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

Initial Setup Guide – Predixion Enterprise Insight*

Revised 8/31/2012

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

Predixion Enterprise Insight* Version 2.2.12177.1.1668

Dependencies / Requirements

- Microsoft* Windows Server* 2008 R2 Standard or Enterprise appliance is required. It should belong to a domain.

- Domain administrator should be part of the local Administrator group of Windows Server 2008 R2 Standard or Enterprise appliance.

- Microsoft* SQL Server* 2008 R2 Enterprise Edition is required. It is the only supported version of SQL Server. Do not install any other SQL Server version or edition. SQL Server* 2008 R2 Enterprise should be installed on the same appliance as Predixion Insight.

- Microsoft* SQL Server* 2008 R2 Enterprise should be running locally.

- Domain administrator has access to SQL Server* 2008 R2 Enterprise Edition Database Engine and Analysis services.

- The appliance, Windows Server 2008 R2 Standard or Enterprise, is connected to the Internet and can ping the **licensing.predixionsoftware.com** server.

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** button 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* appliances during configuration. For Linux* appliances, type "passwd" in the shell.

Download and Install

1. After ensuring 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 **Predixion Insight**.

4. Select the **Intel® Hybrid Cloud server**.

5. Select the **Windows Server 2008 R2 Standard** or **Enterprise** appliance.

6. Click **Add to Order**.

7. Complete the ordering process. The appliance will download within 24 hours.

8. After Predixion Insight is downloaded and you have acquired the license key (see Licenses and Configuration), log in to the Intel Hybrid Cloud server manager.

9. Click the **Appliances** button to open the Appliances page. Select the appliance on which Predixion Insight is installed.

10. If the appliance is Stopped, click the **Start** button.

11. Select the **Console** tab to open the Console page.

12. Click the **Launch** button (next to VNC Console) to open the VNC window.

13. Enter information and credentials of the **domain administrator** in the required fields and then log in to the appliance.

14. Click **Start** and type "cmd" into the Search programs and files text box.

15. Right-click the cmd icon and select **Run as administrator**.

16. In the command prompt window, type:

    ```
    cd "C:\PX"
    ```

17. Do one of the following:

    - If SQL instance name is the default instance name (i.e. MSQLSERVER) then in the command line, type:

      ```
      PX_INSTALL.bat <license key>
      ```

      Example:

      ```
      C:\>cd PX

      C:\PX>PX_INSTALL.bat 123456789_
      ```

      Press the **Enter** key.

    - If SQL instance name is NOT default instance name then in the command line, type:

      ```
      PX_INSTALL.bat <license key> <SQL instance name>
      ```

      Example:

      ```
      C:\>cd PX

      C:\PX>PX_INSTALL.bat 123456789 test\abc
      ```

      Press the **Enter** key.

18. Do run copy.bat.

    ```
    C:\PX>copy.bat

    C:\PX>SET URPATH=C:\\Program Files\\Predixion Software\\IHCUsageLogs

    C:\PX>COPY /Y MSXSL.EXE "C:\\Program Files\\Predixion Software\\IHCUsageLogs"
            1 file(s) copied.

    C:\PX>COPY /Y IHCUsageLogFormat.xsl "C:\\Program Files\\Predixion Software\\IHCU
    sageLogs"
            1 file(s) copied.
    C:\PX>
    ```

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 Predixion Insight 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. Launch a Web browser and go to http://localhost/predixionweb.

Licenses / Configuration

1. Go to the Intel AppUp® SMB Service store at: https://store.intelhybridcloud.com.

2. Log in using your MSP ID and password.

3. Select the Intel Hybrid Cloud server where Predixion Enterprise Insight is installed.

Status	Name	Expiry
▼ Active ▾	Windows Server 2008 R2	06/23/2014
Active ▾	Predixion Enterprise Insight Server for Windows Server 2008 R2 Send license via email	07/03/2014

4. 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 **Predixion Insight** application is installed.

4. If the appliance is Stopped, click the **Start** button.

5. Select the **Application** tab.

6. Click the **Predixion Insight** logo.

7. Click the **Uninstall** 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 **domain administrator** in the required fields and then log in to the appliance.

11. Click **Start** and type "cmd" into the Search programs and files text box.

12. Right-click the cmd icon and select **Run as administrator**.

13. In the command prompt window, type:

```
cd "C:\PX"
```

14. In the command line, type:

```
PX_UNINSTALL.bat
```

15. Press the **Enter** key to remove Predixion Insight.

Troubleshooting

Activation fails when executing PX_INSTALL.bat

To fix this problem:

1. Open port 443 in the Windows Server 2008 R2 appliance.

2. Launch a Web browser and go to http://localhost/predixionweb.

3. Click on **Licensing**.

4. Enter the license key into the License field, then select the **I agreed to the terms in the Predixion Software Click-Through License and Maintenance** checkbox and then click **Save**.

The PXSvcAccount already existed

1. Log in to the domain controller appliance.

2. Remove PXSvcAccount from Domain Users in Active Directory.

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