



# Intel® Management and Security Status Application

User Guide

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*Supporting Intel® CSME Firmware Version 10 and Above*

*January 2025*

*Revision 2.1*

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## Revision History

Revision#	Description	Revision Date
0.7	• Initial Release	June 2020
0.8	• Updated revision to 0.8	August 2020
0.9	• Updated copyright year to 2021 • Updated supported OS in section 2	January 2021
1.0	• Updated revision to 1.0 for Beta	January 2021
1.1	• Added Fast Call for Help in Intel® Standard Manageability tab	June 2021
1.2	• Remove Anti-Theft Technology	July 2021
1.3	• Added note for MEBx description in section 3.4.4	September 2021
1.4	• Updated copyright year to 2022 • Added Windows* 11 in system requirements	February 2022
1.5	• Added disclaimer for Windows* 11 support in system requirement	February 2022
1.6	• Updated .NET framework requirement to 4.8	June 2022
1.7	• Updated description about the option "Intel® Management and Security Status application will be available next time I log on to Windows*" in General Tab	November 2022
1.8	• Updated copyright year to 2023 • Updated the description about the startup option	January 2023
1.9	• Updated description of Intel® UPID tab	April 2023
2.0	• General cleanup • Updated UPID status section	October 2023
2.1	• Updated Section 3.5.1 for new design of UPID tab	January 2025



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# 1 Introduction

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This User Guide describes how to use the Intel® Management and Security Status (Intel® MSS) application. The application's tabs display information about a platform's support for Intel® Active Management Technology (Intel® AMT) and Intel® Standard Manageability. These technologies are built on the Intel® Management Engine (Intel® ME), a feature provided within the platform hardware.

The Intel MSS icon indicates whether Intel Active Management Technology or Intel Standard Manageability are running on the platform. The icon is displayed in the taskbar's notification area. By default, each time Windows\* starts, the Intel MSS starts and the notification icon is displayed.

If the Intel MSS starts automatically as a result of the user logging on to Windows\*, the icon is loaded to the notification area only if a supported combination of Intel Active Management Technology or Intel Standard Manageability is present on the platform. If the Intel MSS is started manually via the Start button, the icon is loaded even if neither of these technologies is enabled.



## 2 System Requirements

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The Intel MSS has the following requirements:

- Supported operating systems:
  - Windows 10\*
  - Windows 11\* (Note\*\*)
  - Windows Server 2019\*
- Platform running Intel Management Engine firmware.
- Intel Management Engine software installed.
- Microsoft\* .NET Framework: version 4.8 or above

**Note:** Some Intel systems can be upgraded to Windows 11\* but Windows 11\* is not POR for those systems. These include (but are not limited to): Raptor Lake, Alder Lake, Rocket Lake, Tiger Lake, Comet Lake, Whiskey Lake, Coffee Lake, Kaby Lake, Sky Lake, Purley, Purley Refresh, Basin Falls, Glacier Falls and older systems. Intel has not validated execution of the Intel MSS on these systems.

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## 3 *Using Intel® Management and Security Status Application and Icon*

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Whenever Intel Active Management Technology or Intel Standard Manageability is enabled, the Intel MSS icon is loaded into the notification area when Windows\* starts. The Intel MSS can also be started by clicking **Start> All Programs\Intel\Intel® Management and Security Status\ Intel® Management and Security Status**.

The Intel MSS icon is displayed in the notification area while the Intel MSS is running. The icon is blue if Intel AMT or Intel Standard Manageability are enabled on the computer.

**Note:** The icon is gray if the Intel MSS User Notification Service is not running or the Intel® Management Engine Interface (Intel® MEI) driver is disabled or unavailable.

### **To view the Intel MSS:**

- Double-click the Intel Management and Security Status icon, or
- Click the icon and choose Open, or
- Click **Start>All Programs>Intel>Intel® Management and Security Status> Intel® Management and Security Status**.

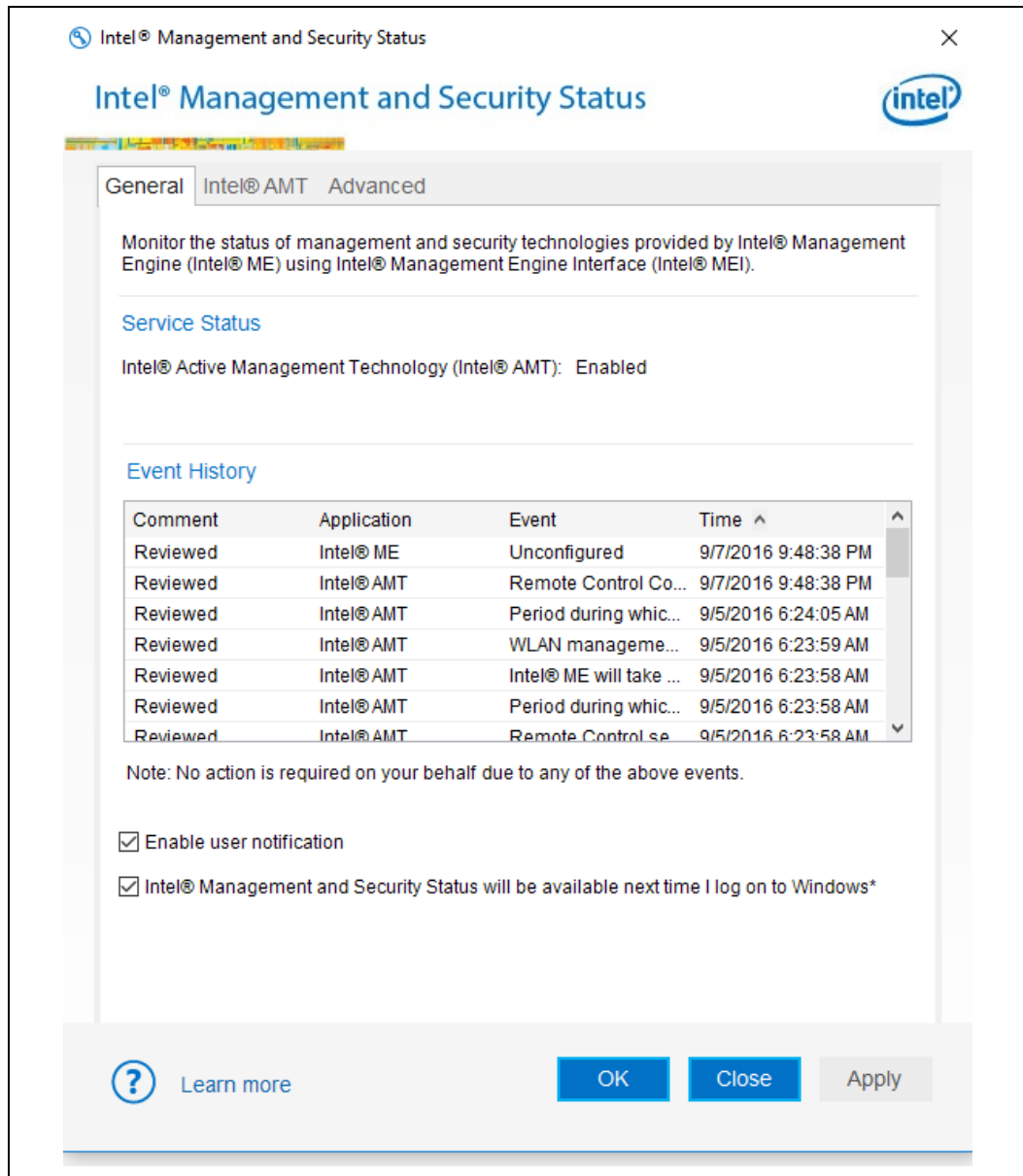
**Note:** In the classic Start menu, the path includes Programs instead of All Programs.

