

# Intel® IT Director 1.7

## Release Notes

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### What's New

New Features and Improvements	Description
<b>Supports more desktop PCs and notebooks with manageability feature</b>	Supports more Intel® chipset technologies for desktop PCs with manageability feature: <ul style="list-style-type: none"><li>• Intel® Q57 Express Chipset</li><li>• Intel® B55 Express Chipset</li></ul> Supports Intel® chipset technologies for notebooks with manageability feature: <ul style="list-style-type: none"><li>• Mobile Intel® PM45 Express Chipsets with ICH9M or ICH9M Enhanced</li><li>• Mobile Intel® GM45 Express Chipsets with ICH9M or ICH9M Enhanced</li><li>• Mobile Intel® GS45 Express Chipset with ICH9M-SFF-Enhanced</li></ul>
<b>Supports more operating systems</b>	Supports multiple editions of Microsoft Windows 7*
<b>Supports Microsoft Backup Extension*</b>	Remotely monitors Microsoft Backup Extension*
<b>Usability enhancement</b>	User interface and task flow are enhanced to make Intel® IT Director easier to use

### Overview

Intel® IT Director is a software product that monitors security, data protection and health of a PC or network of PCs. Intel® IT Director includes a centrally monitored dashboard for overseeing a network of wired or wireless PCs within a Local Area Network. Intel® IT Director leverages software and hardware enhanced capabilities, when available, to deliver an improved at-a-glance status of some of the most critical elements of a business IT environment.

### Product Contents

The installation package of Intel® IT Director 1.7 includes:

- `ITDirector_setup.exe`: The main application and service installer.

- `dotNetFx35.exe`: The pre-requisite installation package for Microsoft Windows XP\*.

## System Requirements

Intel® IT Director 1.7 requires one of the following operating systems:

- Microsoft Windows XP\* Professional 32-bit with SP2/SP3
- Microsoft Windows Vista\* Ultimate 32-bit or 64-bit, with SP1 or SP2
- Microsoft Windows Vista\* Business 32-bit or 64-bit, with SP1 or SP2
- Microsoft Windows Vista\* Home Premium 32-bit or 64-bit, with SP1 or SP2
- Microsoft Windows 7\* Starter 32-bit
- Microsoft Windows 7\* Home Basic 32-bit or 64-bit
- Microsoft Windows 7\* Home Premium 32-bit or 64-bit
- Microsoft Windows 7\* Professional 32-bit or 64-bit
- Microsoft Windows 7\* Ultimate 32-bit or 64-bit

Intel® IT Director 1.7 installer `ITDirector_setup.exe` will assess your system hardware and determine which of the following actions can be applied:

- Installation of Intel® IT Director
- Configure the computer for remote monitoring by Intel® IT Director
- Setup Intel® vPro™ Technology or Intel® Standard Manageability, or Level III manageability upgrade

For systems that only qualify for the configuration process, only Intel® IT Director Configuration Tool will be installed, the system will be monitored only.

Intel® IT Director 1.7 supports up to 25 systems and all subnets connected to your computer plus one extra subnet. The network should be configured as DHCP. Both workgroup and domain are supported.

## Installation Notes

When you install Intel® IT Director, you should have free space on your hard drive, as follows:

- For Microsoft Windows XP\*: 1.5GB
- For Microsoft Windows Vista\* / Windows 7\*: 1GB

Follow these steps to install the Intel® IT Director application on your computer:

### NOTE

You need to run the Intel® IT Director 1.7 installer (`ITDirector_setup.exe`) on every system in your network.

1. Before installation, log on to Windows\* OS through an account with administrator privileges.
2. If the operating system is Microsoft Windows XP\*, make sure the prerequisite installation package `dotNetFx35.exe` is located in the folder from which you run the installer `ITDirector_setup.exe`.
3. Run `ITDirector_setup.exe`
4. Follow on-screen instructions for installing Intel® IT Director.
5. At the end of installation, the installer program automatically launches the Intel® IT Director Configuration Tool.
6. Configure remote queries as described in the Getting Started Guide (`ITDirector_GettingStarted.mht`). Use the same password on all computers in your network.
7. The application window automatically opens. From the application window, configure user privilege settings on the **Preferences** page.

## Documentation

All documents for Intel® IT Director are installed to the same folder. By default, this folder is: `C:\Program Files\Intel\IntelITDirector`.

Intel® IT Director includes the following documents:

- Intel® IT Director User's Guide (`ITDirector_UserGuide.chm`). Explains how to use Intel® IT Director. You can access the Intel® IT Director User's Guide from the application window.
- Intel® IT Director Getting Started Guide (`ITDirector_GettingStarted.mht`). Explains how to configure computers using the Intel® IT Director Configuration Tool.
- Intel® IT Director Release Notes (`ReleaseNotes.htm`). This document.

## Known Limitations

### Graphic Driver Compatibility

Intel® IT Director is not compatible with graphic driver v6.14.10.4924 for the Intel® Q965 Express Chipset and graphic driver v7.14.10.1322 for Intel® Q35 Express Chipset. To avoid this issue, upgrade your graphic driver to the latest version.

### Intel® Management Engine Password

If you had manually changed the Intel® Management Engine (Intel® ME) password through the Intel® Management Engine BIOS Extension (Intel® MEBx) screen AND forgotten the password you set, you will be unable to complete the Intel® IT Director 1.7 manageability setup. In such a situation, consult your PC user manual and follow the supplied directions to use a motherboard jumper to manually return your Intel® Management Engine password to its default password.

### Q35/Q45 Network Adapter Driver Compatibility with Microsoft Windows Vista\* / Windows 7\*

On computers with Q35/Q45 series chipset, if they are Microsoft Windows Vista\* / Windows 7\* operating system installed and Intel® AMT enabled, OS network connection may not work after you install Intel® IT Director.

