Intel AppUp^{SM} Small Business Service
Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide – Level Platforms Managed Workplace* 2011

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 AppUp^{SM} Small Business Service Store (https://store.intelhybridcloud.com).

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

Contents

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 AppUp^{SM} 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.

Revised 6/13/2012

Uninstall

1. Connect to the desired server using Intel® Hybrid Cloud Server Manager.

2. Click the **Appliances** button [Appliances] to open the 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 AppUp^{SM} 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**.

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.

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