The following sections describe the information available in the application's tabs. Information about the application is available also by clicking the Learn more link or the question mark button (?).

**Note:** The application dynamically hides tabs that are not relevant. For example, the Intel UPID tab does not appear if the platform does not support Intel UPID.

### 3.1 **General Tab**

The **General** tab provides status information about Intel AMT, Intel Standard Manageability, and events related to these technologies.



The **Event History** section displays events and some of their details. These can be sorted by clicking on the relevant column header.

The status of Intel Active Management Technology or Intel Standard Manageability is displayed in the **Service Status** section, depending on which technology is operational on the system. The status can be one of the following:

- **Intel® AMT:** Enabled / Disabled / Information unavailable
  - **Enabled:** Intel AMT is supported on the system. The Intel ME status in the Advanced Tab provides information on whether the Intel ME is configured (thereby causing Intel AMT to be functional).





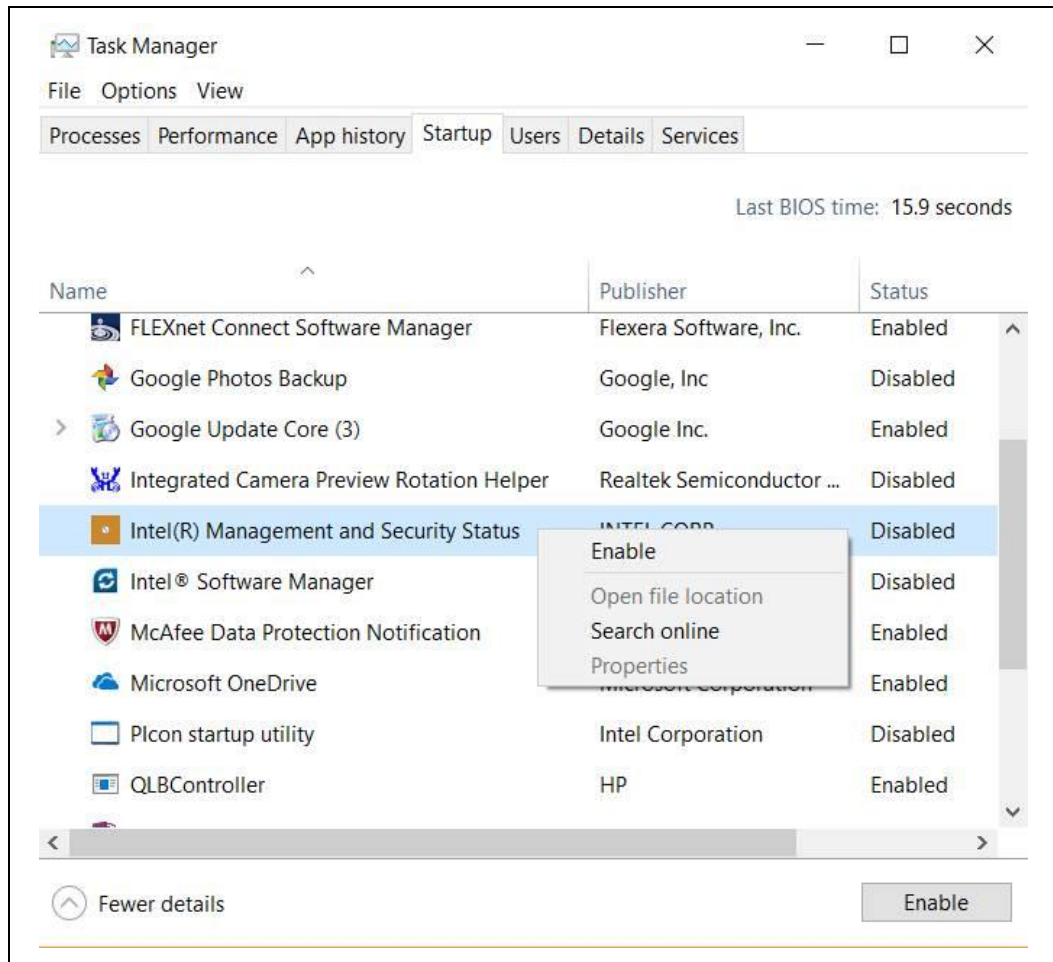
- **Disabled:** Intel AMT is not enabled on the system or has been disabled by the IT administrator.
- **Information unavailable:** Not known whether Intel AMT is supported on the system. No Intel AMT information is available. This can be for one of the following reasons: the LMS service has stopped, or the Intel MEI driver is disabled.
- **Intel® Standard Manageability:** Enabled / Disabled / Information unavailable
  - **Enabled:** Intel Standard Manageability technology is supported on the system. The Intel ME status in the Advanced Tab provides information on whether the Intel ME is configured (thereby causing Intel AMT to be functional).
  - **Disabled:** Intel Standard Manageability technology is not enabled on the system or has been disabled by the IT administrator.
  - **Information unavailable:** 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: the LMS service has stopped, or the Intel MEI driver is disabled.

