



## Intel® Hybrid Cloud platform Troubleshooting Usage Reporting Issues

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The Intel® Hybrid Cloud Server sends automated e-mail alerts if usage reporting are not successfully reported to the Intel data center.

### **Required Network Settings Configuration**

Confirm the external firewall/router (i.e. a firewall that is not an appliance running on the Intel Hybrid Cloud server), is not blocking the ports defined below.

Forward the following ports (to the Remote/WAN IP address) on the Intel Hybrid Cloud Server to:

- (1) Intel Hybrid Cloud ports : 64440, 65222
- (2) VNC ports : 5910-5920

<b>Note</b>	For details on port configuration, refer to the external router or firewall documentation
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### **Microsoft\* Windows Virtual Machines**

Applies To:

- Microsoft\* Windows Server 2008 R2
- Appliances running Microsoft\* Windows Server 2008 R2
- Microsoft\* Windows Small Business Server Standard 2008 and 2011
- Microsoft\* Windows Small Business Server Essentials 2011

### **Check network connectivity**

1. Connect to the Microsoft\* Windows appliance via VNC console and login with the administrator account.
2. Open a command prompt.
3. If the appliance is configured on the remote network, issue a ping command on the Intel Hybrid Cloud server remote IP address or ping the local IP address.
4. If no response to the ping command,
  - a. Make sure the appliance is configured on the correct network in the Intel Hybrid Cloud console
  - b. Make sure the appliance is assigned with a valid IP address by checking network settings inside the Microsoft\* Windows appliance.
  - c. Configure Microsoft\* Windows network settings and make sure Microsoft\* Windows is can ping the Intel Hybrid Cloud before continuing on to step 5.
5. If Microsoft\* Windows firewall setting is enabled, check and allow the following ports to be opened.
  - IntelAEPort1 – TCP port 5179



- IntelAEPort2 – TCP port 5180
- IntelAEPort3 – TCP port 5181
- IntelVMLCPort – TCP port 64550

#### 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

Name	Home/Work (Private)	Public
<input type="checkbox"/> BranchCache - Peer Discovery (Uses WSD)	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> COM+ Network Access	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> COM+ Remote Administration	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Core Networking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> DFS Management	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Distributed Transaction Coordinator	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> File and Printer Sharing	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> IntelAEPort1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> IntelAEPort2	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> IntelAEPort3	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> IntelVMLCPort	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

6. If Microsoft\* Windows firewall setting is disabled, proceed to the next step **Check the ActivAeon\* & VMLC agents.**

#### Check the ActivAeon\* & VMLC agents

1. Inside of the Microsoft\* Windows appliance, right click on Computer icon and select **Properties** > click **Advanced system settings** > **Environment variables**
2. Check for the variable settings and configure as set to
  - a. Variable name: activAeon  
Variable value: 'c:\program files (x86)\activAeon\activAeon XA'
  - b. Variable name: ihc\_software  
Variable value: 'c:\program files (x86)\OEM\ihc'
3. From **Start** menu, go to **Administrative Tools > Services**
4. Check if the following services are started and setup for automatic startup.
  - **activAeon\***
  - **VMLC services**

If the service is not available, please contact [Intel Customer Support](#).

For Microsoft Windows Server 2008 R2\* or appliances running in this operating system, look for the following services :

- **activAeon XA ACS**
- **activAeon XA MSA**
- **activAeon XA SUS Agent**
- **vmlcagent**



For Microsoft Windows Small Business Server 2008/2011 Standard/Premium/Essentials\*, look for the following services :

- **activAeon XA ACS**
- **activAeon XA CMS**
- **activAeon XA MSA**
- **activAeon XA RSP**
- **activAeon XA SUS Agent Client**
- **activAeon XA SUS Client**
- **vmlcagent**

**Note** : The **vmlcagent** service needs to be configured to start with the administrator account that was used when Microsoft\* Windows was initially installed as an appliance. To do this, follow the steps below :

- a. On the vmlcagent service, click on the Log On tab, Select '**This account**', >, '**log on as**'
  - b. Enter the initial administrator account that was used to install Microsoft\* Windows
  - c. Click OK to confirm.
5. Perform a stop and start on the vmlcagent. Not a restart.

