Title: How to troubleshoot usage reporting issues

Version 1.0
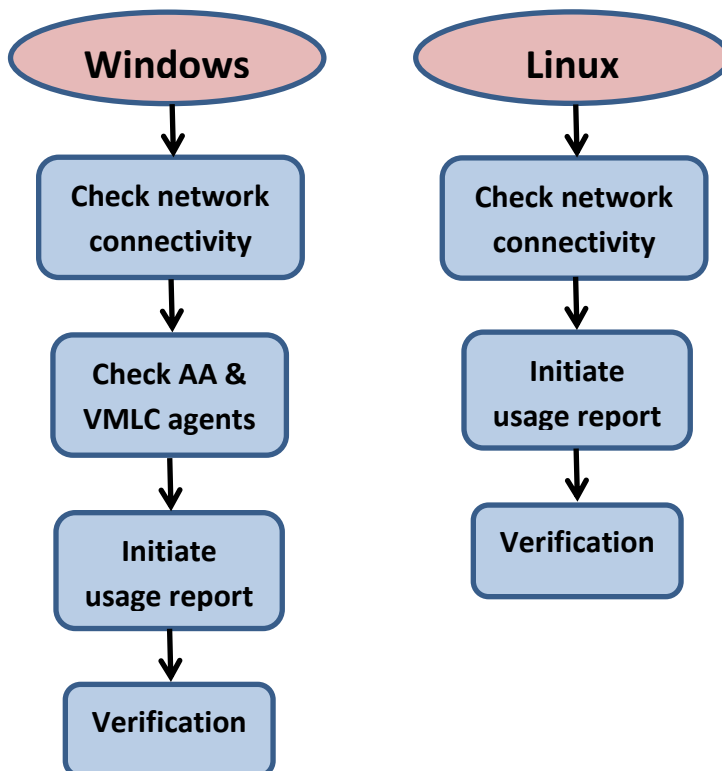
History:

Version	Date	Comment
1.0	12/23/2011	Initial release
1.1	7/23/2012	Updated with Windows* admin fix

Platform: Intel® Hybrid Cloud server version 3.0

Appliances:

- Microsoft Windows Server 2008 R2* or appliances running in Microsoft Windows Server 2008 R2*
- Microsoft Windows Small Business Server Standard 2008/2011*
- Microsoft Windows Small Business Server Essentials 2011*
- Linux* appliances

Windows

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Pre-requisite Network Settings:
- External firewall/router (i.e. a firewall that is not an appliance running on the Intel® Hybrid Cloud Server), forward the following ports (to the Remote/WAN IP address) on the Intel® Hybrid Cloud Server:
    - Ports to be forwarded:
        - 64440, 65222 - used by the Intel® Hybrid Cloud software stack
        - 5910 – 5920 – VNC ports
    - **NOTE:** Confirm the external firewall is not blocking these ports. For details regarding the specific firewall/router, refer to the manufacturer's documentation.

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Windows*

Check network connectivity

Instructions:

1. Connect to the Microsoft Windows* appliance via VNC console and login with the administrator account that was used to install Microsoft Windows Server*
2. Open a command prompt
3. If the appliance is configured on the remote network, ping the Intel® Hybrid Cloud server (IHC) remote IP else ping the IHC local IP
4. If no response to ping,
   a. Make sure the appliance is configured on the correct network in the IHC console
   b. Make sure the appliance is assigned with a valid IP address by checking network settings inside Winodws*
   c. Fix Windows* network and ensure Windows is able to ping IHC before continuing on to step 5
5. Make sure the ports are opened in the Windows* firewall if Windows* firewall is enabled. If Windows* firewall is disabled, skip to step 8
   a. IntelAEPort1 – TCP port 5179
   b. IntelAEPort2 – TCP port 5180
   c. IntelAEPort3 – TCP port 5181
   d. IntelVMLCPort – TCP port 64550
   e.

Allow programs to communicate through Windows Firewall
To add, change, or remove allowed programs and ports, click Change settings.
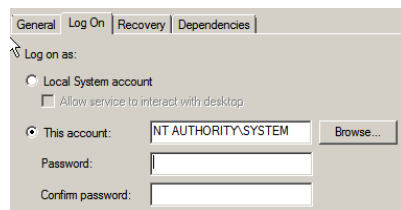What are the risks of allowing a program to communicate?   [🛡 Change settings]

Allowed programs and features:

Name	Home/Work (Private)	Public
☐ BranchCache - Peer Discovery (Uses WSD)	☐	☐
☐ COM+ Network Access	☐	☐
☐ COM+ Remote Administration	☐	☐
☑ Core Networking	☑	☑
☑ DFS Management	☑	☑
☐ Distributed Transaction Coordinator	☐	☐
☐ File and Printer Sharing	☐	☐
☑ IntelAEPort1	☑	☑
☑ IntelAEPort2	☑	☑
☑ IntelAEPort3	☑	☑
☑ IntelVMLCPort	☑	☑

