.

The Intel® Management and Security Status application has a separate version per every Intel® AMT generation (4.x, 5.x, 6.x, 7.x). **This User Guide describes the Intel® Management and Security Status application for Intel® AMT generation 7.x.**

*Note:* 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 a supported combination of the following technologies is present on the platform: Intel® AMT, Level III Manageability Upgrade, Intel® Standard Manageability. If the Intel® Management and Security Status application is started manually (via the Start menu), the icon is loaded even if none of these technologies are enabled.

*Note:* The information displayed in the Intel® Management and Security Status application is not shown in real time. The data is refreshed at different intervals.

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# 2 Using the Intel® Management and Security Status Application and 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 Intel® Management and Security Application User Notification Service is not running or the Intel® Management Engine Interface (Intel® MEI) driver is disabled or unavailable).

**To view the Intel® Management and Security Status application:**

- Double-click the Intel® Management and Security Status icon, or

- Right-click or left-click the icon and choose **Open**, or

- Click **Start>All Programs>Intel>Intel® Management and Security Status> Intel® Management and Security Status**.

  **Note:** if your computer is set to Classic Start Menu, the path will start with 'Programs' instead of 'All Programs'.

The following sections describe the information available in the application's tabs. Information about the application is available also by clicking either the **Learn more** button or link.

![Intel logo]

## 2.1      General Tab

The **General** tab provides basic information about the Intel® AMT, Intel® Standard Manageability, Level III Manageability Upgrade, and Intel® Anti-Theft status and events.
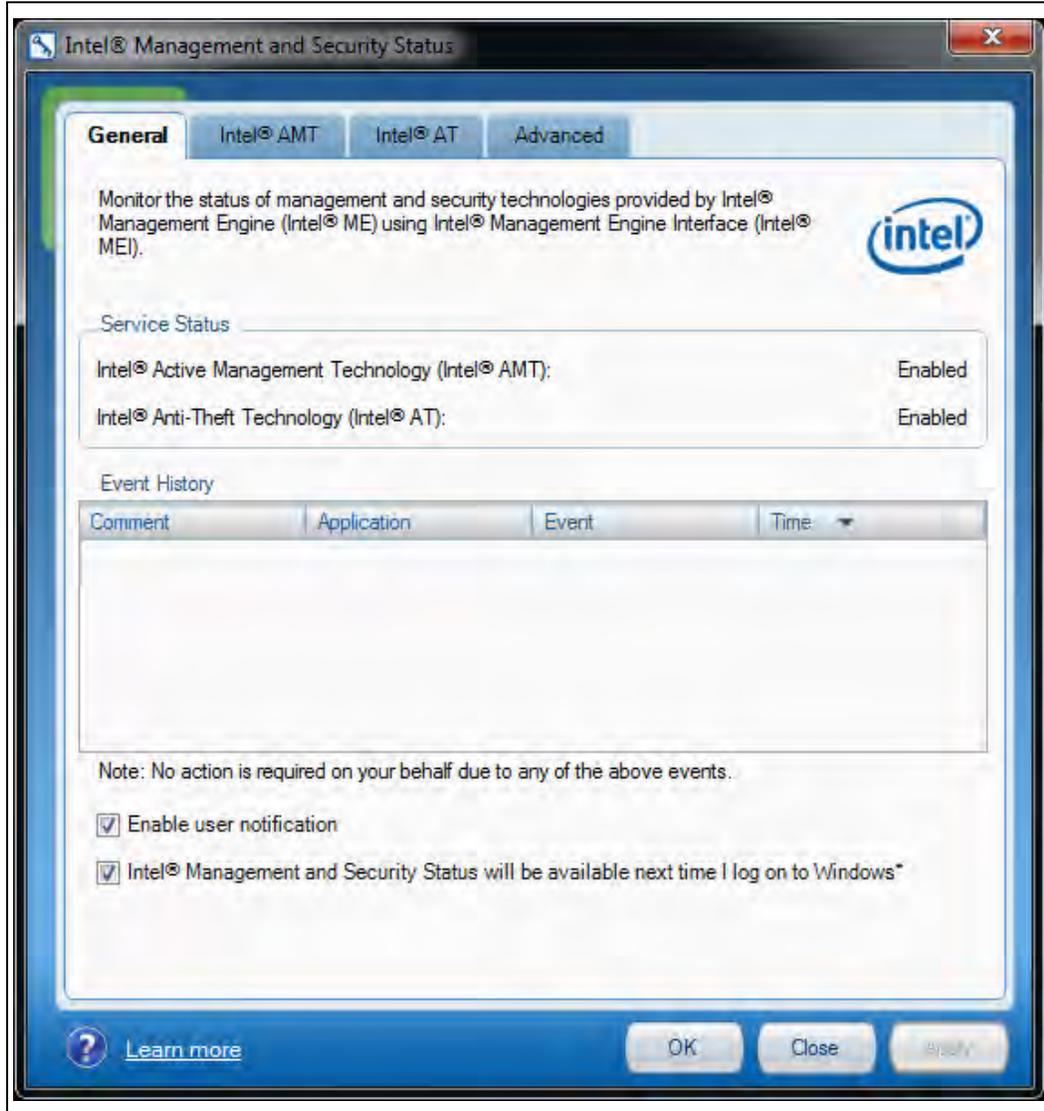
Events and some of their details are displayed in the **Event History** section. These can be sorted by clicking on the relevant column header.

The status of Intel® AMT, Intel® Standard Manageability, Level III Manageability Upgrade or Intel® Anti Theft is displayed in the **Service Status** section depending on which technology is operational on the system. The tab displays information for either Intel® AMT, Intel® Standard Manageability, or Level III Manageability Upgrade. The status can be one of the following:

- **Intel® AMT**: Enabled / Disabled / Information unavailable

  When Intel® AMT status presents Enabled it means that the Intel® AMT technology is supported on the system. Intel® ME status (in the Advanced Tab) will give the user information on whether the Intel® ME is configured (hence Intel® AMT is functional and operating).

