

Intel AppUpSM Small Business Service

Built on the Intel® Hybrid Cloud Platform

Initial Setup Guide – Fonality trixbox Pro*

Revised 4/17/2012

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. 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>).

LICENCE ALERT: Purchased keys may not be used on this product.

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Product Version & Dependencies

Fonality trixbox Pro 5.2*

Download / Install / Uninstall

To order and download the Fonality trixbox Pro appliance, login to the Intel Hybrid Cloud management portal at <https://hybridcloud.intel.com> and select the “Store” feature. You will be redirected to the “Store” to order and schedule its download and installation to the Intel Hybrid Cloud server(s) you choose. By default, the download and installation will begin within 24 hours. To initiate the download and installation immediately, use the “Sync” button in the Intel Hybrid Cloud server manager, under “Controls” → “Maintenance.”

To uninstall the Fonality trixbox Pro appliance, login to the Hybrid Cloud server manager and:

1. Click on the “Appliances” tab on the left side of the console.
2. Click on the Fonality trixbox Pro appliance.
3. Click on the “Control” tab in the middle of the console.
4. Click on the “Uninstall” button to remove appliance.
5. Press “yes” to confirm uninstall process.

How to Connect to the Appliance

In order to connect to the Fonality trixbox Pro appliance, login to the Intel Hybrid Cloud server manager:

1. Click on the “Appliances” tab on the left side of the console.
2. Click on the Fonality trixbox Pro appliance.
3. Click on the “Console” tab in the middle of the console.
4. Click on the “Launch” button to see the appliance console through a VNC session.

Licenses / Configuration

In order to activate the Fonality trixbox Pro appliance, you will need a **username** and **password** from the Intel Customer Support team. To get your username and password, please send an e-mail to the [Intel Customer Support](mailto:support@intel.com) (<http://supportmail.intel.com/scripts-emf/welcome.aspx?id=1093,3392,3393>) with the following information:

- a. Subject line: ‘Request for Fonality Username/Password’
- b. Include: Your name, e-mail address, company name, TPM ID, Fonality* Trixbox edition and number of users.
- c. Refer to this page for contact information:
<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032313.htm>

In order to retrieve your TPM ID, please go to your management PC where the Hybrid Cloud server manager has been installed, and run the following command:

```
c:\Program Files (x86)\HybridCloudServerManager>ixe -h <IHC Server ip> -u admin -p <admin's password> -o get-system-tpm-key
```

Your username and password will be issued within two business working days. Once your username and password are received, you will need to perform two actions:

1. Make sure to adjust your firewall configuration to allow outbound access to the following ports from the Fonality trixbox Pro appliance:
TCP/80
TCP/443
TCP/8000
TCP/9000
UDP/53

The adjustments above are required to establish communication between the Fonality trixbox Pro appliance and the Fonality trixbox Pro admin panel (an Internet-based Fonality web server). If you are unable to establish the connection to Fonality’s web server using the information above, you should consider the following alternative configurations for your firewall:

1. Enable a DMZ

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A DMZ setting to allow all unknown incoming packets to be routed to the static IP address of the Fonality trixbox Pro system on your private network.

