

# Intel AppUp® SMB Service

Built on the Intel® Hybrid Cloud Platform

## Initial Setup Guide – 2X ApplicationServer XG\*

Revised 10/25/2012

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.

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## Product Version

2X ApplicationServer XG\* Version 10.5 (Build 1322)

## Dependencies / Requirements

- Windows Server\* 2008 R2 64-bit is the main supported platform for 2X ApplicationServer XG.
- Terminal Server (i.e., Windows\* RDS (Remote Desktop Server)). It is recommended to host the Windows RDS server on a separate appliance inside the Intel Hybrid Cloud server, not on the ASXG appliance. A pre-existing TS/RDS instance in the customer's LAN also can be used as part of the ASXG Farm.
- The appropriate 2X Client must be used to connect to the 2X server. Clients are available for Windows\*-based, Linux, and mobile devices.

## Appliance Default Passwords

To download the current "Appliance Default Password List" (login required):

1. Use a Web browser to go to: [www.intelhybridcloud.com/](http://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.

## Pre-Installation Tasks

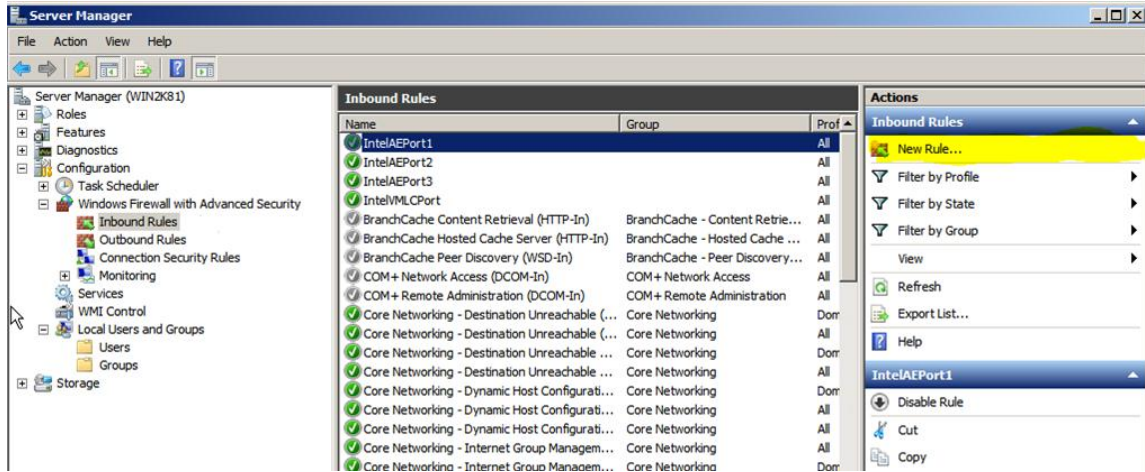
Before installing the application on your VMs, you will need to open the appropriate ports on the firewall in each VM. Below is an example of how to open port 80 on the ASXG server so that the clients can connect to it. After that is a list of other ports that need to be opened on each VM.

### Open Port 80 Inbound

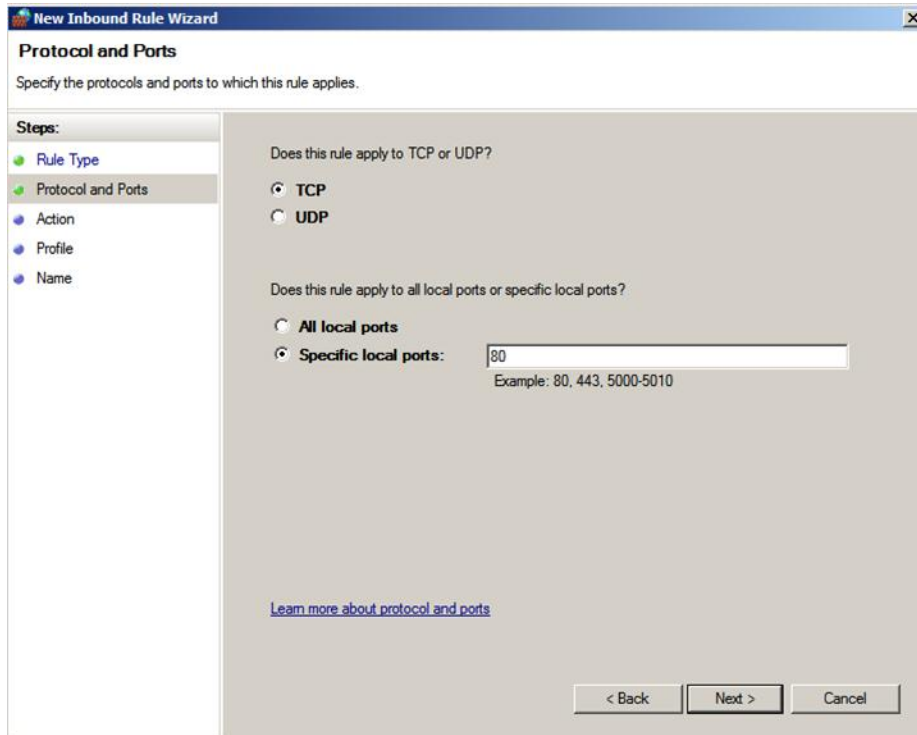
To configure port 80 for 2X Client connection to the ASXG server:

1. On the 2X ASXG server, in the server manager, go to **Configuration > Windows Firewall with Advanced Security > Inbound Rules**.

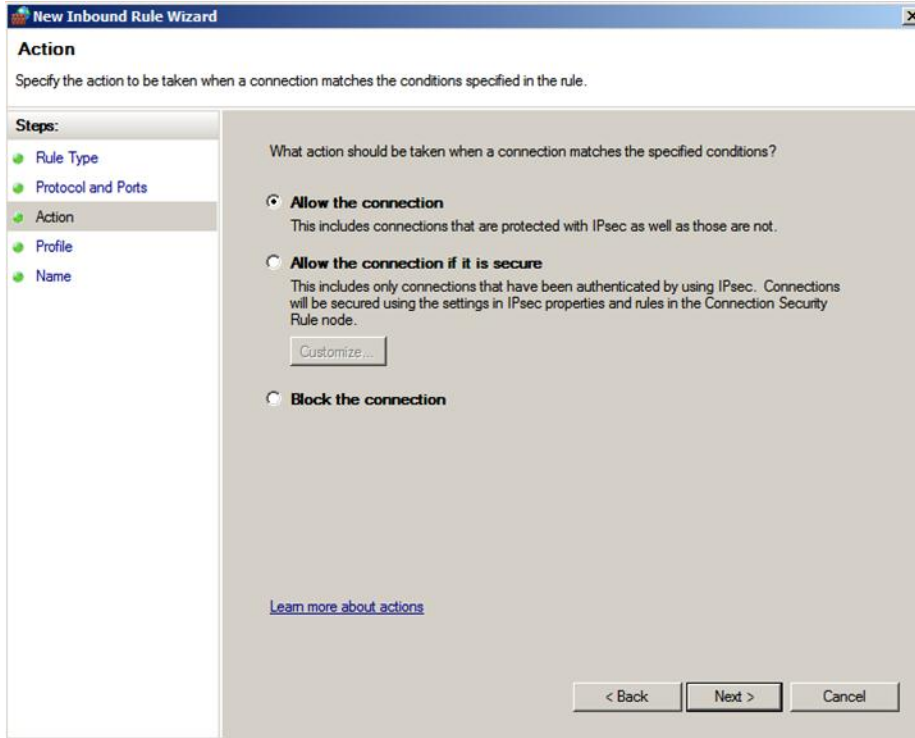
2. Click on **New Rule**.