Check ActivAeon* & VMLC agents

Instructions:

1. Inside of the Windows* appliance, right click on Computer and select properties then click on advanced system settings then environment variables
2. Make sure the following variables are set under *System variables*. If not, create the following variables
   a. Variable name: activAeon
      i. Variable value: c:\program files (x86)\activAeon\activAeon XA\
   b. Variable name: ihc_software
      i. Variable value: c:\program files (x86)\OEM\ihc
3. From Start, go to Administrative tools then Services
4. Make sure the following activAeon* and VMLC agents are "Started" and is setup for "Automatic" startup. If the services are stopped, start them and go to properties to setup startup type to "Automatic". If the agents are not installed, call Intel customer support
   a. Microsoft Windows Server 2008 R2* or appliances running in this operating system
      i. activAeon XA ACS
      ii. activAeon XA MSA
      iii. activAeon XA SUS Agent
      iv. vmlcagent
   b. Microsoft Windows Small Business Server 2008/2011 Standard/Premium/ Essentials*
      i. activAeon XA ACS
      ii. activAeon XA CMS
      iii. activAeon XA MSA
      iv. activAeon XA RSP
      v. activAeon XA SUS Agent Client
      vi. activAeon XA SUS Client
      vii. vmlcagent
5. Double click on the vmlcagent to start properties
6. Click on the Log On tab
7. Select "This account" and enter "NT AUTHORITY\SYSTEM" in the account field. Leave the password fields blank.
   a.
8. Click Ok
9. Stop VMLC and start it (Not restart)

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Initiate Usage Report

Instructions:

1. On the management PC, start a command prompt and initiate a usage reporting using IXE
    a. cd C:\program files (x86)\hybridcloudservermanager\
    b. ixe –h serverIP –u admin –p password –o initiate-usage-reporting
    c. Wait for Command Successful, can take up to 5 minutes
2. Start the Intel® Hybrid Cloud server manager console and click on the Appliances tab then the application tab and click the Refresh button
3. If the application tab is empty then continue to the Verification section. If there is a error message stating VMLC agent is not able to report usage then restart the Windows* appliance. If Windows* appliance can't be restarted because it's a production system, try start/stop VMLC agent again and try to initiate another report. If error message is not resolved, call Intel customer support. Note, some appliances will not support download/install of applications from the Intel AppUp^{SM} Small Business service catalog. For these appliances, the message "This feature is not supported by this appliance…" will be displayed. If that's the case, continue to the Verification section

Verification

Instructions:

1. On management PC, open a web browser and connect to https://hybridcloud.intel.com and login
2. Click the servers tab then click the no reports tab on the right
3. Enter 0 days and click the filter button
4. Ensure no server is listed. If servers are still listed, repeat from check network connectivity for all the Windows* appliances on that IHC server that is not reporting usage
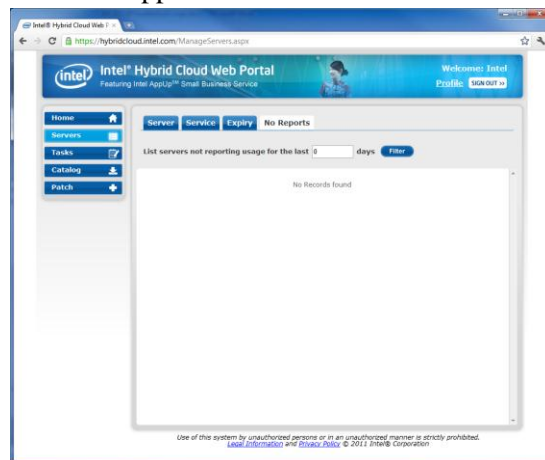
    a.
5. End

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Linux*

Check network connectivity

Instructions:

1. Connect to Intel® Hybrid Cloud server manager console
2. Verify the appliance is configured on the correct network by navigating to the appliance tab then click on the appliance with the failure and click on the configure tab (remote vs local network)
   a. Configure the network accordingly if necessary
3. Connect to the Linux* based appliance via VNC console and login
4. Type ifconfig and hit enter to check network setting
5. ping the Intel® Hybrid Cloud server management IP. If the appliance is on the local network, ping 192.168.77.1 or the custom local IP of the IHC. If the appliance is on the remote network, ping the remote IP of the IHC
   a. if ping is successful then continue to step 6 else debug appliance network
6. On the management PC, start a command prompt and initiate a usage reporting using IXE
   a. cd C:\program files (x86)\hybridcloudservermanager\
   b. ixe –h serverIP –u admin –p password –o initiate-usage-reporting
   c. Wait for Command Successful, can take up to 5 minutes
7. On management PC, open a web browser and connect to https://hybridcloud.intel.com and login
8. Click the servers tab then click the no reports tab on the right
9. Enter 0 days and click the filter button
10. Ensure no server is listed. If servers are still listed, repeat from step 1 for all Linux appliances
11. End

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