2. Configure a Firewall rule

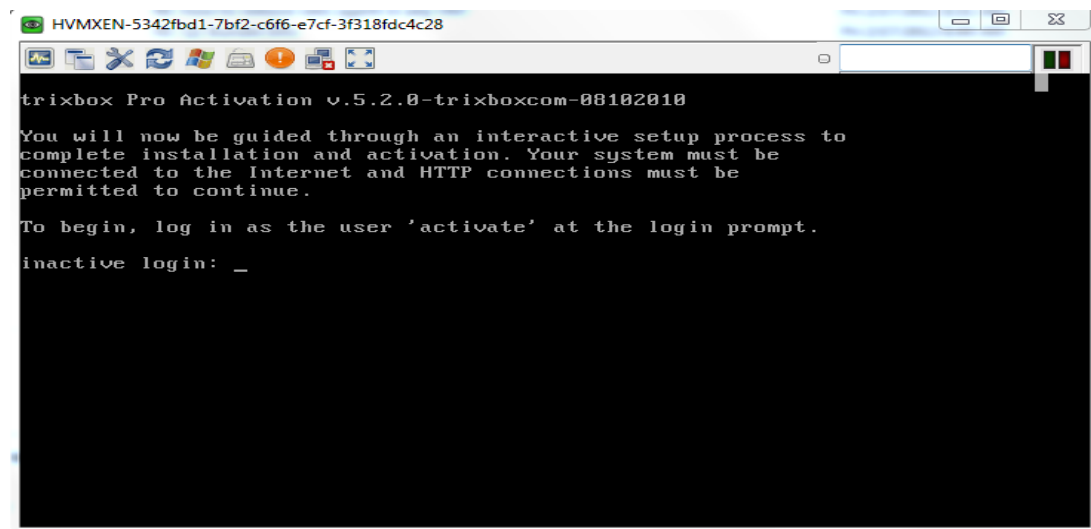
Configure your firewall such that it allows the IP address of the Fonality trixbox Pro system to make an outbound connection to any host on any port.

Example:

ALLOW TCP FROM 192.168.1.10 to 0.0.0.0 ON ANY PORT

ALLOW UDP FROM 192.168.1.10 to 0.0.0.0 ON ANY PORT

2. Once the firewall configuration from step 1 is done, then start the Fonality trixbox Pro appliance from the Hybrid Cloud server manager. Click on “Launch” button in “Console” tab to see its VNC Viewer session.

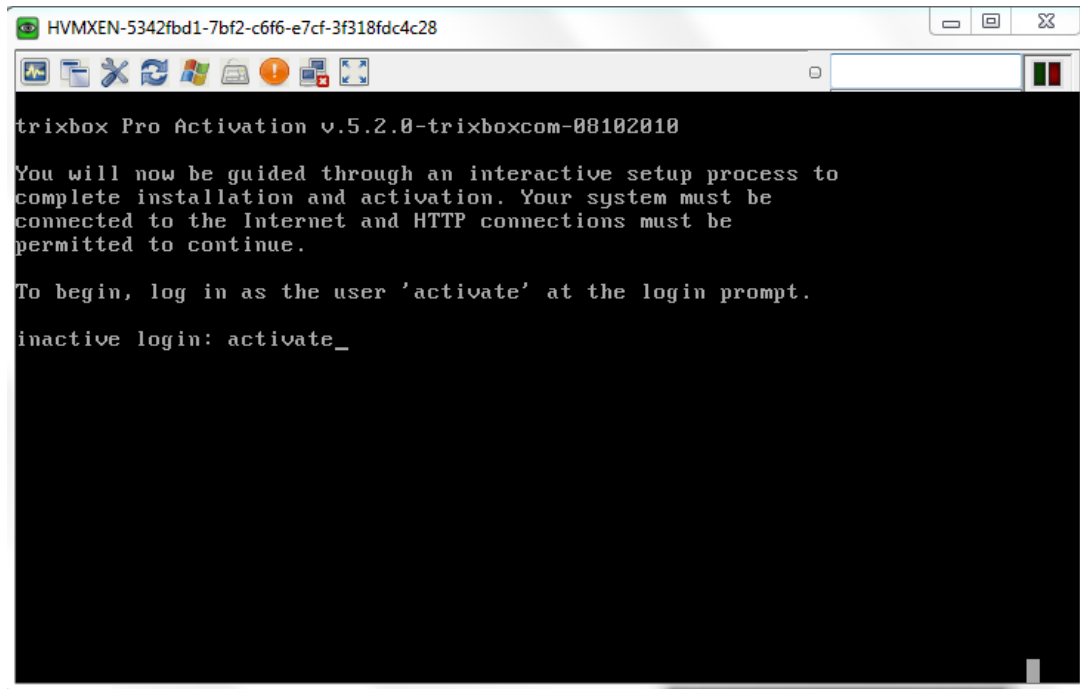


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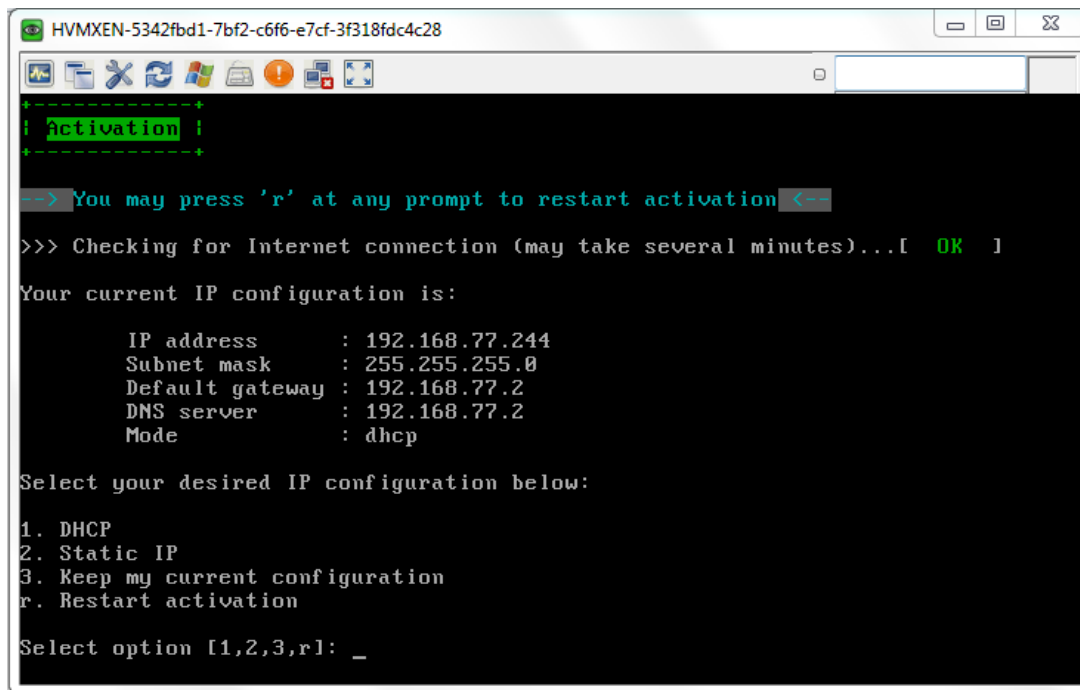
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```
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
trixbox Pro Activation v.5.2.0-trixboxcom-08102010
You will now be guided through an interactive setup process to
complete installation and activation. Your system must be
connected to the Internet and HTTP connections must be
permitted to continue.
To begin, log in as the user 'activate' at the login prompt.
inactive login: activate_
```

Type 'activate' as inactive login user. Press Enter



```
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
+-----+
+ Activation +
+-----+
--> You may press 'r' at any prompt to restart activation <--
>>> Checking for Internet connection (may take several minutes)...[ OK ]
Your current IP configuration is:
      IP address      : 192.168.77.244
      Subnet mask     : 255.255.255.0
      Default gateway : 192.168.77.2
      DNS server      : 192.168.77.2
      Mode            : dhcp
Select your desired IP configuration below:
1. DHCP
2. Static IP
3. Keep my current configuration
r. Restart activation
Select option [1,2,3,r]: _
```

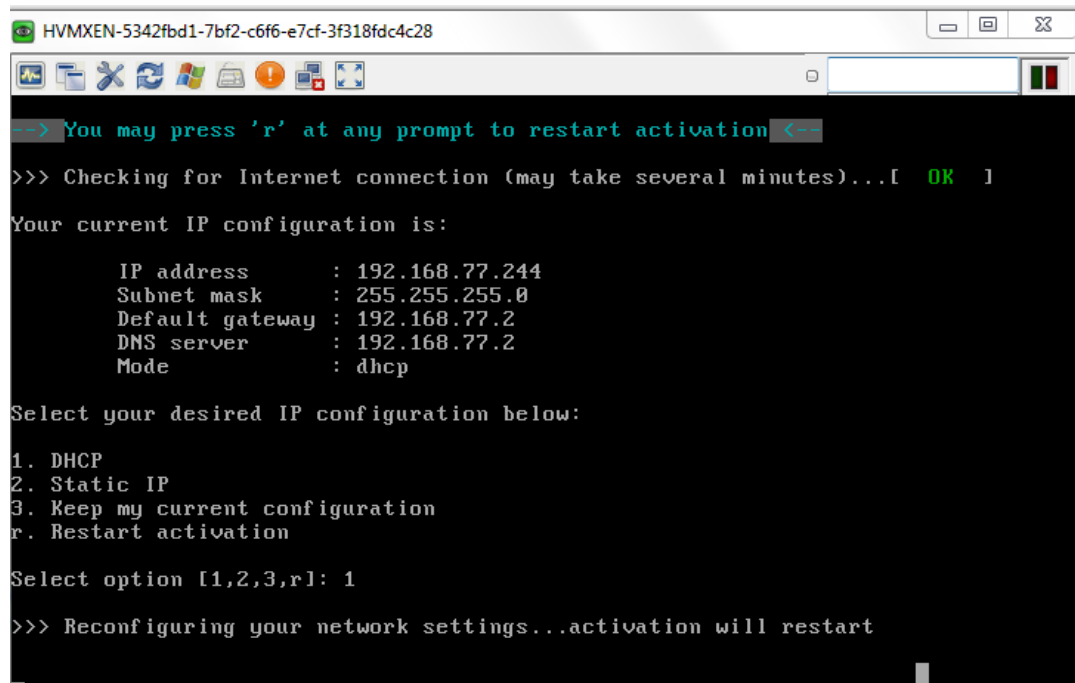
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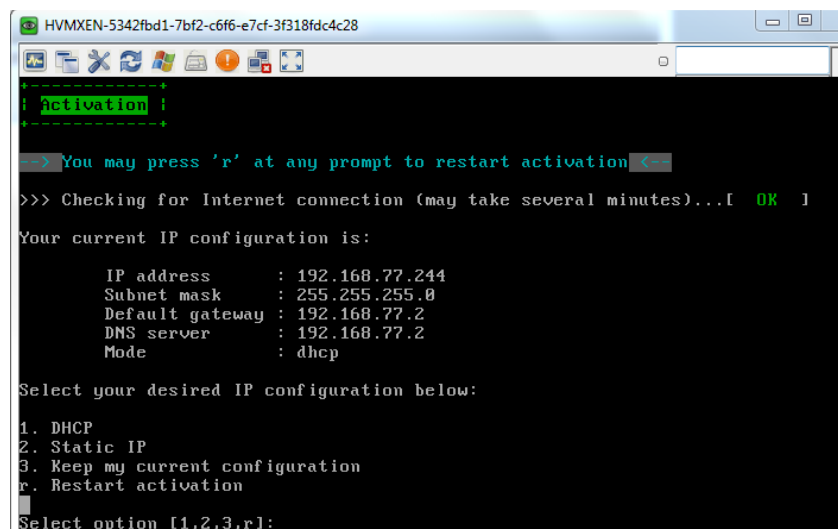
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By default, the local interface is set to DHCP. In the above screenshot, you can see that the appliance is assigned an IP address from DHCP and that it has an active connection to the Internet. It is recommended to set the Fonality trixbox Pro appliance to a static IP address. To do this, choose option 2 to set a static IP address (or you may press 1 to keep it set to DHCP).



```
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
--> You may press 'r' at any prompt to restart activation <--
>>> Checking for Internet connection (may take several minutes)...[ OK ]
Your current IP configuration is:
      IP address      : 192.168.77.244
      Subnet mask     : 255.255.255.0
      Default gateway : 192.168.77.2
      DNS server      : 192.168.77.2
      Mode            : dhcp
Select your desired IP configuration below:
1. DHCP
2. Static IP
3. Keep my current configuration
r. Restart activation
Select option [1,2,3,r]: 1
>>> Reconfiguring your network settings...activation will restart
```



```
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
! activation !
--> You may press 'r' at any prompt to restart activation <--
>>> Checking for Internet connection (may take several minutes)...[ OK ]
Your current IP configuration is:
      IP address      : 192.168.77.244
      Subnet mask     : 255.255.255.0
      Default gateway : 192.168.77.2
      DNS server      : 192.168.77.2
      Mode            : dhcp
Select your desired IP configuration below:
1. DHCP
2. Static IP
3. Keep my current configuration
r. Restart activation
Select option [1,2,3,r]:
```

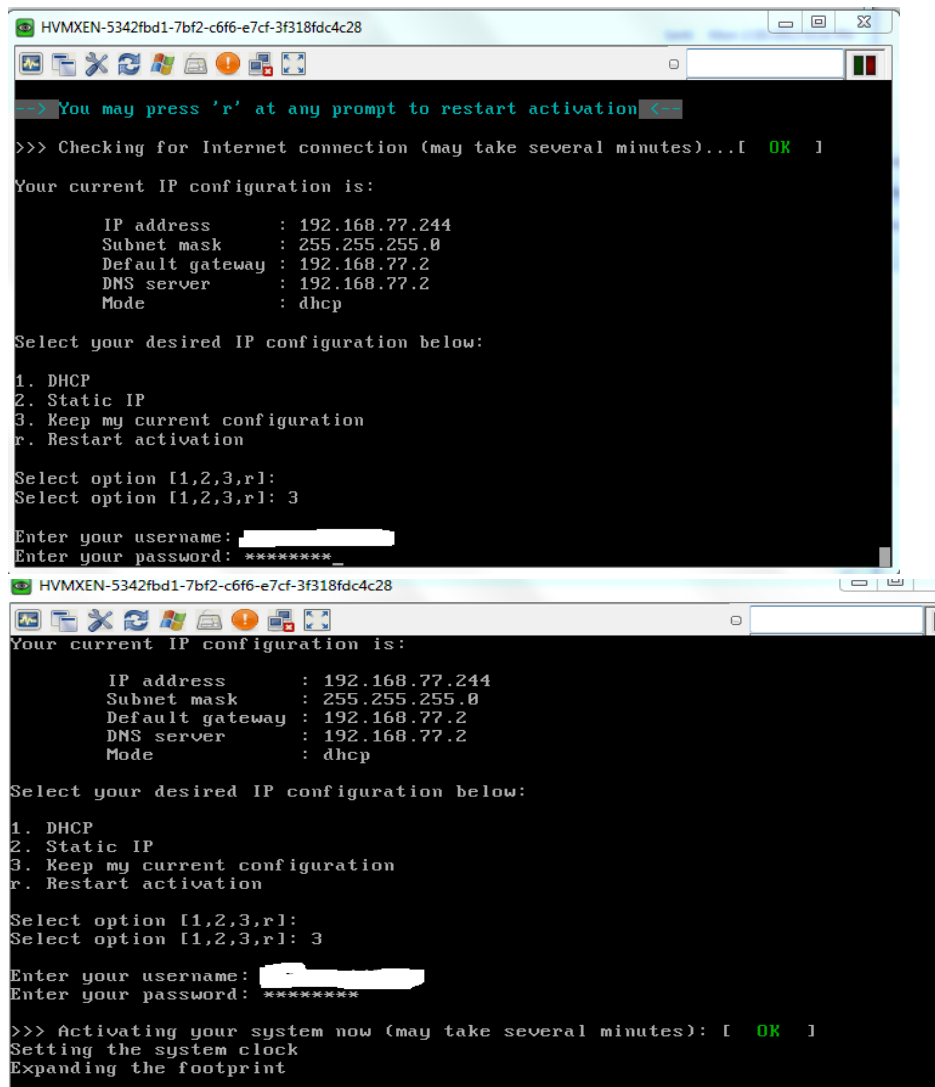
Now choose option 3, press enter, and enter the username and password received from Intel Customer Support earlier via e-mail.