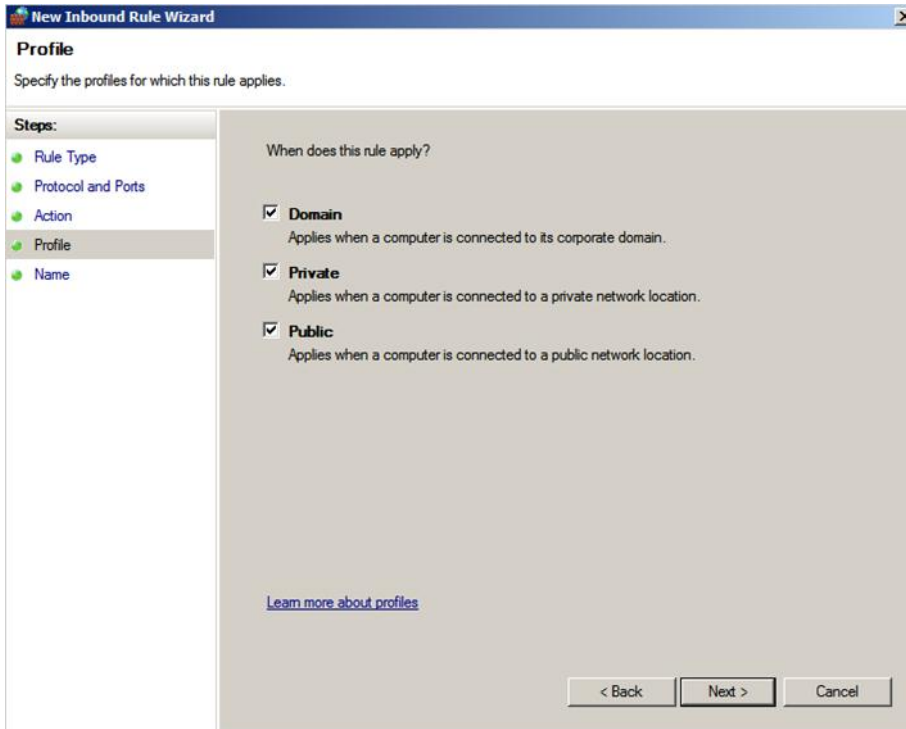
3. Make sure **TCP** is selected, then select **Specific Local Ports** and enter "80" as the port number. Click **Next**.



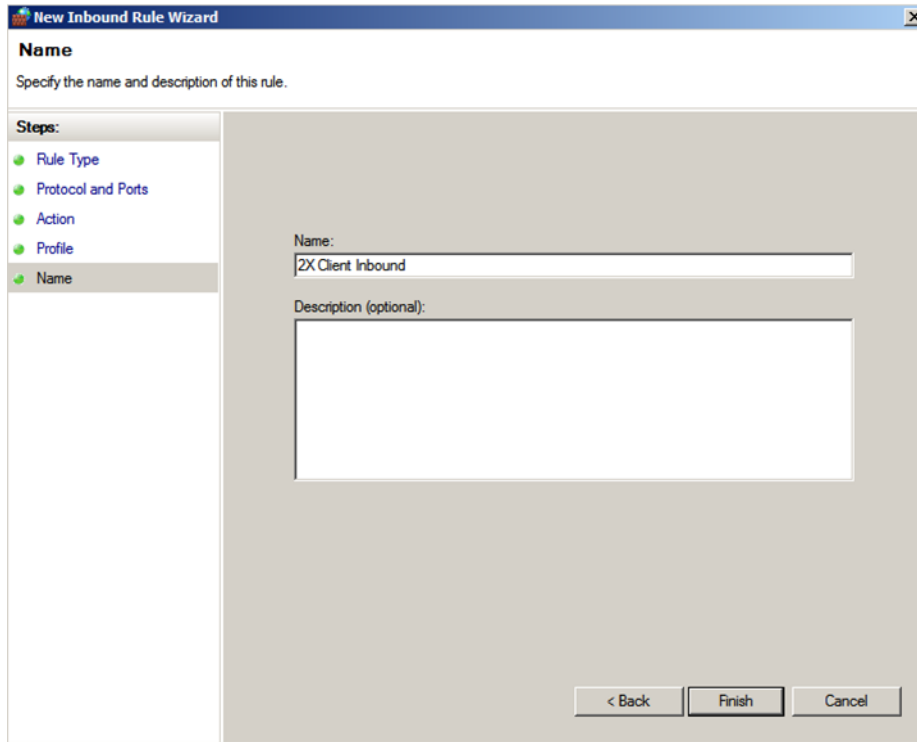
4. Make sure **Allow the connection** is selected and then click **Next**.



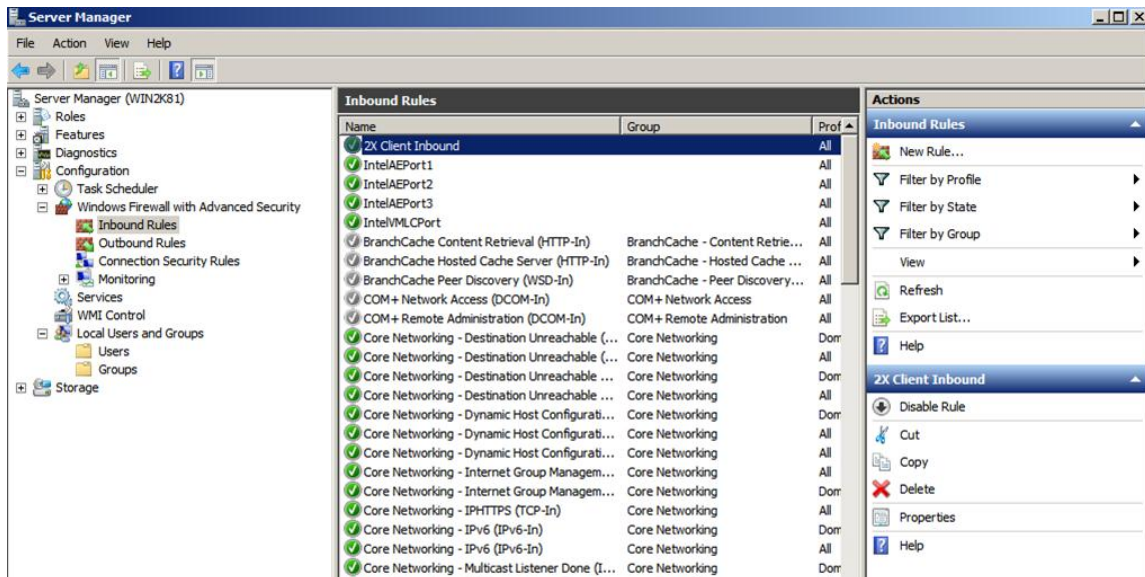
5. Leave "Domain, Private, and Public" checked. Click **Next**.



6. Type a name for the rule in the "Name" box and then click **Finish**.



You have now created an inbound rule for port 80 on your ASXG server:



7. You will need to create the following additional firewall rules:

- On the ASXG server VM:  
Ports 20002 TCP and 20003 TCP inbound
- On each RDS server VM:  
Ports 30004 TCP and 30004 UDP inbound  
Port 3389 TCP inbound

- Refer to link <http://www.2x.com/images/Port-Reference.jpg> for information about ports that need to be open on the ASXG system and Terminal Servers/Remote Desktop Servers.

