# Intel Action Alert AA-0004-1 November 15th 2012



Intel has recently released a software update to improve and enhance the Intel<sup>®</sup> Hybrid Cloud platform for Intel AppUp<sup>®</sup> SMB Service customers. The update will install an important Citrix\* hotfix which requires updating the XenTools in each Windows\*-based appliance that were installed on Intel Hybrid Cloud platform version 3.5 or 3.5.1. (Windows-based appliances installed after an Intel Hybrid Cloud platform has been upgraded to version 3.6 will have the latest XenTools installed automatically.) To upgrade the XenTools in each Windows\* appliance, follow the steps below, or if assistance is needed, contact Intel Customer Support (listed below).

### Products Affected

The following software appliances are affected and require this update only if they were originally installed on an Intel Hybrid Cloud platform version 3.5 or 3.5.1: Microsoft Windows Server Standard 2008\*, Windows Small Business Server 2008/2011\* or any Windows\*-based appliances such as Level Platforms Managed Workplace\*, StorageCraft\* or Windows Server 2008 R2\* with SQL Server 2008 R2\*.

#### Notes

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- The Intel Hybrid Cloud version 3.6 update must be applied to the Intel Hybrid Cloud Server prior to upgrading the XenTools in each Windows\* appliance using the steps below. Please refer to the Intel Hybrid Cloud Server User Guide for information on how to download and apply the 3.6 update.
- The XenTools update requires rebooting the Microsoft Windows appliances.

#### Follow this update procedure

- After applying the 3.6 update to the Intel Hybrid Cloud Server, connect to the Windowsbased software appliance via the Intel Hybrid Cloud server manager console as "admin" and login (via VNC) with a Windows administrator account (from Intel Hybrid Cloud server manager, go to "Appliances" → "Console" tab).
- 2. From the Start menu, select "Computer".
- 3. Select the "CD Drive".



## Intel Action Alert AA-0004-1 November 15th 2012

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4. Select and install the "xensetup" application.

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- 5. Check the box to "accept the terms in the License Agreement", then click next.
- 6. Click "Install".
- 7. When the installation of the XenTools update is completed, click "Finish" to reboot the Windows appliance.

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November 15<sup>th</sup> 2012

## Intel Action Alert AA-0004-1



- Prior to starting the affected Windows appliance, from Intel Hybrid Cloud server manager, go to "Controls" → "Scripts" → Input your SW admin password when prompted → Select "Delete attached ISO of the VM" (select the recently updated Windows software appliance).
- 9. Repeat steps 1-8 on additional Windows-based software appliances.

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

<sup>1</sup> 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/progserv/appupsbs/hybrid/sb/CS-032313.htm