

# Hitachi Content Platform Gateway Windows ISO for Windows Appliance Installation Guide

v4.2.0

---

## Windows Only

The objective of this document is to describe how to install the HCP Gateway Windows software onto a Hitachi DS120 or DS220 appliance using the Windows 4.2.0 ISO installation. This document assumes that the appropriate virtual drives are configured in the BIOS and SAN storage is configured.

MK-HCPG018-00

March 2022

© 2020, 2022 Hitachi Vantara LLC. All rights reserved.

No part of this publication may be reproduced or transmitted in any form or by any means, electronic or mechanical, including copying and recording, or stored in a database or retrieval system for commercial purposes without the express written permission of Hitachi, Ltd., or Hitachi Vantara LLC (collectively "Hitachi"). Licensee may make copies of the Materials provided that any such copy is: (i) created as an essential step in utilization of the Software as licensed and is used in no other manner; or (ii) used for archival purposes. Licensee may not make any other copies of the Materials. "Materials" mean text, data, photographs, graphics, audio, video and documents.

Hitachi reserves the right to make changes to this Material at any time without notice and assumes no responsibility for its use. The Materials contain the most current information available at the time of publication.

Some of the features described in the Materials might not be currently available. Refer to the most recent product announcement for information about feature and product availability, or contact Hitachi Vantara LLC at <https://support.hitachivantara.com/en-us/contact-us.html>.

**Notice:** Hitachi products and services can be ordered only under the terms and conditions of the applicable Hitachi agreements. The use of Hitachi products is governed by the terms of your agreements with Hitachi Vantara LLC.

By using this software, you agree that you are responsible for:

1. Acquiring the relevant consents as may be required under local privacy laws or otherwise from authorized employees and other individuals; and
2. Verifying that your data continues to be held, retrieved, deleted, or otherwise processed in accordance with relevant laws.

**Notice on Export Controls.** The technical data and technology inherent in this Document may be subject to U.S. export control laws, including the U.S. Export Administration Act and its associated regulations, and may be subject to export or import regulations in other countries. Reader agrees to comply strictly with all such regulations and acknowledges that Reader has the responsibility to obtain licenses to export, re-export, or import the Document and any Compliant Products.

Hitachi and Lumada are trademarks or registered trademarks of Hitachi, Ltd., in the United States and other countries.

AIX, AS/400e, DB2, Domino, DS6000, DS8000, Enterprise Storage Server, eServer, FICON, FlashCopy, GDPS, HyperSwap, IBM, Lotus, MVS, OS/390, PowerHA, PowerPC, RS/6000, S/390, System z9, System z10, Tivoli, z/OS, z9, z10, z13, z14, z/VM, and z/VSE are registered trademarks or trademarks of International Business Machines Corporation.

Active Directory, ActiveX, Bing, Excel, Hyper-V, Internet Explorer, the Internet Explorer logo, Microsoft, the Microsoft Corporate Logo, MS-DOS,

Outlook, PowerPoint, SharePoint, Silverlight, SmartScreen, SQL Server, Visual Basic, Visual C++, Visual Studio, Windows, the Windows logo, Windows Azure, Windows PowerShell, Windows Server, the Windows start button, and Windows Vista are registered trademarks or trademarks of Microsoft Corporation. Microsoft product screen shots are reprinted with permission from Microsoft Corporation.

All other trademarks, service marks, and company names in this document or website are properties of their respective owners.

Copyright and license information for third-party and open source software used in Hitachi Vantara products can be found at <https://www.hitachivantara.com/en-us/company/legal.html>.

## Table of Contents

Chapter 1 Introduction .....	2
Chapter 2 Deploy HCPG from CD/DVD ISO.....	4
Chapter 3 Windows configuration tasks.....	11
Chapter 4 Windows Driver installation.....	18

## Chapter 1 Introduction

The objective of this document is to describe how to install the HCP Gateway Windows software onto a DS-120 or DS-220 Hitachi appliance from a DVD ISO.

The HCP Gateway Windows 4.x.x ISO **HCPG-4xx-Windows-Appliance.iso** must be copied to the computer managing the BMC. It is suggested that this management server be on the same network or close to the appliance. Attempting to mount the ISO over VPN has not been tested and is not recommended.

