

# INTEL-SA-00075 Unprovisioning Tool

**Intel® Active Management Technology (Intel® AMT), Intel® Standard Manageability (ISM), and Intel® Small Business Technology (SBT)**

**Instructions for unprovisioning systems vulnerable to INTEL-SA-00075**

Revision 1.2 – May 9, 2017

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## Summary

The INTEL-SA-00075 Unprovisioning Tool will unprovision computers with Intel® Active Management Technology (AMT), Intel® Standard Manageability (ISM), and Intel® Small Business Technology (SBT) that are vulnerable to the issue identified in INTEL-SA-00075. This tool will allow you to unprovision management features, configured in Admin Control Mode (ACM) or Client Control Mode (CCM), even if you do not know the admin password.

## System Requirements

- Microsoft Windows\* operating system
- The Intel® Management Engine Components, specifically:
  - The Intel® Management Engine Interface driver (MEI)
  - (optionally) The Intel® Management and Security Application Local Management Service (LMS)

## Installing the tool

### Interactive installation

Run unprovisionToolInstaller.msi and follow the prompts on the screen.

### Silent installation

```
msiexec.exe /i unprovisionToolInstaller.msi /qn
```

This will install the Unprovisioning Tool in the default directory of:

```
C:\Program Files (x86)\Intel\Unprovision Tool
```

After installation completes, the installer will automatically run the unprovisioning tool.

## Running the tool manually

Run unprovisionTool.exe from the installation directory as an administrator. You may see a window pop up briefly while the tool is running.

When the tool has completed running, it will generate a log file named log.txt in the %public% folder.

## Post-run reboot

After you have run the Unprovisioning tool you will need to reboot your computer. Failure to do so could cause inaccurate results to appear the INTEL-SA-00075 Discovery Tool if it runs after the unprovisioning tool. For the best results, we recommend waiting one minute after the computer reboots before running the INTEL-SA-00075 Discovery Tool again.

## Uninstalling the tool

Once you feel your environment is mitigated, we recommend uninstalling this tool.

### Interactive uninstallation

Run unprovisionToolInstaller.msi and follow the prompts on the screen.

### Silent uninstallation

```
msiexec.exe /x unprovisionToolInstaller.msi /qn
```

## Troubleshooting

If the tool was not able to unprovision your client you may see the following error messages in the out.txt file:

Result	Explanation
Can't talk to LMS	The tool was unable to talk to the Local Manageability Service. The service may be missing or disabled. You will also see this result if the computer running the tool is not affected by INTEL-SA-00075.
Error when talking to LMS: <HTTP status code>	A communication error occurred and returned the included HTTP status code. Restart LMS or reboot the computer.
Failed to unprovision: <AMT return value> Reboot and try again.	AMT could not be unprovisioned because of the included AMT status code. Reboot the computer and try running the tool again.
Failed to unprovision: <HTTP status code>	LMS returned an HTTP error message that prevented the computer from being unprovisioned. Reboot the computer and try running the tool again.
Failed to get General AMT Settings: <HTTP status code>	The tool was unable to retrieve AMT settings and received the included HTTP status code. Reboot the computer and try running the tool again.
Current Provisioning Mode: Not Provisioned	No management features are currently provisioned.
AMT reports Unauthorized	The computer has a patched ME firmware version.

## Known Issues

- The Unprovisioning Tool is unable to unprovision the manageability SKU if it is in the "In Provisioning" state, shown as "Provisioning in Process" in the INTEL-SA-00075 Discovery Tool.
- Running unprovisionTool.exe with the option /q will give an error.

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