## Download and Install

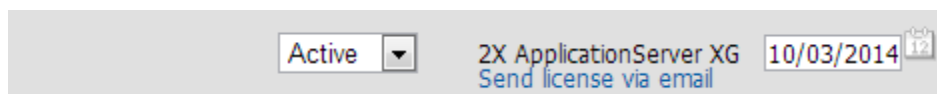
1. After ensuring that the dependencies and requirements listed above are set up, go to the Intel AppUp® SMB Service store at: <https://store.intelhybridcloud.com>.
2. Log in using your MSP ID and password.
3. Search for and select **2X ApplicationServer XG**.
4. Select the **Intel® Hybrid Cloud server**.
5. Select the Windows-based appliance where you want to install 2X ApplicationServer XG.
6. Click **Add to Order**.
7. Complete the ordering process. The application will download within 24 hours.
8. After downloading and installing the 2X ApplicationServer XG, you will need to get the license key (see Licenses and Configuration section in this document) before logging in and connecting to the appliance.

## 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 2X ApplicationServer XG 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-based appliance using the required credentials.
8. To launch the 2X Console, go to **Start > All Programs > 2X > ApplicationServer > 2X ApplicationServer Console**

## Activate the License

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 and then select the appliance where 2X ApplicationServer XG is installed. Under that appliance you will see a link like the example shown below:



4. Click the **Send license via email** link to place a license request. The license key will be sent to the email address of the MSP. Save the license key received by email to activate ASXG.

5. To activate ASXG, do the following:
  - a. Open Port 443 on the Windows-based appliance where ASXG is installed and verify connectivity to **erp.2x.com** by pinging to this domain. Run **command > ping erp.2x.com** at the Windows command prompt. If the ping is successful, then the activation command in step b will be able to make the back-end connection to perform license activation.
  - b. Open the Windows command prompt and go to C:\Program Files (x86)\2X\ApplicationServer and run the applylicense.bat file using the license key you received via email as the argument. For example, if the license key you received is A234-B234-C234-D234, then run as >applylicense.bat A234-B234-C234-D234
6. To verify that the license has been activated properly, open the ASXG console and navigate to **View > Licensing**.
  - If the License info section displays the Company as "Intel Inc," the Contact Name as "Hybrid Cloud," and the License key text box displays the key you received and used to activate the product, then the license has been activated correctly.
  - If the License information section does not show these details and instead shows a 30-day trial period, then the activation is not complete. Possible reasons include an Internet connection that is not working right, or the network uses a proxy environment to reach the Internet. Please verify that the Internet connection is working properly. If you are using a proxy server, then activate the license using the application interface: Click the **Activate** button next to the License key text box and follow the onscreen instructions. Use proxy details (IP, Username, and Password) to proceed.

## Configure the Application

Before configuring ASXG, please note the following:

2X ASXG have three components:

- 2X ASXG Server
- An RDS Server
- 2X Client

2X ASXG Server and the RDS server are hosted on the Intel Hybrid Cloud appliance, each in separate Windows 2008 R2 VMs. Install the 2X Client on each desktop/laptop located outside of IHC server, i.e., on the customer's LAN.

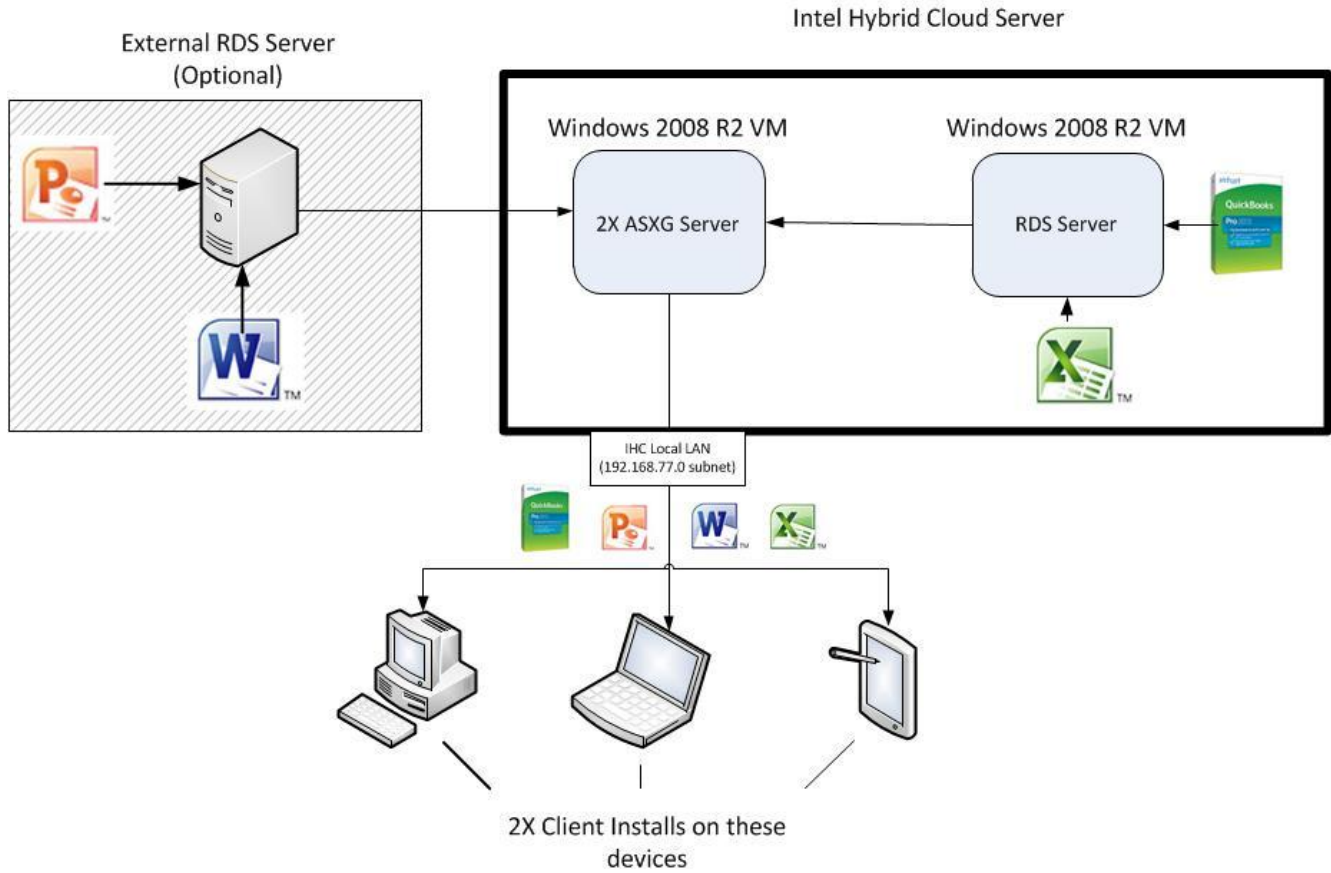
Please Note: The 2X Client can't be hosted on either the TS/RDS server or the ASXG appliance.

## Download the 2X Client

To download the 2X Client, please navigate via Web browser to <http://www.2x.com/rdp-client/> and download for required platform.

