Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform
Initial Setup Guide – GFI VIPRE*

Revised 8/16/2012

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

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Product Version

GFI VIPRE* Version 4.0.4512

Dependencies / Requirements

- Any Windows platform is supported by VIPRE.
- SQL Server* 2008 R2 or SQL Express 2008.

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 **GFI VIPRE**.
4. Select the **Intel® Hybrid Cloud server**.
5. Select the desired Windows appliance on which you want to install VIPRE.
6. Click **Add to Order**.
7. Complete the ordering process. The appliance will download within 24 hours.
8. After GFI VIPRE is downloaded and installed, you have to acquire the license key (see Licenses and Configuration), then log in to the Intel Hybrid Cloud server manager.

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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 GFI VIPRE 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. Log in to the Windows appliance using the required credentials.

8. To launch the VIPRE application, go to **Start** > **All Programs** > **Sunbelt Software** > **Enterprise** > **VIPRE Enterprise**.

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 GFI VIPRE is installed.

Active ▾	GFI VIPRE Send license via email	08/16/2014
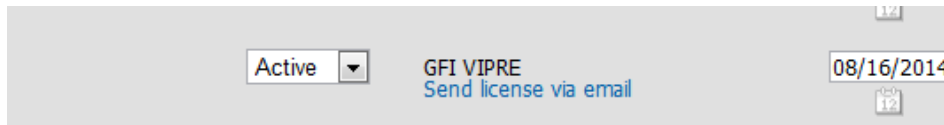
4. Click the **Send license via email** link to place a license request. The license key is sent to the email address of the MSP. Save the license key received for later use.

5. To create the database and do the configuration for the first time, go to **Start** > **All Programs** > **Sunbelt Software** > **Enterprise** > **VIPRE Enterprise**.
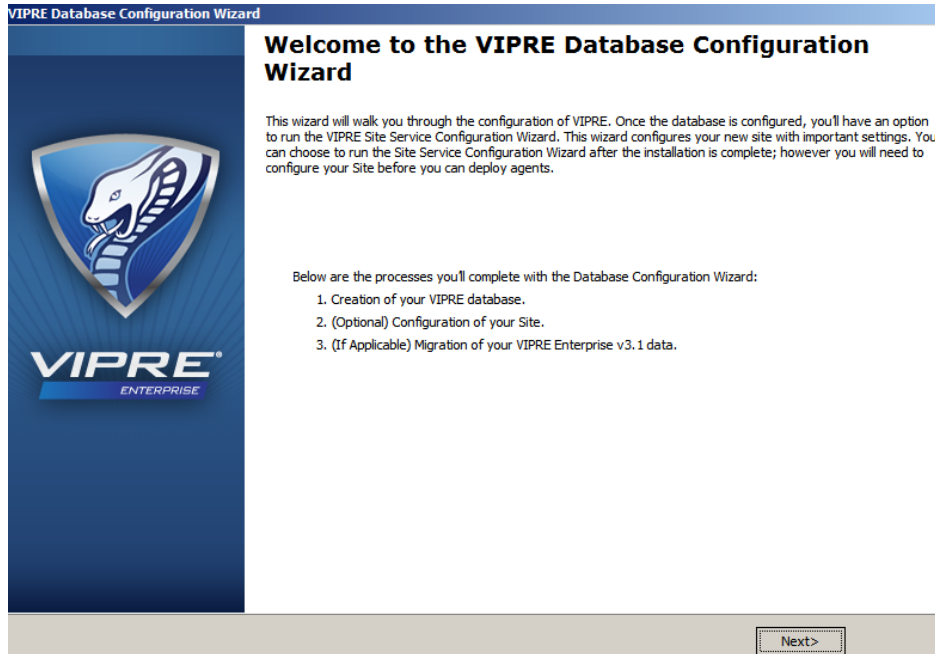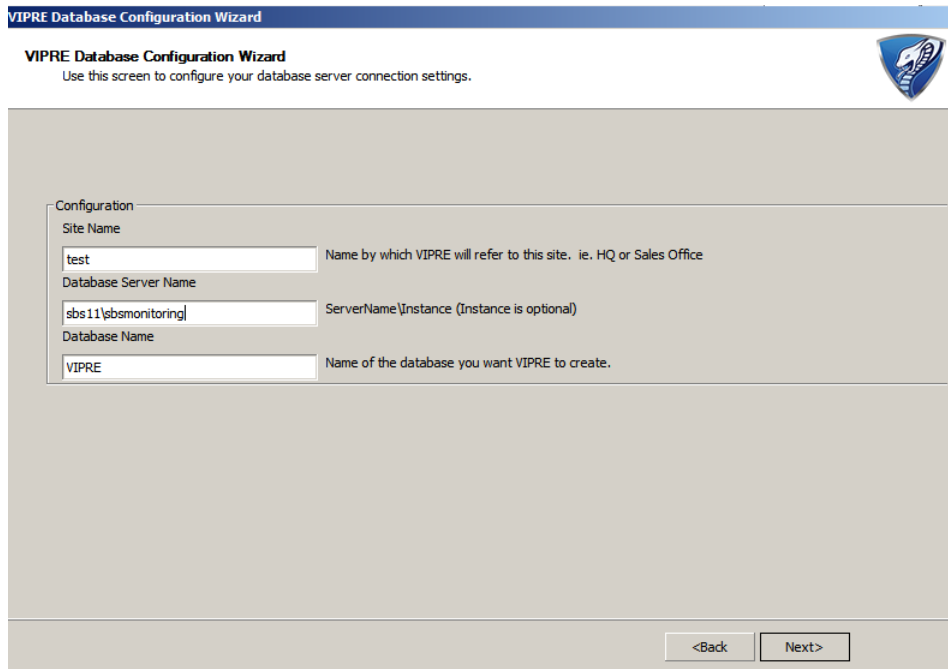
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6. Click **Next**.

