Intel AppUp® SMB Service
Built on the Intel® Hybrid Cloud Platform
User Guide – gloStream* gloSuite

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

gloSuite 7.0.06

Dependencies / Requirements

- Microsoft* Office 2007 SP2 or Microsoft* Office 2010 (32-bit version only) is required for the gloStream Client.

  Note: If you are directed by gloStream to install Microsoft* Office 2010, you will need to download a Windows Server VM and the Microsoft Office 2010 application from the Intel AppUp SMB Service store. gloStream does not recommend installing another application on the base gloSuite VM.

- SQL Server 2008 R2 and Windows Server* 2008 R2 are required (these are included as part of your gloSuite download)

- gloSuite needs a minimum of 8 GB of RAM

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* 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 and select **gloSuite**.

4. Select the **Intel® Hybrid Cloud server**.

5. Click **Add to Order**.

6. Complete the ordering process. The appliance will download within 24 hours.
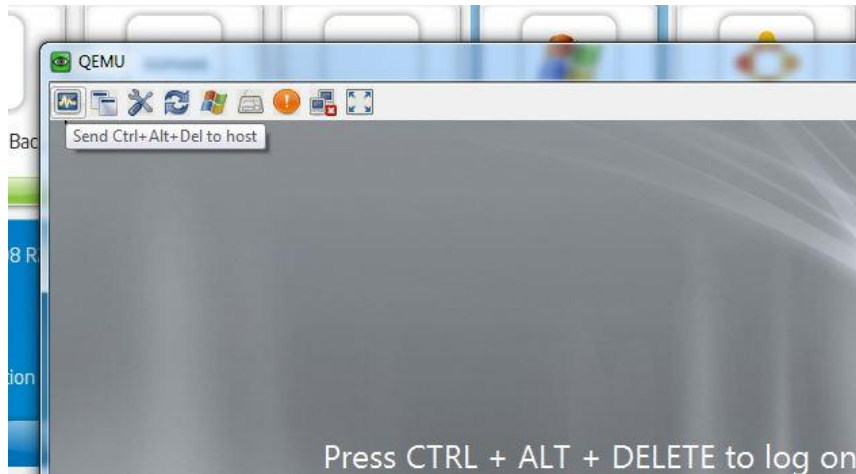
   NOTE: The gloSuite file is approximately 30 GB and can take up to 4 hours to download.

7. After **gloSuite** is downloaded, log in to the Intel® Hybrid Cloud server manager.

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

9. Select the **gloSuite** appliance.

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

11. Enter the applicable data in the fields of the Appliance Auto Configuration Information window and click **Apply**. It takes approximately 45 minutes for the unattended installation to complete.

Connect to the Appliance/Application

1. After gloSuite is installed, log in to the Intel® Hybrid Cloud server manager.

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

3. Select the **gloSuite** appliance.

4. If the appliance is Stopped, click the **Start** button. Select the **Console** tab. The **Console** page opens.

5. Click the **Launch** button next to VNC Console. The VNC window opens.

6. Click on the **Clt+Alt+Delete** in the upper left corner of the VNC window. Log in to the gloSuite appliance using the administrator login and password.
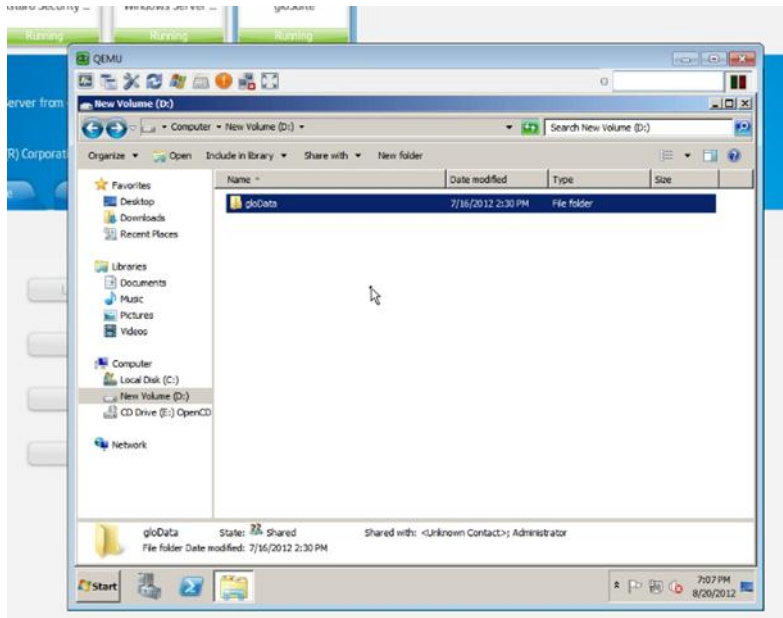