**Note:** The information in this field shows the state of the platform at the last platform boot.

**Enable User Notification:** Checking this box causes the Intel MSS icon to display important notifications in the notification area (for example, notification will be sent whenever one of the technologies is enabled or disabled). Affects the Intel MSS setting for the current user account only.

**Intel® Management and Security Status application will be available next time I log on to Windows\*:** This option is only available in Intel® Management and Security Status application legacy version (non-APPx). Checking this box causes the Intel MSS to be invoked, and the icon to be displayed, whenever you log on to Windows\*. Affects Intel® Management and Security Status application's behavior for the current user account only.

This option does not appear in the Intel MSS APPx. If users of the Intel MSS APPx want the Intel MSS to load automatically with Windows\* log-on, they need to enable this feature from both the Startup tab in the task manager and the checkbox in the General tab. If the Intel MSS status from the task manager's Startup tab is disabled or the checkbox is unchecked, the feature will not be enabled.

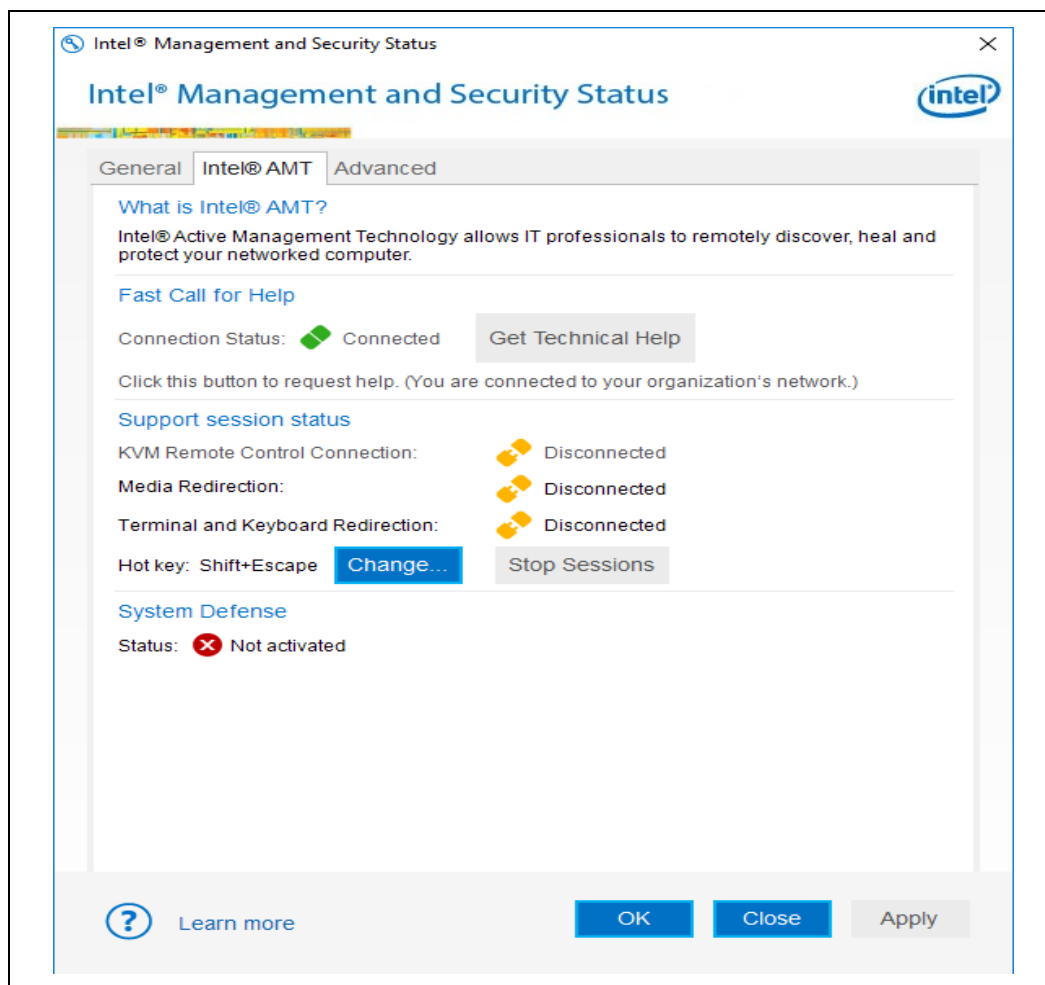


If neither Intel® AMT or Intel Standard Manageability is supported on the platform, the Intel MSS does not load automatically with Windows\* log-on. If one of the technologies is supported, the Intel MSS will load automatically even if both technologies are disabled.

## 3.2 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.



### 3.2.1 Fast Call for Help

The Fast Call for Help section provides Client Initiated Local Access (CILA) or Client Initiated Remote Access (CIRA) capabilities, depending on whether the system is connected to the corporate network or not, respectively. The Fast Call for Help section is available for the CIRA and CILA use cases if the system has been configured for these functions, as well as for a case in which the user's system did not receive an IP address while the wireless network was available for a support session. In other cases, the Fast Call for Help section is grayed out.

**CIRA** allows a user to connect the Intel AMT system to the company's Information Technology network via an external internet connection.

**CILA** allows a user connected to the internal corporate network to send a support request to the IT administrator.

Click the **Get Technical Help** button to connect to the Information Technology network for system diagnostics and maintenance. The current connection status is displayed in this section.