  When Intel® AMT status presents Disabled it means that the Intel® AMT technology is not enabled on the system.

  Information unavailable: It is not known whether Intel® AMT technology is supported on the system. No Intel® AMT information is available. This can be for one of the following reasons: UNS service has stopped, or the MEI driver is disabled.

- **Intel® Standard Manageability**: Enabled / Disabled / Information unavailable

  When Intel® Standard Manageability status presents Enabled it means that the Intel® Standard Manageability technology is supported on the system. Intel® ME status (in the Advanced Tab) will give the user information on whether the Intel® ME is configured (hence Intel® Standard Manageability is functional and operating).

  When Intel® Standard Manageability status presents Disabled it means that the Intel® Standard Manageability technology is not enabled on the system.

  Information unavailable: It is not known whether Intel® Standard Manageability technology is supported on the system. No Intel® Standard Manageability information is available. This can be for one of the following reasons: UNS service has stopped, or the MEI driver is disabled.

- **Level III Manageability Upgrade**: Enabled / Disabled / Information unavailable

  When Level III Manageability Upgrade status presents Enabled it means that Level III Manageability Upgrade technology is supported on the system. Intel® ME status (in the Advanced Tab) will give the user information on whether the Intel® ME is configured (hence Level III Manageability Upgrade is functional and operating).

  When Level III Manageability Upgrade status presents Disabled it means that the Level III Manageability Upgrade technology is not enabled on the system.

  Information unavailable: It is not known whether Level III Manageability Upgrade technology is supported on the system. No Level III Manageability Upgrade information is available. This can be for one of the following reasons: UNS service has stopped, or the MEI driver is disabled.

- **Intel® Anti-Theft**: Enabled. This means that the Intel® Anti-Theft feature is supported on the platform. If Intel® Anti-Theft is not supported on the platform, no reference to it is displayed.
  Note that the feature becomes activated only after the platform has been enrolled with an Intel® Anti-Theft service provider.
  **Note**: The information in this field shows the state of the platform when the Intel® Management and Security Status application was last launched.

**Enable user notification**: Checking this box allows the user to enable or disable the Intel® Management and Security Status icon from displaying important notifications in the notification area (for instance, notification will be sent when one of the technologies is enabled or disabled). Checking or unchecking the checkbox affects the Intel® Management and Security Status application setting for the current user account only.

**Intel® Management and Security Status application will be available next time I log on to Windows**: Checking this box causes the Intel® Management and Security Status application to be invoked, and the icon to be displayed, whenever you log on to Windows*. Checking or unchecking the checkbox affects Intel® Management and Security Status application's behavior for the current user account only.

**Note:** The application does not load automatically with Windows* log-on if none of the technologies it displays (Intel® AMT, Intel® Standard Manageability or Level III Manageability Upgrade) are supported on the platform. Intel® Management and Security Status application will load automatically even if all of the technologies are disabled, so long as they are supported. Intel® Management and Security Status application will not load if these technologies are not supported in the platform.

## 2.2 Intel® Active Management Technology Tab

**Note:** This tab is displayed only if the platform supports Intel® AMT.

Click the **Intel® AMT** tab to display Intel® AMT information.
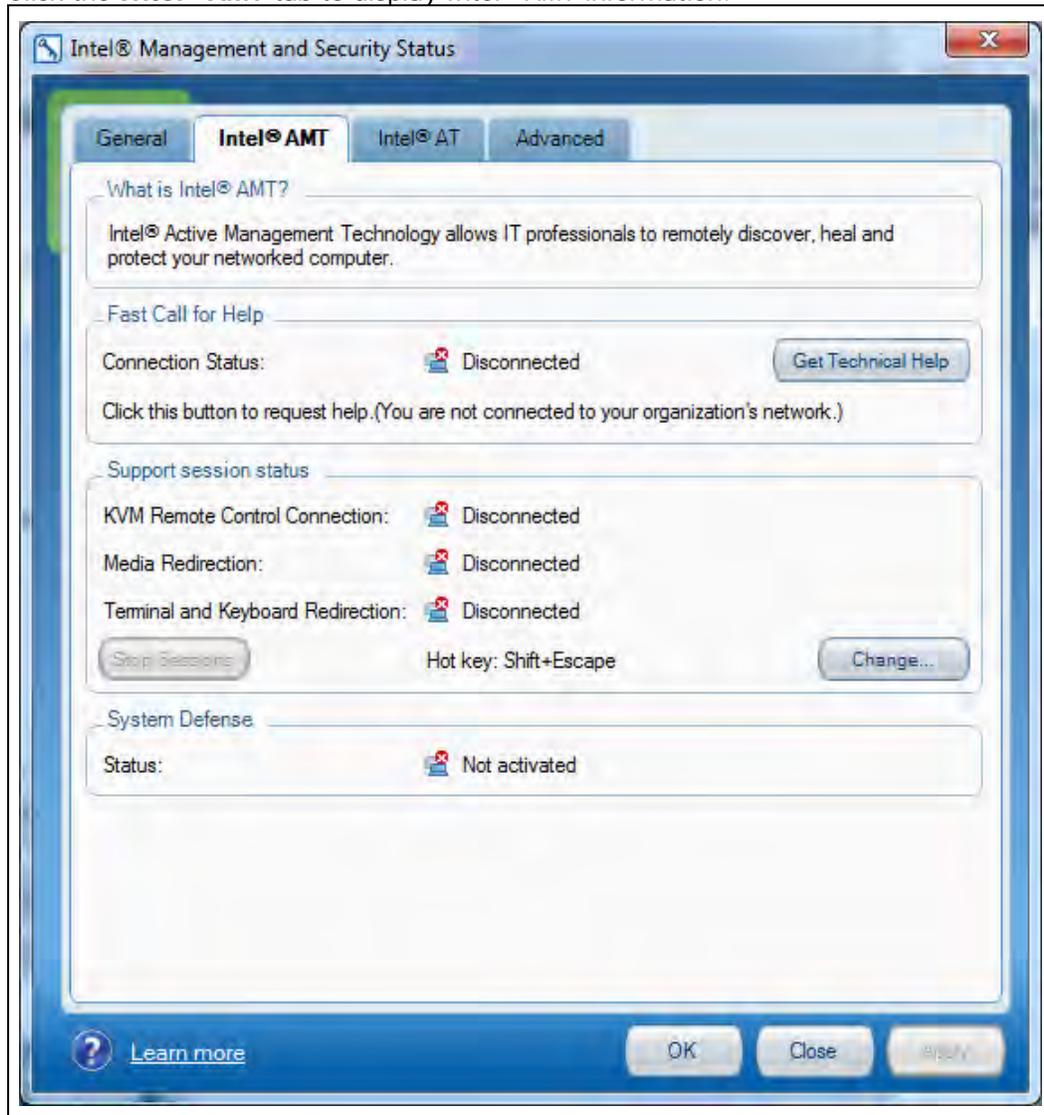
## 2.2.1 Fast Call for Help

