

# Intel Action Alert AA-0004-1 November 15<sup>th</sup> 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

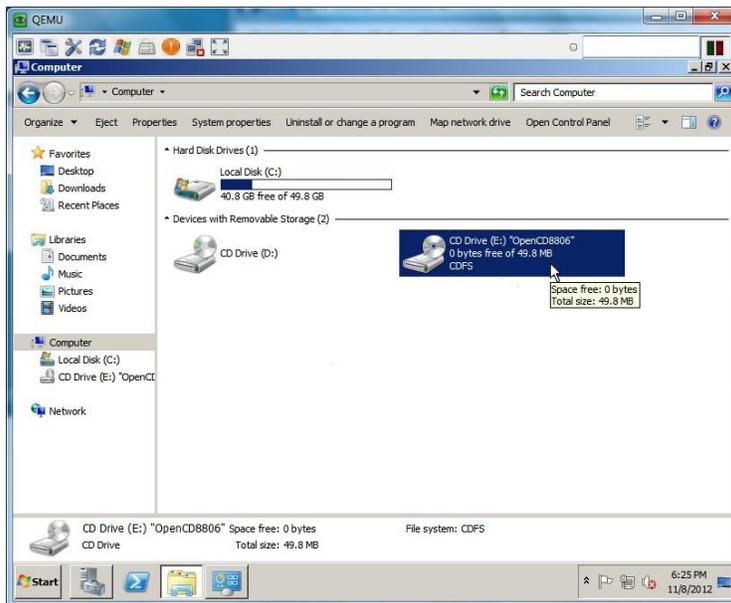
The following software appliances are affected and require this update only if they were originally installed on an Intel Hybrid Cloud platform version 3.5 or 3.5.1: Microsoft Windows Server Standard 2008\*, Windows Small Business Server 2008/2011\* or any Windows\*-based appliances such as Level Platforms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

## Notes

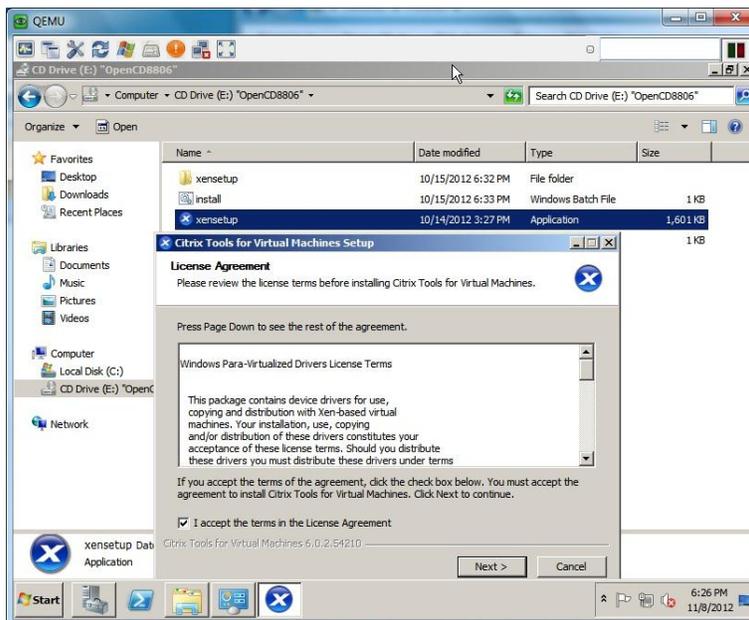
- The Intel Hybrid Cloud version 3.6 update must be applied to the Intel Hybrid Cloud Server prior to upgrading the XenTools in each Windows\* appliance using the steps below. Please refer to the Intel Hybrid Cloud Server User Guide for information on how to download and apply the 3.6 update.
- The XenTools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

## Follow this update procedure

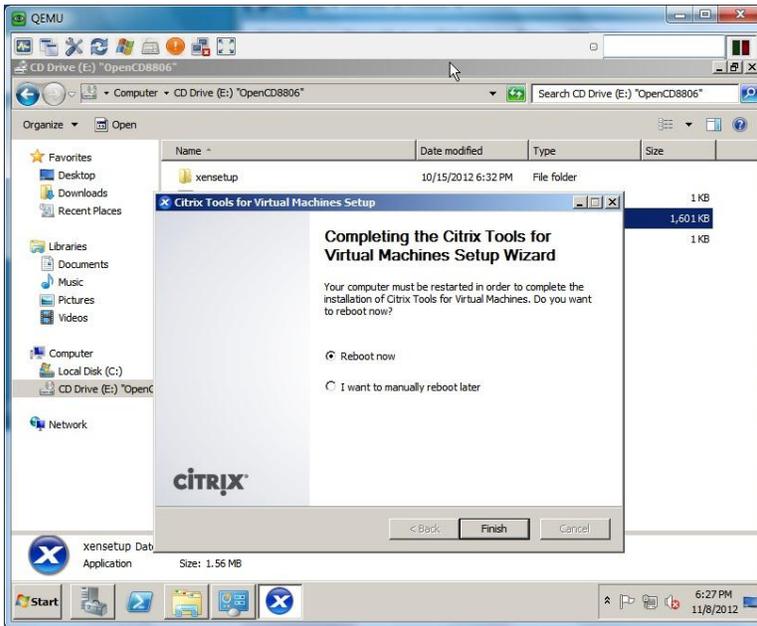
1. After applying the 3.6 update to the Intel Hybrid Cloud Server, connect to the Windows-based software appliance via the Intel Hybrid Cloud server manager console as “admin” and login (via VNC) with a Windows administrator account (from Intel Hybrid Cloud server manager, go to “Appliances” → “Console”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



4. Select and install the “xensetup” application.



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.



8. 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>