These are suggested RAID configurations: For C and D drives, please configure RAID 1 or 6. For cache disk and local storage configurations RAID 10 is suggested. This document does not provide instructions for creating virtual drives in BIOS. Your Hitachi support representative can assist with this if needed.

The Windows 4.x.x ISO contains 5 different deployment configurations. The first three options are for deploying the HCPG ISO onto a Hitachi appliance without SAN and the last two are for deploying the ISO onto an appliance with SAN storage. Please refer to the **HCP Gateway v4\_2\_0 Windows VM ISO Installation Guide** for instructions on deploying the first 3 configurations in the ISO into an ESX environment.



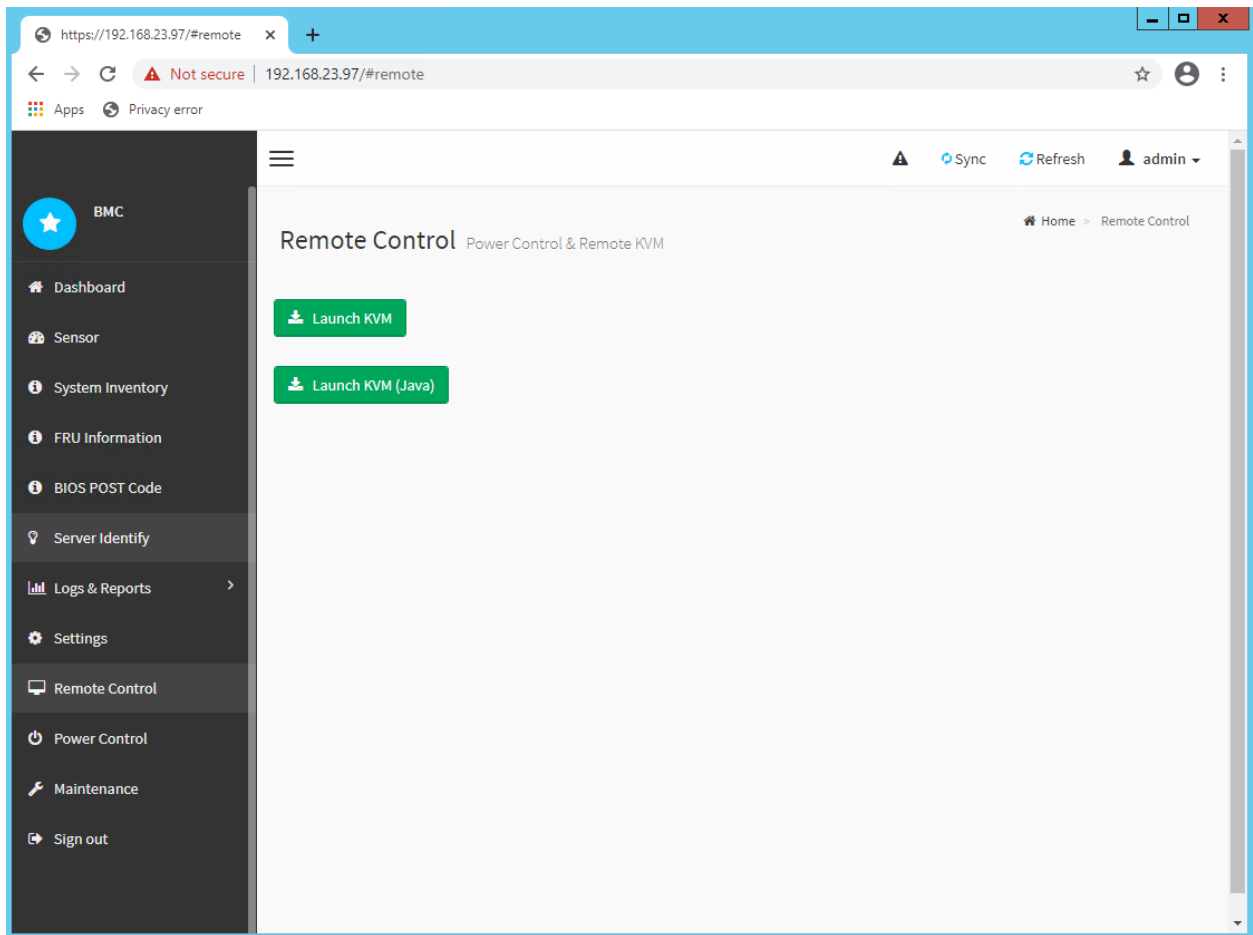
1. The **HCPG (2-disks) (C & D on one disk, E one disk)** option requires the appliance internal disks to be configured as 2 virtual drives. This configuration will have the C: and D: drives on one

virtual disk and E: on the other. The C: drive will be 100 GB and the D: drive will be the remainder of the disk space.