The Fast Call for Help section provides CILA (Client Initiated Local Access) or CIRA (Client Initiated Remote Access) capabilities depending on whether the system is connected to the corporate network or not, respectively. The Fast Call for Help section will be available for the CIRA/CILA use-cases, as well as for a case in which the user's system did not receive an IP address while the wireless network is available for a support session to take place. Otherwise, the Fast Call for Help section will be grayed out.

CIRA allows a user to connect the Intel® AMT system to the company's Information Technology network from an external internet connection. Click the **Get Technical Help** button to connect to your Information Technology network for system diagnostics and maintenance. The current connection status is displayed in this section as well.

CILA (Client Initiated Local Access) feature allows a user connected to the internal corporate network to send a support request to the IT administrator.

*Note:*        The information displayed in the Intel® Management and Security Status application, including the Fast Call for Help section, is not shown in real time. The data is refreshed every time an event has arrived.

*Note:*        When the user is connected as Guest account (in Windows*) the "Fast Call For Help" section will be grayed out. This was designed to prevent users outside of the organization to influence the organization network.

## 2.2.2 Support Session Status Section

The following information is provided:

- **KVM Remote Control Connection**

  Indicates whether there is any open KVM (Keyboard, Video & Mouse) Remote Control session.
  Possible values: Connected/ Disconnected/ Information unavailable.
  The "KVM Remote Control Connection" section will be grayed out if the KVM Remote Control feature is disabled on the system.

- **Media Redirection**

  Indicates whether there are any open IDE redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable.

- **Terminal and Keyboard Redirection**

  Indicates whether there are any open terminal/keyboard redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable.

- **Stop Sessions**

  Click the Stop Sessions button to close any open KVM remote control, media redirection, or terminal/keyboard redirection sessions. In cases where user consent is required for such a session, re-establishing the session will require renewal of user consent after clicking this button.

- **Hot key**

  Indicates the hot key which could be used to close any open KVM remote control, media redirection, or terminal/keyboard redirection sessions (same effect as Stop Sessions button).

  Click on the Change button to choose a different hot key for terminating an open session.

- **Prevent Access**

  This button will appear in cases where user consent is required for a remote support session to occur. In such cases, after the user will provide the required approval to the remote administrator and as long as the healing session hasn't begun, the user will see the Prevent Access button. This button enables the user to change his/her mind, as clicking on it will cancel user consent and disable the ability of the IT administrator to begin the remote session. During this time, the Hot Key will also serve as a means to cancel user consent. Once a remote support session has begun, the Prevent Access button will no longer be visible, and the Stop Sessions button will appear instead.


**Note**: User Consent, when required, will be granted to the administrator per session, by the user giving the administrator a one-time pass code which will appear on the Secure Output Window presented on the user's screen. See more about Secure Output Window and User Consent Policy under Advanced Tab - Secure Output Window Settings.


**Intel® Management and Security Status Application Icon during support session**

- The notification area tray icon appears animated as long as user consent or support session is active.

- Stop Sessions/ Prevent Access are available also thru clicking on the tray icon.