- Refer to the links below to configure ASXG Server:  
<http://www.2x.com/docs/en/manuals/html/applicationserver/2XApplicationServer.html>  
<http://www.2x.com/docs/en/manuals/pdf/2XApplicationServer.pdf>

## Recommended Typical Setup

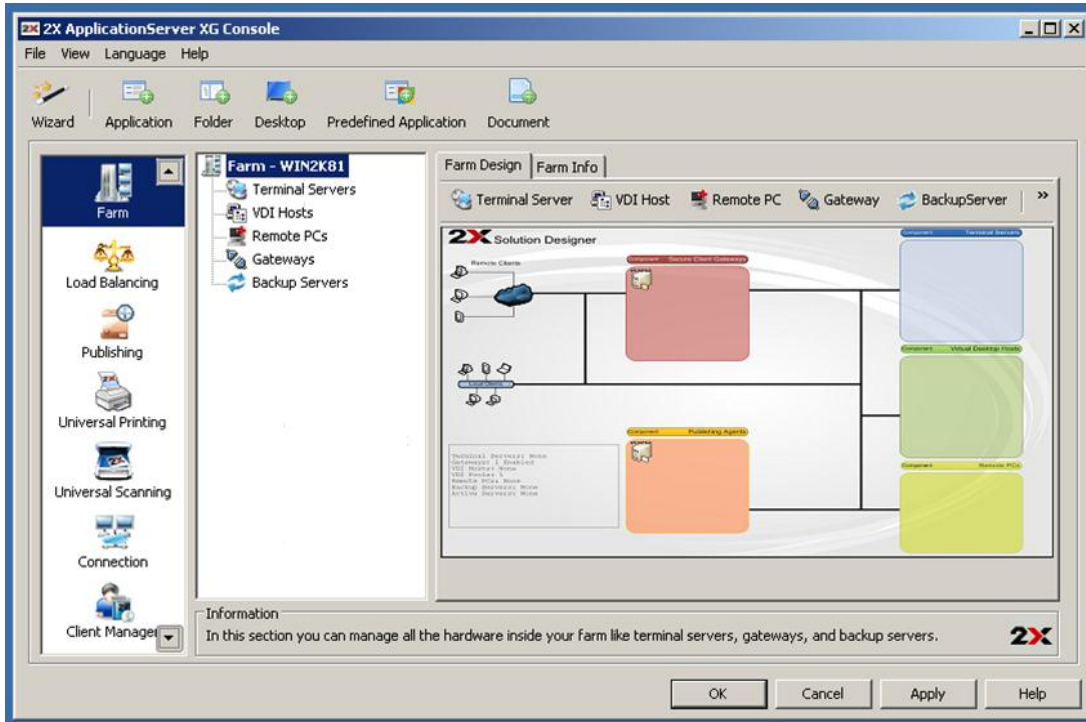




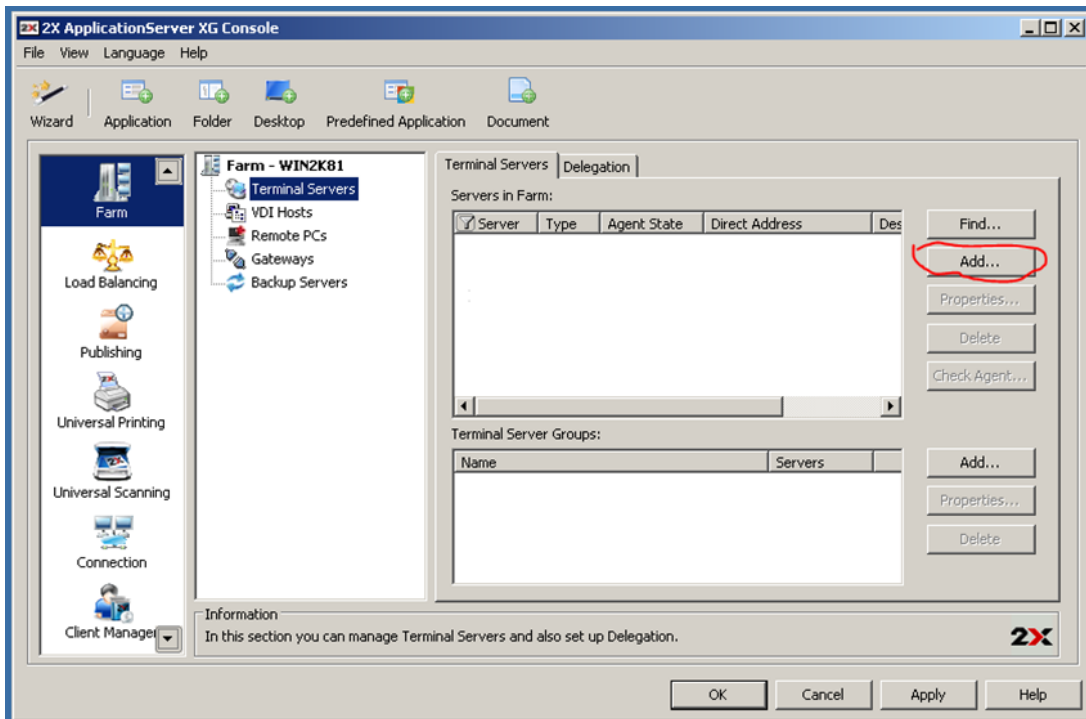
## Install the 2X Agent on the RDS Server

After installing 2X, you will need to install the 2X agent on your RDS server so that 2X can stream the applications from that server.

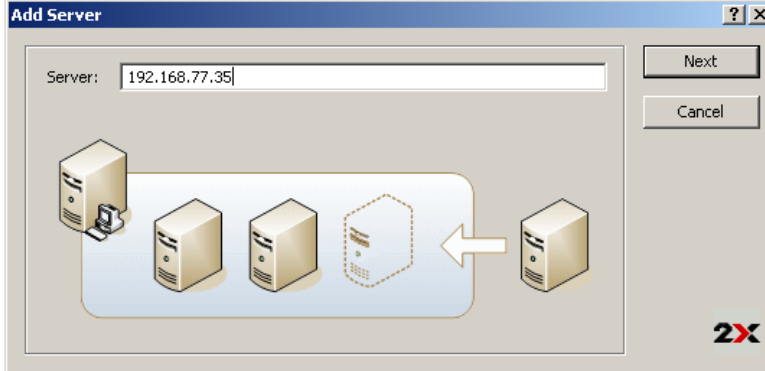
1. Log in to the VM that contains the 2X application and start the 2X ApplicationServer XG Console.



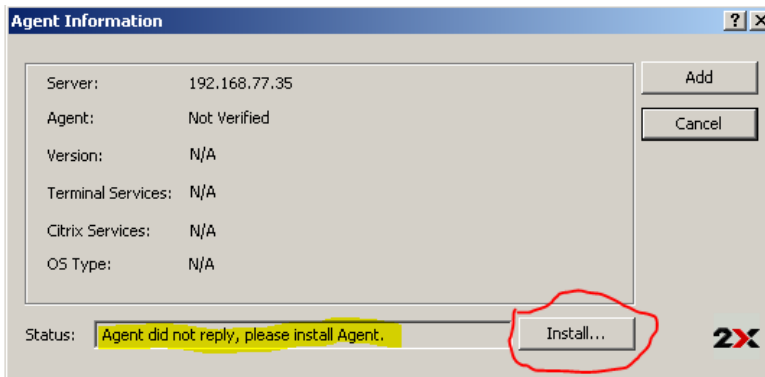
2. Click **Terminal Servers** in the center pane, then click **Add**.



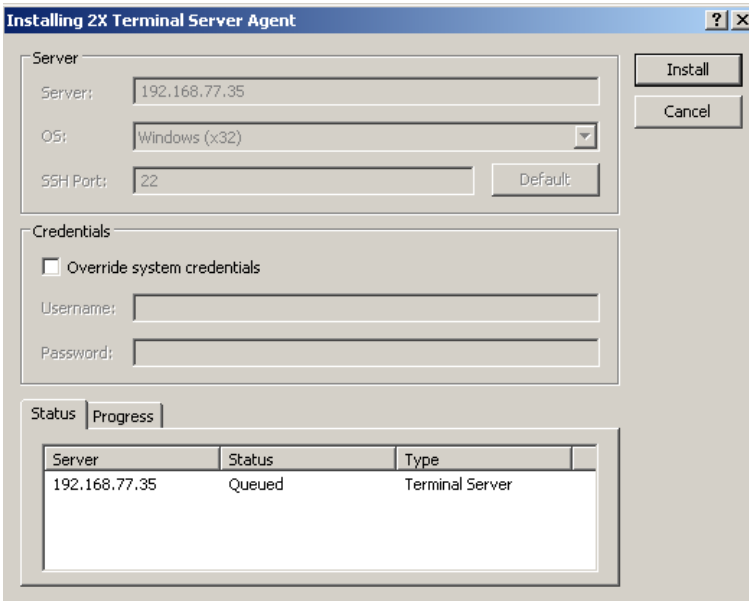
3. Type the IP address of your RDS server in the dialog box and click **Next**.