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```
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
--> You may press 'r' at any prompt to restart activation <--
>>> Checking for Internet connection (may take several minutes)...[ OK ]
Your current IP configuration is:
    IP address      : 192.168.77.244
    Subnet mask     : 255.255.255.0
    Default gateway : 192.168.77.2
    DNS server      : 192.168.77.2
    Mode            : dhcp
Select your desired IP configuration below:
1. DHCP
2. Static IP
3. Keep my current configuration
r. Restart activation
Select option [1,2,3,r]:
Select option [1,2,3,r]: 3
Enter your username: _____
Enter your password: *****

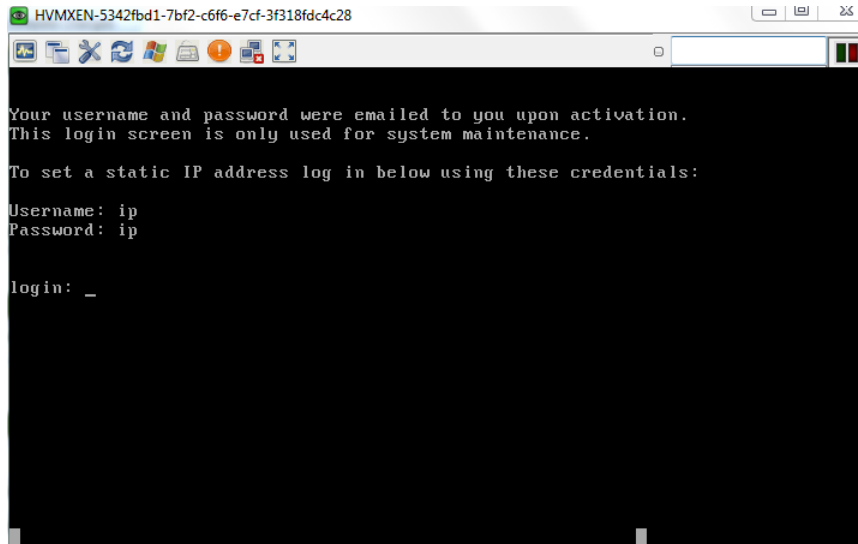
HVMXEN-5342fbd1-7bf2-c6f6-e7cf-3f318fdc4c28
Your current IP configuration is:
    IP address      : 192.168.77.244
    Subnet mask     : 255.255.255.0
    Default gateway : 192.168.77.2
    DNS server      : 192.168.77.2
    Mode            : dhcp
Select your desired IP configuration below:
1. DHCP
2. Static IP
3. Keep my current configuration
r. Restart activation
Select option [1,2,3,r]:
Select option [1,2,3,r]: 3
Enter your username: _____
Enter your password: *****
>>> Activating your system now (may take several minutes): [ OK ]
Setting the system clock
Expanding the footprint
```

