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 (<u>https://hybridcloud.intel.com</u>).

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

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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: <u>www.intelhybridcloud.com/</u>.
- 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: <u>https://store.intelhybridcloud.com</u>.
- 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.

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

	C C
	Appliance Auto Configuration Information
Server Name	(*) Business Name (*)
Network Administrator	(*) Domain Name (*)
Password	(*) Re-enter (*) Password
(*) Mandatory	Apply

- 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.

Organize 👻 📑 Open	New folder			8E 🕶 🛄	0
🔶 Eavorites	Name *	Date modified	Туре	Size	
Desktop	Setup.dll	5/17/2006 5:51 AM	Application extension	161 KB	
Downloads	🔁 data 1	2/9/2012 5:15 AM	Cabinet File	8,453 KB	
🖳 Recent Places	data 1.hdr	2/9/2012 5:15 AM	HDR File	52 KB	
	data2	2/9/2012 5:16 AM	Cabinet File	49,613 KB	
Libraries	dsc Choose Setup Lang	uage 🔀	XML Document	3 KB	
Documents	dsinst.dtd	a Janguage for the installation from	DTD File	8 KB	
Music	Science and Scienc	es below.	Application extension	165 KB	
Videos	S dsuser		Compiled HTML Help	1,137 KB	
ALL HIGGE	dsuser.pdf		PDF File	19,106 KB	
📜 Computer	gerigest		Compiled HTML Help	1,313 KB	
	dsuser_de.	OK Cancel	PDF File	20,299 KB	
🙀 Network	SSetup.dll	E/7/EV1E-0/1.//#/	Application extension	540 KB	
	layout.bin	2/9/2012 5:16 AM	BIN File	1 KB	
	a setup	5/20/2010 8:25 AM	Bitmap image	376 KB	
	🛃 setup	5/24/2006 6:40 AM	Application	445 KB	
	setup	2/9/2012 5:14 AM	Configuration settings	1 KB	
	setup.inx	2/9/2012 5:14 AM	INX File	504 KB	
	🚳 unicows.dll	4/21/2003 7:39 AM	Application extension	240 KB	

13. Click the **Install** button and agree to the license agreement on the DS-Client Hardware & Software Prerequisites screen.

		(m.	
	Rule	Value	Passed
Ă	Operating system	Windows 2008 B2 (x64)	Warning
ō	CPU speed	2.93 GHz	Passed
	Physical memory	1.00 GB	Warning
0	Free disk space	41.93 GB	Passed
0	Logon user	Administrator	Passed
▲	Microsoft SQL Server	N/A	Warning
0	Microsoft Internet Explorer	8.0	Passed
0	Network	192.168.77.252	Passed

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



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

-Client/DS-User Setup Select Installation Options		
Choose the option which you would like to	install.	
 Typical 		
C DS-User only		
C Custom		
		 1.12

- 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.)

Setup needs to know th database will be created configuration information	e instance of Microsoft SQL Server Inst f. DS-Client service will use this databas 1.	ance where the DS-Client e to store backup logs and
Database Prefix		
do not use prefix	C use customized prefix	C use DS-Client number
Database:	dsclient	
he following MS SQL Se	erver instances are available:	
Install a new SQL	Server 2005 Express Edition instance o	n local computer
C Select a Microsoft	SQL Server Instance	
Instance:		Ψ

b. Click Next.

	Setup	2
SQL Express 200	15 installation parameters	A-A
Please specify the pa	rameters for SQL Express 2005 installation	
Instance name:	SQLExpress	
Destination		
Program Files:	C:\Program Files (x86)\Microsoft SQL Server	Browse
Data files:	C:\Program Files (x86)\Microsoft SQL Server	Browse

c. On DS-Client/DS-User Setup window, click **OK**. Wait for the Microsoft SQL Server 2005 installation to complete.

-Client/DS	-User Setup	
SQL Expre	ss 2005 installation parameters	
ease	Use exception for COL Europe 200E installation	
DS-C	lient/DS-User Setup	×
Insta Desti Progi	Before you proceed with SQL Express 2005 installati that you stop all the services or applications that min with it and with SQL Server Performance Monitor con Examples include SNMP (Simple Network Managemer Performance Monitor, third party performance monit load performance counters, and antivirus programs.	ion, make sure ght interfere inters. ht Protocol), tor utilities that
Data		
		ОК
]
nstallShield		
	< Back Ne	xt > Cancel

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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.

etup needs to know your customer registration r type in the information below, as received from	information, fou can either browse for a ". a Service Provider.
Customer Registration Info	
Customer Name:	Browse
Account #	
DS-Client #	

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: <u>http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm</u>
- 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 <u>http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm</u>
- Appliance and Application Initial Setup Guides <u>http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm</u>