

Intel AppUp[®] SMB Service

Built on the Intel[®] Hybrid Cloud Platform

Initial Setup Guide - iMPS* Enterprise

Revised 10/22/2012

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.

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Product Version

iMPS* Enterprise (Intelligent Managed Print Services Enterprise) Version 4.3.2.0

Dependencies / Requirements

- iMPS Enterprise is supported on all Windows*-based 64-bit platforms. This includes Windows* Small Business Server 2008/2011, and Windows* Server 2008 R2.
- Intel® Hybrid Cloud server manager is installed on the management PC.

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** button 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 and Install

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 and select **iMPS Enterprise**.
4. Select the **Intel® Hybrid Cloud server**.
5. Select the Windows*-based appliance where you wish to install iMPS Enterprise.
6. Click **Add to Order**.
7. Complete the ordering process. The application will download within 24 hours.
8. On the management PC where Intel® Hybrid Cloud server manager is installed, click **Start** and type "cmd" into the 'Search programs and files' text box.
9. From the command prompt window, type:

```
cd "C:\Program Files (x86)\HybridCloudServerManager"
```
10. From the command prompt window, type:

```
"ixe.exe -h <IP or Hostname of IHC box> -u admin -p <password of admin user>  
-o get-system-asset-tag"
```

Example:

```
C:\Program Files (x86)\HybridCloudServerManager>ixe.exe -h <ip of IHC Server> -u admin -p <password> -o get-system-asset-tag  
Processing...  
83a8f8e422cf6ba8e81b82539c32eead
```

11. Press **Enter**. Write down the asset tag number because it will be used in the iMPS Enterprise installation phase.
12. After iMPS Enterprise is downloaded, log in to the Intel® Hybrid Cloud server manager.
13. Select the appliance where iMPS Enterprise is installed.
14. Select the **Console** tab to open the Console page.
15. Click the **Launch** button (next to VNC Console) to open the VNC window.
16. Enter information and credentials of the Administrator in the required fields and then log in to the appliance.
17. Click **Start** and type "cmd" into the Search programs and files text box.
18. Right-click the cmd icon and select **Run as administrator**.
19. In the command prompt window, type:

```
cd "C:\MWA"
```

20. In the command prompt window, type:

Note: For information on how to acquire the asset tag ID, see steps 8 to 10 above.

```
installmwa.bat <asset tag id of the IHC server>
```

```
C:\MWA>  
C:\MWA>installmwa.bat f080fe95ac9890ebf58ad47ba4efe3f4  
C:\MWA>msiexec /i "SSCERuntime_x86-ENU.msi" /qn  
C:\MWA>msiexec /i "SSCERuntime_x64-ENU.msi" /qn  
C:\MWA>msiexec /i "iMPS Enterprise.msi" /qn ASSETTAG="f080fe95ac9890ebf58ad47ba4efe3f4"  
C:\MWA>SET INSTALLPATH=C:\Program Files (x86)\MWA Intelligence\iMPS Enterprise  
C:\MWA>COPY /Y SSCERuntime_x86-ENU.msi "C:\Program Files (x86)\MWA Intelligence\iMPS Enterprise"  
1 file(s) copied.  
C:\MWA>COPY /Y SSCERuntime_x64-ENU.msi "C:\Program Files (x86)\MWA Intelligence\iMPS Enterprise"  
1 file(s) copied.  
C:\MWA>COPY /Y "iMPS Enterprise.msi" "C:\Program Files (x86)\MWA Intelligence\iMPS Enterprise"  
1 file(s) copied.  
C:\MWA>COPY /Y uninstallmwa.bat "C:\Program Files (x86)\MWA Intelligence\iMPS Enterprise"  
1 file(s) copied.  
C:\MWA>
```

Connect to the Application

1. Log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the appliance on which **Intelligent Managed Print Services (iMPS)** is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Console** tab to open the Console page.
6. Click the **Launch** button (next to VNC Console) to open the VNC window.
7. Enter information and credentials of the Administrator in the required fields and then log in to the appliance.
8. Go to **Start > All Programs > MWA Intelligence > iMPS Enterprise**.