gloSuite Client Configuration and Setup

A gloStream representative will walk you through the gloSuite Admin and Client configurations and set-up process.
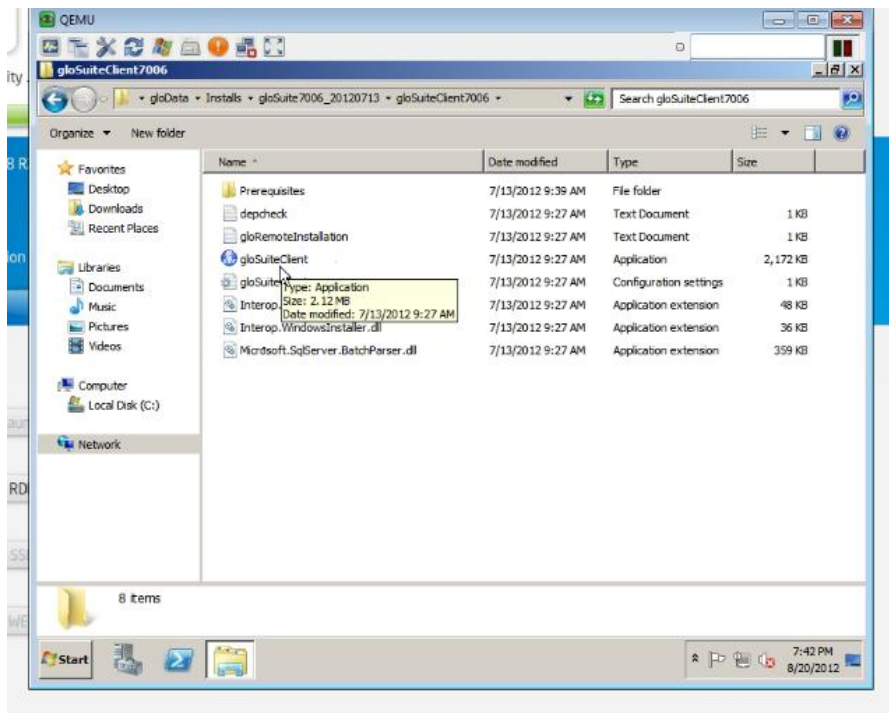
To access the gloSuite Admin on the IHC Server Manager

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

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

3. Select the **gloSuite** appliance.

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

5. Enter the administrator username and password and log in to the gloSuite appliance.

6. Select **Start** > **Computer**.

7. Click on **New Volume**. The gloData folder should be presented and ready to be shared.

To access the gloSuite Client

1. Log in as a domain administrator on the Windows*-based PC or server where the gloSuite Client will be installed. The Windows-based server or PC should belong to the same domain as the gloSuite appliance.

2. Click **Start**. Type "\\gloserver" into the 'Search Programs and Files' text field and search for the gloData shared folder.

Uninstall

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

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

3. Select the **gloSuite** appliance.

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

5. Select the **Control** tab.

6. Click the **Uninstall** button.

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

- gloStream Contact
  http://www.glostream.com/

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