



# Intel® Small Business Advantage (Intel® SBA)

## Release Notes for OEMs

Version 2.2.51 (Minor Release)

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# 1 Introduction

This document describes the purpose and content of the version 2.2.51 minor release of Intel® Small Business Advantage (Intel® SBA).

Intel SBA provides an out-of-the-box hardware-based security and productivity suite designed for the small business user. Intel SBA includes a customizable user interface and several bundled Intel applications. Computer manufacturers, and suppliers (resellers) of computer hardware/software solutions, can use Intel SBA to give added value to their customers in the small business market segment.

For information about prerequisites, and how to install and customize Intel SBA, refer to the Implementation Guide for OEMs (IntelSBA\_OEM\_Guide.pdf).

## 2 About this Minor Release

- The purpose of this minor release is to provide support for Windows 8.1 Update 1.
- In addition, this release fixes some specific issues that were found after the release of Intel SBA version 2.2 (see the [Resolved Issues](#) section).
- This release requires a new installation of Intel SBA (you cannot upgrade an existing installation). If an earlier version of Intel SBA is installed, you must uninstall it before installing this minor release. For information about installing/uninstalling Intel SBA, refer to the Implementation Guide for OEMs (IntelSBA\_OEM\_Guide.pdf).


### 3 Resolved Issues

This table describes the issues that were fixed in this release of Intel SBA.

ID	Description
DE6510	<p>In certain conditions, this warning message was shown even though the reasons for displaying the message did not actually occur:</p> <p>“Software Monitor detected that the Intel Small Business Advantage service was stopped”.</p> <p>The incorrect messages were sometimes shown after normal shut-downs of the computer, or after resuming from the S3 to S5 power state.</p> <p>Now the message will only be shown if Software Monitor detects that the Windows based service of Intel SBA was specifically forced to stop. Normal computer shut-downs and moving between power states will not cause the message to show.</p>
DE6419	<p>The USB Blocker “Allow Always” option was not correctly unblocking devices of the Audio/Video type. These devices remained blocked the next time they were inserted into the same port on which they were originally blocked.</p>
DE6432	<p>After installing the Windows 8.1 Update 1, Intel SBA was failing to start. This problem occurred only on computers where Intel SBA was already installed but not configured.</p>
DE6286	<p>In certain conditions, Intel SBA was failing to start after upgrading the operating system to Windows 8. This failure only occurred if both these conditions were true:</p> <ul style="list-style-type: none"><li>• Intel SBA was already installed before the upgrade (on Windows 7)</li><li>• Intel SBA was NOT configured (the user has not clicked <b>Save</b> in the Password Settings tab)</li></ul>

This table describes issues that were fixed in previous releases, and are also fixed in this release of Intel SBA.

ID	Description
DE6276	<p>Software Monitor was not correctly identifying and monitoring the latest versions of Norton Internet Security* and Norton 360*. This problem occurred because Norton changed the names of the executables of these programs. These new values are now recognized and the applications are correctly identified and monitored by Intel SBA.</p>
DE6257	<p>On some platforms, existing Intel SBA installations failed to start after the platform operating system was upgraded from Windows 7 to Windows 8. (A message was shown stating that the computer did not support Intel SBA.)</p>
DE6230	<p>Configuring the Delete Cookies and the Delete Temporary Internet Files tasks in Health Center, on the German language version of Windows 8.1, caused a critical error.</p>

ID	Description
DE6069	For some USB devices, the USB Blocker "Allow Once" option did not unblock a blocked USB device. This occurred if the USB device needs to install a driver when it is first inserted. If the device was already blocked the "Allow Once" option did not always allow the driver to be installed.
DE6030	In some rare cases, when a computer woke up from sleep or hibernate (S3 or S4), a message was shown that the computer does not support Intel SBA.
DE6013	The USB Blocker "Allow Once" option was not always unblocking the blocked USB device.
DE5911	<p>Windows 8.1 is not fully compatible with Intel® Management Engine Interface software driver versions lower than version 9.0.20.x. If Intel SBA detects a version of this software driver lower than version 9.0.20.x, a message is now shown:</p>  <p>If this message is shown, it is recommended to update the Intel MEI software driver (also known as the "HECI" driver) to the latest version.</p>
DE5876	In Energy Saver, if the computer is defined to go to sleep then a warning message is shown 15 minutes before the scheduled time. In certain conditions this message was showing even if the end user manually changed the power settings after configuring Energy Saver. This was incorrect since, by design, any manual change to the power settings will always override any settings configured in Energy Saver. Now the warning message is only shown if the computer will actually be put to sleep at the time scheduled in Energy Saver.
DE5826	In Data Backup and Restore, the status of Windows File History was not immediately updated when changes occurred. The change (from OFF to ON or ON to OFF) was only shown correctly after closing and opening the application manager.