**Note:** For CIRA or CILA to work, the machine needs to be configured correctly, and to support the technology. These settings are typically configured by management software. Refer to the [Intel AMT SDK Implementation and Reference Guide](#) for configuration instructions.

**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 occurs.

**Note:** When the user is connected as a Guest account (in Windows\*) the “Fast Call for Help” section is grayed out, to prevent users outside the organization from influencing the organization’s network.

### 3.2.2 Support Session Status

The Intel MSS displays the following information about the support session:

- **KVM Remote Control Connection**

Indicates whether a KVM (Keyboard, Video & Mouse) Remote Control session is alive. Possible values: **Connected / Disconnected / Information unavailable**.

The KVM Remote Control Connection section is grayed out if the 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 **Stop Sessions** to close any open KVM Remote Control, media redirection, or terminal/keyboard redirection sessions. If opening a session requires user consent, re-establishing the session requires renewal of the user consent after clicking this button.

- **Hot Key**

Indicates the hot key used for closing any open KVM Remote Control, media redirection, or terminal/keyboard redirection sessions. Pressing this key has the same effect as clicking **Stop Sessions**.

Click **Change** to choose a different hot key for this purpose.

- **Prevent Access**

This button appears if user consent is required for opening a remote support session. In such cases, after the user provides the required approval to the remote administrator the Prevent Access button is displayed until the healing session starts. This button enables the user to change their mind, as clicking on it cancels user

consent and prevents the IT administrator from beginning the remote session. During this time, the hot key also serves to cancel user consent. Once a remote support session has begun, the Stop Sessions button is displayed instead of the Prevent Access button.

**Note:** When user consent is required, it is granted to the administrator per session, by the user giving the administrator a one-time pass code which is displayed on the user's screen in the Secure Output Window. See section 3.4.2, Secure Output Window Settings.

**Note:** During a support session conducted over the wireless interface, a notice is displayed warning not to change the wireless connection until the remote support session has completed.

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

- The Intel MSS icon in the system tray icon is animated if user consent or a support session is active.
- **Stop Sessions** is available also by clicking the Intel MSS icon in the system tray.

### **3.2.3 System Defense**

#### **• System Defense Status**

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

## **3.3 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.

### **3.3.1 Fast Call for Help**

This feature has the same functionality as the one in the Intel® AMT tab.

**Note:** This feature is displayed only on Alder Lake platforms (running Intel CSME 16 firmware) or later.

### **3.3.2 Support Session Status**

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**

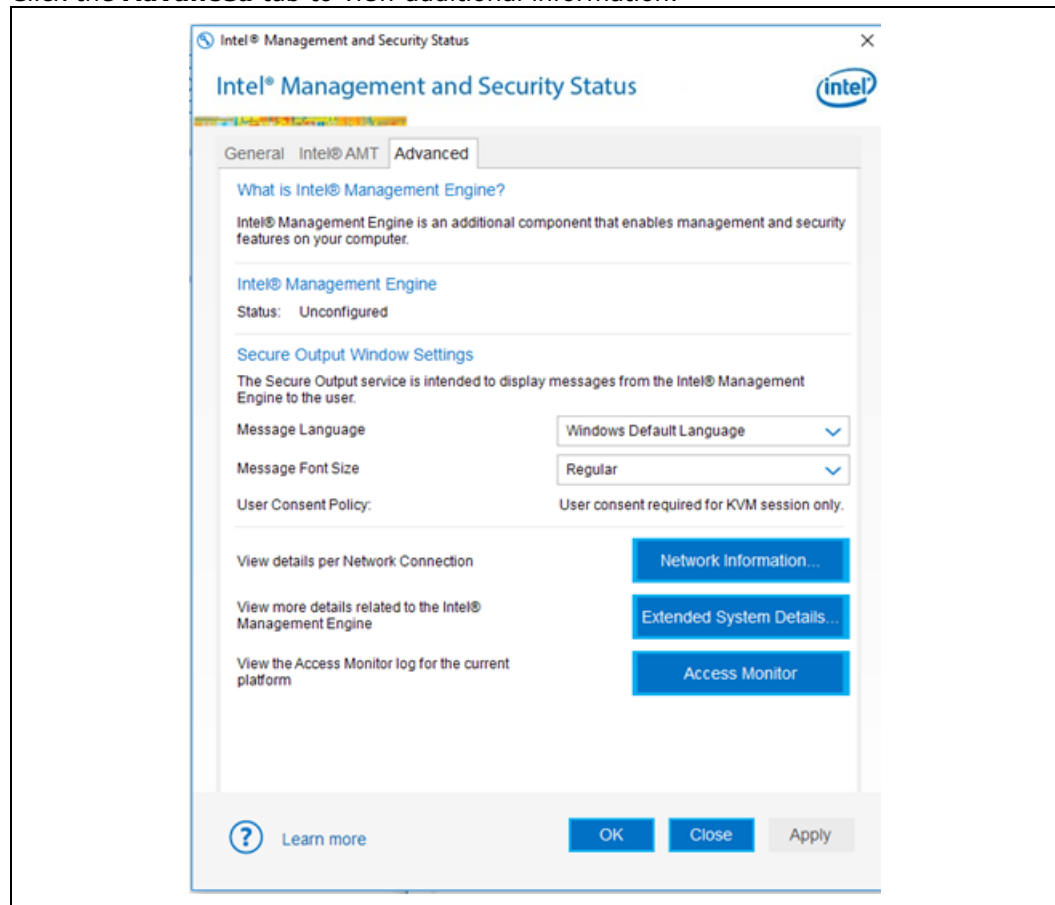
### 3.3.3 System Defense

- **System Defense Status**

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

## 3.4 Advanced Tab

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



**Note:** The image shows all the buttons and information that can be displayed in the Advanced Tab. However, not everything is always displayed, as this depends on the specific technologies that are enabled and active on the platform: Intel® Active Management Technology (Intel® AMT) or Intel® Standard Manageability.

### 3.4.1 Intel® Management Engine

The following information is provided:

- **Status**

The operational status of the Intel® ME.

Possible values: **Configured / Unconfigured / Information unavailable**.

If the status is Configured, the configuration date and time are displayed.