Licenses / Configuration

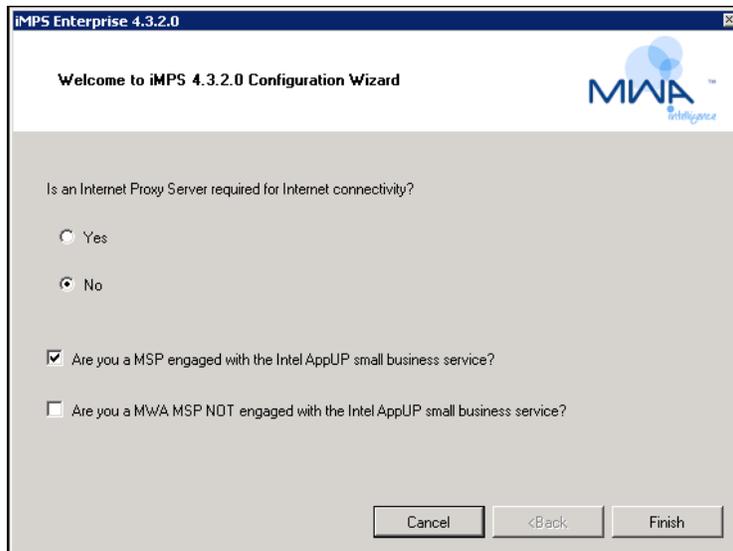
The license can be obtained by calling the MWA customer support number listed in the Technical Support section of this document. MWA support will ask for your Organization Name and Location Name. Location Name can be name of the office where the Intel® Hybrid Cloud sever is located.

MWA Customer support will provide:

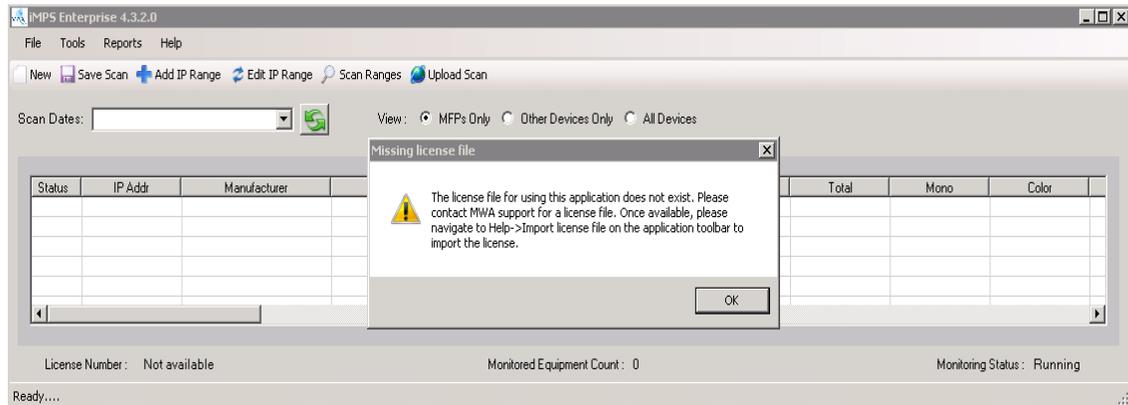
- License file
- MANID string

Apply the license file and MANID string:

1. Log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the appliance on which iMPS Enterprise is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Console** tab to open the Console page.
6. Click the **Launch** button (next to VNC Console) to open the VNC window.
7. Enter information and credentials of the Administrator in the required fields and then log in to the appliance.
8. Go to **Start > All Programs > MWA Intelligence > Intelligent Managed Print Services**.
9. For "Is an Internet proxy server is required for internet connectivity?" select either **Yes** or **No**, as applicable.
10. Select the applicable checkbox for your MSP type (engaged with the Intel AppUp SMB Service) or an MWA MSP not engaged with the Intel AppUp SMB Service.

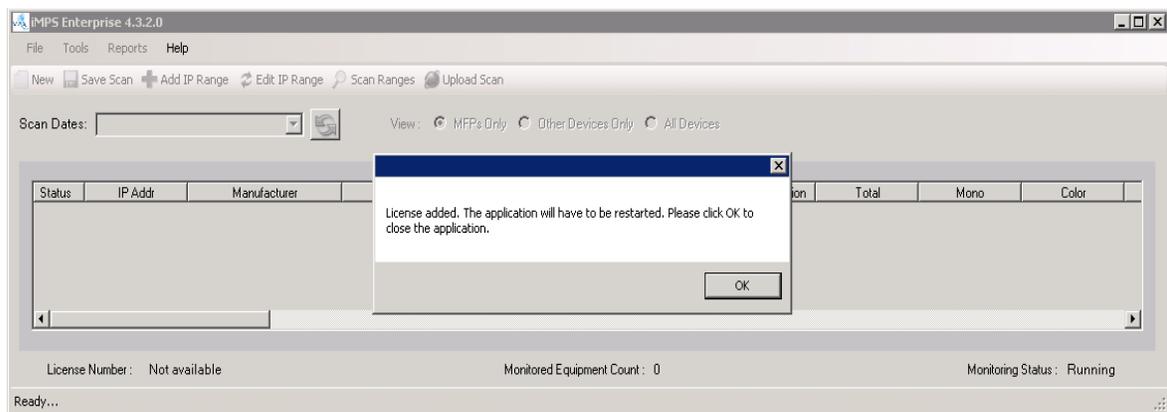


11. Click **OK** on the Missing License File dialog box.

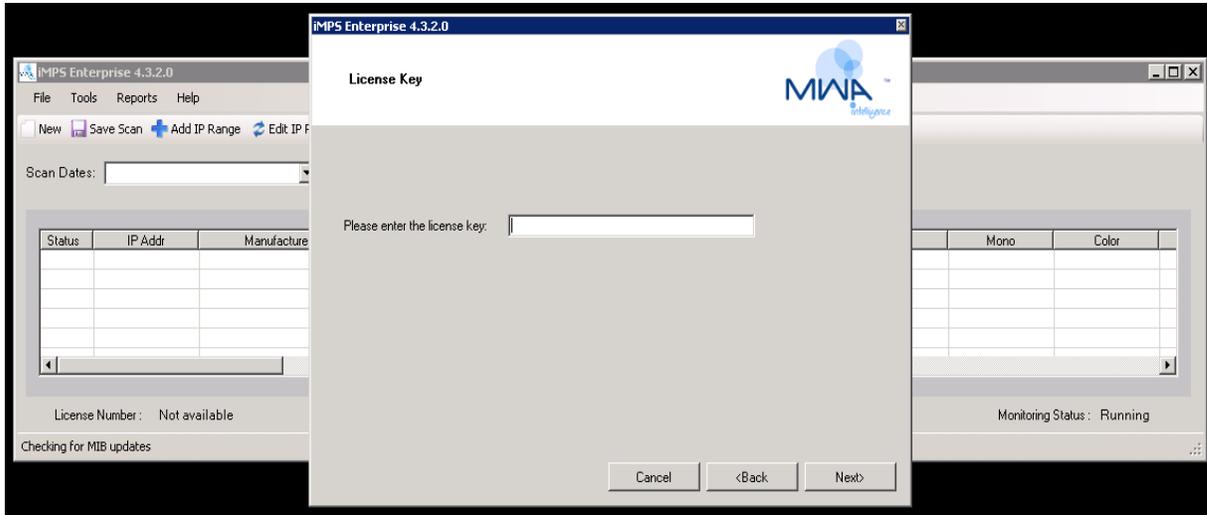


12. In the iMPS Enterprise 4.3.2.0 window, click **Help** > **Import License**. Browse to the location where the license File you received from the MWA customer support team is located and click **Open**.

