

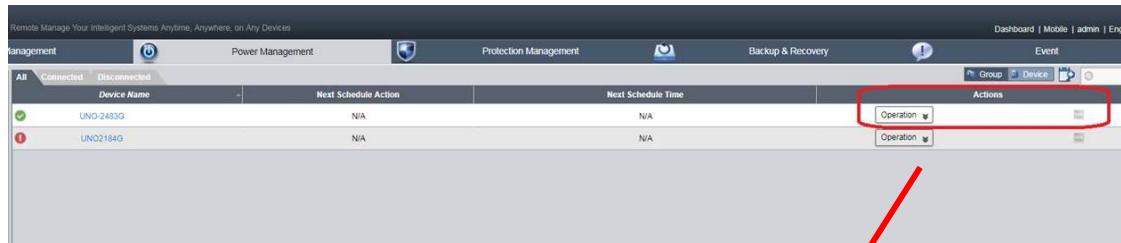
Advantech AE Technical Sharing Document

| | | | |
|-----------------|---|--------------|--|
| Data Create | 2019 / 08 / 26 | Release Note | <input type="checkbox"/> Internal <input checked="" type="checkbox"/> External |
| Category Type | FAQ | Related OS | Windows OS |
| Abstract | Limitation: AMT function is not supported when AMT's IP is set differently from the IP address of OS. | | |
| Related Product | Platforms which support AMT function & RMM3.3. | | |

■ **Problem Description:**

In static IP mode:

AMT function is not supported in RMM when AMT's IP is set differently in BIOS from the IP of OS.



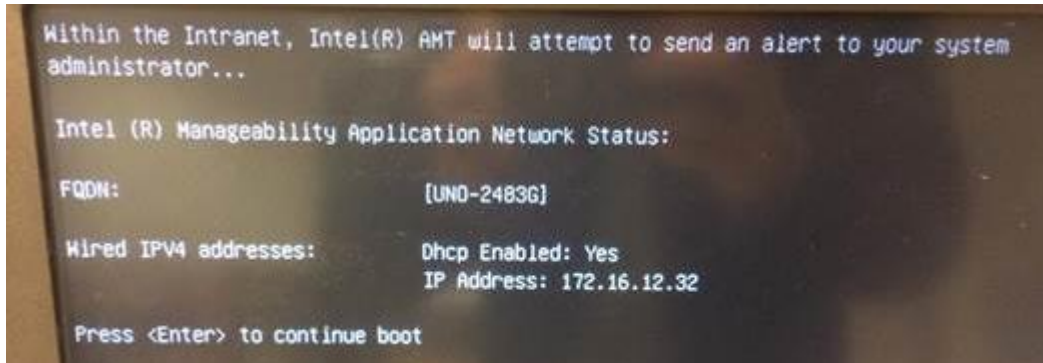
■ Brief Analysis :

In DHCP mode:

When IP of AMT and OS are all being set in DHCP mode, the AMT function built in RMM is workable normally.

The IP of AMT and OS are set to the same one automatically in DHCP mode.

In our experiment, the IP of AMT is set to 172.16.12.32 as shown below.



```
Within the Intranet, Intel(R) AMT will attempt to send an alert to your system administrator...

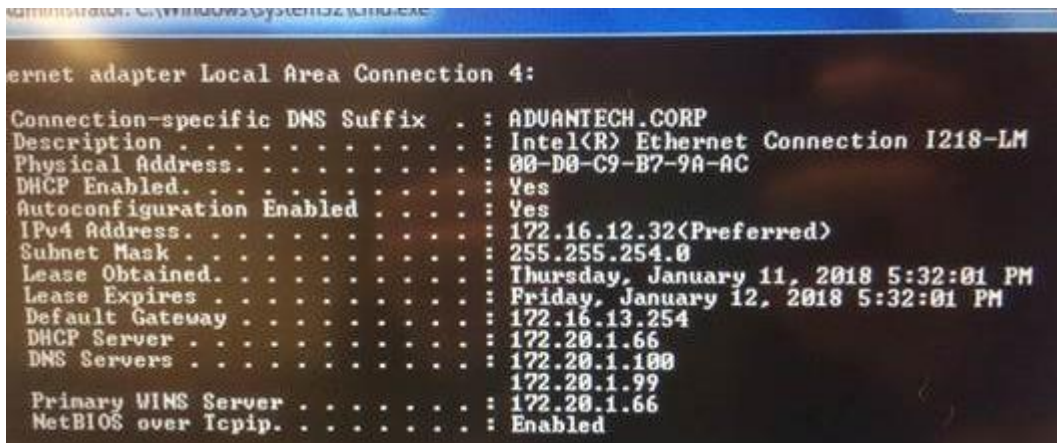
Intel (R) Manageability Application Network Status:

FQDN:                               [UNO-2483G]

Wired IPv4 addresses:                Dhcp Enabled: Yes
                                      IP Address: 172.16.12.32

Press <Enter> to continue boot
```

The IP of OS is set to 172.16.12.32 as shown below, which is the same one as in BIOS.



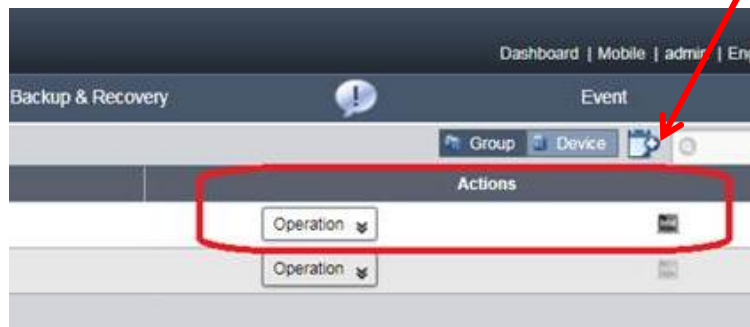
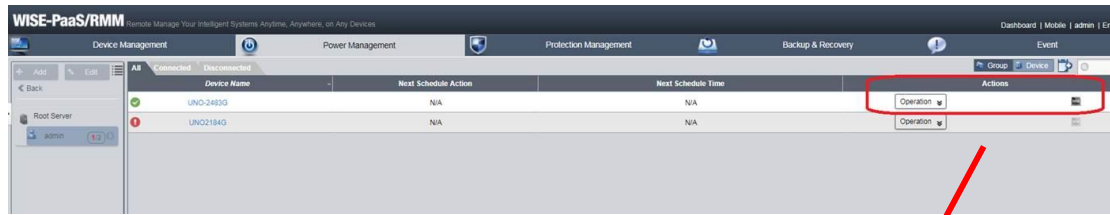
```
Administrator: C:\Windows\system32\cmd.exe

Ethernet adapter Local Area Connection 4:

Connection-specific DNS Suffix . : ADVANTECH.CORP
Description . . . . . : Intel(R) Ethernet Connection I218-LM
Physical Address. . . . . : 00-D0-C9-B7-9A-AC
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
IPv4 Address. . . . . : 172.16.12.32(Preferred)
Subnet Mask . . . . . : 255.255.254.0
Lease Obtained. . . . . : Thursday, January 11, 2018 5:32:01 PM
Lease Expires . . . . . : Friday, January 12, 2018 5:32:01 PM
Default Gateway . . . . . : 172.16.13.254
DHCP Server . . . . . : 172.20.1.66
DNS Servers . . . . . : 172.20.1.100
                          172.20.1.99
Primary WINS Server . . . . . : 172.20.1.66
NetBIOS over Tcpip. . . . . : Enabled
```