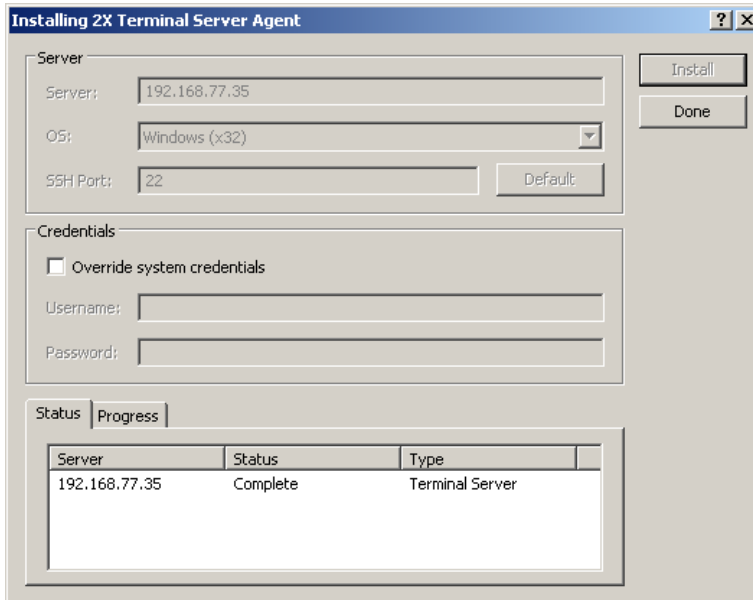
4. The 2X server will attempt to contact a 2X agent on the RDS server. Since there is no agent installed yet, you will get a message that the agent did not reply. Click **Install**.



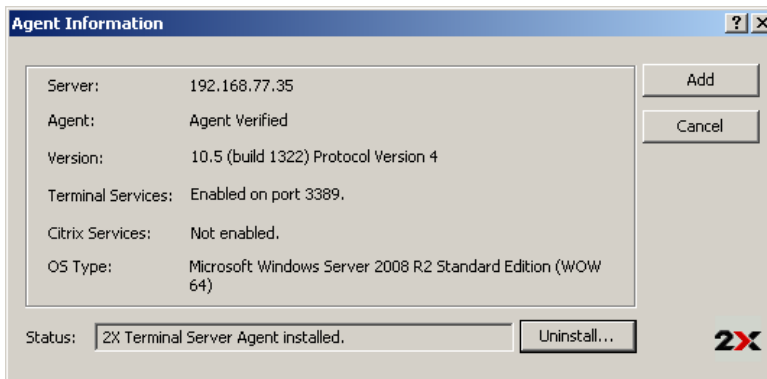
5. You will get an install dialog box. Click the **Install** button.



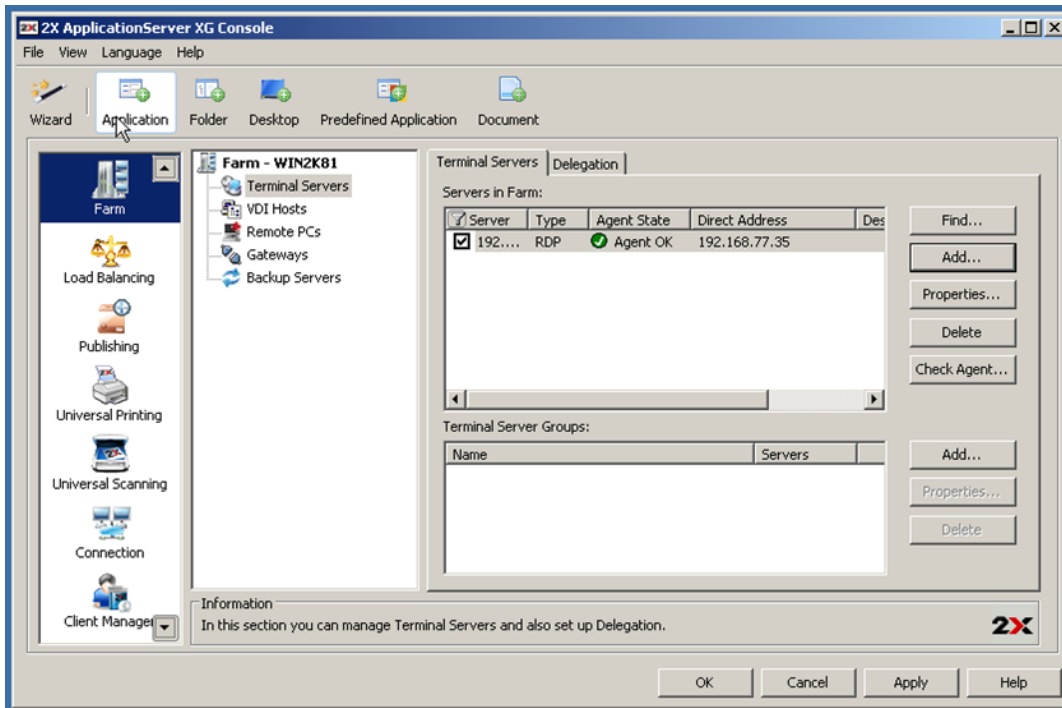
6. When the installation has finished, click **Done**.



7. You will now get confirmation that the agent has been installed. Click **Add**.



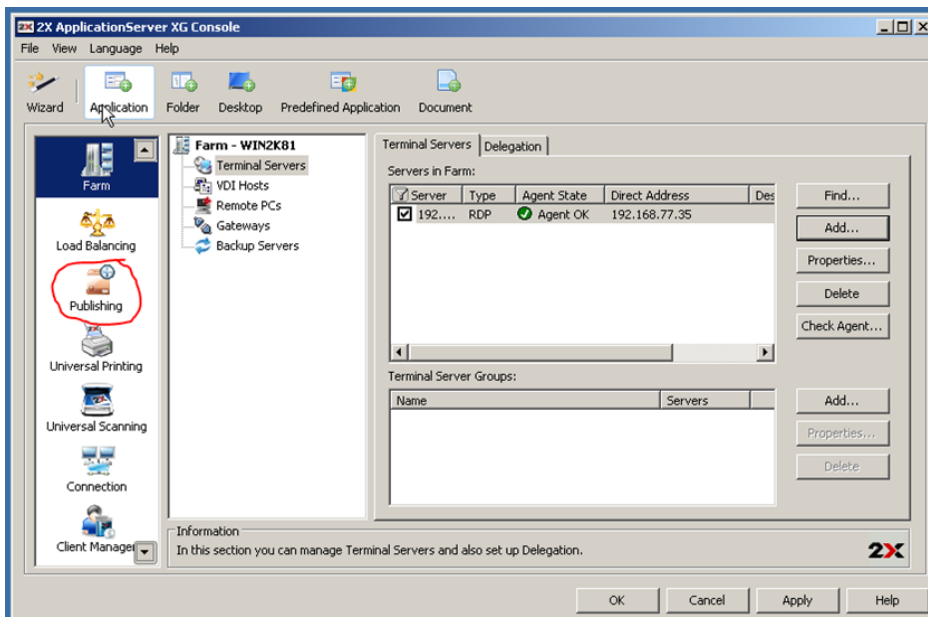
You are returned to the 2X ApplicationServer XG console. You should see your RDS server under "Terminal Servers" with a green check mark next to it. You are now ready to publish applications.



