Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform
User Guide – ClearOS* Enterprise 5.2

Revised 11/7/2012

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.

Contents

Product Version

ClearOS* Enterprise 5.2

Dependencies / Requirements

None.

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 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 and Install

1. 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 **ClearOS**.

4. Click the **Select a Server** button and select the Intel® Hybrid Cloud server.

5. Click **Add to Order**.

6. Complete the ordering process. The appliance will download and install within 24 hours.

Connect to the Appliance/Application

To connect to the ClearOS* Enterprise Web Console:

1. In your Web browser, go to the Local host address at:

    Local - https://192.168.77.2:81

2. Log in to ClearOS Enterprise Web Console:

    Default username   : ***root***
    Default password   : ***clearos***
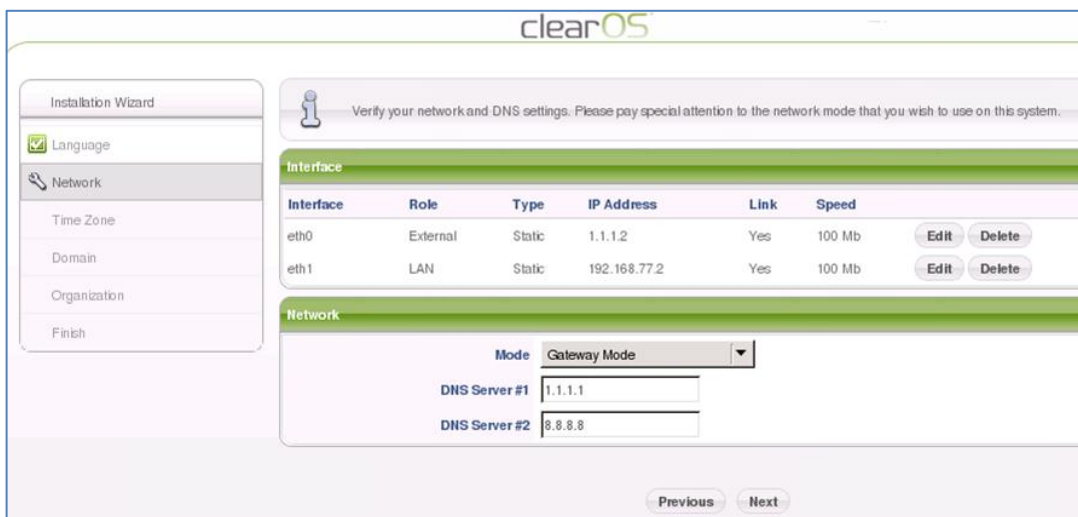
Licenses / Configuration

1. Log in to the Intel® Hybrid Cloud server manager.
2. Click the **Appliances** button to open the Appliances page.
3. Select the **ClearOS Enterprise** appliance.
4. 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. Select the default **Language**.

8. Configure the **Interface**. Edit only the LAN (eth1) if required.

   Do not edit the WAN (eth0) interface!

   Note: The Intel® Hybrid Cloud (IHC) network settings are optimized for using a single external IP address to connect the IHC console and to provide Internet access for the internal VMs. To achieve this, the WAN interface of the firewall VM has been modified. Please DO NOT modify the WAN interface of the firewall because this will corrupt the network configuration and may leave the VM in an inoperable state.

9. Configure the **Date and Time**.
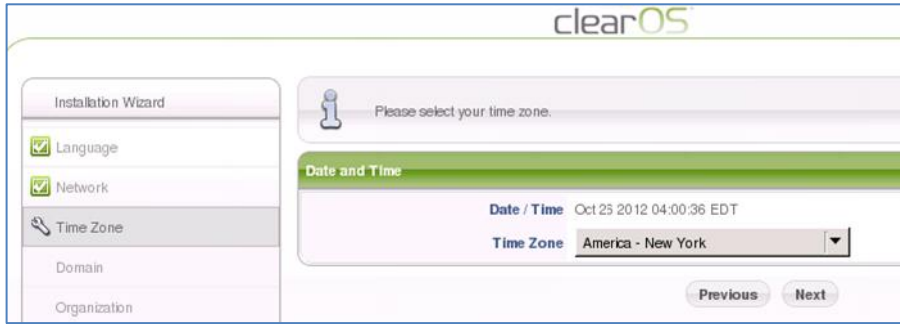
10. Configure the **Domain**.

11. Populate the **Organization** details.

Configuration is complete.

12. To begin using the application, click the **Network** link or the **Firewall** link.

Uninstall

1. Log in to the Intel Hybrid Cloud server manager.

2. Click the **Appliances** button to open the Appliances page.

3. Select the **ClearOS Enterprise** appliance.

4. If the appliance is running, click the **Stop** button.

5. When the appliance is stopped, select the **Control** tab and click the **Uninstall** button.

6. To confirm, click **Yes**.

Troubleshooting

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

- For vendor support information, please visit:
  ClearOS* http://www.clearcenter.com/