ID	Description
DE5802	Software Monitor was not correctly identifying and monitoring the latest Chinese versions of supported McAfee* software applications. This problem occurred because McAfee localized the software descriptions in the registry values that Intel SBA was checking. These new values are now recognized and the applications are correctly identified and monitored by Intel SBA.
DE5590	<p>These tasks in Health Center were failing to successfully delete all the files/cookies:</p> <ul style="list-style-type: none"> <li>• Delete Temporary Internet Files</li> <li>• Delete Cookies</li> </ul> <p>This problem only occurred in the Internet Explorer web browser.</p>
DE5807	<p>A critical issue was found in the installation executable (Setup.exe) of Intel SBA versions 2.1 and 2.2. During uninstallation of Intel SBA, using those versions of the installer, a variable was incorrectly initialized with an empty value. This empty variable caused the installer to try and delete files from an incorrect location. In some environments these files were then deleted. This caused the operating system to function incorrectly.</p> <p>The installer has been fixed in this hotfix. In addition to this hotfix, a fixed version will also be loaded to the download center.</p>
DE5711	During configuration, Intel SBA was configuring the "Idle Timeout" setting of the Intel® Management Engine (Intel® ME) to 65535 minutes. The Idle Timeout setting defines the number of minutes the Intel ME must wait before it goes to sleep when there is no activity. Now Intel SBA does not change this setting.

## 4 Known Issues

This table describes known issues with this release of Intel SBA.

ID	Description
DE6292	<p>In certain conditions, updating Intel® Management Engine Interface (Intel® MEI) drivers without first uninstalling the existing drivers might cause the update to fail. If this occurs, after restarting the computer, Intel SBA will fail to start and show an error message stating that the computer is not compatible with Intel SBA.</p> <p>To prevent these problems, uninstall the existing Intel MEI drivers before performing the update.</p>
DE5905	<p>In certain conditions, Software Monitor generates a false warning message stating the Intel SBA service has been restarted. (This message should not be recorded or shown when Intel SBA is closed or shut down correctly.)</p> <p>The false message only occurs if, after selecting to install Windows Updates, the computer is immediately shutdown and then restarted.</p>
DE5507	<p>On computers running Windows 8.1, Intel SBA cannot send email messages to Hotmail accounts.</p>
DE5303	<p>On computers running Windows 8.1, if for some reason a task was not run when set to run, the task may be shown as having run successfully rather than displaying an error. The task will be rescheduled to run at its next scheduled time.</p>
DE5337	<p>In certain conditions, this error message is shown after the computer wakes up from a sleep state:</p> <p>“Internal Error – Failed to retrieve the alarm clock settings from the firmware”</p> <p>The error message is incorrect and should not be shown since all functionality related to alarm clocks is operating correctly. This message will only appear on systems that have Intel AMT firmware version 8.1.40 and version 9.0 of the LMS/UNS. If this issue occurs, upgrade to version 9.5.0.1646 of LMS/UNS.</p>
DE4318	<p>Users cannot send a test email to addresses with the qq.com domain from the mail settings tab. Regular messages from Energy Saver and Health Center can be sent.</p>
DE4697	<p>In certain conditions, installation packages created using the wizard install with missing icons, applications, and incorrect paths. This can occur if the drive letter used by the operating system is not the same on the source and the target computer. For example:</p> <ul style="list-style-type: none"><li>• The package was created on a computer with an operating system installed on C:\</li><li>• The package is installed on a computer with an operating system installed on D:\</li></ul> <p>To prevent this problem, use installation packages only on target systems with the same drive letter as the source system where the package was created.</p>



