

Intel AppUp[®] SMB Service

Built on the Intel[®] Hybrid Cloud Platform

Initial Setup Guide – Microsoft* Exchange Server 2010 Flex VM

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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

Microsoft® Exchange Server 2010

Dependencies / Requirements

- Microsoft Exchange 2010 Server is downloaded and installed along with Windows Server® 2008 R2 64-bit as an appliance.
- The appliance must be joined to your Active Directory Domain.

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 Windows*-based appliances during configuration. For Linux* appliances, type "passwd" in the shell.

Determine the Version of Exchange Needed

This Exchange installation is on-premises; it is not located in the cloud.

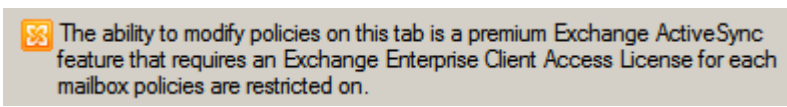
The monthly licensing for Exchange is split into two levels, Standard Plus and Enterprise. The matrix below lists which mailbox features are enabled for each level.

NOTE: The following may not be a complete list of all available Microsoft Exchange Server features, and is subject to change without notice.

Feature	Basic SAL	Standard SAL / Standard Plus SAL / Productivity Suite SAL	Enterprise SAL
Outlook Web Access - Outlook Web Access (OWA) in Microsoft Exchange helps users be more efficient and productive across platforms and locations by giving them access to email, voice mail, instant messaging, and more inside all popular browsers.	X	X	X
E-Discovery - With mailboxes full of business critical information, e-discovery is another significant advancement in Exchange 2010. It can be used by administrators on troubleshooting issues, by auditors during compliance audits or by lawyers in legal matters.	X	X	X
Multi-Mailbox Search - Multi-Mailbox Search in Microsoft Exchange Server 2010 lets administrators search users' mailbox data either from the GUI or the command line—without requiring them to have full access rights on the mailbox objects.	X	X	X

Feature	Basic SAL	Standard SAL / Standard Plus SAL / Productivity Suite SAL	Enterprise SAL
Messaging and personal folder access through Outlook Web Access	X	X	X
Internet mail protocol (Simple Mail Transfer Protocol (SMTP), Post Office Protocol (POP), Internet Message Access Protocol (IMAP)) and Web browser access (Outlook Web Access) via any client	X	X	X
Personal Mail Folders (not shared with other users)	X	X	X
Personal Address List (not shared with other users)	X	X	X
Personal Calendar (not shared with other users)	X	X	X
Personal Tasks (not shared with other users)	X	X	X
Support for a single, second level domain for a single user or user organization	X	X	X
Global Address List: address list of all users within personalized domain or within the service provider's entire domain.	X	X	X
Support for a multiple, second level domains for a single user or user organization		X	X
Messaging Application Programming Interface (MAPI) network protocol (Outlook Mail Client)		X	X
Shared Folders		X	X
Public Folders		X	X
Shared Address List		X	X
Shared Contacts		X	X
Shared Tasks		X	X
Shared Calendar		X	X
Group scheduling, including viewing free/busy times of others		X	X
Mobile Notification - Receive notification of events in the server software via mobile devices		X	X
Mobile Browse - Access the server software inbox, calendar, address book, Global Address Book and tasks via mobile devices.		X	X
Mobile Synchronization - Synchronize mobile devices over wireless networks with the server software inbox, calendar, address book and tasks.		X	X
Unified Messaging			X
Compliance Management			X
Data Loss Prevention			X
Exchange 2013 anti-spam			X
In-Place Holds (Indefinite, Query-based, and Time-based)			X

IMPORTANT! Keep in mind that if you are at Basic, Standard, or Standard Plus level, and you enable Enterprise features even on a single mailbox, your billing will change to the Enterprise level. The following warning is displayed on configuration tabs in the Exchange Management Console for some features that will trigger Enterprise billing:



Download

Depending on the selection, Microsoft Exchange Server 2010 Flex VM is installed as Standard Plus or Enterprise Plus edition by default.

1. After ensuring that the dependencies and requirements listed above are 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 the **Microsoft Exchange Server 2010** appliance (Standard Plus or Enterprise Plus).
4. Select the Intel® Hybrid Cloud server.
5. Click **Add to Order**.
6. Complete the ordering process. The application will download within 24 hours.

