Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide – Level Platforms Managed Workplace* 2011

Revised 1/21/2013

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

Level Platforms Managed Workplace 2011 R3

Dependencies / Requirements

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

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** link 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 zipped file version that you want to download and then select to save the zipped file.
6. Extract the Appliance Default Password List from the zipped 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. Go to the Intel AppUp® SMB 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.

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 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® SMB 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.
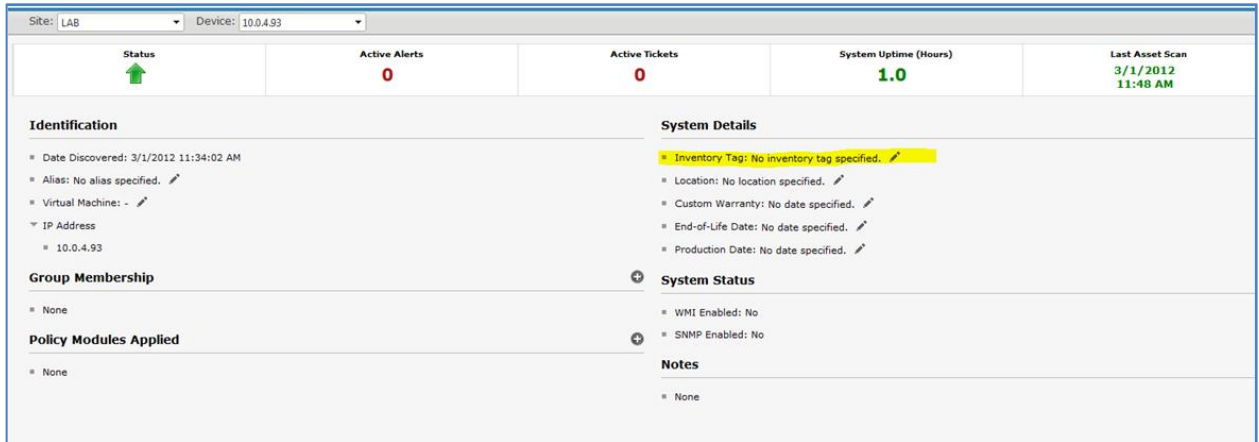
Uninstall

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

2. Click the **Appliances** button 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.

Troubleshooting

Troubleshoot the Download

If the application does not begin downloading within 24 hours, initiate the download by synching the server with its work queue at the portal.

1. Log in to the IHC server manager.

2. Go to the Controls/Maintenance tab and click on **Sync** to initiate the download.

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 and Application Initial Setup Guides
  http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm