Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide – Asigra Cloud Backup* 11.2

Revised 10/10/2012

This guide is intended to identify the steps required to install this software on the Intel® Hybrid Cloud platform, and does not replace the manufacturer's instructions for third-party products. Before completing the instructions below, you will need to install the respective software on the server using the Store feature in the Intel® Hybrid Cloud Management Portal (https://hybridcloud.intel.com).

LICENSE ALERT: Purchased keys may not be used on this product.

Contents

Product Version

Asigra* DS-Client Version 11.2

Dependencies / Requirements

Asigra Cloud Backup 11.2 appliance

Appliance Default Passwords

To download the current "Appliance Default Password List" (Login required):

1. Use a Web browser to go to: www.intelhybridcloud.com/.
2. Click the **Login** link and enter your login information.
3. At the top of the page, select **Menu** and then click the **Support** link.
4. On the Support page, click the **Server Setup & Activation** section to expand it and then click the **Additional Setup Documents** link.
5. Click the Additional Setup Documents zip file version that you want to download and then select to save the zip file.
6. Extract the Appliance Default Password List from the zip file.

    NOTE: The default, out-of-the-box experience allows you to specify the passwords for the Microsoft* Windows*-based appliances during configuration. For Linux* appliances, type "passwd" in the shell.

Download

1. After ensuring the dependencies and requirements listed above are set up, go to the Intel AppUp® SMB Service store at: https://store.intelhybridcloud.com.
2. Log in using your MSP ID and password.
3. Search for Asigra and select **Asigra Cloud Backup v11.2**.
4. Click the **Select a Server** button and select the Intel® Hybrid Cloud server.
5. Click **Add to Order**.
6. Complete the ordering process. The appliance will download and install within 24 hours.

Install Asigra

1. Log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the **Asigra Cloud Backup** appliance.
4. Click the **Start** button.

5. Fill in the appropriate information on the "Appliance Auto Configuration Information" screen:


6. If the appliance is Stopped, click the **Start** button.

7. Select the **Console** tab to open the **Console** page.

8. Click the **Launch** button next to VNC Console to open the VNC window.

9. Click the **Cltr+Alt+Del** button the upper left corner of the VNC window.

10. Enter information and credentials into the required fields and then log in to the appliance.
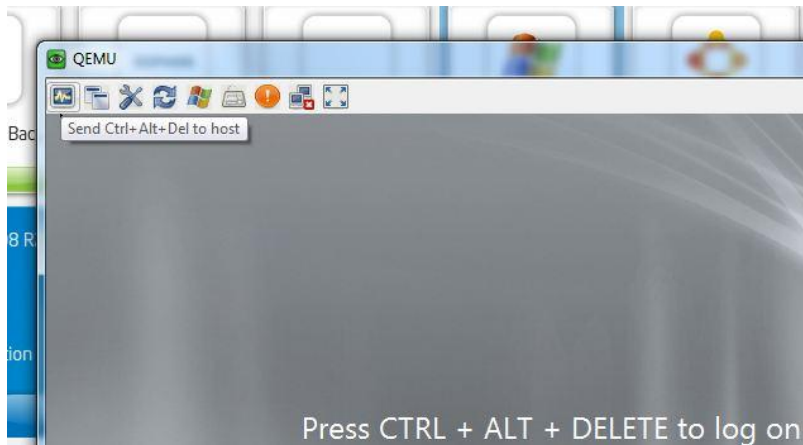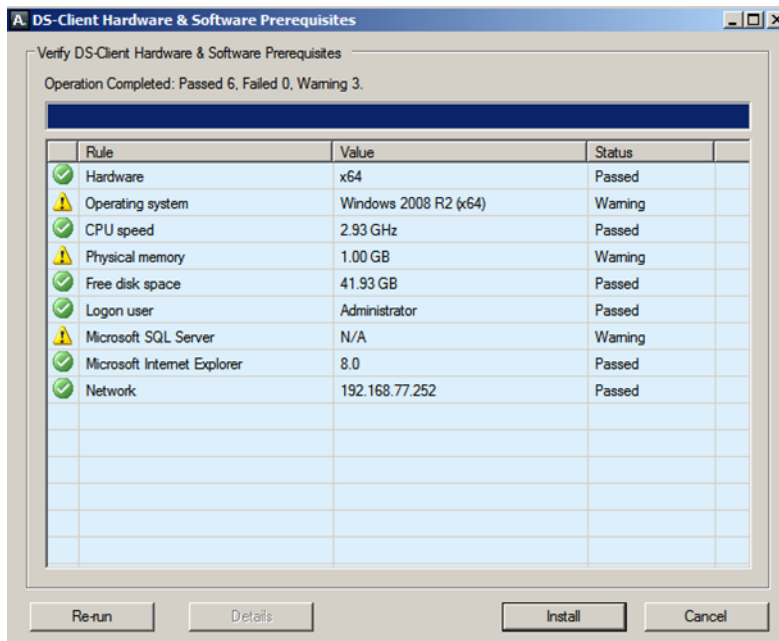

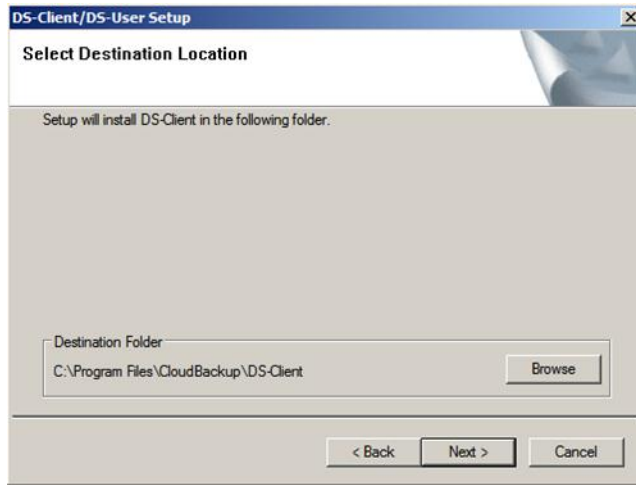11. Go to the **C:\DSC112** folder and double-click on **setup**.

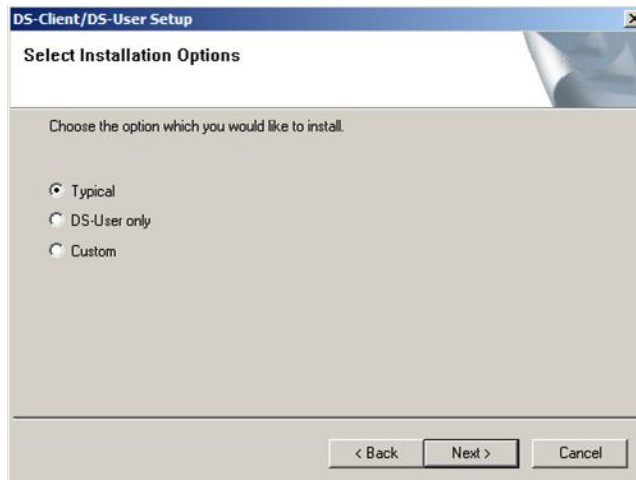12. Select **English** as language and then click the **OK** button.
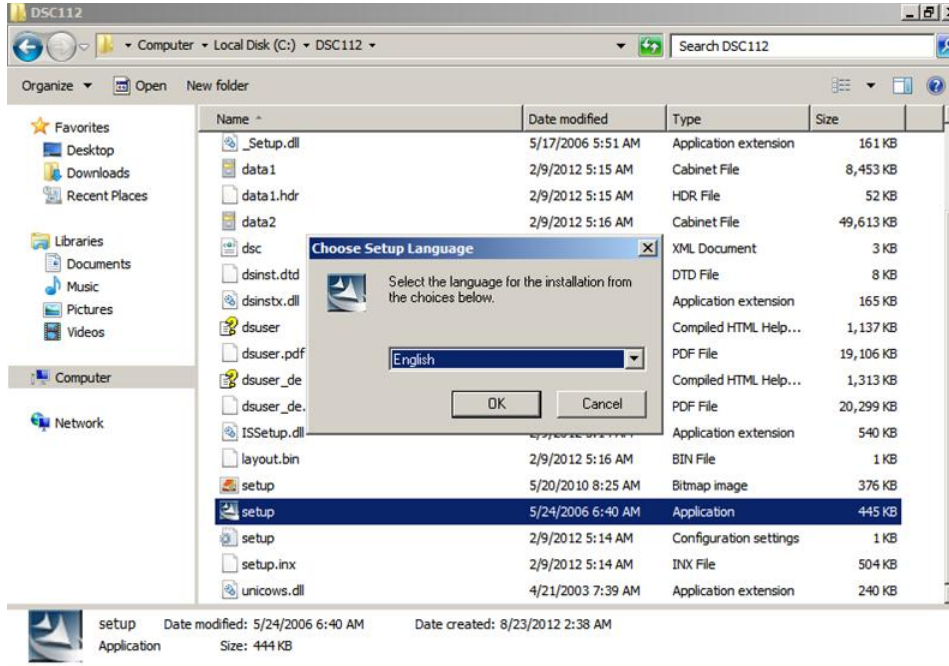
13. Click the **Install** button and agree to the license agreement on the DS-Client Hardware & Software Prerequisites screen.

14. Click the **Next** button on the Select Destination Location screen.

15. Select the **Typical** option and click **Next**.

16. Select one of the following for the MS SQL server:

- If you have an SQL server instance on any machine on the network, then enter the instance name in **Instance** text box and click **Next**.

- If you do not have an existing SQL server instance on any network machine, do the following:

    a. select the **Install a new SQL Server 2005 Express Edition instance on local computer** option and click **Next**. (The preferable option is to install a fresh SQL instance locally.)
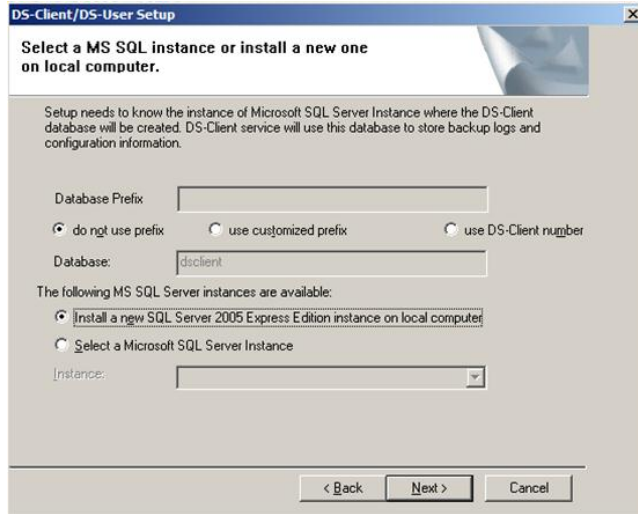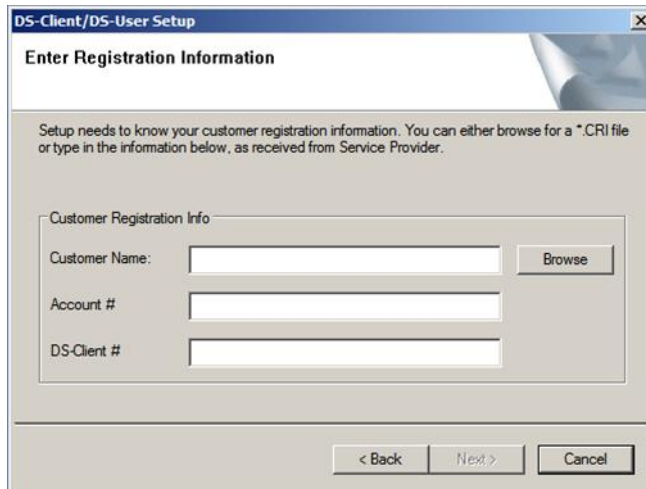
b. Click **Next**.
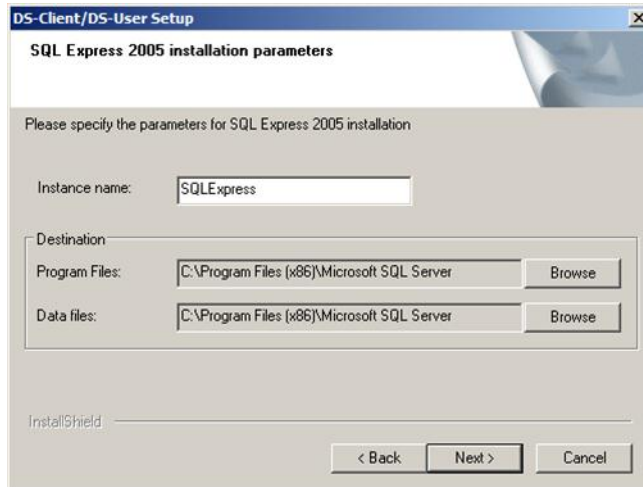
c. On DS-Client/DS-User Setup window, click **OK**. Wait for the Microsoft SQL Server 2005 installation to complete.
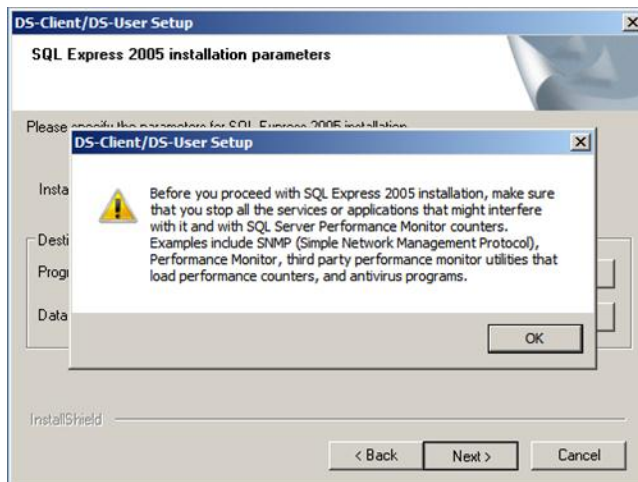
17. After the Microsoft SQL Server 2005 installation is complete, the Registration window appears. Enter data into the Customer Name, Account #, and DS Client # fields.

18. Click **Next** and continue with the registration.

Licenses / Configuration

Asigra DS-Client does not need a license to run.

Uninstall

1. Log in to the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the **Asigra Cloud Backup** appliance.
4. If the appliance is running, click the **Stop** button.
5. When the appliance is stopped, select the **Control** tab and click the **Uninstall** button.
6. To confirm, click **Yes**.

Troubleshooting

Technical Support

For India and the US, Level 3 is supported by Asigra (Toronto).

Contact information:

- Email: support@asigra.com
- Phone: 416-736-8111 ext. 1200

Support Levels 1 and 2 will be supported by Asigra's Certified Service Providers.

- For questions pertaining to this guide, contact Intel Customer Support: http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm
- In the event that you (the Managed Service Provider) are unable to resolve a technical support issue by providing first level support for the Software, you may obtain second level support from the help desk of the Software manufacturer, pursuant to the terms and

conditions accompanying the Software. Technical Support contact information is provided at the following location:
http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm#Software

- Intel® Hybrid Cloud Platform User Guide
http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm

- Appliance and Application Initial Setup Guides
http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm