

Intel Graphics Command Center Hotfix for Windows 10 IoT Enterprise LTSC 2021

Release Notes



Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Release summary

This release note contains information about Intel Graphics Command Center (IGCC) hotfix for Windows 10 IoT Enterprise LTSC 2021 that runs on the OptiPlex 3000 Thin Client, OptiPlex 7410 All-In-One, Latitude 3440, Latitude 5440, and OptiPlex Micro Plus 7010 platforms.

The hotfix addresses the Intel Graphics Experience error which is observed at every boot on devices which you have received as part of the shipments from Dell factory or after applying the following e-support images which are posted on Dell Support page:

- WinIoT_LTSC_2021_OptiPlex_3000_Aug2023.iso
- WinIoT_LTSC_2021_OptiPlex_7410_June2023.iso
- WinIoT_LTSC_2021_Latitude_3440_Sept2023.iso
- WinIoT_LTSC_2021_Latitude_5440_Aug2023.iso
- WinIoT_LTSC_2021_OptiPlex_MicroPlus_7010_Aug2023.iso

Version

1.0.0.1

Release date

December 2023

Previous version

N/A

Priority and recommendations

Recommended: Dell Technologies recommends that you apply the update during your next scheduled update cycle. The update contains feature enhancements or changes that will help to keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

Supported platforms

Table 1. Supported platforms

Operating system	Platform	Build number
Windows 10 IoT Enterprise LTSC 2021	OptiPlex 3000 Thin Client Pentium	10.05.XX.08.23.00
	OptiPlex 3000 Thin Client Celeron	
	Latitude 3440	10.05.XX.09.23.00
	Latitude 5440	10.05.XX.05.23.00
	OptiPlex All-in-One 7410	10.05.XX.04.23.00
	OptiPlex Micro Plus 7010	10.05.XX.09.23.00

Build details

Table 2. Build details

File name	Version	WMS installation parameter	Description
Dell_IGCC_Hotfix_1.0.0.1.exe	1.0.0.1	--silent	IGCC Hotfix package

Installation of IGCC hotfix

You can install the hotfix using any of the following methods:

- Installing the hotfix manually—[Install Manually](#).
- Installing the hotfix using Wyse Management Suite—[Install using Wyse Management Suite](#)

Install manually

Prerequisites

- Intel Graphics Experience error is observed at every boot on devices.
- Wyse Device agent v14.6.9.21 or later version is installed on the device. Dell Technologies recommends that you update Wyse Device Agent to version 14.6.10.5 which is included as part of Dell Application Store 2312 release.
 - **NOTE:** Wyse Device Agent version 14.6.9.23 and 14.6.9.26 are not supported since few severity issues are observed. The issues are fixed in the Wyse Device Agent version 14.6.10.5.
- Ensure that the write filter is disabled.
- Copy the `Dell_IGCC_Hotfix_1.0.0.1.exe` installer file to a local folder. For example, copy the file to `C:\Users\Admin\Desktop`.
 - **NOTE:** The application version of the binary depends on the version that you choose to install. The version that is referenced in the document is an example.
- The following e-support images are installed on your device:
 - `WinIoT_LTSC_2021_OptiPlex_3000_Aug2023.iso`
 - `WinIoT_LTSC_2021_OptiPlex_7410_June2023.iso`
 - `WinIoT_LTSC_2021_Latitude_3440_Sept2023.iso`
 - `WinIoT_LTSC_2021_Latitude_5440_Aug2023.iso`
 - `WinIoT_LTSC_2021_OptiPlex_MicroPlus_7010_Aug2023.iso`

Steps


1. Log in as an administrator.
2. Right-click the `Dell_IGCC_Hotfix_1.0.0.1.exe` installer file and select **Run as Administrator**. The **InstallShield Wizard** window is displayed.
3. Click **Next**.
4. Read the license agreement.
5. Select the **I accept the terms in the license agreement** option and click **Next**.
6. On the installation window, click **Install**.
7. Click **Finish** after the installation is complete and restart the device.
8. Log in as an administrator and enable the write filter.

Install using Wyse Management Suite

Prerequisites

- Intel Graphics Experience error is observed at every boot on devices.
- Wyse Device agent v14.6.9.21 or later version is installed on the device. Dell Technologies recommends that you update Wyse Device Agent to version 14.6.10.5 which is included as part of Dell Application Store 2312 release.
 - **NOTE:** Wyse Device Agent version 14.6.9.23 and 14.6.9.26 are not supported since few severity issues are observed. The issues are fixed in the Wyse Device Agent version 14.6.10.5.
- Ensure that the write filter is disabled on the device.

- Copy the Dell_IGCC_Hotfix_1.0.0.1.exe installer file to a local folder. For example, copy the file to C:\Users\Admin\Desktop.

 **NOTE:** The application version of the binary depends on the version that you choose to install. The version that is referenced in the document is an example.

- The following e-support images are installed on your device:
 - WinIoT_LTSC_2021_OptiPlex_3000_Aug2023.iso
 - WinIoT_LTSC_2021_OptiPlex_7410_June2023.iso
 - WinIoT_LTSC_2021_Latitude_3440_Sept2023.iso
 - WinIoT_LTSC_2021_Latitude_5440_Aug2023.iso
 - WinIoT_LTSC_2021_OptiPlex_MicroPlus_7010_Aug2023.iso

Steps

1. Register the device to Wyse Management Suite and add it to a group.
2. Log in to Wyse Management Suite.
3. Go to **Apps & Data > App Inventory > Thin Client** and click **Add WinIoT Package file**.
4. Click **Browse** and select the Dell_IGCC_Hotfix_1.0.0.1.exe installer file and click **Upload**.
5. Go to **Apps & Data > App Inventory > Thin Client > Add Policy**.
6. Enter the policy name and select the group.
7. From the **Task** drop-down list, select **Install Application**.
8. From the **OS Type** drop-down list, select **WinIoT**.
9. From the **Application** drop-down list, select Dell_IGCC_Hotfix_1.0.0.1.exe.
10. From the **OS Subtype Filter** drop-down list, select **WIE10 (Windows 10 IoT Enterprise)**.
11. In the **Installer Parameters** field, enter **--silent**.
12. Specify the number of minutes the message dialog box should be displayed on the client in the **Timeout (1-999 min)** box. Timeout displays a message on the client which gives you time to save your work before the installation begins.
13. Click **Save** and then click **Yes** to schedule the deployment as per your requirement.

Resources and support

Accessing documents using the product search

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** search box, type the product name. For example, **OptiPlex 7410 All-In-One** or **Latitude 3440 Client** . A list of matching products is displayed.
3. Select your product.
4. Click **Documentation**.

Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to www.dell.com/support.
2. Click **Browse all products**.
3. Click **Computers**.
4. Click **Thin Clients**.
5. Click **OptiPlex Thin Client**.
6. Click **OptiPlex 7410 All-In-One** or **Latitude 3440 Client** .
7. Click **Select this Product**.
8. Click **Documentation**.