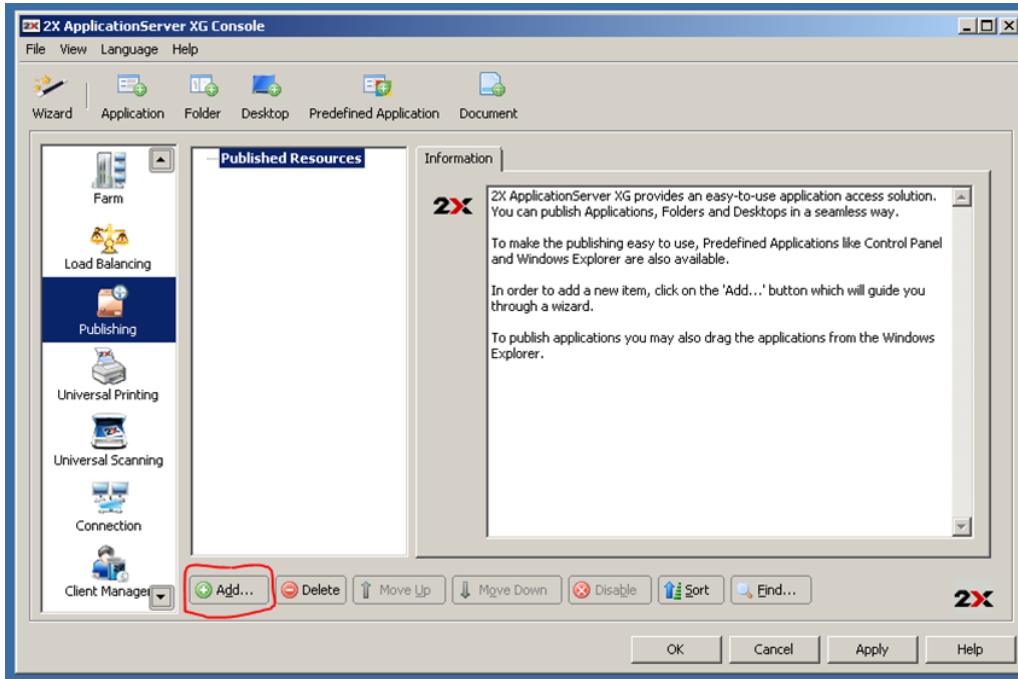
## Publishing Your First Application

The following example shows how to publish an application, using Notepad as the example application. You can use this example as a guide for publishing any applications that are installed on your RDS server. These same steps can also be used for publishing a desktop, folder, or document.

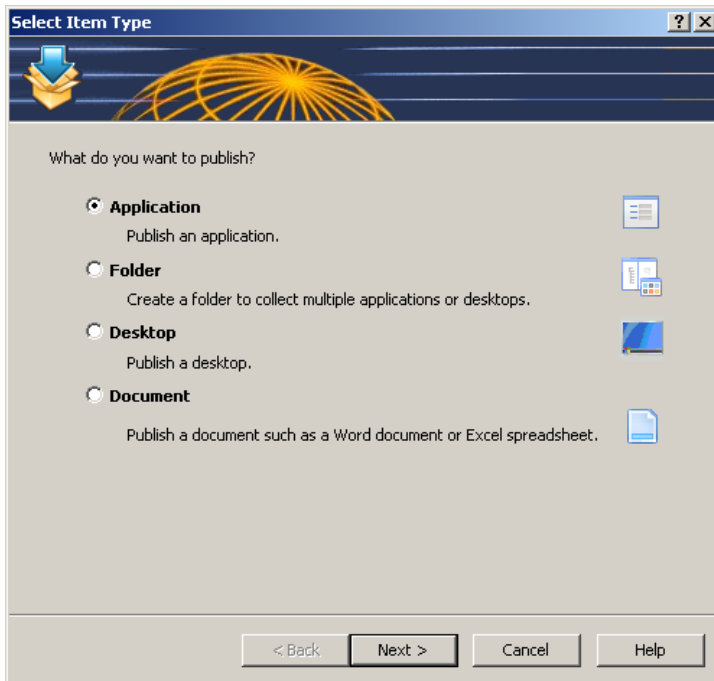
1. In the 2X ApplicationServer XG console, click on **Publishing**.



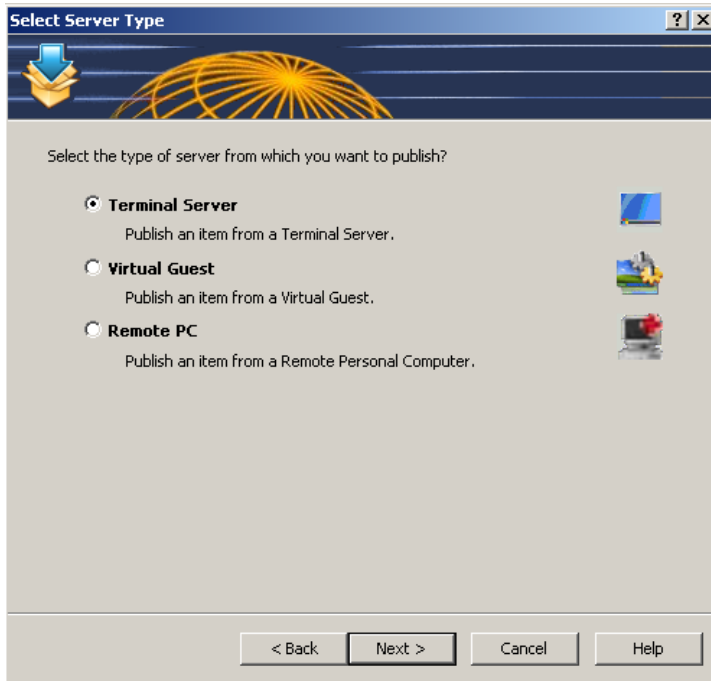
2. Click the **Add** button.



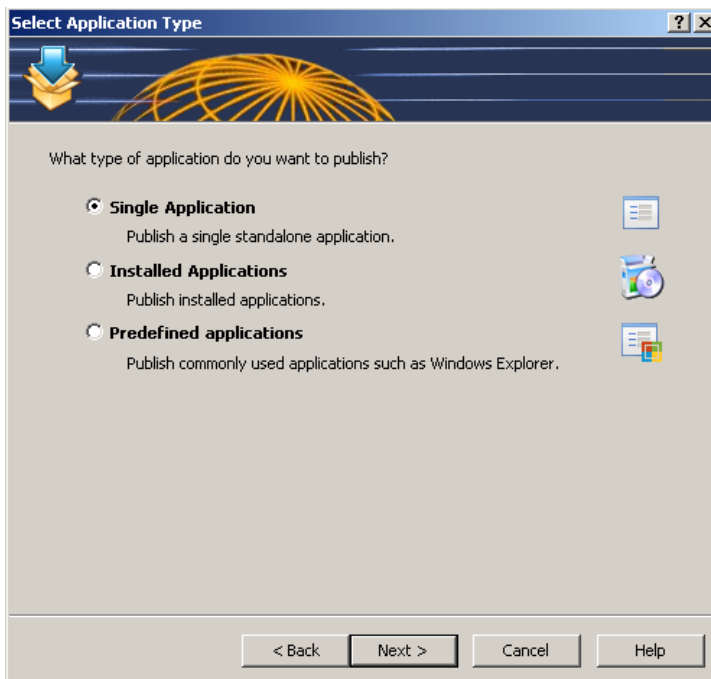
3. Select the type of item to publish. In the example below, "Application" is selected.



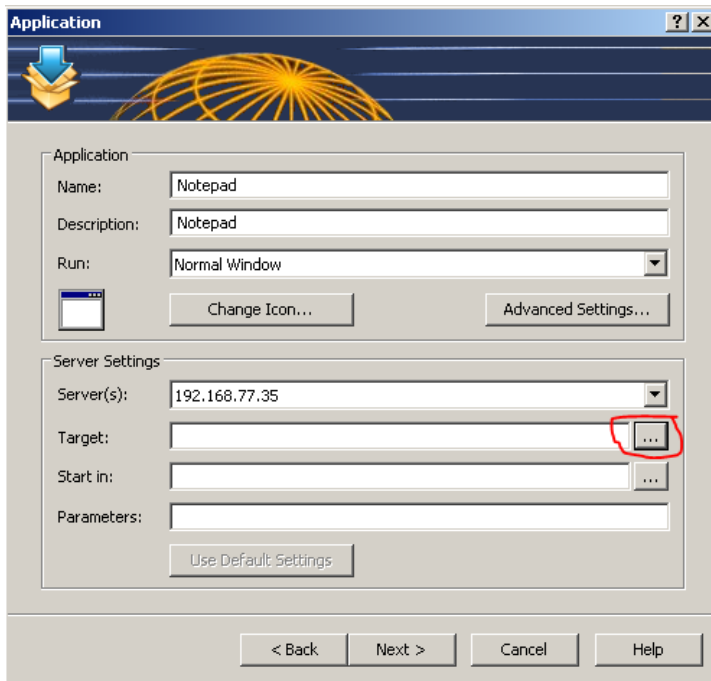
4. Next, select the type of server to publish from. For RDS, select **Terminal Server**.



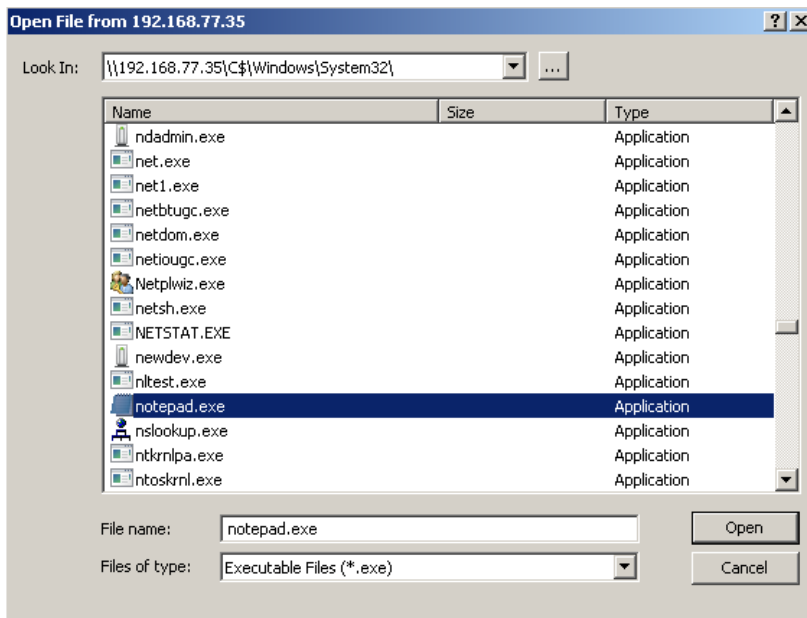
5. Select the type of application to publish. In the example shown, **Single Application** is selected.



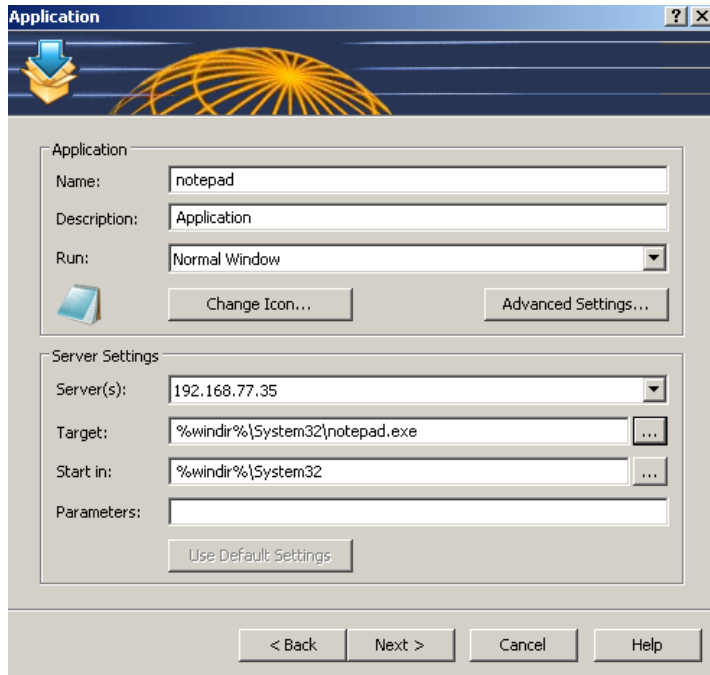
6. Type a name for your application. A description is optional. The RDS server will be listed next to Servers. Click the **ellipsis** button next to the "Target" field to select the location on your RDS server where the application is installed.



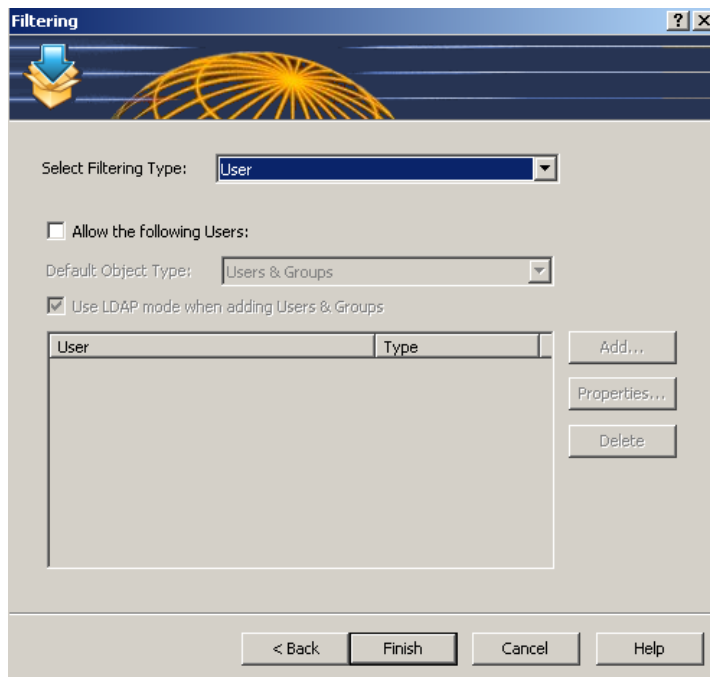
7. You will see a list of drives on the target RDS server. Navigate to the location where your application is installed. (In this case, [\\windows\system32\notepad.exe](#).) Click **Open**.



- The application dialog will now be populated with the information needed to publish it. Click **Next**.