To avoid this problem, you can either download the latest version of network adapter driver from the site <http://www.intel.com/go/itdirector/> or you can disable the **Receive Side Scaling (RSS)** feature for your Intel® Network Adapter. Please restart the system after installing the latest version of network adapter driver.

Follow the steps to disable the **Receive Side Scaling (RSS)** feature for your Intel® Network Adapter:

1. Go to **Control Panel > Administrative Tools > Computer Management > Device Manager > Network adapters**
2. Open the **Properties** of the **Intel® Network Adapter**
3. Click **Advanced** tab, select **Receive Side Scaling** from **Settings list**
4. Set to **Disabled**

### **Wake on LAN Compatibility**

Intel® IT Director may wake up the computer from stand-by or hibernate mode if this computer has been configured to enable **Wake on Directed Packet**. To avoid this problem, Intel® IT Director will attempt to disable the **Wake on Directed Packet** feature on every computer. If you are still seeing this problem, you can follow the steps to manually disable **Wake on Directed Packet** feature:

1. Go to **Control Panel > Administrative Tools > Computer Management > Device Manager > Network adapters**
2. Open the **Properties** of the **Intel® Network Adapter**
3. Click **Advanced** tab, look for **Wake On Settings** from **Property** list. Under **Value** drop down list, make sure that **Wake on Directed Packet** and **Wake on Magic & Directed** are NOT selected. If you cannot find **Wake On Settings** from the **Property** list in **Advanced** tab, click on **Power Management** tab. Check the list of **Wake on LAN**, make sure **Wake on Directed Packet** is not selected
4. Click **OK** and restart the system

### **LMS Driver Installation on ASUS computers with Intel® Q45 Express Chipset**

On the ASUS computers with Intel® Q45 Express chipset, enable SOL/IDE-R in the Intel® MEBx before installing Intel® Active Management Technology Local Management Service (LMS) driver.

Example: To enable SOL/IDE-R in the Intel® MEBx on computers with manageability capability

1. Reboot your system
2. During reboot, when the screen with Intel® MEBx prompt appears, press **CTRL-P** to enter Intel® MEBx screen
3. Enter Intel® MEBx password to enter **Main Menu**
4. Select **Intel® Standard Manageability Configuration** or **Intel® AMT**, press **Enter**
5. Select **SOL/IDE-R**, press **Enter**
6. In the **Serial Over LAN** option, select **Enabled**, press **Enter**
7. In the **IDE Redirection** option, select **Enabled**, press **Enter**
8. Save your settings and exit Intel® MEBx

### **Unknown Network Device**

If you have a **Disabled** DHCP Server on your network device (e.g. router), this network device will appear as **Unknown** status in the **Dashboard > Computer Asset Report**.

## **USB Device Identification on 64-bit Operating System**

Intel® IT Director may not correctly identify a USB device if it has been blocked previously. This limitation only applies when Intel® IT Director is running on a 64-bit operating system. If you want to allow the previously blocked USB devices to be active, follow the steps:

1. Go to **Local Setup> Data and System Protection> USB Blocking**, select **Allow all USB devices**.
2. Insert the USB device and allow Windows to complete installing the USB device.
3. Go to **Local Setup> Data and System Protection> USB Blocking**, select **Block the following USB devices on this computer** to re-enable the USB Blocking policy.

## **Unavailable USB Storage Device**

When the USB storage device is plugged into your system, if you block this device and allow it again from **Local Setup > Data and System Protection > USB Blocking**, it may remain unavailable. To resolve this issue, unplug the USB storage device and plug in again.

## **Unrecognized Disk Space**

If you have connected an external hard drive (connected by USB interface or third party hard drive controller) to a computer with Intel® IT Director, you can see the disk space of this hard drive from **Dashboard> System Details** page in Intel® IT Director on the local computer. However, you cannot see the disk space from a remote computer in the network.

## **RAID Mode in BIOS**

If your hard drive is set to RAID mode in the BIOS, Intel® IT Director may not recognize the disk space of your hard drive, please either update your BIOS to the latest version, or change the mode to AHCI or IDE Compatible.

## **Unreachable Computers**

The first time you configure a computer on which Intel® IT Director is not installed, Intel® IT Director on other computers may not be able to monitor this computer. Remote Windows Management Instrumentation\* (WMI) may be blocked on the client computer. To fix, reboot the client computer.

## **Self-Monitoring**

A computer with Intel® IT Director may fail to monitor itself. To work around the issue, restart the Intel® IT Director service on that computer.

## **System Times**

For security reasons, if the system time of a client computer is more than 5 minutes apart from the system time of the monitoring computer, Intel® IT Director will not monitor the client computer.

### **Query Performance**

Query performance is slower in the domain environment than in the workgroup environment.

### **Third-party Anti-virus Software**

The Intel® IT Director Configuration Tool can configure only the Windows\* OS firewall to allow remote queries. If the business network uses a different firewall, the firewall may block remote queries. For instructions on configuring firewalls to support Intel® IT Director 1.7, see **Troubleshooting** in the Intel® IT Director User's Guide.

### **Change of Gateway Configuration**

After using the Intel® IT Director Configuration Tool to configure a client computer, if the gateway configuration of the network adapter on this computer is changed, this computer may no longer be discovered by the dashboard computer. To resolve this issue, re-run the Intel® IT Director Configuration Tool on the client computer.

### **USB\* Wireless Network Adapter Driver**

After Intel® IT Director stops blocking USB wireless network adapters, Windows\* OS can not find the driver for these devices.

### **Technical Support**

Technical support is available at the following site: <http://support.intel.com/support/go/itdirector.htm>

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