Install

1. After the Microsoft Exchange Server 2010 appliance is downloaded, log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the Microsoft Exchange Server 2010 appliance and click **Start**. The Appliance Auto Configuration Information window appears.
4. Enter information in the required fields on the Appliance Auto Configuration window and then click **Apply** when done:

Appliance Auto Configuration Information

Server Name (*)	<input type="text"/>	Organization Name (*)	<input type="text"/>
Domain Administrator (*)	<input type="text"/>	FQDN (*)	<input type="text"/>
IP Address (*)	<input type="text"/>	Default Gateway (*)	<input type="text"/>
Preferred DNS Address (*)	<input type="text"/>	Password (*)	<input type="text"/>
Re-enter Password (*)	<input type="text"/>		

(*) Mandatory

Apply

- **Server Name** – The designated computer name of the MS Exchange Server 2010 appliance.
- **Organization Name** – The name of your organization or business.
- **Domain Administrator** – Use the default domain administrator account with the user name “administrator.”

A mailbox will be created for this user during installation. This mailbox has elevated privileges and will always require an Enterprise Plus license (SAL). The username "Administrator" is excluded from the license reporting. If another administrator account is used, the account will be billed as Enterprise Plus. If another administrator account is used for installing Exchange, it must be a member of the following groups:

- Domain Admins
- Enterprise Admins
- Schema Admins

NOTE: The default domain administrator account with the user name "administrator" is already a member of the above listed groups.

- **FQDN** – The fully qualified domain name of your domain (Ex: Bizabc.com).
- **IP Address** – The designated IP address of the MS Exchange Server 2010 appliance. This address will be on the 192.168.77.0 subnet.
- **Default Gateway** – The IP address of your default gateway. This will be 192.168.77.1, unless Astaro* or ClearOS* is installed, in which case it will be 192.168.77.2.
- **Preferred DNS Address** – The IP address of your Active Directory DNS.
- **Password** – The password of the domain administrator.
- **Re-Enter Password** – Re-enter the password of the domain administrator.

The Exchange Server 2010 appliance will perform unattended installation and then shut down. This automated installation process will take approximately 2 hours to complete. The appliance needs to be restarted before it can be used.

Configure

Connect to the Appliance to Begin Configuring Exchange

1. Launch the Intel Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the Microsoft Exchange Server 2010 appliance.
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. Log in to the Microsoft Exchange Server 2010 appliance using the Domain Administrator credentials.
8. Launch the Exchange Management Console and begin configuration tasks.

Prepare the Exchange Server to Send Email

After installing Exchange, install a send connector for sending outbound email.

To configure a send connector:

1. In the Exchange Management Console, go to **Organization Configuration > Hub Transport**.

2. Click **New Send Connector**.
3. Specify a name for the connector
4. Leave the intended use as "custom" and then click **Next**.
5. Under the address space, click **Add** and then specify an asterisk "*" as the address space, so that email will be sent to all domains.
6. Click **Next**.
7. Leave **Use domain name system (DNS) "MX" records to route mail automatically** selected and click **Next**.
8. Your Exchange server should be listed under "Source Server." Click **Next**.
9. Click **New** and your connector will be created. You can now test sending outbound email.

Prepare the Exchange Server to Receive Email

To receive email, your Exchange server will need to have its own public IP address. This is accomplished by adding a remote IP to your Exchange server.

To set up a remote IP:

1. Shut down the server.
2. In the Hybrid Cloud server manager, select the **Appliances** tab, and then select the Exchange server.
3. Click the **Configure** tab and scroll down to the "Network" section.
4. Click **Add Network**.
5. In the "Add Network Interface" dialog box, make sure **Remote** is selected, then click **Add**.
6. Start the Exchange server.
7. Log in to the Exchange server console. There will now be an additional network interface on the Exchange server. Provide this interface with a public IP address.

By default, the Exchange server will only accept inbound email from other Exchange servers in its organization. The Exchange server must be configured to receive email from anonymous servers on the Internet.

To configure the Exchange server to receive email from anonymous servers:

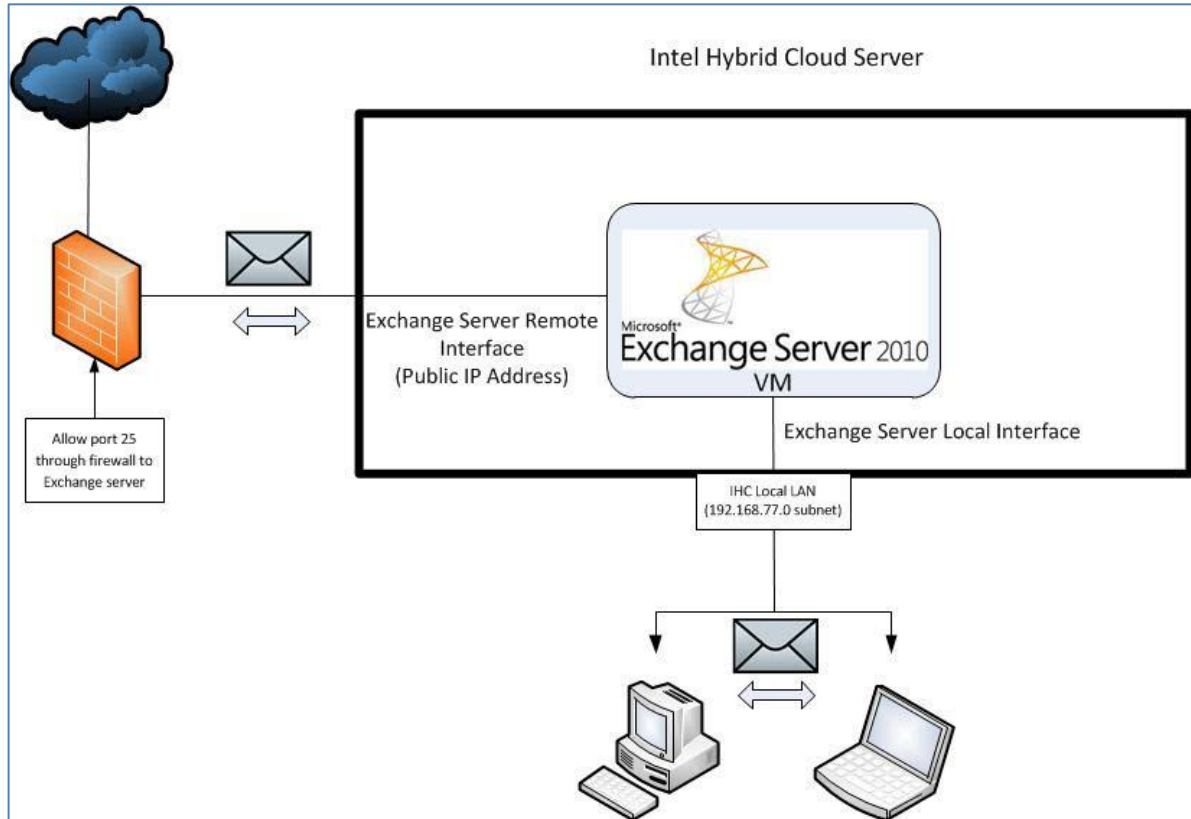
1. Open the Exchange Management Console and go to **Server Configuration > Hub Transport Server > Default Receive Connector**.
2. Select the connector and click **Properties**.
3. Click the **Permissions** tab and then select the **Anonymous users** box.

The Exchange server will now accept email from the Internet.

NOTE: If a firewall such as Astaro is in use on the IHC server, an inbound firewall rule will need to be created, allowing port 25 inbound to the Exchange server, so that the server can receive email.

4. Once connectivity to the Exchange server has been verified, change the MX record for your email domain to point to the remote IP of the Exchange server.

The following diagram shows an example of an Exchange server setup.



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 **Microsoft Exchange Server 2010** application is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Log in to the Exchange server appliance and open the Exchange Management Console.
6. Move all mailboxes to another Exchange server or delete them if they are not needed.
7. Delete any send connectors.
8. Go to the control panel and select **Microsoft Exchange Server 2010**, then select **uninstall**.
9. Clear all the check boxes in the setup wizard and then click **Next**.
10. Continue through the wizard to remove Exchange server from your organization.

Troubleshooting

Technical Support

NOTE: If the VM has not shut down after 2 hours, it is likely that the automated installation of Exchange did not complete successfully. Check the log file at ("C:\MSEExchange2010\Support\MSEExchange_lic.log") for any of the following errors.

Error String	Action
"Required service not running. Will retry after a minute."	Verify that AA agent (<i>xaIntelAgent</i>) service is running.
"Prerequisite Task still running, retry after a minute."	AA agent installation in progress. If you are seeing it for more than 30 minutes, contact the ISV support team.
"Domain Controller not Reachable, retry after a minute."	Unable to contact the FQDN you provided. Fix this issue by changing the DNS setting of the Exchange VM and/or replace the FQDN in MSEExchange2010_cfg.ini with the proper value.

- See <http://technet.microsoft.com/en-us/library/dd351084.aspx> for additional information about planning and deploying Exchange 2010 server.
- For questions pertaining to this guide, contact Intel Customer Support: <http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm>
- 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>