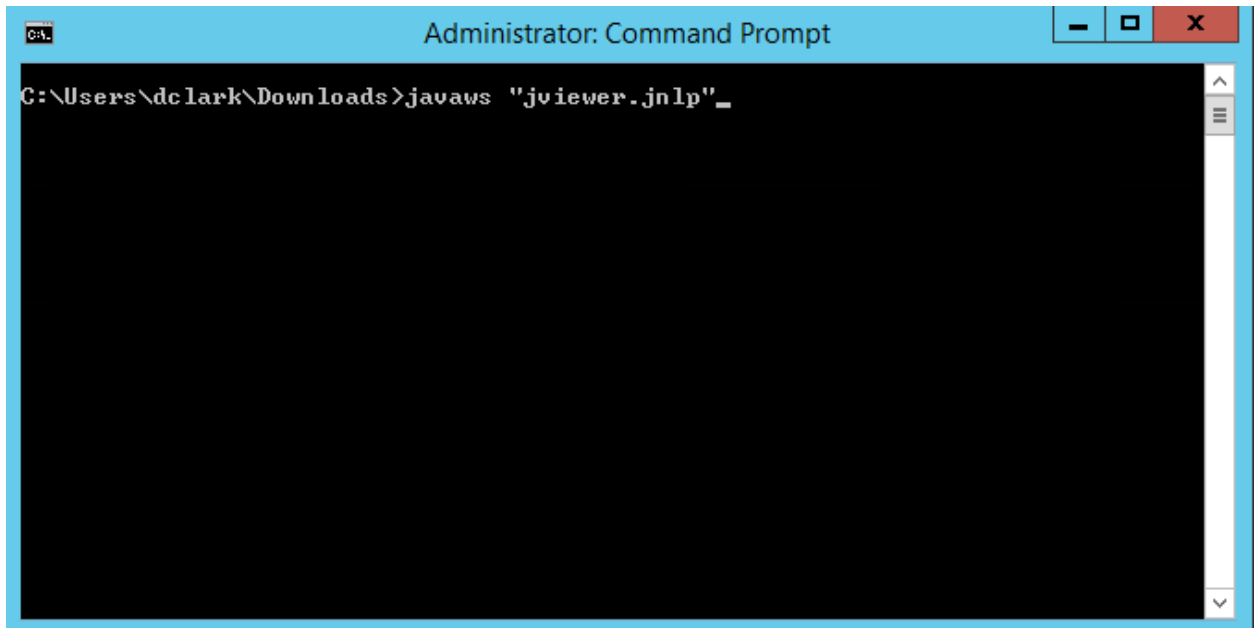
2. The **HCPG (3-disks) (C, D, E, on separate disks)** option is for a configuration to have the OS, Database and cache on 3 separate virtual drives.
3. **HCPG with Local Storage (4-disks) (C, D, Cache, Local Storage)** option is the same as option 2, but also has a virtual drive for Local Storage.
4. **HCPG SAN (2-disk) (C, D, on one disk) (cache SAN disk)** is for an appliance configuration with internal drives C and D configured as one virtual drive and cache storage that is connected to SAN. The SAN storage does not need to be configured first. It can be set up post ISO deployment.
5. **HCPG SAN (3-disks) (C, D, on separate disks) (cache SAN disk)** This option is for internal storage configured with 2 virtual drives configured. The cache will be on SAN storage. The SAN storage does not need to be configured first. It can be set up post ISO deployment.

## Chapter 2 Deploy HCPG from CD/DVD ISO

1. Open the BMC console and select Remote Control, click Launch KVM (Java). This will download the java application that will open the KVM application.



2. If the downloaded file does not open properly when double clicked, run the jnlp file downloaded by opening an Administrator Command Prompt, change to the Downloads folder for the profile you are logged in as and type `javaws "jviewer.jnlp"`

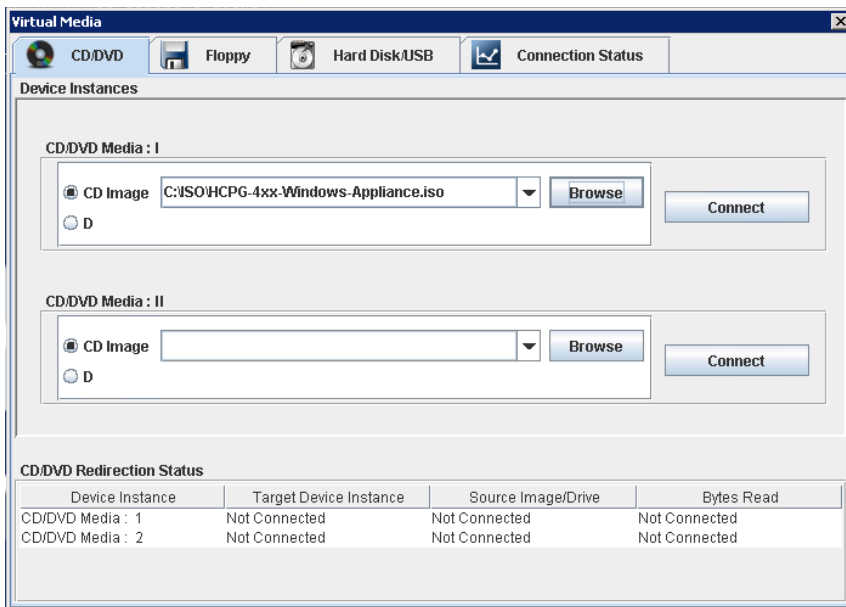


3. Once in the KVM application, click on the Media menu option, click the CD icon to mount a CD image, browse to wherever you have the **HCPG-4xx-Windows-Appliance.ISO** file stored, choose it and click Connect.

**WARNING**

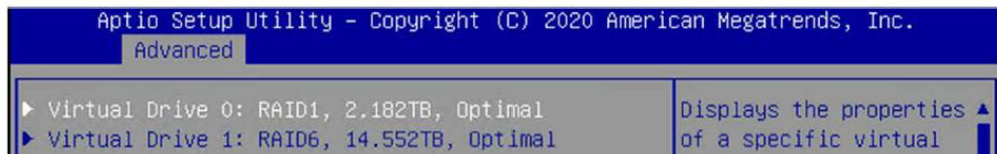


It is absolutely imperative that the ISO be loaded as a CD drive in the BMC tool! With a bootable USB drive the decompression of the image will fail! Don't use a bootable USB key with the image, it will simply NOT WORK.

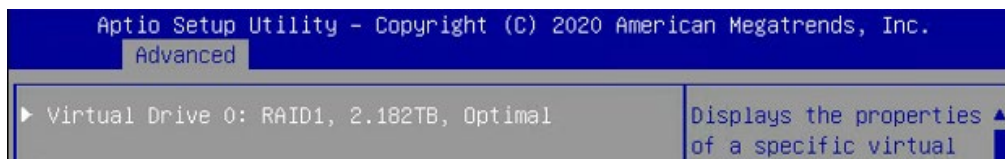


Boot into BIOS and configure the virtual disks under the RAID controller according to the current Hitachi documented procedure. It should look similar to this for the non-SAN configuration and SAN configuration:

This shows the disks configured as 2 virtual disks:



This configuration shows 1 virtual disk:

