



Intel® Authenticate

OEM Release Notes

Version 3.0

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1 Introduction

This document describes known issues and limitations of Intel® Authenticate version 3.0.

2 Prerequisites for Installation

Note:

- If an existing version of Intel Authenticate or Intel IPT with PKI are installed, you must uninstall them before installing this version.
- Every time you uninstall Intel Authenticate, you must restart the computer before installing again.
- You must check that all prerequisites are available before starting the Intel Authenticate installation. You can use the Check Tool supplied in this package to determine this.

This table describes the minimum requirements for installing Intel Authenticate on client platforms.

Prerequisite	Details
Processor	<p>The platform must have a 6th generation (or higher) processor belonging to one of these families of processors:</p> <ul style="list-style-type: none"> • Intel® Core™ • Intel® Core™ M • Intel® Core™ vPro™ • Intel® Core™ M vPro™ • Intel® Xeon® E3 (v5 or higher)
Intel ME Firmware	<p>Intel Management Engine Firmware Corporate SKU version 11.8.50.3399 or higher.</p> <p>Note: The Consumer SKU is NOT supported.</p>

Prerequisite	Details
Intel ME Software	<p>Intel Management Engine Software version 11.6.0.1019 or higher.</p> <p>The Intel ME software installer automatically installs several components. These are the main components required and used by Intel Authenticate:</p> <ul style="list-style-type: none"> • Intel Management Engine Interface (Intel MEI) driver • Intel Dynamic Application Loader (Intel DAL) • The Java Host Interface (JHI) service <p>Note:</p> <ul style="list-style-type: none"> • Use only the <code>SetupME.exe</code> installer (located in the <code>ME_SW_MSI</code> folder). The <code>MEISetup.exe</code> installer does not install all required components. • The <code>-meidalongly</code> flag is NOT supported. This flag disables TLS (which is a prerequisite).
Operating System	<ul style="list-style-type: none"> • Windows* 10 version 1703 (64-bit) <ul style="list-style-type: none"> • Minimum version: 10.0.15063.540 • Windows 10 version 1607 (64-bit): <ul style="list-style-type: none"> • Minimum version: 10.0.14393.222 • Windows 7 (32-bit and 64-bit) <p>Note: On Windows 7 only, these hotfixes are also required:</p> <ul style="list-style-type: none"> • KB2921916 - If not installed, silent installation will fail. • KB3033929 - If not installed, the Smartcard option will not work. • KB2863706 - If not installed, Soft Fingerprint authentication will fail.
Integrated Graphics	<p>Version 21.20.16.4481 or higher of the Intel HD Graphics driver must be installed.</p> <p>Note: Some Intel Authenticate features rely on capabilities provided by Intel IPT with Protected Transaction Display. These capabilities require an Intel CPU with integrated graphics. On some platforms that also have discrete graphics, a switchable graphics feature might be enabled. Intel Authenticate only supports the switchable graphics feature if the discrete graphics driver can automatically transfer ownership to the integrated graphics when Intel IPT with PTD is required.</p>
Transport Layer Security	Transport Layer Security (TLS) must be enabled.
.NET Framework	The Sample Application requires the presence of the .NET Framework version 4.0 or higher to run.
* Other names and brands may be claimed as the property of others.	

3 Known Limitations

This table describes known limitations with Intel Authenticate and other components on which it depends.

Description	Workaround
Intel Authenticate is not compatible with software solutions that replace or prevent access to the Microsoft Credential Provider. Many Single Sign On (SSO) solutions provide their own Credential Providers that either replace or prevent access to the Microsoft Credential Provider. Checkpoint PBA*, OmniPass*, Lenovo* Fingerprint Manager Pro, and HP Client Security* are examples of software solutions that are NOT compatible with Intel Authenticate for this reason. If you intend to pre-install an SSO solution on your platforms, make sure that it allows other software to access the Microsoft Credential Provider.	None
Many of the latest HP platforms come with these pre-installed components: <ul style="list-style-type: none"> • HP Client Security Manager • HP Device Access Manager If they exist, before you install Intel Authenticate, you must make sure that they are both completely removed.	None
Intel Authenticate does not support enrolling and using multiple user accounts on the same computer. (Only one active user account is supported.)	None
Replacing fingerprint reader hardware on a system where the Protected fingerprint factor was enrolled will not automatically work with Intel Authenticate. Enrollment and authentication will fail.	Intel Authenticate must be removed and reinstalled by the administrator
Remote enrollment and enrollment of a non active user is not supported.	Only the active local user can enroll factors
If there is an error during Bluetooth Proximity enrollment the error is only displayed on the client computer and not on the mobile app on the phone.	If you see an error on the client side, on the mobile device if the 'Waiting for a signal from your PC/laptop' is displayed, try enrollment again on the client. If the 'Waiting for signal..' screen is not displayed because the connection timed out, press Start Again .

4 Known Issues

This table describes the current known issues with Intel Authenticate.

ID	Description	Solution / Workaround
DE11277	<p>On Windows 7 32-bit with graphics display scaling set to 125% or higher, tests using Intel IPT with PTD will fail. These tests include:</p> <ul style="list-style-type: none"> • In the Intel IPT with PKI validation tool: The “Test Protected PIN functionality” test. • In the Sample Application: <ul style="list-style-type: none"> • Enrolling and authenticating Protected PIN • Enrolling Protected Bluetooth Proximity 	<p>This issue only occurs when using the Sample Application and the validation tool. Change the display scaling to 100% and run the tests again.</p>
DE10180	<p>In certain conditions, the “Test Protected PIN functionality” test in the validation tool fails the first time it is run.</p>	<p>Try the test again.</p>
DE8926	<p>A power failure during data storage might return system errors and block the ability to log in with Intel Authenticate. This can also occur if the computer suddenly shuts down because the computer battery has reached 0%.</p>	<p>Reset Intel Authenticate and set the policy again.</p>