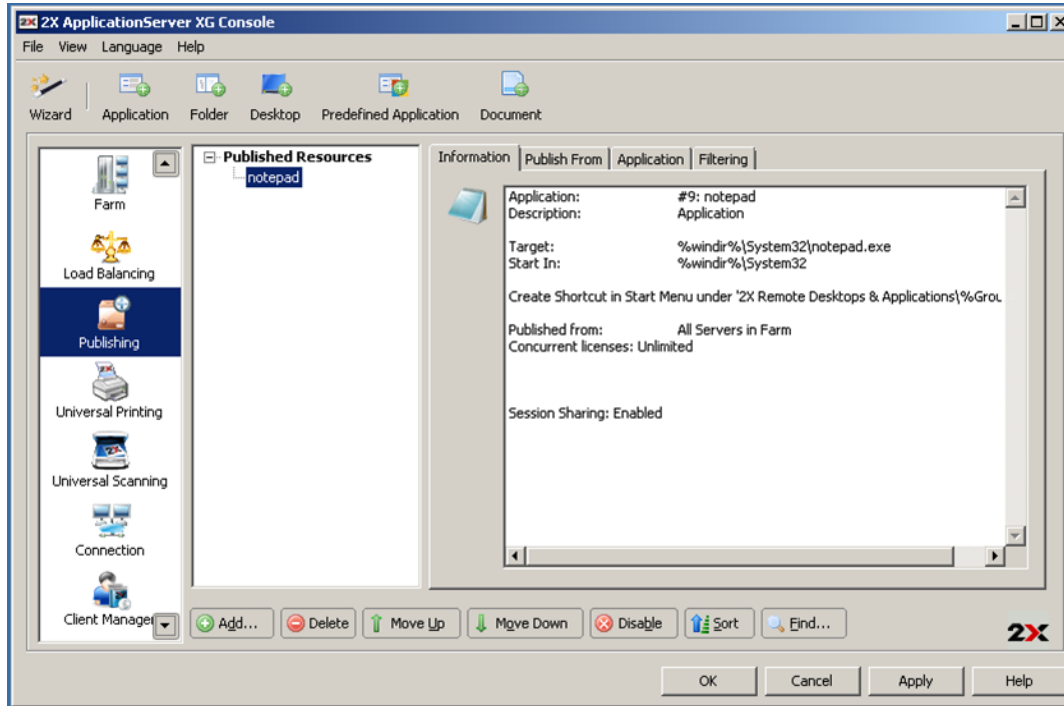


- For this example, no changes were made on the filtering page. Click **Finish**.





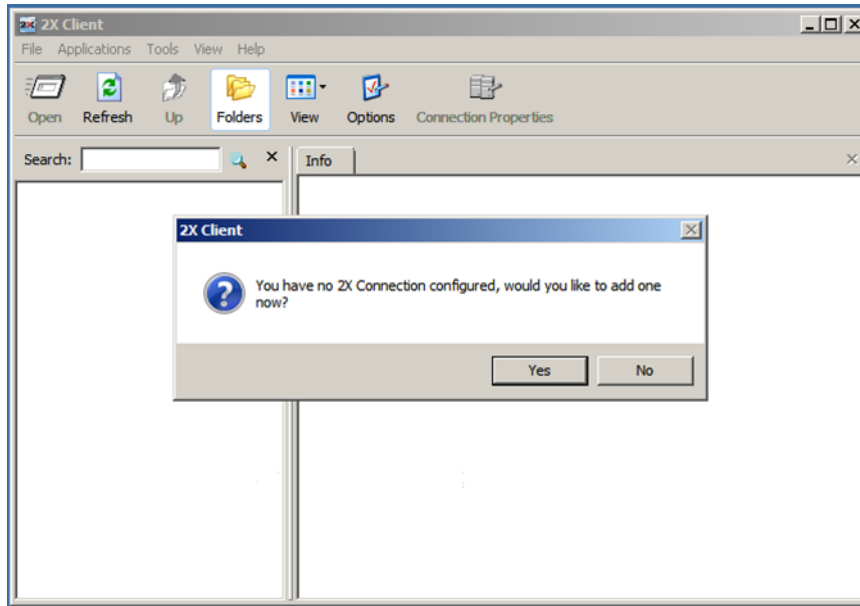
Notepad is now published.



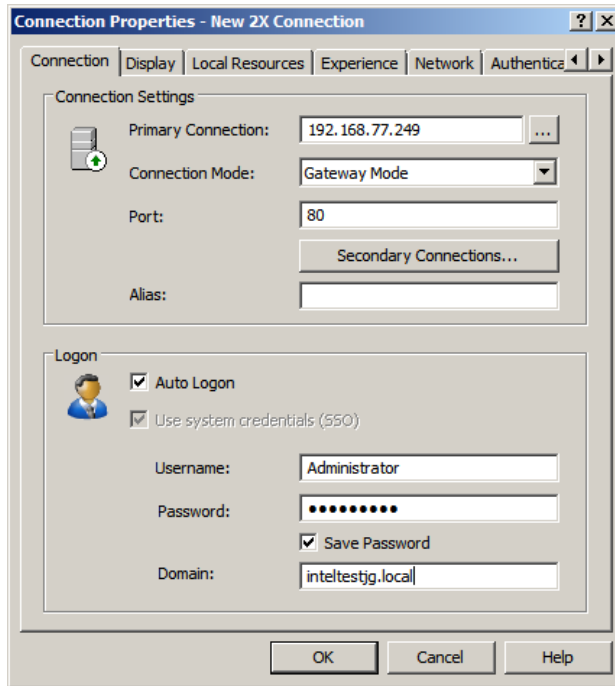
## Connecting the 2X Client

After publishing an application, you can configure the 2X Client to run the application.

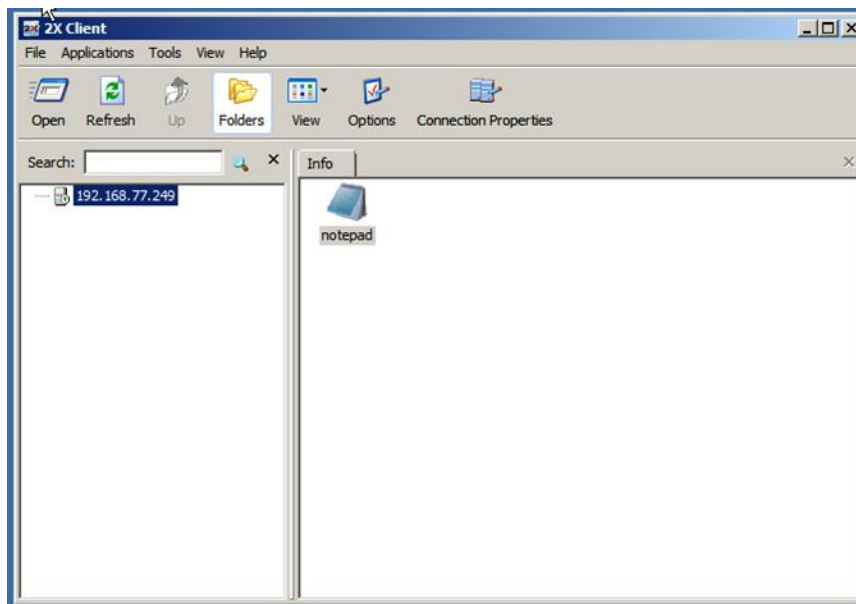
1. After installing the client, you will see a dialog box asking if you would like to configure a connection. Click **Yes**.



2. Type in the hostname or IP address of the 2X ApplicationServer XG.
3. Enter a username and password that will be used to log in to the application. Keep in mind that you must use a different user account for each client that will log in to the 2X ApplicationServer. Each of these user accounts must be a member of the Remote Desktop Users group on the RDS server. Leave the connection mode as Gateway and the port as 80.



4. Click **OK**. The client will connect to the 2X ApplicationServer and display a list of published applications. To run the application, double-click it.



5. Refer to the links below for more information about configuring the ASXG Server:  
<http://www.2x.com/docs/en/manuals/html/applicationserver/2XApplicationServer.html>  
<http://www.2x.com/docs/en/manuals/pdf/2XApplicationServer.pdf>

## 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 **2X ApplicationServer XG** application is installed.
4. If the appliance is Stopped, click the **Start** button.
5. Select the **Application** tab.
6. Click the **2X ApplicationServer** logo. Make sure that the 2X ApplicationServer Console is closed in the appliance before clicking the Uninstall button in the next step. If it is open, the uninstall will fail.
7. Click the **Uninstall** button.
8. Logs in the server manager console will confirm that the uninstall was successful.

## 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>

2X Technical Support Contact Information:

Email ID- [support@2x.com](mailto:support@2x.com)

Phone Number- 866-970-6262

Support Website- [www.2x.com/support](http://www.2x.com/support)

- 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>