### Testing Usage Report

Initiate a usage report on the management computer to verify the reports are running.

1. Start a command prompt window.
2. Navigate to '`C:\program files (x86)\hybridcloudservermanager\`' and type.

```
"ixe -h serverIP -u admin -p password -o initiate-usage-reporting"
```

The command may take up to 5 minutes to complete.

**Note** : If an error message stating VMLC is not able to report usage displays, perform a restart of the Microsoft\* Windows appliance **or** under **Start Menu > Administrative Tools > Services**, start/stop VMLC agent and then initiate usage report again using the ixec command.

3. Start the Intel Hybrid Cloud server manager console and click on the Appliances tab then go to the Application tab -> choose Refresh button
4. If the application tab is empty then continue to the **Verification** step.

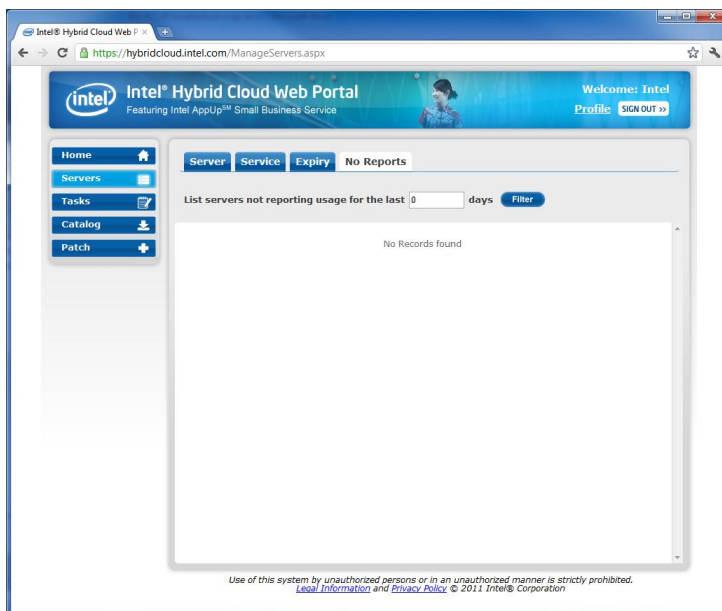


## Verification

1. On the management PC, open a web browser and connect to <https://hybridcloud.intel.com>
2. Login using your MSP credential.
3. Select the **Servers** tab and then the **No reports** tab
4. Enter 0 days on the 'List server not reporting usage for the last' box and click the filter button.

If no servers are listed, steps 1-4 completed successfully.

If servers are still listed, repeat Steps 1-4 for the server listed.





## Verify network settings in Linux

1. Connect to the Intel Hybrid Cloud server manager console.
2. Verify the appliance is configured to the correct network
  - a. Select the Appliance tab
  - b. Select the Appliance with the failure
  - c. Select the Configure tab (remote vs. local network)
  - d. Configure the network, if necessary
3. Connect to the Linux\* based appliance via VNC console and login
4. Type ifconfig to check network setting
5. Perform a ping command on the Intel Hybrid Cloud server management IP.
  - a. If the appliance is on the local network, ping 192.168.77.1 or the custom local IP of the Intel Hybrid Cloud.
  - b. If the appliance is on the remote network, ping the remote IP of the Intel Hybrid Cloud

If ping is successful then continue to the **Testing Usage Report and Verification** step. If ping was not successful debug the appliance network.

## **Testing Usage Report and Verification**

Initiate a usage report on the management computer to verify the reports are running.

1. Start a command prompt window.
2. Navigate to 'C:\program files (x86)\hybridcloudservermanager\' and type.
  - a. "ixe -h serverIP -u admin -p password -o initiate-usage-reporting"
  - b. The command may take up to 5 minutes to complete.
3. On the management PC, open a web browser and connect to <https://hybridcloud.intel.com>
4. Login using your MSP credential.
5. Select the **Servers** tab and then the **No reports** tab
6. Enter 0 days on the '*List server not reporting usage for the last*' box and click the filter button.

If servers are still listed, check the network connection for the servers listed.

