Intel® Hybrid Cloud - 3.5 Upgrade Summary

(Revision 2)

What is a server upgrade?

Customers who currently have Intel® Hybrid Cloud software versions 3.0-3.1.2 (other versions are supported separately) should consider upgrading to version 3.5 software if they want access to the latest software features, including Web-Based Server Management Console, APC UPS support, USB-based additional storage and other new 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, performance, and stability. The upgrade process will generally require at least one hour 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 versions 3.0-3.1.2, and upgrading is considered optional.

Upgrade details:

- Plan around 60 minutes for upgrading a server
- Upgrading the platform's virtual machines, data, and applications are not supported
    - If user data is needed after the platform upgrade, you will have to manually transfer out data from the platform (e.g., to a USB HDD, network share, etc.) (not supported by Intel)
    - All virtual machines, data, and applications must be removed prior to upgrading
    - If virtual machines and applications are needed after the platform upgrade, they will have to be reinstalled (not supported by Intel)
    - If user data is needed after the platform upgrade, you will have to manually transfer in data to the platform (e.g., from a USB HDD, network share, etc.) (not supported by Intel)
- 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
- 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 upgrade process via e-mail.

Geography	Contact Information	Hours	Holiday Closure - 2012
North America	1-800-404-2284[1] or by e-mail[2] or chat[3]	06:00 to 17:00 (U.S. Pacific Time) Monday-Friday	**U.S. Holidays:** December 25 January 1

[1] Available for Intel® Technology Provider Program partners or MSPs. For end-user support, contact your local channel or MSP.
[2] E-mail responses are made inside 24-business hours.
[3] Chat is available during business hours for the region selected.

FAQ

Why Upgrade your Intel Hybrid Cloud Software?

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

Version 3.5 adds the following capabilities (Top 5):

- Appliance download capability[1]

- Web-Based Server Management Console

    - More secure server management option

- APC UPS support

    - VMs suspended and system shut-down if battery level falls below threshold

- USB based additional storage

    - Additional storage for Virtual Machines can come out of USB detachable disks

    - Backup and restore usability improvements

- Auto registration

    - Simplification of setup process, VMs and apps auto-activated post installation

[1] Appliance download capability is a native feature since version 3.1 and newer platforms.   This is a new feature improvement for platform version 3.0 only.

More details on these and other new capabilities can be found on the web at

Can existing customers upgrade their Intel® Hybrid Cloud Platforms to version 3.5?

A direct upgrade path is available for versions 3.0-3.1.2 to 3.5. 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). The upgrade process will include the hypervisor & Intel® Hybrid Cloud management stack. The upgrade will require the software virtual machines, data, and applications to be removed prior to the upgrade. Intel does not support upgrades when VMs, data, and applications are present. Average upgrade time is 60 minutes. The upgrade kit can be requested through Intel Customer Support.

Is there a charge to upgrade an existing platform to the new version 3.5?

No, there is no additional charge to upgrade an existing platform to version 3.5. The Intel AppUp® Small Business Server Core fee currently includes platform upgrade and support.

Can the Intel AppUp® Small Business Backup and Disaster Recovery (BDR) Appliance be upgraded to the new platform version 3.5?

The BDR appliance uses slightly different software than the Intel® Hybrid Cloud Platform version 3.0 and will not be upgrade ready. Future software releases of the BDR are planned to include the Intel® Hybrid Cloud platform version 3.5 features.

How would I backup and restore my data and VMs without Intel's support?

1. Transfer out any personal or customer data from the server. There are many backup and recovery options available. Intel **does not recommend** any of the following. These are provided as examples for reference only.
    a. Windows Server Backup Step-by-Step Guide for Windows Server 2008
        http://technet.microsoft.com/en-us/library/cc770266(v=ws.10).aspx
    b. How to: Back Up a Database (SQL Server Management Studio)
        http://msdn.microsoft.com/en-us/library/ms187510.aspx
    c. Understanding Backup, Restore and Disaster Recovery
        http://technet.microsoft.com/en-us/library/dd876874.aspx
2. Remove all VMs, data, and applications from the Intel Hybrid Cloud Server or BDR appliance.
3. Perform a platform-only upgrade with Intel's assistance.
4. Download the VMs required from the Intel AppUp® SMB Service Store.
5. Perform restores and/or reinstalls using your method of choice. Again, Intel will not support this activity.

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. In general, 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, performance, and stability. However, it is not necessary to upgrade via the Upgrade USB HDD.