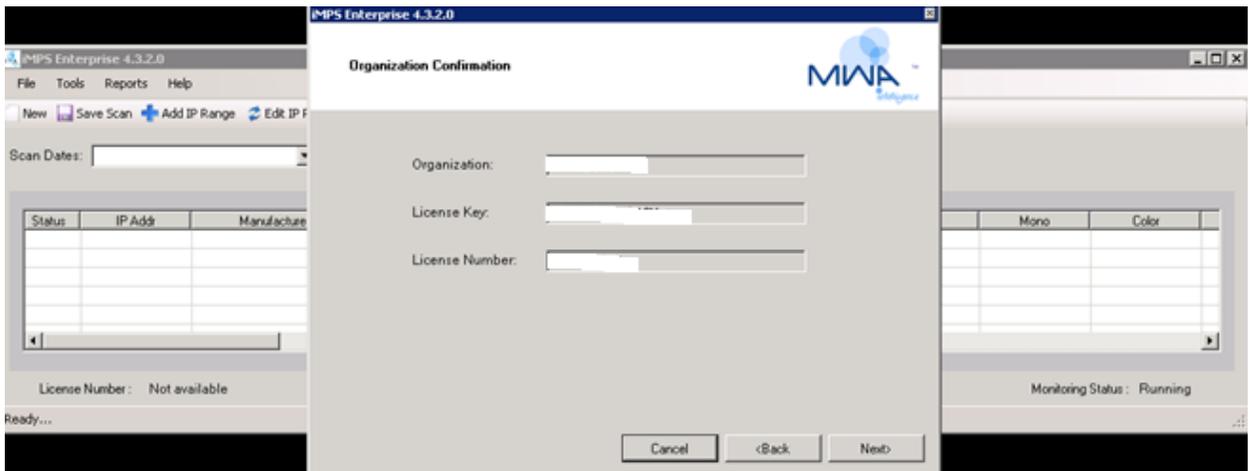
13. Restart the application when the license has been applied.



14. Go to **Start > All Programs > MWA Intelligence > iMPS Enterprise**. Select **Tools > Setup MANID**.
15. Copy and paste the MANID received from the MWA support team in the license key text box and then click **Next**.



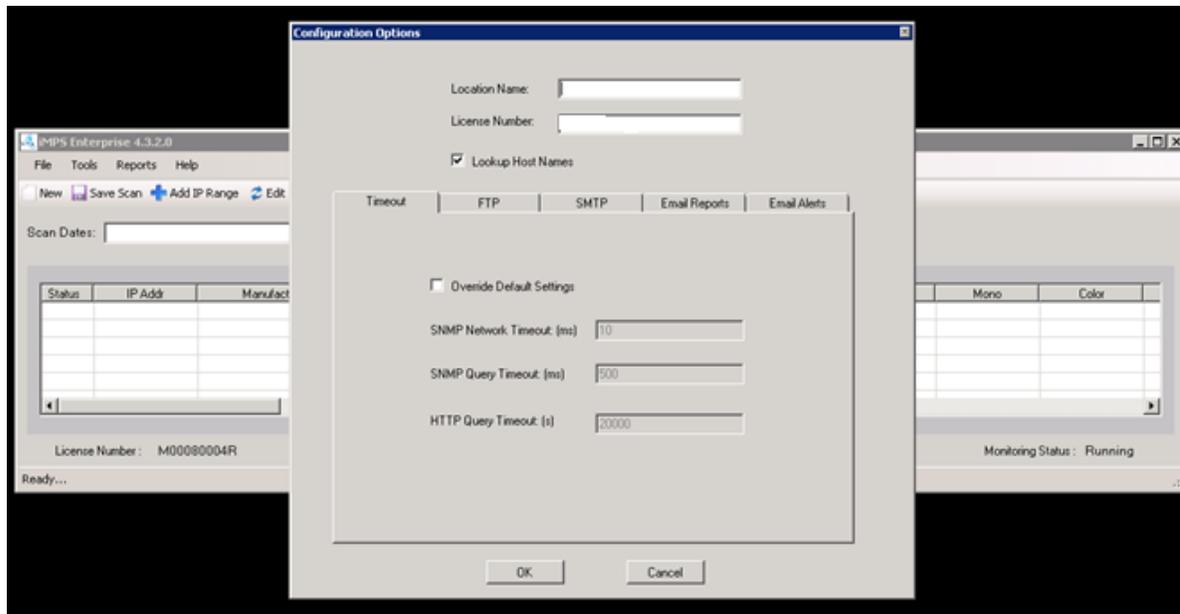
16. The Organization Confirmation displays your Organization Name, MANID string license and license number corresponding to the license file issued to you. Click **Next**.



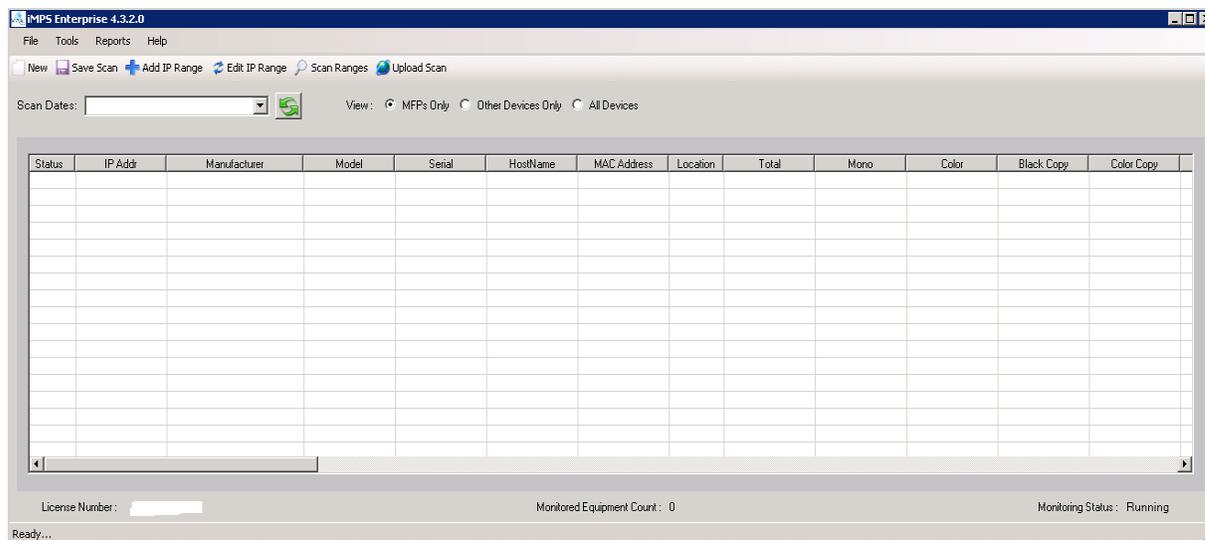
Man ID setup is now complete.

17. Click **Tools > Configuration Options**, enter the location name and click **OK**.

The iMPS Enterprise application is ready to perform assessment of print and copier devices available over a network. Please note: **port 443** needs to be open on the appliance where iMPS Enterprise is running. This port is needed to establish a connection while uploading to MWAI Portal as well.



18. In the menu bar, click **Add IP Range** to assign an IP range and then click **Scan Ranges** to start scanning for devices.
- To schedule a scan, select **Tools > Schedule Scan**. When the scan is complete, the results will be uploaded to the MWAi portal over the Internet.
 - To perform a manual upload, click **Upload Scan** on the menu bar.



Uninstall

1. Log in to the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the appliance where the **iMPS** application is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Application** tab.

6. Click the **iMPS Enterprise** logo.
7. Click the **Uninstall** button.
8. Select the **Console** tab to open the Console page.
9. Click the **Launch** button (next to VNC Console) to open the VNC window.
10. Enter information and credentials of the **Administrator** in the required fields and then log in to the appliance.
11. Click **Start** and type "cmd" into the 'Search programs and files' text box.
12. Right-click the cmd icon and select **Run as administrator**.
13. In the command prompt window, type:

```
cd "C:\MWA"
```
14. In the command line, type:

```
uninstallmwa.bat
```
15. Press **Enter** to remove iMPS Enterprise.

Troubleshooting

Technical Support

- 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#SoftwareMWA_support_information
The MWA customer support phone line number is: 888.703.2780
The MWA customer support email address is: support@mwaitel.com
The MWA customer support web site is: <http://www.mwaitel.com/ps-customer care.html>
- 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>