

This guide is intended to identify the steps required to install this software on the Intel<sup>®</sup> 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<sup>®</sup> 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

Lumension\* Endpoint Management and Security Suite v7.2

## Dependencies / Requirements

- SQL Server 2008 R2 is required.
- The appliance is connected to the Internet.
- Lumension requires a minimum of 32 GB of storage space.

## Appliance Default Passwords

To download the current "Appliance Default Password List" (Login required):

1. Use a Web browser to go to: [www.intelhybridcloud.com/](http://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 zip file version that you want to download and then select to save the zip file.
6. Extract the Appliance Default Password List from the zip 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

1. After the dependencies and requirements are configured and set up, go to the Intel AppUp® SMB Service store at: <https://store.intelhybridcloud.com>.
2. Log in using your MSP ID and password.
3. Search for and select **Lumension**.
4. Select the **Intel® Hybrid Cloud server**.
5. Select the Windows-based appliance to install on (the appliance should have SQL Server 2008 R2 installed)
6. Click **Add to Order**.
7. Complete the ordering process. The appliance will download within 24 hours.

## Install

1. After Lumension is downloaded and the license key is acquired (see Licenses and Configuration), log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page. Select the appliance on which Lumension is installed.
3. If the appliance is Stopped, click the **Start** button.
4. Select the **Console** tab to open the Console page.

5. Click the **Launch** button (next to VNC Console) to open the VNC window.
6. Enter information and credentials of the administrator in the required fields and then log in to the appliance.
7. Go to the folder **C:\Lumension\_7\_2**.
8. Double-click the **LumensionEMSS\_7\_20\_1275.exe** file. The Microsoft Silverlight installation wizard appears if it is not installed on the appliance. Follow the instructions in the installation wizard.
9. The Lumension EMSS – InstallShield Wizard appears. Follow the instructions in the InstallShield Wizard.
10. If the instance name is not the default instance name:
  - a. Go to the folder **C:\Lumension\_7\_2**.
  - b. Right-click the **LumensionUsage.exe.config** file and open it with a text editor.
  - c. Replace the connection string **localhost\UPC** with the new connection string (*hostname\instance name*). Save the file.

## Connect to the Appliance / Application

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 Lumension is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Console** tab to open the Console page.
6. Click the **Launch** button (next to VNC Console) to open the VNC window.
7. Enter information and credentials of the administrator in the required fields and then log in to the appliance.
8. Double-click the **Lumension EMSS** shortcut on the desktop.
9. Enter information and credentials of the administrator and log in to Lumension.

## Licenses / Configuration

To acquire the license:

1. Go to the Intel AppUp® SMB Service store at: <https://store.intelhybridcloud.com>.
2. Log in using your MSP ID and password.
3. Click the **Servers** link.
4. Select the Intel Hybrid Cloud server where Lumension 7.2 is installed.
5. Click the **Send license via email** link to place a license request. The license key is sent to the email address of the MSP.

## Uninstall

1. Log in to the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.

3. Select the appliance where the Lumension application is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Console** tab to open the Console page.
6. Click the **Launch** button (next to VNC Console) to open the VNC window.
7. Enter information and credentials of the domain administrator in the required fields and then log in to the appliance.
8. Select **Start > Control Panel > Programs > Programs and Features**.
9. Right-click on **Lumension EMSS** and select **Change**. Follow the directions in the installation wizard.
10. Right-click on **LM Agent** and select **Uninstall**. Follow the directions in the installation wizard.
11. Right-click on **Lumension Patch Agent** and select **Uninstall** if it exists. Follow the directions in the installation wizard.
12. In the Intel Hybrid Cloud server manager, click the **Appliances** button to open the Appliances page.
  13. Select the appliance where the Lumension application is installed.
  14. Click the **Application** tab.
  15. Click the **Lumension** logo.
  16. Click the **Uninstall** button.
  17. Select the **Console** tab to open the Console page.
  18. Click the **Launch** button (next to VNC Console) to open the VNC window.
  19. Select **Start > Control Panel > Programs > Programs and Features**.
  20. Right-click on the **Microsoft SQL Server** component and select **Uninstall**. This starts the SQL server Installation Wizard.
  21. On the Select Instance page, select the instance Lumension uses. Follow the uninstallation wizard to completion.

## Troubleshooting

### Lumension installation fails due to insufficient disk space

1. Log in to the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the appliance where the Lumension application is installed.
4. If the appliance is running, click the **Stop** button.
5. Select the **Configure** tab and then go to **Storage**.
6. Click **Add Usage** and increase the storage beyond the 32 GB required.
7. If the appliance is stopped, click the **Start** button.
8. Select the **Console** tab to open the Console page.
9. Click the **Launch** button (next to VNC Console) to open the VNC window.

10. Enter information and credentials of the **administrator** in the required fields and then log in to the appliance.
11. Select **Start > Administrative Tools > Server Manager**.
12. Select **Disk Management**, click on the **C** drive and then select **extended volume**. Follow the instructions on screen.

## 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>
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