Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide - Level Platforms Managed Workplace* 2011

Revised 6/13/2012

This guide will help you install Level Platforms Managed Workplace* 2011 on the Intel[®] Hybrid Cloud platform, but does not replace the manufacturer's instructions. Before completing the instructions below, you will need to download the respective software from the Intel AppUpSM Small Business Service Store (https://store.intelhybridcloud.com).

LICENSE ALERT: Purchased keys may not be used on this product.

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Product Version

Level Platforms Managed Workplace 2001 R3

Dependencies

 Windows Web Server 2008 R2 is the required appliance for Level Platforms Managed Workplace* 2011.

Download and Install

- 1. Go to the Intel AppUpSM Small Business Service Store at https://store.intelhybridcloud.com.
- 2. Sign in with your Login ID and Password.
- 3. Search for and select Level Platforms Managed Workplace 2011 R3.
- 4. Select the appropriate Intel[®] Hybrid Cloud server for the installation.
- 5. Click Add to Order.
- 6. Complete the ordering process.

NOTE: The appliance will download and install within 24 hours.

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Uninstall

- 1. Connect to the desired server using Intel® Hybrid Cloud Server Manager.
- 2. Click the **Appliances** button Appliances page.
- 3. Select the LPI Onsite Manager 2011 R3 appliance.
- 4. If the appliance status is "Running," click the **Stop** button.
- 5. Select the **Control** tab.
- 6. Click the **Uninstall** button.

How to Connect to the Appliance / Application

Prerequisite: An IHC LPI account has been established at www.levelplatforms.com/intelhybridcloud. If an account has not been set up, please create one before proceeding.

- 1. Log in to the Intel® Hybrid Cloud Server Manager.
- 2. Click the **Appliances** button Appliances to open the Appliances page.
- 3. Select the appliance on which LPI Onsite Manager 2011 R3 is installed.
- 4. If the appliance status is "Stopped," click the **Start** button.
- 5. Select the **Console** tab.
- 6. To open the VNC window, click the **Launch** button (next to VNC Console).
- 7. Enter information and credentials in the required fields and then log in to the appliance.
- 8. Select Start > All Programs > Level Platforms > Configure Onsite Manager.
- 9. Select the **Configure Service Account** tab.
- 10. Enter the username (your domain\MWService) and the password for the domain.
- 11. On the Service Center URL tab, enter the URL information.
- 12. Enter information into the company information and VAR Domain fields.
- 13. Click Register.

Licenses / Configuration

Acquiring the Asset Tag from the Store

- 1. Go to the Intel AppUpSM Small Business Service Store at https://store.intelhybridcloud.com.
- 2. Sign in with your Login ID and Password.
- 3. At the upper right corner of the web page, click **My Servers**.

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- 4. Click Servers.
- 5. Enter the server name in the Server Name field.
- 6. Click Filter.
- 7. Click Info.

NOTE: The asset tag number will be displayed next to the Asset Tag field.

Acquiring the Asset Tag from the Command Line

- 1. Open a cmd line on the management computer.
- 2. Change the directory (cd) to C:\Program Files (x86)\HybridCloudServerManager.
- 3. Enter the following in the command line:

ixe.exe -h <IP Address of IHC Server> -u admin -p <password> -o get-system-asset-tag

NOTE: The asset tag number should be returned after the command is executed.

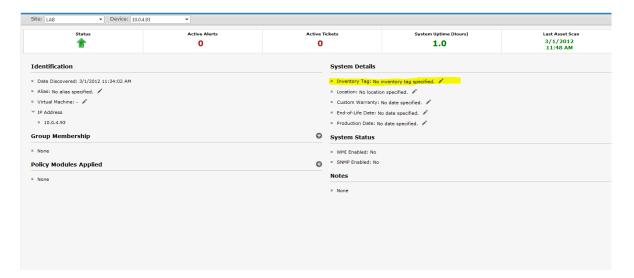
Configuring the Intel® Hybrid Cloud Server on the LPI Site

- 1. Go to www.levelplatforms.com/intelhybridcloud.
- 2. Follow the instructions on the screen to register or log in.
- 3. Select the **Status** tab on the left.
- 4. Under the Status tab, click the **Devices** link.
- 5. In the Devices page, select the Site (VAR Domain).
- 6. Click the link under the Device Name column.
 - If the server does not have a system tag id, click the **pencil icon** on the right hand side of the Inventory Tag and add it into the field.

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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#Software
- Intel[®] Hybrid Cloud Platform User Guide http://www.intel.com/support/motherboards/server/hybrid/sb/CS-031729.htm
- Appliance & Application Initial Setup Guides
 http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm