Intel® Converged Security and Management Engine (CSME) Firmware Update Procedure

Model Names to be Updated and New Firmware Version

Confirm your computer is one of the following models.
The model name is located on the bottom of your computer.

Target Product	Target Model Number
CF-FV3 Series	CF-FV3[Y/Z] Series
CF-33 Series	CF-33[T/U/4/5/6/7] Series
FZ-G2 Series	FZ-G2[E/G/K/M] Series

After this update, Intel® CSME firmware version is updated to **16.1.42.2872**.
If Intel® CSME firmware version is the same or newer than above version,
this firmware update is not needed.

Caution

- Log on to Windows as an administrator.
- Connect the AC adaptor and the battery pack (Must be 50% charged and more).
  Do not remove them until Intel® CSME update is completed.
- Back up important data to other media or an external hard disk before Intel® CSME update.
- Suspend BitLocker if BitLocker is used.

Procedure

1. Confirm Intel® CSME version

(1) Execute PC Information Viewer.
Click Windows icon on the task bar or press Windows button.
Click "Panasonic PC Settings Utility".
Click “Support”.
Click “System”.
Click “Launch PC Information Viewer”.

(2) Select the [Setup] tab. Check the Intel® CSME version from the item of “Intel(R) ME Firmware”.

(3) Confirm Intel® CSME version is older than 16.1.42.2872.

If the current Intel® CSME version is the same or newer than 16.1.42.2872, Intel® CSME update is not necessary.

2. Preparing the Intel® CSME firmware update program

(1) Turn on the computer and log on to Windows as an administrator.
(2) Download “CSME_firmware_vPro_16_1_42_2872.exe” and run it.
(3) Click [Yes] at the User Account Control screen when it is displayed.
(4) Read the license agreement carefully, and click [Yes].
(5) The screen to specify the destination location appears.
The default location is “C:\biosup\CSME_firmware_vPro_16_1_42_2872”.
Specify your location and click [OK].
(You basically don’t need to change the location.)
(6) Wait until the destination folder is displayed.

3. Execute the Intel® CSME firmware update program

(1) Right-click PcOemMeCorp.inf file icon and left click “install”.
(2) Click [Yes] at the User Account Control screen when it is displayed.
(3) Please restart the computer. At next restart, Intel® CSME update will begin on “Panasonic Logo screen”. Wait until Windows starts up again.
(4) Confirm the Intel® CSME version is updated to 16.1.42.2872
on PC Information Viewer.
(Refer to procedure 1)

Troubleshooting

Please try the below procedure if Intel® CSME firmware update fails.
(1) Right-click Windows icon and click "Device Manager" to open Device Manager.
(2) Right-click [Firmware]->[Intel(R) Management Engine Firmware]
and click "Uninstall device".
(3) Place a checkmark for "Delete the driver software for this device"
in the warning popup and click "Uninstall".
(4) Restart the computer and try the update procedure again.