## 2.2.3    System Defense State

- **System Defense State**

  Indicates whether System Defense policies are currently active.
  Possible values: Activated/Not activated/ Information unavailable.
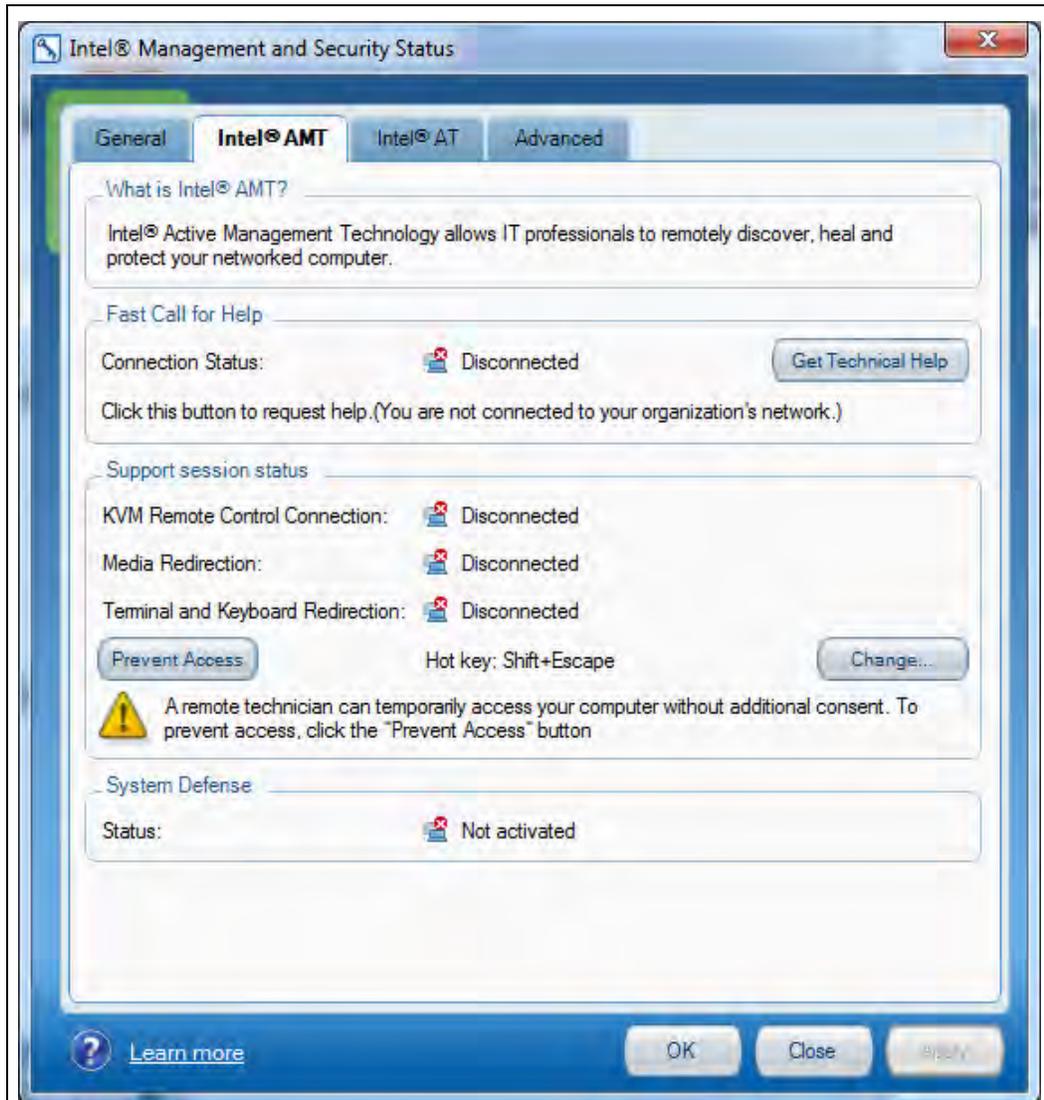
## 2.3　Intel® Standard Manageability Tab

**Note:** This tab is displayed only if the platform supports Intel® Standard Manageability.

Click the **Intel® Std Mgt** tab to display Intel® Standard Manageability information.
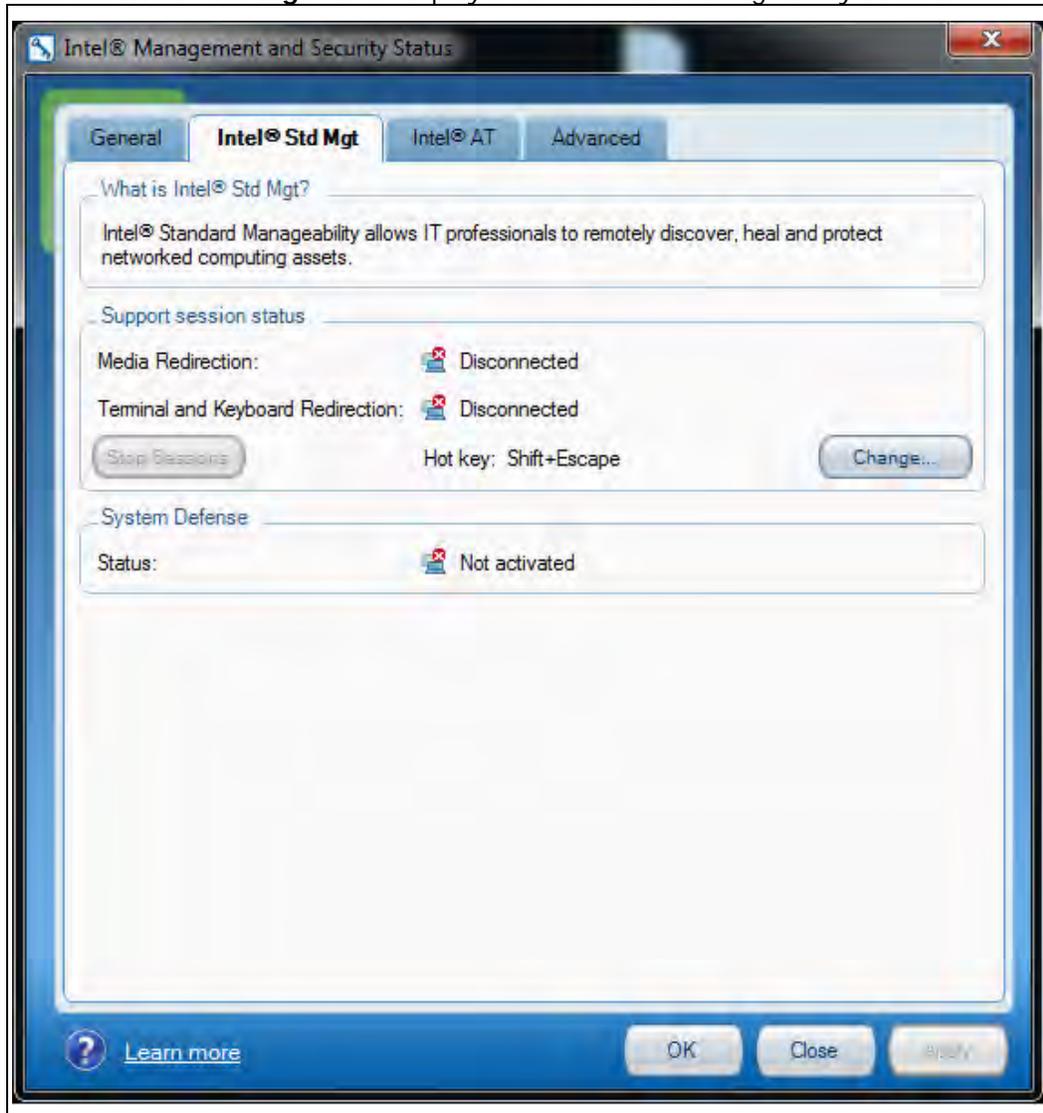
### 2.3.1　Support Session Status Section

The following information is provided:

- **Media Redirection**

  Indicates whether there are any open IDE redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable

- **Terminal and Keyboard Redirection**

  Indicates whether there are any open terminal/keyboard redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable.