- **Control Mode**

Intel ME can be configured in two modes: Client Control Mode and Admin Control Mode. If the status is Configured, the relevant Control Mode is displayed.

### 3.4.2 Secure Output Window Settings

The following information is provided for the Secure Output feature, used in KVM (keyboard/video/mouse) redirection. If the machine was configured in Client Control Mode, the information is provided for 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.

When the Intel MSS is installed, the consent language is set according to the Windows\* System Locale language. (Note that this may be different from the Windows\* Display language). Selecting a different message language in the Advanced Tab overrides this initial setting. Selecting Windows Default Language reverts the setting to the Windows\* System Locale language.

- **Message Font Size**

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

- **User Consent Policy**

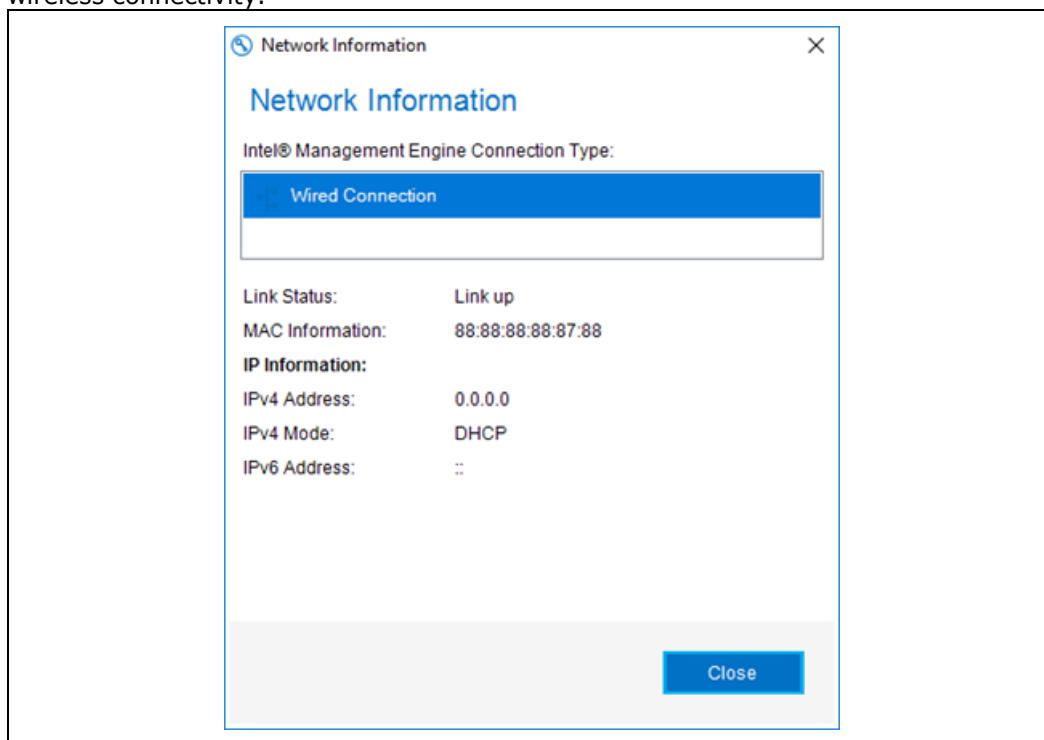
Specifies the policy for when the user's approval will be required to establish a remote support session by an IT administrator. User Consent is granted to the administrator for the duration of a session, by the user giving the administrator a one-time pass code that will appear on the Secure Output Window displayed on the user's screen.

Possible Policies are:

- User consent not required for any remote session (i.e., KVM, IDE redirection, and remote power operations)
- User consent required for KVM session only
- User consent required for all remote sessions

### 3.4.3 Network Information

Click **Network Information** to display network details on Intel® ME wired and wireless connectivity.



In the **Connection Type** section, choose the interface (**Wireless Connection** or **Wired Connection**) whose information you want to display. The following information is displayed:

- **Link Status**

Whether the link is currently active.

Possible values: 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

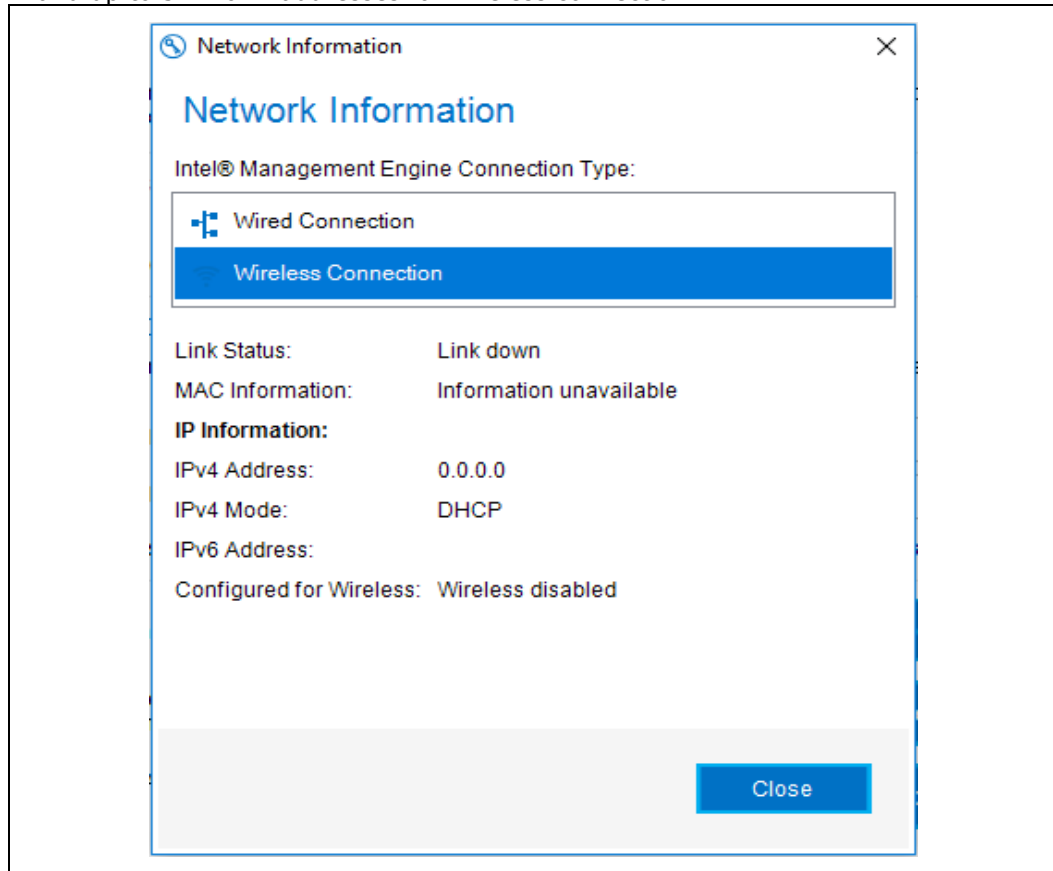
- **IPv4 Mode**

Possible values: Static / DHCP / Information unavailable

- **IPv6 address**



If IPv6 addressing is enabled for the Intel ME, the Intel MSS displays up to 6 IPv6 IP addresses configured for an Intel ME network interface with wired connection, and up to 5 IPv6 IP addresses for wireless connection.



The following data appears only for wireless connections:

- **Configured for Wireless**

Possible values: **Wireless enabled** / **Wireless disabled** / **Information unavailable**

### 3.4.4 Extended System Details

Clicking **Extended System Details** opens a Windows\* System Information window, providing an extensive report about the system components and configuration.

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

To save the system report to a file:

- Click **File → Export** in the System Information Window.

Following are explanations of some of the details displayed in Extended System Details:

**Host Information:**

- Operating System Name: The Windows\* operating system that the application is running on.
- Operating System Version: Version of the operating system
- System Manufacturer: Hardware manufacturer
- System Name: Computer name as recognized by the operating system
- System Model: Hardware platform name
- Processor: Processor's full brand name
- BIOS Version: BIOS manufacturer's name and BIOS version number
- LAN DeviceID: LAN device's PCI Device ID
- LAN Driver – LAN device's driver version
- WLAN DeviceID: Wireless LAN device's PCI Device ID
- WLAN Driver: Wireless LAN device's driver version number

**Intel® ME Information:**

- Intel® ME Control Mode: Configuration mode (Client Control or Admin Control)
- Provisioning Mode: Intel ME configuration state (Pre / In / Post)
- BIOS boot: BIOS boot state (should be Post Boot)
- Last Intel® ME reset reason: Cause of the last Intel ME reset (Global System Reset / FW Reset / Power Up / Unknown cause/ Information unavailable)
- System UUID: Computer's Universal Unique Identifier. Standard System UUID presentation, e.g., 03000200-0400-0500-0006-000700080009
- Local FWUpdate: Local firmware update policy (Enabled / Disabled)
- Power Policy: Power modes in which Intel ME is available (Intel ME ON in S0/S4/S5/DC). **NOTE:** S0 = Power is on, S4 = Hibernate, S5 = System is shut down though the power cable is connected, DC = Battery Power
- Cryptography Support: Whether Intel ME can work in TLS/SSL mode (Enabled/Disabled)

**FW Capabilities:**

This section indicates whether the following technologies are present on the platform and enabled:

- Intel Active Management Technology / Intel Standard Manageability
- Intel® TPM Provisioning Service, formerly known as Intel® Capability Licensing Service (iCLS)
- Intel® Dynamic Application Loader
- Protected Audio Video Path (PAVP)

### **Intel® Active Management Technology / Intel® Standard Manageability**

- Intel(R) AMT State (Enabled / Disabled).
- Intel(R) AMT Status (Configured / Not Configured).
- CIRA Connection Status – Client Initiated Remote Access Connected / Not connected (not available for Intel Standard Manageability)

### **Components Information**

Present versions for the following components:

- MEBx Version: Intel ME BIOS Extension version

**Note:** If MEBX is integrated in BIOS, the MEBX version will show 0.0.0.0000.

- FW Version: Firmware version
- LMS Version: Local Management Service software version
- MEI Driver Version: Intel® Management Engine Interface (Intel® MEI) driver version
- MEI DeviceID: Intel Management Engine Interface PCI Device identification
- SOL Driver Version: Serial Over LAN driver version
- SOL DeviceID: Serial Over LAN PCI Device identification
- PMC Version: Power Management Controller version

### **Network Information:**

- LAN MAC Address: 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: IPv4 address assigned to LAN
- LAN IPv6 Enablement: IPv6 enabled or disabled for LAN
- WLAN MAC Address: 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: IPv4 address assigned to Wireless LAN
- WLAN IPv6 Enablement: IPv6 enabled or disabled for Wireless LAN

**Note:** When the user is connected as a Guest account (in Windows\*), some system information is unavailable. In such a case, all the Host Information and some of the Intel ME Information (such as Software Versions) appears as “NA”.

## **3.4.5 Access Monitor**

If the Access Monitor feature is enabled on the platform, clicking the Access Monitor button opens a Windows\* System Information window with the relevant content.

Access Monitor content includes descriptions of system events that may be of interest to the user from a privacy and security perspective, such as network administration, storage administration, remote control operations and more.

**Note:** Events that occur before Intel AMT is provisioned for the first time are displayed with incorrect time and date.

## 3.5 Intel® Unique Platform ID Tab

**Note:** This tab is displayed only if the platform supports Intel® Unique Platform ID (Intel® UPID).

### 3.5.1 Intel® UPID Status

Intel UPID can be enabled or disabled by clicking the Enabled or Disabled radio buttons in the Intel Unique Platform ID tab, respectively.

If Intel UPID is disabled, Intel® Platform Service Record (Intel® PSR) continues logging (collecting events, counting power transitions, etc.), but its log cannot be retrieved from the OS or from BIOS.

The following table shows what Intel MSS displays, and what functions it makes available, depending on whether Intel UPID and Intel PSR are enabled and supported:

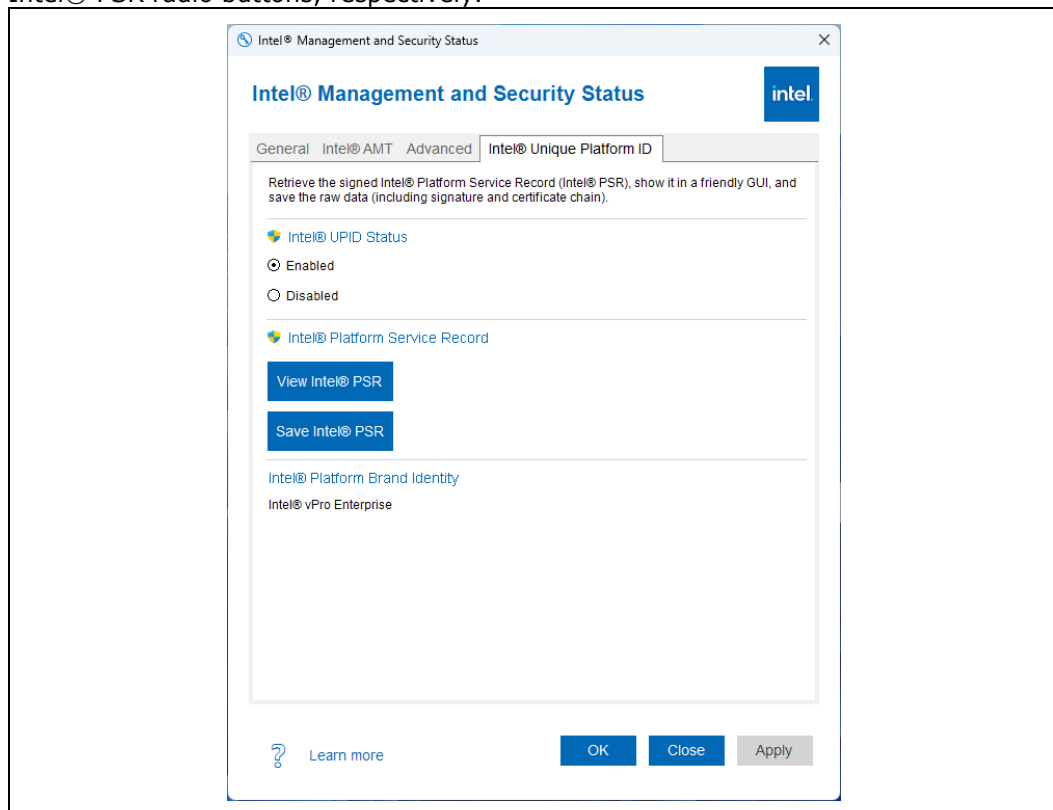
UPID Supported	UPID Enabled	PSR Supported	Intel MSS Behavior
No			Intel UPID tab not shown
Yes	Yes	Yes	Intel UPID tab shown Intel PSR buttons available
Yes	Yes	No	Intel UPID tab shown Intel PSR buttons grayed out
Yes	No	Yes	Intel UPID tab shown Intel PSR buttons greyed out
Yes	No	No	Intel UPID tab shown Intel PSR buttons greyed out

After IMSS 2442.7.1.0, the UPID tab is redesigned as below, depending on whether Intel UPID and Intel Platform Brand Identity (PBI) are enabled and supported:

	UPID Supported	UPID Not Supported
<b>PBI Supported and Configured</b>	Show UPID Tab UPID Field Accessible PBI String: shows configuration.	Show UPID Tab UPID Field NOT Accessible PBI String: shows configuration.
<b>PBI Supported and Not Configured (all brand bits are 0)</b>	Show UPID Tab UPID Field Accessible PBI String: Unconfigured	Show UPID Tab UPID Field NOT Accessible PBI String: Unconfigured
<b>PBI Not supported: MCHI available but no PBI file or MCHI not available (pre-ME13 or other failure)</b>	Show UPID Tab UPID Field Accessible PBI String: Not Supported	Do not show UPID Tab

### 3.5.2 Intel® Platform Service Record (Intel® PSR)

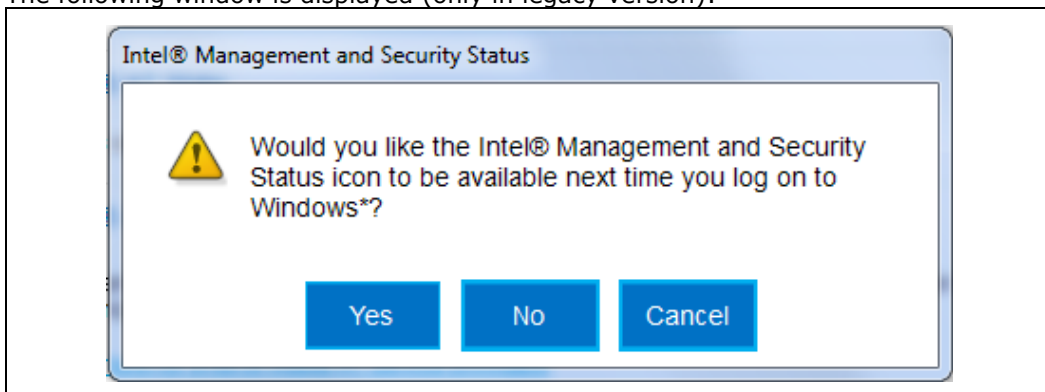
You can view or save the Intel PSR to a file by clicking the View Intel® PSR and Save Intel® PSR radio buttons, respectively.



## 3.6 Shutting Down the Intel Management and Security Status Application

To shut down the Intel MSS, click the Intel MSS icon in the system tray notification area and choose **Exit**.

The following window is displayed (only in legacy version):



Click **Yes** to automatically start the Intel MSS when you next log on, or **No** to prevent the Intel MSS from starting automatically. This change affects the Intel MSS behavior for the current user account only.

This user selection will affect the **Intel® Management and Security Status application will be available next time I log on to Windows\*** checkbox in the General Tab of the legacy version of Intel MSS.