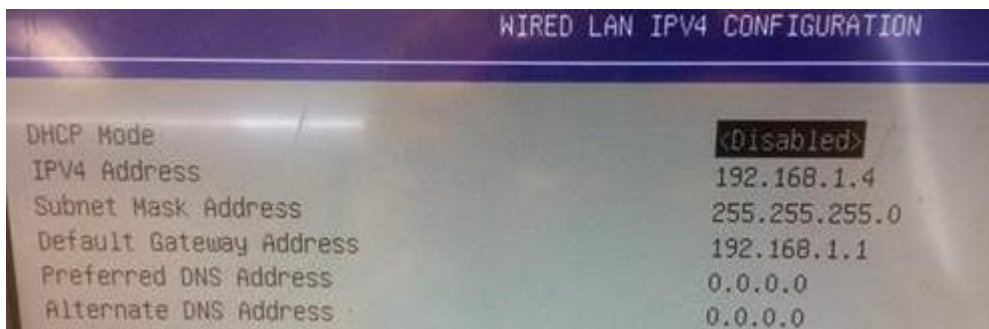
In static IP mode:

The AMT function built in RMM only works when AMT's IP in BIOS and IP of OS are set exactly the same. Check reference below for the IP settings.



[Reference]

AMT's IP setting page in BIOS.



RMM client's IP in Windows OS.



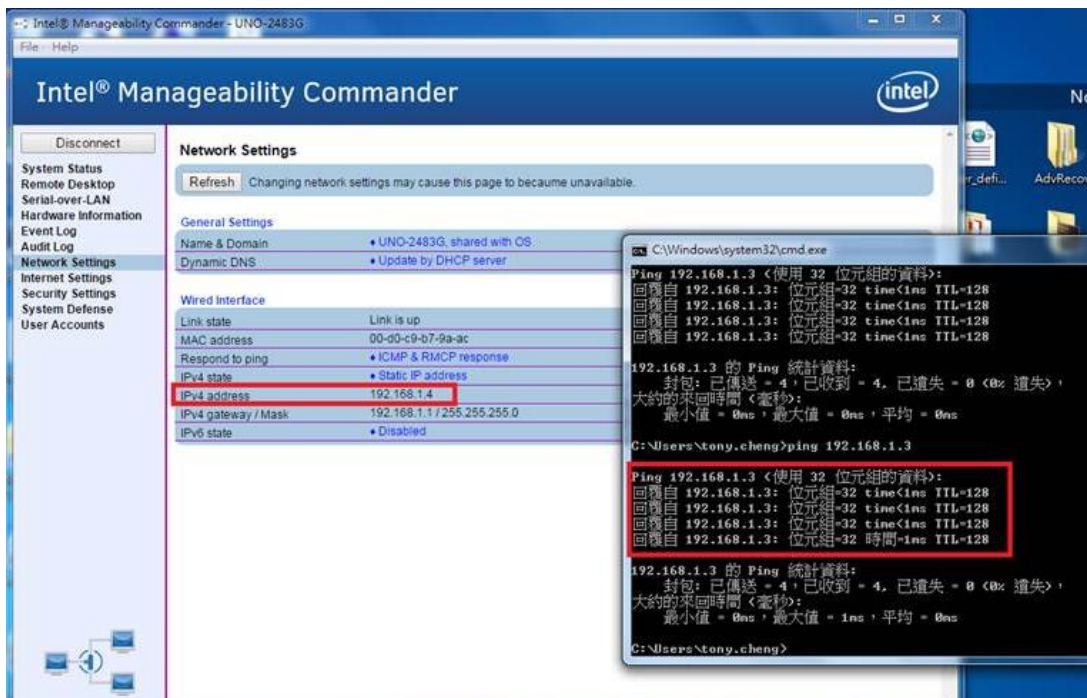
■ **Conclusion :**

| | Set the same IP | | Set the different IP | |
|-------------------------------|-----------------|--------|----------------------|--------|
| | OS LAN IP | AMT IP | OS LAN IP | AMT IP |
| Intel Manageability Commander | O | O | O | O |
| RMM | O | O | O | X |

O: server can connect to agent through the IP

X: server cannot connect to agent through the IP

This document described a limitation in RMM for the IP settings in BIOS(AMT) and OS. AMT's function works when enabled by Intel Manageability Commander, even the IP is set differently from IP of OS.



■ **Contact Window:**

If you need further information from headquarter or if you would like to provide some feedback, please contact PAE Tony.Cheng #7820.

Thank you.