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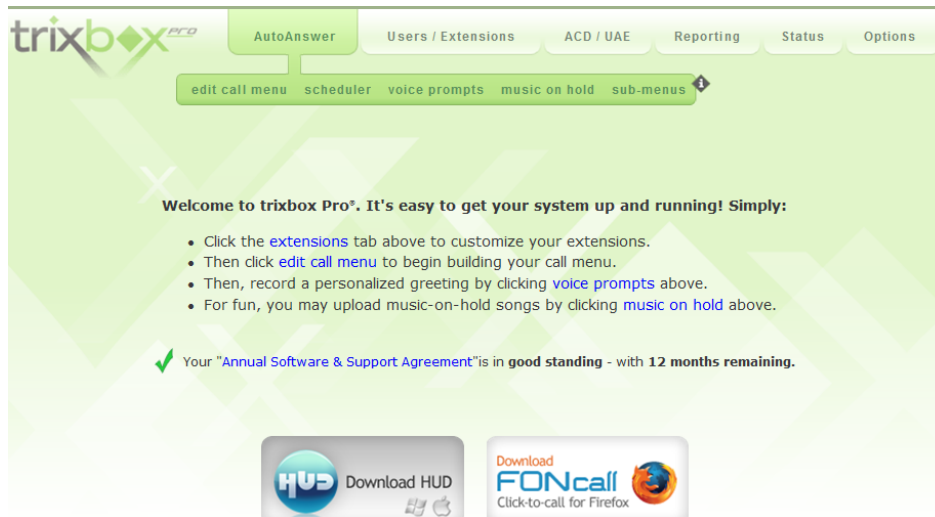
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Now that the activation is complete, it is time to configure your appliance. Login to <http://cp.trixbox.com> with the same username and password that you used for activation. If a connection has been established between the appliance and the Fonality admin portal, then you will be able to login successfully.

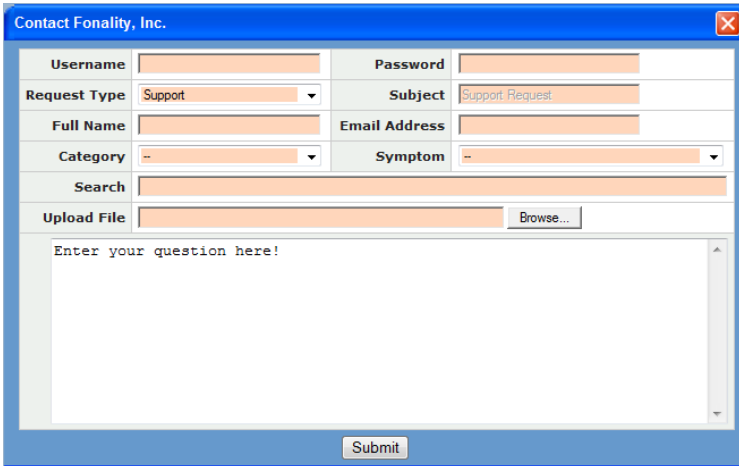


Now you may download Fonality's Heads-up-Display (HUD) client and start using it to administer Fonality trixbox Pro.

Troubleshooting

In order to get support directly from the Fonality team:

1. Submit a support ticket to Fonality's Support portal at: <http://www.trixbox.com/support>



The screenshot shows a web form titled "Contact Fonality, Inc." with a close button in the top right corner. The form contains several input fields and dropdown menus:

- Username**: Text input field.
- Password**: Text input field.
- Request Type**: Dropdown menu with "Support" selected.
- Subject**: Text input field with "Support Request" entered.
- Full Name**: Text input field.
- Email Address**: Text input field.
- Category**: Dropdown menu with "--" selected.
- Symptom**: Dropdown menu with "--" selected.
- Search**: Text input field.
- Upload File**: Text input field with a "Browse..." button next to it.
- Message**: A large text area with the placeholder text "Enter your question here!".
- Submit**: A button at the bottom center of the form.

2. Alternatively, you may place a support call to Fonality's trixbox Pro telephone support team at:

[1-866-366-2548](tel:1-866-366-2548)

Be sure to have your server ID, username, and password handy to access support.

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 & Application Initial Setup Guides
<http://www.intel.com/support/progserv/appupsbs/hybrid/sb/CS-032880.htm>