ID	Description
DE2434	In certain conditions, the Intel SBA configuration settings are not saved when the computer is unexpectedly disconnected from the power source. This occurs because Intel SBA does not immediately save all configuration settings. (This includes global Intel SBA settings and settings of individual applications.) There is a delay of five minutes before the settings are saved. If power is lost during that time, the settings will not be saved.
DE1816	<p>After installing the Norton 360* application, the list of applications shown in Software Monitor is incorrect. Two applications are shown in the list of detected applications: "Norton 360" and "Norton Internet Security".</p> <p>Software Monitor also lets you select to monitor Norton Internet Security, but the status of the application remains: "Not started yet" (because the application does not exist). The Norton 360 application can be selected and is monitored correctly by Software Monitor.</p>
DE1737	In certain conditions, after running the Windows Update task the computer is not put to sleep. This can occur when updates have been downloaded and are ready to install. Windows Update runs a process in the notification area of the taskbar to notify the user about the updates. This process ("Wuauclt" or "TrustedInstaller") prevents Intel SBA from changing the power plan and putting the computer to sleep.
DE1715	<p>When uninstalling Intel SBA, you can select to keep the customized data files (by clearing the <b>Delete data files</b> check box). When reinstalling Intel SBA, the customized settings should still be available exactly as they were defined before uninstalling Intel SBA. But, after reinstall:</p> <ul style="list-style-type: none"> <li>• The applications in Software Monitor and the tasks in Health Center are not shown in the same order that they were defined.</li> <li>• Applications added to Software Monitor and tasks added to Health Center do not have their check boxes selected. (This means that they will not appear as "selected" by default in the GUI).</li> </ul>
DE1693	After too many failed login attempts, Intel SBA is locked. But, Intel SBA incorrectly allows the user to click the "Forgot your password" link and change the password. After the password is changed, Intel SBA is still locked (correctly) until the allocated time has passed.
DE1691	<p>After configuring Intel SBA, clicking a button or menu item that opens a new window in the GUI sometimes shows this critical error:</p> <p>"A critical error occurred. If restarting the computer does not solve the problem, please reinstall Intel® Small Business Advantage."</p> <p>If this error occurs, click <b>OK</b> and then click the same button or menu item again to open the window correctly (without showing the error message).</p> <p>The error is caused by an issue in the Windows Presentation Foundation (WPF) and .Net Framework layers used by Intel SBA. A fix for this issue is included in a Microsoft security update for .NET Framework (MS12-034), available from this site: <a href="http://support.microsoft.com/kb/2656411">http://support.microsoft.com/kb/2656411</a>.</p> <p>This security update is also available via Windows Update.</p>

ID	Description
DE1679	Upgrade will fail if multiple users are logged into the computer when the update starts to install. In addition, the version number in the XML file is updated even though the update was not successful. This means that end user cannot update Intel SBA with this version (manual update also is not possible).
DE1625	During uninstall, typing an incorrect password and then clicking <b>Next</b> several times creates multiple invalid password messages. Some of the messages are hidden behind the uninstall window and cannot be seen. This can cause the installer to move to the "Not Responding" status.
DE1590	In certain conditions, the name of the application in an alert message generated by Software Monitor is incorrect. This only occurs if the applications use a process or service that have the same name. When uninstalling application A and then installing application B, the message includes the name of application A. Although the message is incorrect, application B is monitored correctly.
DE1300	Health Center tasks that are configured to run at the same daily/weekly time are run simultaneously. A delay/priority mechanism was not implemented to give priority according to the type of task.
DE240	<p>After installing Intel SBA, in some conditions, the service does not start and cannot be started manually. This can only occur if both of these conditions are true before starting the installation:</p> <ol style="list-style-type: none"> <li>1. The Chinese version of Kingsoft* Antivirus is installed on the computer.</li> <li>2. The computer is connected to a LAN, but the internet connection is not working or blocked.</li> </ol> <p>Because the service does not start, the GUI will return internal errors when you try to use it. To solve this problem:</p> <ol style="list-style-type: none"> <li>1. Disconnect the LAN cable from the computer.</li> <li>2. Open the Services window.</li> <li>3. From the list of Services, select the "Intel(R) Small Business Advantage" service.</li> <li>4. Click <b>Start</b> to start the service.</li> <li>5. After the service has successfully started, reconnect the LAN cable to the computer.</li> </ol>