## 3.7 Windows\* 10

When the application is installed on a Windows\* 10 operating system, a tile is placed on the Start window. This allows the application to send toast notifications to the Windows UI. If the tile is deleted, no toast notifications can be posted.

Provisioning Intel® Active Management Technology on the system recreates the missing tile.

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## 4 *Troubleshooting Intel® Management and Security Status*

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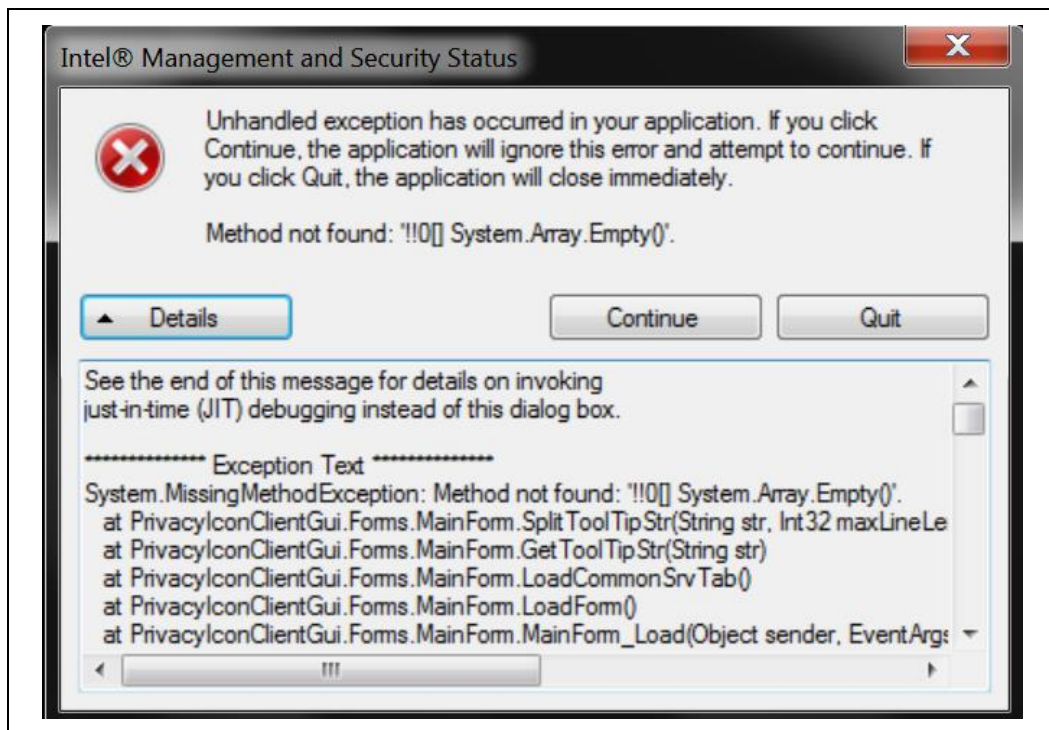
### 4.1 **Error Message Appears Upon Application Load**

.NET applications fail when they are executed in an environment that has no Microsoft\* .NET Framework installed. Microsoft\* does not provide a safeguard mechanism in such conditions.

If no Microsoft\* .NET Framework is present in the system, the Intel MSS displays the following error message:



The following message may also be displayed:



To resolve these issues, install Microsoft\* .NET Framework version 4.8 or above and then re-open the Intel MSS.

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## 5 *Intel® Management and Security Status Application Error Codes*

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### 5.1 Partial Firmware Update Failures

Intel ME Wireless LAN updates and User Consent language updates both utilize the Partial Firmware Update feature of Intel MSS. If Partial Firmware Update fails, the user is notified via a balloon. The Windows\* Event Log includes an error code signifying the cause of the failure. The possible causes are listed below:

Code	Meaning
8193	Intel® ME Interface: Cannot locate Intel ME device driver
8703	PLEASE REBOOT YOUR SYSTEM. Firmware update cannot be initiated without a reboot
8704	Firmware update operation not initiated due to a SKU mismatch
8705	Firmware update not initiated due to version mismatch
8706	Firmware update not initiated due to integrity failure or invalid FW image
8707	Firmware update failed due to an internal error
8708	Firmware Update operation not initiated because a firmware update is already in progress
8710	Firmware update tool failed due to insufficient memory
8713	Firmware update not initiated due to an invalid FW image or header
8714	Firmware update not initiated due to file open or read failure
8716	Invalid usage
8718	Update operation timed-out; cannot determine if the operation succeeded
8719	Firmware update cannot be initiated because Local Firmware update is disabled
8722	Intel ME Interface: Unsupported message type
8723	No firmware update is happening.
8724	Platform did not respond to update request.
8725	Failed to receive last update status from the firmware.

<b>Code</b>	<b>Meaning</b>
8727	Firmware update tool failed to get the firmware parameters.
8728	This version of the Intel® Firmware Update Tool is not compatible with the current platform.
8741	FW Update Failed.
8744	OEM ID verification failed.
8745	Firmware update cannot be initiated because the OEM ID provided is incorrect.
8746	Firmware update not initiated due to invalid image length.
8747	Firmware update not initiated due to an unavailable global buffer.
8748	Firmware update not initiated due to invalid firmware parameters.
8754	Encountered error writing to file.
8757	Display FW Version failed.
8758	The image provided is not supported by the platform.
8759	Internal Error.
8760	Update downgrade vetoed.
8761	Firmware write file failure.
8762	Firmware read file failure.
8763	Firmware delete file failure.
8764	Partition layout not compatible.
8765	Downgrade not allowed, data mismatched.
8766	Password did not match.
8768	Password not provided when required.
8769	Polling for FW Update Failed.
8771	Invalid File.
8772	Invalid usage, -allows v switch required to update the same version firmware.
8776	Get Partition Attribute Failure.
8777	Update Info Status Failure.



Code	Meaning
8778	Unable to read FW version from file. Please verify the update image used.
8780	Buffer Copy Failure.
8787	Password exceeded maximum number of retries.
8793	FW Update/Downgrade is not allowed to the supplied FW image.
8794	FW downgrade is not allowed due to SVN restriction.

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