



Intel has recently released a software update to improve usage reporting for Intel AppUp[®] Small Business Service customers. The update will remove the Microsoft Windows* Administrator password dependency. Customers were experiencing usage reporting failures when the Microsoft Windows* Administrator password was changed without updating the VMLC service agent. To ensure **accurate billing of your customers using the service**, please follow the steps below, or if assistance is needed, contact Intel Customer Support (listed below).

Products Affected

Intel[®] Hybrid Cloud platform versions 3.1, 3.1.1 and 3.1.2 running Microsoft Windows Server Standard 2008* and Windows Small Business Server 2008/2011*.

Note:

- For platform version 3.0, please install the 3.1.2 patch before applying this update. You can also install the 3.1.2 patch if running versions 3.1 or 3.1.1 as well. Intel recommends installing the latest patches available as a best-practice.
- The update can be applied while the server is running and the server will not need to be restarted.

Follow this update procedure

1. Connect to the Microsoft Windows* based software appliance via the Intel Hybrid Cloud server manager console or through Microsoft Windows* Remote Desktop Services and login with an administrator account.
2. From the Start menu, navigate to “*Administrative tool*” and select “*Services*”.
3. Scroll down to the service “*vmlcagent*”, right click and select “*Properties*”.
4. Navigate to the “*Log On*” tab, select “*This account:*” and enter “NT AUTHORITY\SYSTEM”. Leave the password fields blank.

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5. Click OK.
6. Stop and start the “*vmlcagent*” service (Do not perform a restart).
7. Repeat steps 1-6 on additional Microsoft Windows* based software appliances.

Support Contact Information	Hours
1-800-404-2284 ¹	04:00 to 20:00 (US Pacific Time) Monday-Friday

¹ Available for Intel[®] Technology Provider Program partners or managed service providers (MSP). For end-user support, contact your local channel or MSP. <http://www.intel.com/support/proserv/appupsbs/hybrid/sb/CS-032313.htm>