Intel® CSMS™ FAQ
Version 1.3

Function

Q: Besides the Content Update function, makes Intel® CSMS different from other solutions in the market?

A: Intel® CSMS is an All-in-One content management solution. In addition to content provisioning, it provides many other functions such as ' Message Broadcasting', ' One-Button Service Call ' , and 'Anti-malware'. Later versions will introduce additional features, such as online shopping, to provide value-added services to an i-cafe business.

Q: I added some content, but I can't find the content icon in the specified category?

A: Content can be uploaded to the server immediately after being installed on a client machine. If you did not upload the content to the server, the content will be moved to the 'Pending' list. You can find pending content in the 'Tasks →Pending' category in the left side of the explorer, and upload it to the server.

Q: A 'Cannot Read/Write Local File' error message pops up while uploading content?

A: This may happen if an Admin creates packets or updates and tries to run the related program before uploading the packets or updates. This happens because some programs will delete or modify files or folders while they are running, and results in an inconsistency. Therefore, we suggest that you do not run recently created or modified programs before uploading them to the server.

💡 *If you want to check to see that a recently installed or altered program is functioning properly, please try it before creating the package.*

Usage

Q: After clicking "Show the Desktop", I can't find the CSMS icon in taskbar?

A: In the latest version, you can switch to Intel® CSMS by clicking "Alt+Tab".

Q: I can't download content. Why?

A: This may caused by a number of reasons:
- Ensure that the network connection between the server and client is functioning normally.
- Check to see if an Admin is updating the content that you selected.
- Restart the client, and ensure that it hasn't been infected by a virus or other malware.
- Check to see if the files on the server have not been corrupted, deleted, or otherwise altered.

Q: Why is the 'Sync & Run' button grayed-out and un-clickable?

A：You can only force sync content with the server after running the content locally. If it has never been run, you can only click the 'Run' button. After clicking the 'Run' button, the client will sync with server automatically.

Q: Can I enable Intel® CSMS Data Protection & Disk Reclaim function and the Windows XP System Restore function at the same time?

A：We suggest that you disable the Windows XP System Restore function before enabling the Intel® CSMS Data Protection & Disk Reclaim function.

Q: What is 'One-Button Service Call'? How can I install this function? Does it work with Windows 2003?

A：'One-Button Service Call' allows the iCafé admin to use the Intel® CSMS console to receive and respond to customer questions and requests.

It can be installed as part of the Intel® CSMS installation package, and can also be directly installed on any computer in the network, including clients and server. You must provide the IP address of the server during installation. The default password is the same as the admin password for Intel® CSMS.

In Intel® CSMS v1.1.1 and subsequent versions, it can be installed on PCs running Windows 2003. We suggest that you update to the latest available version.

Q: How can I upload more content when the client disk is full ?

A：In the latest version of Intel® CSMS, you can create free disk space by deleting local content. The deleted content will be saved in the Server and the icon will continue to be displayed in client UI. The content can be downloaded again once the icon is selected in the local PC.

- To delete local content, please log-on using the Admin UI, right-click the content to be removed, and select 'Delete Local File(s) and Folder(s)'

Q: how can I get more Intel® CSMS info ?

A：• Visit the Intel® CSMS official website: http://csms.intel.com

- Visit the Intel® PAT/CSMS technology forum http: //softwareforums.intel.com/isn/Community/zh-CN/Forums/

- Visit the Intel® PAT/CSMS technology support forum:
  http://support.intel.com/support/cn/performancetools/manage/ipat/index.htm

- Send Email to: CSMSupport@intel.com

- Call the Intel® PAT/CSMS support hotline: 800-820-1100

Usage

Information