### 2.3.2　System Defense State

- **System Defense State**

  Indicates whether System Defense policies are currently active.
  Possible values: Activated/Not activated/ Information unavailable.

## 2.4　Level III Manageability Upgrade Tab

**Note:** This tab is displayed only if the platform supports Level III Manageability Upgrade.

Click the **L3 Mgt Upgrade** tab to display Level III Manageability Upgrade information.

## 2.4.1     Fast Call for Help

The Fast Call for Help section provides CILA (Client Initiated Local Access) or CIRA (Client Initiated Remote Access) capabilities depending on whether the system is connected to the corporate network or not, respectively.

CIRA allows a user to connect the Level III Manageability Upgrade system to the company's Information Technology network from an external internet connection. Click the **Get Technical Help** button to connect to your Information Technology network for system diagnostics and maintenance. The current connection status is displayed in this section as well.

CILA (Client Initiated Local Access) feature allows a user connected to the internal corporate network to send a support request to the IT administrator.

*Note:*      The information displayed in the Intel® Management and Security Status application, including the Fast Call for Help section, is not shown in real time. The data is refreshed every time an event has arrived.

*Note:*      When the user is connected as Guest account (in Windows*) the "Fast Call For Help" section will be grayed out. This was designed to prevent users outside of the organization to influence the organization network.

## 2.4.2      Support Session Status Section

The following information is provided:

- **Media Redirection**

  Indicates whether there are any open IDE redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable

- **Terminal and Keyboard Redirection**

  Indicates whether there are any open terminal/keyboard redirection sessions.
  Possible values: Connected/ Disconnected/ Information unavailable.

## 2.4.3      System Defense State

- **System Defense State**

  Indicates whether System Defense is currently active.
  Possible values: Activated/Not activated/ Information unavailable.

## 2.5 Intel® Anti-Theft Tab

**Note:** This tab is displayed only if the platform supports Intel® AT.

Click the Intel® AT tab to view Intel® Anti-Theft information.

**Note:** The information in this tab shows the state of the platform when the Intel® Management and Security Status application was last launched.
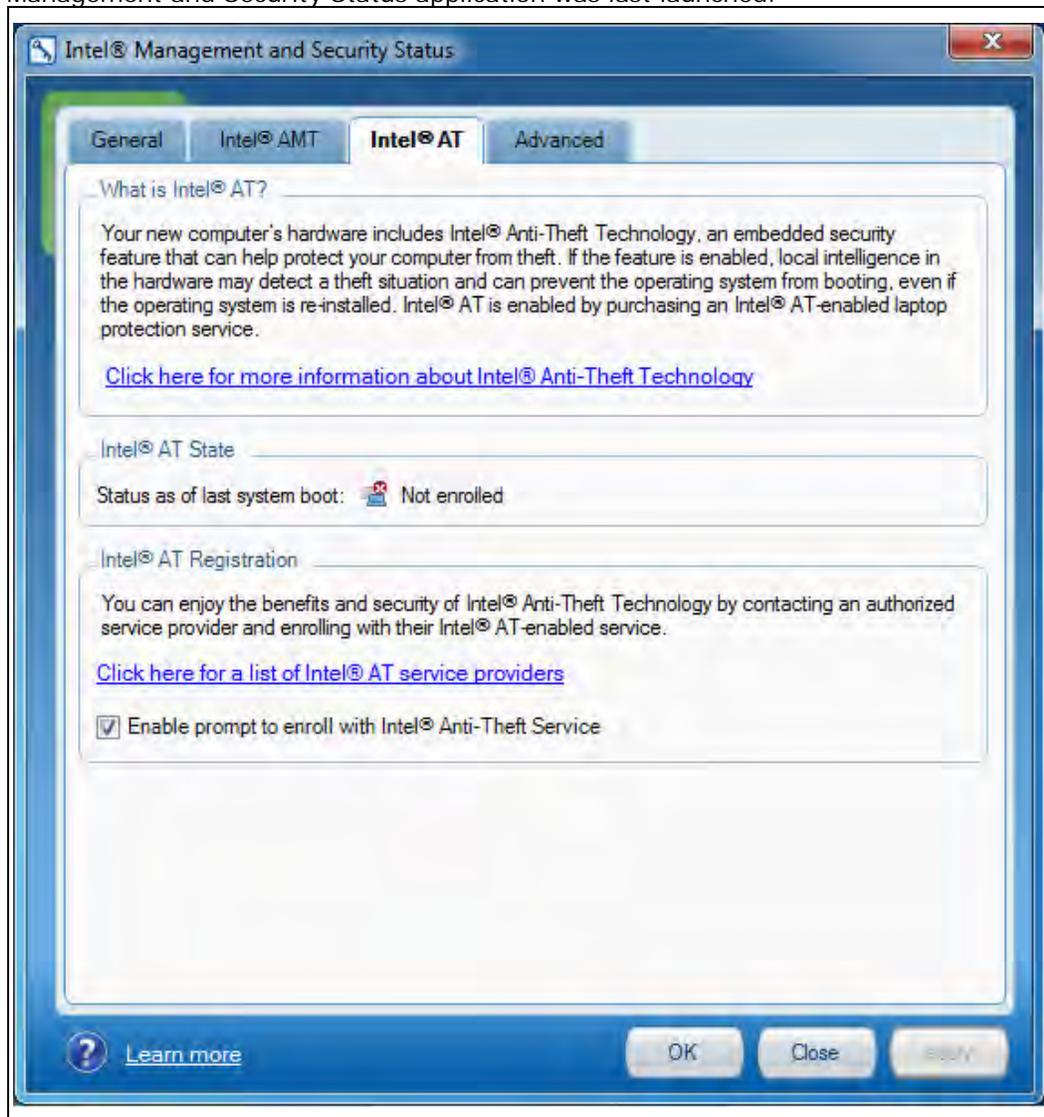


Clicking the link in the **What is Intel® AT** section connects you to an Intel site that provides you with information about Intel® Anti-Theft technology.

## 2.5.1 Intel® AT State

Provides the following information:

**Enrolled:** The platform has been enrolled with a service provider that is providing Intel® Anti-Theft protection for it.

**Not Enrolled:** The platform has not been enrolled with a service provider that is providing Intel® Anti-Theft protection.

## 2.5.2 Intel® AT Registration

**Note:** This section is displayed only if the platform has not been enrolled with a service provider that is providing Intel® Anti-Theft protection.

Clicking the link in this section displays a list of Intel® AT service providers in your area and allows you to enroll with their Intel® AT service.

**Enable prompt to enroll with Intel® Anti-Theft Service:** If this box is checked, a balloon displaying an invitation to enroll with Intel® AT service is displayed every 5th time that the Intel® Management and Security Status application is started. If the platform has been enrolled with Intel® AT service, the balloon is not displayed.

## 2.6 Advanced Tab

Click the **Advanced** tab to view additional information.
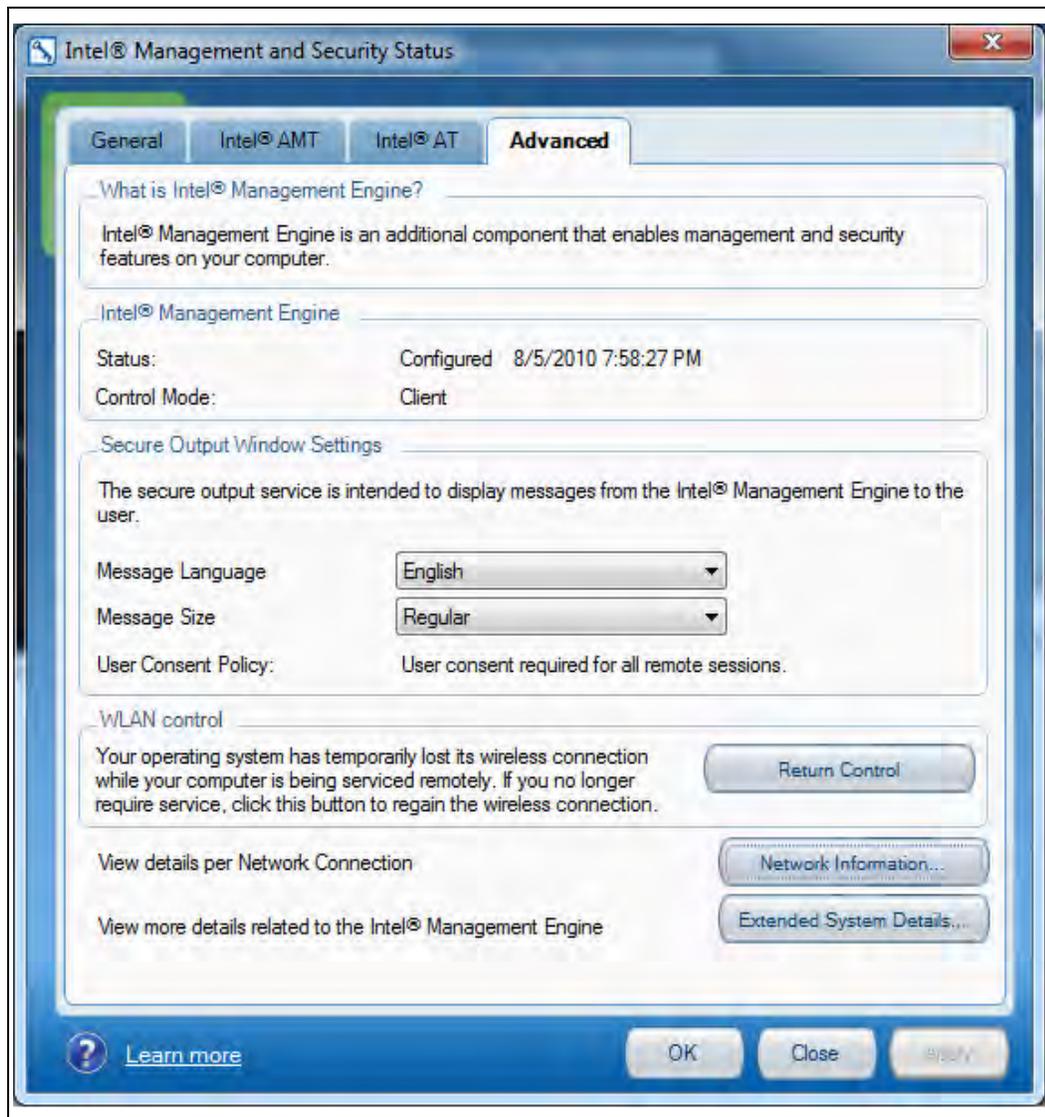


## 2.6.1 Intel® Management Engine

The following information is provided:

- **Status**

  The operational status of Intel® ME
  Possible values: Configured / Unconfigured / Information unavailable.
  In case status is Configured, the configuration date and time will be displayed.

- **Control Mode**

  There are two configuration modes for Intel® ME – Client Control Mode and Admin Control Mode. If status is Configured, the relevant Control Mode will be shown.

## 2.6.2 Secure Output Window Settings

The following information is provided for the Secure Output feature, implemented in KVM (keyboard/video/mouse) redirection. If the machine was configured in Client Control Mode this is provided in IDE redirection and remote power operations as well.

- **Message Language**

  Specifies the language used by the Secure Output feature for user consent. Choose one of the listed languages.

  Upon installation of the Intel® Management and Security Status application, the consent language will be set according to the Windows* System Locale language (note that this may be different than the Windows* Display language). Selecting a different Message Language on the Advanced Tab will override this initial setting.

- **Message Size**

  Specifies the window size of messages displayed by the Secure Output Feature. Choose one of the following: **Regular** or **Large**.

- **User Consent Policy**

  Specifies the policy for when the user's approval will be required in order to establish a remote support session by an IT administrator. User Consent will be granted to the administrator per session, by the user giving the administrator a one-time pass code which will appear on the Secure Output Window presented on the user's screen.

  Possible Policies are:

    User consent not required for any remote session

    User consent required for KVM session only

    User consent required for all remote sessions (i.e., KVM, IDE redirection, and remote power operation)

## 2.6.3 WLAN Control

The WLAN control section appears when there is an active support session in which the remote IT administrator is connecting to the user's machine via wireless network.

- **Return Control button**

If the remote administrator begins a support session using the wireless network, there is temporarily no wireless network available to the user's Operating System. The Return Control button enables the user to return control of the wireless network to the OS. However, if this button is clicked while the remote support session is still active, the session will be terminated.

## 2.6.4    Network Information

Click the **Network Information** button to display network details regarding Intel® ME wireless and wired connectivity.
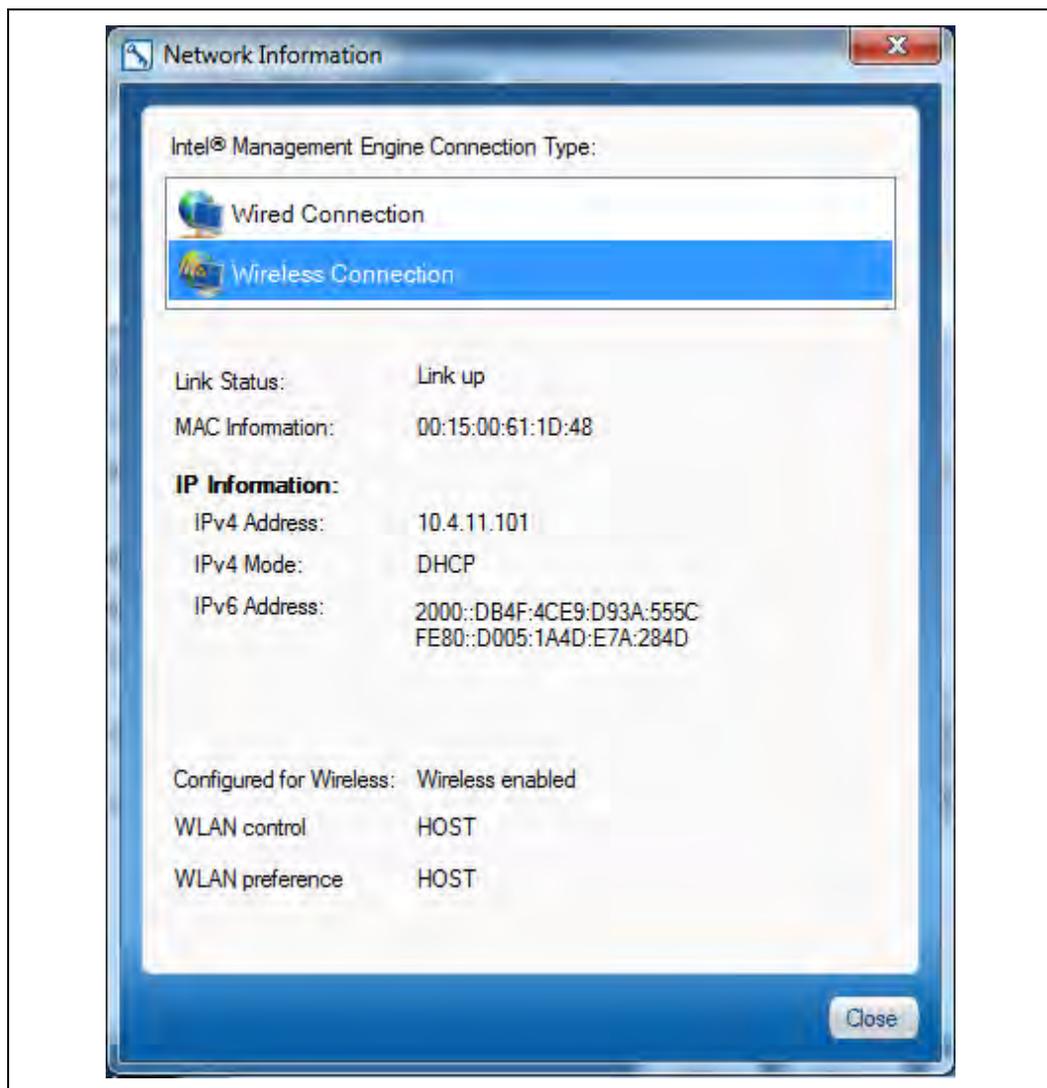
In the **Connection Type** section, click either **Wireless Connection** or **Wired Connection** to display information on the following items for the selected interface:

- **Link Status**

  Whether the link is currently active.
  Possible values are: Link up/Link down/Information unavailable

- **MAC Information**

  XX:XX:XX:XX:XX:XX – e.g. 88:88:88:0A:88:87

- **IPv4 Address**

  XXX.XXX.XXX.XXX – e.g. 208.77.188.166

- **IPv4 Mode**

  Possible values: Static/ DHCP/ Information unavailable.

