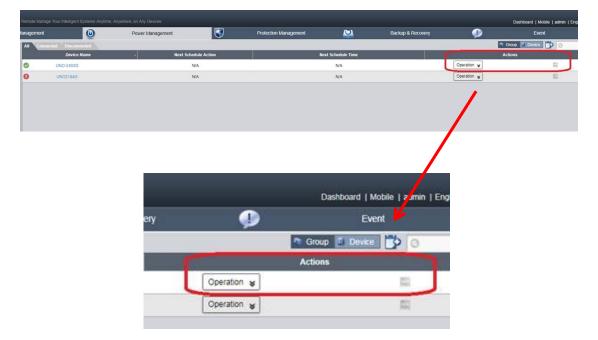
Data Create	2019 / 08 / 26	Release Note	Internal External		
Category Type	FAQ	Related OS	Windows OS		
Abstract	Limitation: AMT function is not supported when AMT's IP is set differently from the IP address of OS.				
Related Product	Platforms which support AMT function & RMM3.3.				

Advantech AE Technical Sharing Document

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.



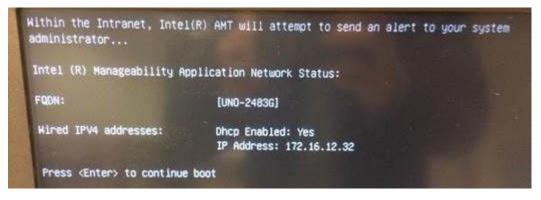
■ Brief Analysis :

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.

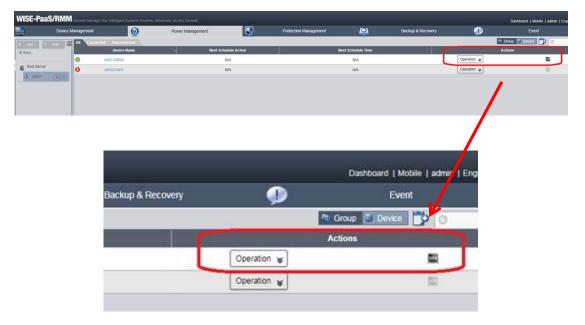


The IP of OS is set to 172.16.12.32 as shown below, which is the same one as in BIOS.

diministration. Cryminiatiws (syst	emsz	W.III	uley	-			
ernet adapter Local f	Irea	Co	nni	201	:10	n	4:
DHCP Enabled Autoconfiguration En IPv4 Address Subnet Mask	able	d					Intel(R) Ethernet Connection I218-LM 00-D0-C9-B7-9A-AC Yes Yes 172.16.12.32(Preferred) 255.255.254.0 Thursday, January 11, 2018 5:32:01 PM Friday, January 12, 2018 5:32:01 PM 172.16.13.254 172.20.1.66
Primary WINS Server NetBIOS over Topip.	::		: :	:		1	172.20.1.66 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.

	WIRED LAN IPV4 CONFIGURATION
DHCP Mode	(Disabled)
IPV4 Address	192.168.1.4
Subnet Mask Address	255.255.255.0
Default Gateway Address	192.168.1.1
Preferred DNS Address	0.0.0.0
Alternate DNS Address	0.0.0.0

RMM client's IP in Windows OS.

Note Name Primary Das Suffix Node Type IP Routing Enabled. VINS Proxy Enabled.	UND-2483G Hybrid No
Ethernet adapter Local Area Connection	
Connection - partice DNS Suffix Description	Intel(R) Ethernet Connection 1218-LM ØØ-DØ-C9-B7-9A-AC No Yes 192.168.1.4(Preferred) 255.255.255.0 192.168.1.1
Ethernet adapter Local Area Connection Media State Connection-specific DNS Suffix	

■ <u>Conclusion</u>:

	Set the	same IP	Set the different IP			
	OS LAN IP	AMT IP	OS LAN IP	AMT IP		
Intel Manageability	0	0	0	0		
Commander	0	0		0		
RMM	0	0	i o	X I		

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.

Disconnect	Network Settings					
iystem Status Remote Desktop	Refresh Changing netw	vork settings may cause this page to becaume u	navailable. Ad			
ierial-over-LAN lardware Information	General Settings		a			
vent Log Judit Log	Name & Domain	+ UNO-2483G, shared with OS				
letwork Settings	Dynamic DNS	Update by DHCP server	C:\Windows\system32\cmd.exe			
nternet Settings Security Settings System Defense	Wired Interface	Link is up	Ping 192.168.1.3 (使用 32 位元組的資料>: 回覆自 192.168.1.3: 位元組-32 time(Ins TL-128 回覆自 192.168.1.3: 位元組-32 time(Ins TL-128 回覆自 192.168.1.3: 位元組-32 time(Ins TL-128			
Iser Accounts	MAC address	00-d0-c9-b7-9a-ac	回發自 192.168.1.3: 位元組-32 time(ins IIL-128			
	Respond to ping	ICMP & RMCP response				
	IPv4 state	Static IP address	192.168.1.3 的 Ping 統計資料:			
	IPv4 address	192.168.1.4	封包: 已傳送 - 4 , 已收到 = 4. 已遺失 = 8 (8% 遺失)			
	IPv4 gateway / Mask	192.168.1.1/255.255.255.0	大約的來回時間 < 密秒: 最小值 = 8ms,最大值 = 8ms,平均 = 8ms			
	IPv6 state	Disabled	ACT IN SHOULD BEACH			
IF YO SHAVE		G:\Users\tony.cheng>ping 192.168.1.3				
			Ping 192.168.1.3 (使用 32 位元組的資料): 回覽自 192.168.1.3: 位元組-32 time <ins th="128<br">回覽自 192.168.1.3: 位元組-32 time<ins th="128<br">回覽自 192.168.1.3: 位元組-32 time(ins TH=128 回覽自 192.168.1.3: 位元組-32 時間-ins TH=128</ins></ins>			
-8			192.168.1.3 的 Ping 統計資料: 封包: 已偶瑟 = 4 ; 已取到 = 4. 已違失 = 8 (8% 違失; 大約的來回時間 (毫秒): 最小值 = 8ms, 最大值 = 1ms, 平均 = 8ms C:\Jsers\tony.cheng>			

■ <u>Contact Window</u>:

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