



# Intel® Hybrid Cloud - 3.0 Upgrade Summary

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## What is a server upgrade?

Customers who currently have Intel® Hybrid Cloud software version 2.5 (other versions are supported separately) should consider upgrading to version 3.0 software if they want access to the latest software features. After upgrading via the Upgrade USB HDD described here, Intel recommends upgrading your platform to the latest available from the “Patch” feature in the Intel Hybrid Cloud Web Management Portal (<https://hybridcloud.intel.com>) to ensure you experience the best features (including software appliance and application downloads, improved usage reporting, and important Citrix XenServer\* updates), performance, and stability. The upgrade process will generally require several hours of system downtime to complete, so customers should schedule this upgrade as time permits. Pre-existing software applications and appliances will continue to be supported on software version 2.5, and migration is considered optional.

## Upgrade Details:

- Plan around 60 minutes for migrations of a server without virtual machines (VMs) and data
- Plan up to 24 hours for upgrading a server with VMs and data (majority of the time is for VM backup and restore)
- Server will be unavailable to users during the upgrade (downtime required)
- Semi-technical/technical resource is needed to be onsite from the managed service provider (MSP)
- The upgrade can only be done onsite and not remotely. However, the MSP technical resource need not be onsite for the entire duration of the upgrade.
- The upgrade requires a special Upgrade USB HDD that will be sent from Intel. **DO NOT CONNECT THE UPGRADE USB HDD** until directed to do so by an Intel Customer Support representative during your upgrade assistance session. Connecting the Upgrade USB HDD at the wrong time can cause unrecoverable data loss.

### **Upgrade Requests:**

Contact Intel Customer Support to begin the Upgrade Request process. You will receive an initial questionnaire to fill out and preliminary instructions regarding the migration process via e-mail.

<b>Geography</b>	<b>Contact Information</b>	<b>Hours</b>	<b>Holiday Closure - 2012</b>
North America	1-800-404-2284 <sup>1</sup> or by <a href="#">e-mail</a> <sup>2</sup> or <a href="#">chat</a> <sup>3</sup>	06:00 to 17:00 (U.S. Pacific Time) Monday-Friday	<b>U.S. Holidays:</b> December 25 January 1

<sup>1</sup> Available for Intel® Technology Provider Program partners or MSPs. For end-user support, contact your local channel or MSP.

<sup>2</sup> E-mail responses are made inside 24-business hours.

<sup>3</sup> Chat is available during business hours for the region selected.

## **FAQ**

### **Why Upgrade your Intel Hybrid Cloud Software?**

Migrating and upgrading to the latest the Intel® Hybrid Cloud software will benefit you and your small and medium business (SMB) customers by providing access to the latest Intel® Hybrid Cloud features and functionality. For a detailed description of features, functionality, and capability, refer to the User Guides, Release Notes, and Compatibility Guide at:

<https://intelhybridcloud.com/support.html>

### **Can existing customers upgrade their Intel® Hybrid Cloud Platforms to version 3.0?**

A direct upgrade path is available for version 2.5 to 3.0. Platform version 2.5 will need to be upgraded to version 3.0 first before upgrading to version 3.5 (contact Intel Customer Support for more information). (It should also be noted that the upgrade to version 3.5 does not support upgrading VMs and data. All VMs and data would have to be removed prior to upgrading to version 3.5.) The upgrade process will include the hypervisor & Intel® Hybrid Cloud management stack, and will also upgrade the installed software virtual machines and their data. The upgrade will require the software virtual machines to be shut down. Average upgrade time for platforms without software virtual machines is 60 minutes. The upgrade time for platforms with software virtual machines installed is dependent on the number of software VMs and their virtual HDD sizes, but normally it's between 12-24 hours. The upgrade kit can be requested through Intel Customer Support.

### **Is there a charge to upgrade an existing platform to the new version 3.0?**

No, there is no additional charge to upgrade an existing platform to version 3.0. The Intel AppUp® Small Business Server Core fee currently includes platform upgrade and support.

### **Will I still receive support for older versions of the platform?**

Yes. Intel still fully supports version 3.1.2 and later and offers best-effort support for versions before 3.1.2. Platform version 2.0 is no longer supported, as has been communicated earlier.

### **Do I have to upgrade?**

No, it is not necessary to upgrade via the Upgrade USB HDD.