7. Enter the Site Name and Database Server Name in the corresponding fields. Either leave the Database Name as **VIPRE** or change it as you wish. Click **Next**.

8. For the Limited SQL User to log in to the VIPRE Database, assign a password to VIPREUser. Click **Next**.

Once VIPRE is connected, it will create and configure the database.
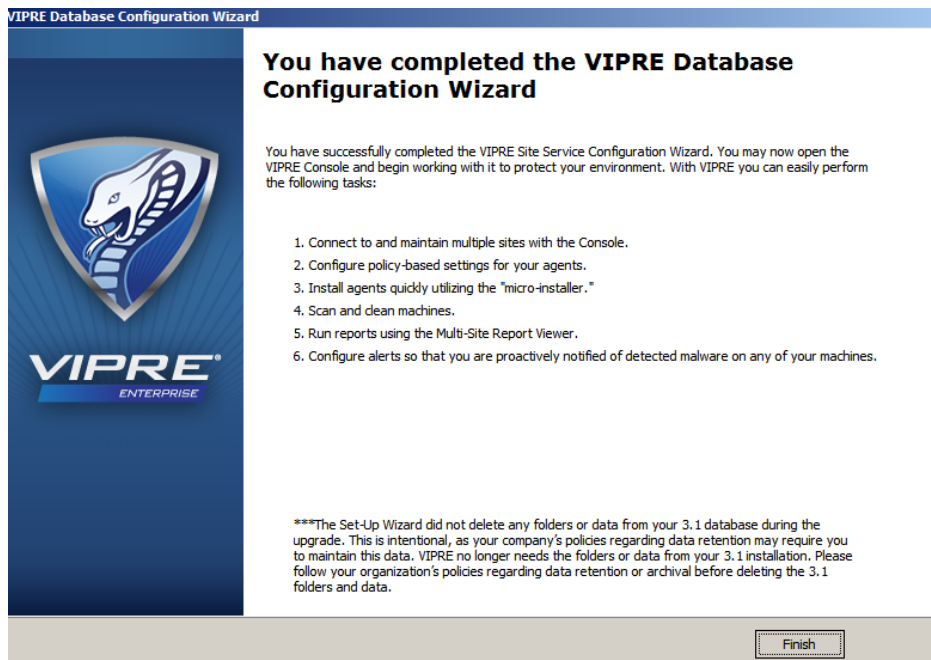
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9. After the Database has been created and the VIPRE service starts, click **Next**.
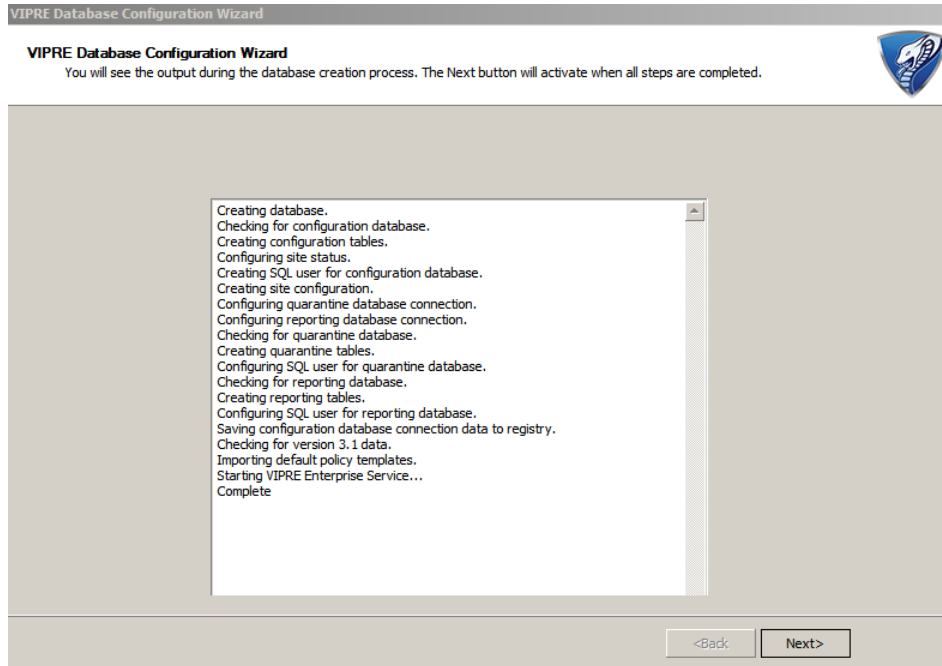
10. Proceed for site configuration and then click **Next**.

11. Click **Finish**.

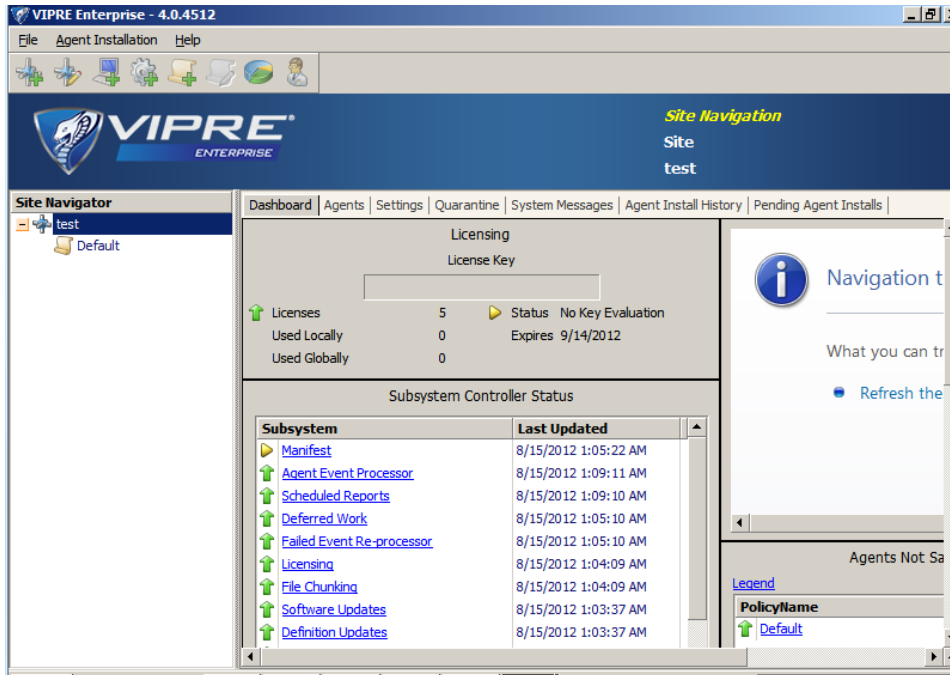12. Go to **Start** > **All Programs** > **Sunbelt Software** > **Enterprise** > **VIPRE Enterprise**.
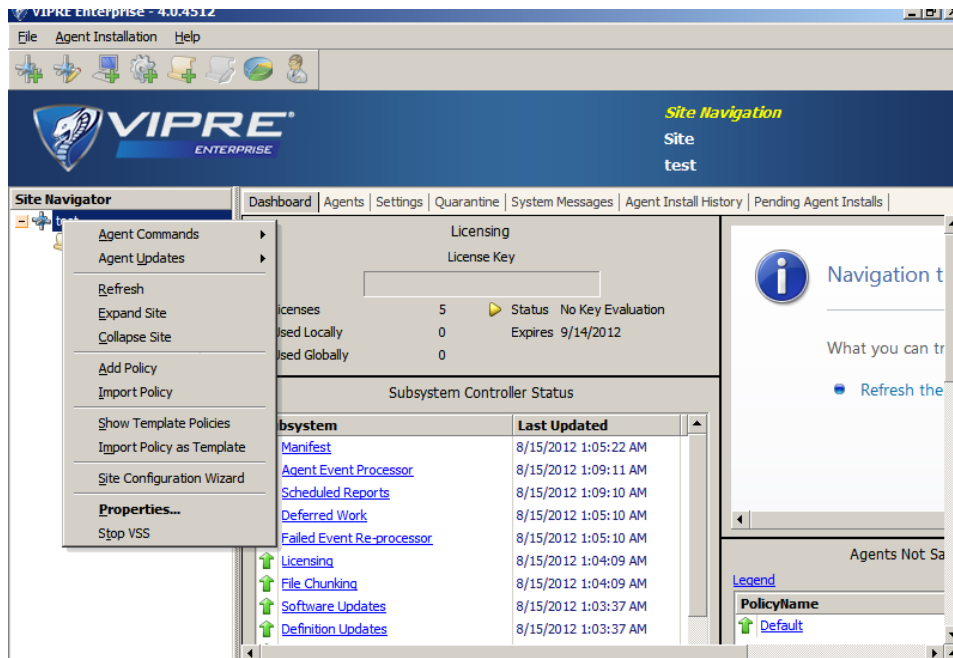
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By default, VIPRE installs with a 31-day Evaluation period. You will need to enter a license key next.

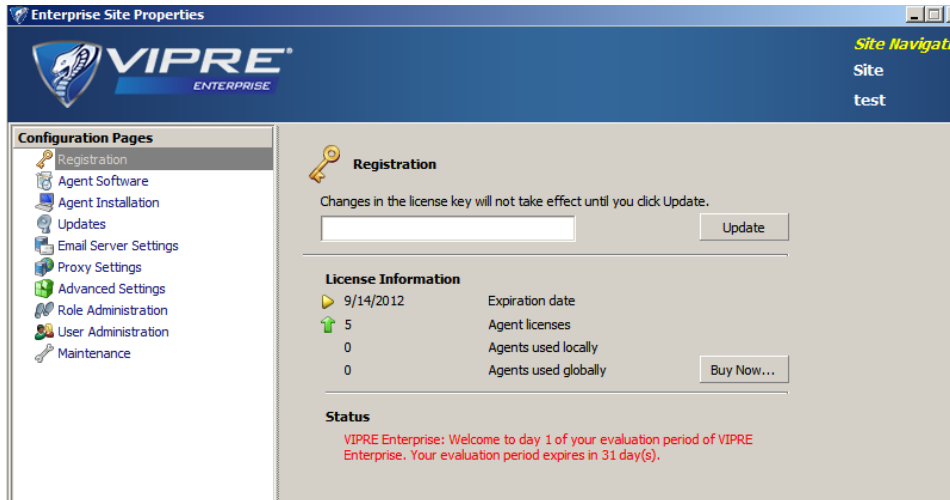13. Right-click the site name and go to **Properties**.

14. Copy and paste the license key you received by email into the text box on the Registration screen and then click the **Update** button.

Once the license key is updated successfully, the License Information will be updated and will show a new expiration date and the number of Agent licenses entitled by the license key.

Now VIPRE is fully ready to use.

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 GFI VIPRE application is installed.

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

5. Select the **Application** tab.

6. Click the **GFI VIPRE** logo.

7. Click the **Uninstall** button.

The server manager console will confirm the successful uninstall.

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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