- **IPv6 address**

  If IPv6 addressing is enabled for the ME, the Intel® Management and Security Status application displays up to 6 IPv6 IP addresses configured for an ME network interface.

**Data which appears only for Wireless Connection**

- **Configured for Wireless**

  Possible values are: Wireless enabled/ Wireless disabled/ Information unavailable.

- **WLAN control**

  WLAN control indicates whether the wireless network is available to the user's computer operating system (i.e. regular usage) or whether it is in control of the Intel® Manageability Engine (Intel® ME) for the purpose of remote support by an IT administrator.
  Possible values are: Operating System/ Intel® ME.

- **WLAN preference**

  WLAN preference indicates whether the wireless network should preferably be in control of the operating system or the Intel® Manageability Engine (Intel® ME). Expected behavior is for WLAN control to be the same as WLAN preference. However, if for some reason the operating system fails to take control over the wireless network (e.g. the wireless driver is dysfunctional), the user will witness WLAN preference given to the operating system while WLAN control is with

Intel® ME (even if the Return Control button was clicked).
Possible values are: Operating System/ Intel® ME.

## 2.6.5 Extended System Details

When clicking Extended System Details, a Windows System Information window will open, providing an extensive report about system components and configuration.

The report includes both general information regarding the system ("Host Information") and specific Intel® Manageability Engine information ("Intel® ME Information").

It is possible to save the system report to a file by clicking File->Export on the System Information Window.

Below are explanations for some of the details displayed under Intel® ME Information:

**Host information**

OS Name – The Windows* operating system that the application is running on.

OS Version – The version of the operating system.

System Manufacturer – The hardware manufacturer.

System Name – The computer name as recognized by the operating system.

System Model – The hardware platform name.

Processor – The processor full brand name.

BIOS Version – The BIOS manufacturer name and BIOS version number.

LAN Driver – The version number of the LAN device driver.

LAN DeviceID – The PCI Device ID for the LAN device.

WLAN Driver - The version number of the Wireless LAN device driver.

WLAN DeviceID – The PCI Device ID for the Wireless LAN device.

**Intel ME Information**

ME Control Mode – The configuration mode (Client Control or Admin Control).

Provisioning Mode – State of ME configuration (Pre/In/Post).

BIOS boot – The BIOS boot state (expected to be Post Boot).

Last ME reset reason - The reason that the Intel® ME was last reset (Global System/ FW reset / Power Up/ Unknown cause/ Information unavailable).

System UUID – The Universal Unique Identifier of the computer. Standard System UUID presentation, such as: 03000200-0400-0500-0006-000700080009.

Local FWUpdate – The local firmware update policy (Enabled/Disabled).

Power Policy – The power modes in which Intel® ME is available (ON in S0 or ME ON in S0/S4/S5/DC). Note: S0 = Power is on, S4 = Hibernate, S5 = System is shut down though power cable is connected, DC = Battery Power.

Cryptography Support – The Intel® ME capability to work in TLS/SSL mode (Enabled/Disabled).

**FW Capabilities**

Indicates whether the following technologies are present on the platform and enabled:

Intel® Active Management Technology

Intel® Anti-Theft Technology PC Protection

Intel® Capability Licensing Service

Protect Audio Video Path

**Intel® Active Management Technology/ Level III Upgrade Manageability/ Intel® Standard Manageability**

Technology State (Enabled or Disabled).

Technology Status (Configured/Not Configured).

CIRA Connection Status – Client Initiated Remote Access Connected/Disconnected (not available for Intel® Standard Manageability).

**Intel® AT**

Intel® AT State (Enabled or Disabled).

Intel® AT Status (Enrolled or Not Enrolled).

**Components Information**

Presents versions for the following components:

MEBx Version - Intel® ME BIOS Extension version.

FW Version – Firmware version.

UNS Version – User Notification Service software version.

LMS Version – Local Management Service software version.

MEI Driver Version – Management Engine Interface driver version.

MEI DeviceID – Management Engine Interface PCI Device identification.

SOL Driver Version – Serial Over LAN driver version.

SOL DeviceID - Serial Over LAN PCI Device identification.


**Network Information**

LAN MAC Address – The Media Access Control address for the LAN device.

LAN Configuration state – DHCP or static mode for LAN.

LAN Link Status – LAN link up or down.

LAN IPv4 Address – The IPv4 address assigned to LAN.

LAN IPv6 Enablement – IPv6 enabled or disabled for LAN.

WLAN MAC Address – The Media Access Control address for the Wireless LAN device.

WLAN Configuration state – only DHCP mode supported for Wireless LAN.

WLAN Link Status – Wireless LAN link up or down.

WLAN IPv4 Address – The IPv4 address assigned to Wireless LAN.

WLAN IPv6 Enablement – IPv6 enabled or disabled for Wireless LAN.


*Note:*     When the user is connected as Guest account (in Windows*), some of the system information will not be available. In such a case, all Host Information and some of the Intel® ME Information (such as Software Versions) will appear as "NA".

## 2.7    Exiting the Application

To exit the application, right click or left click on the Intel® Management and Security Status application icon in the notification area and select **Exit**.

The following window is displayed.



- Click **Yes** to automatically start the Intel® Management and Security Status application when you next log on. (**Note:** this change affects Intel® Management and Security Status application behavior for the current user account only).

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# 3 Troubleshooting Intel® Management and Security Status Application

## 3.1 Error message appears upon application load

.NET applications fail when executed in an environment that has no Microsoft* .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 Microsoft* .NET Framework is present in the system:

**PrivacyIconClient.exe - Application Error**

The application failed to initialize properly (0xc0000135). Click on OK to terminate the application.

OK

Please install Microsoft* .NET Framework version 3.5 or 4.0 and then re-open the application.

The Intel® Management and Security Status application will not get installed if Microsoft* .NET Framework version lower than 2.0 or no Microsoft* .NET Framework version at all is installed on the system.

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