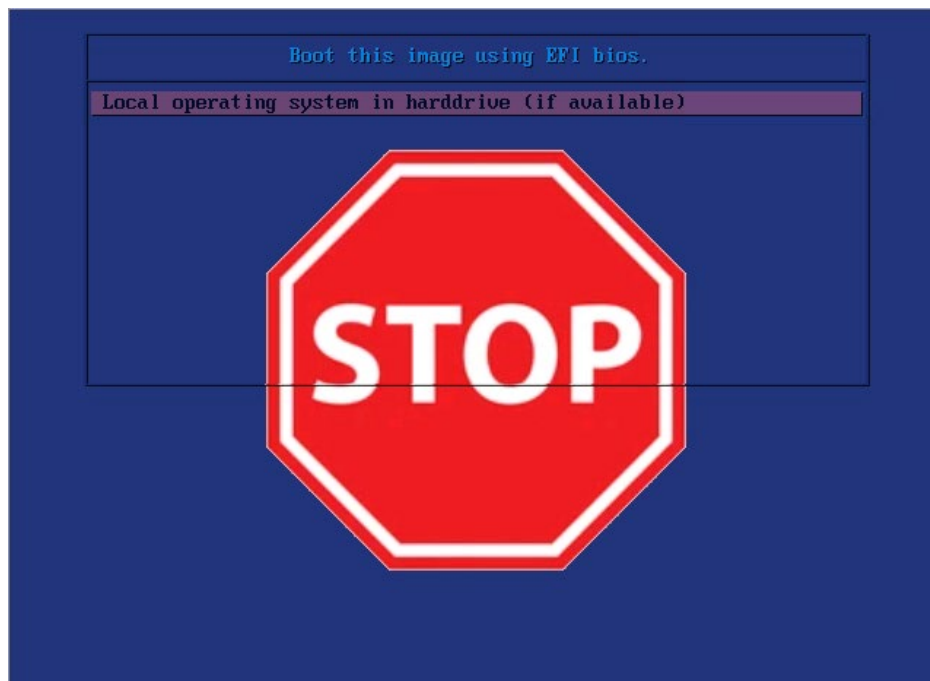




4. Boot off the EFI virtual CDROM, select the appropriate installation, press Enter.



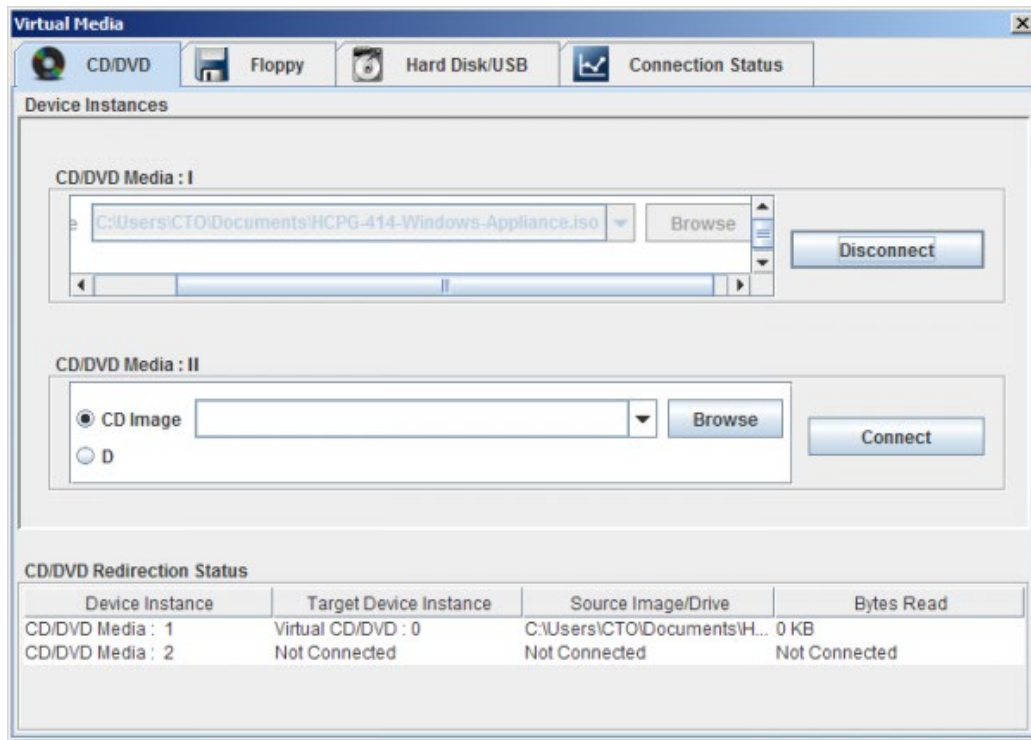
If you see this booting from the ISO, please set the BIOS to EFI boot.



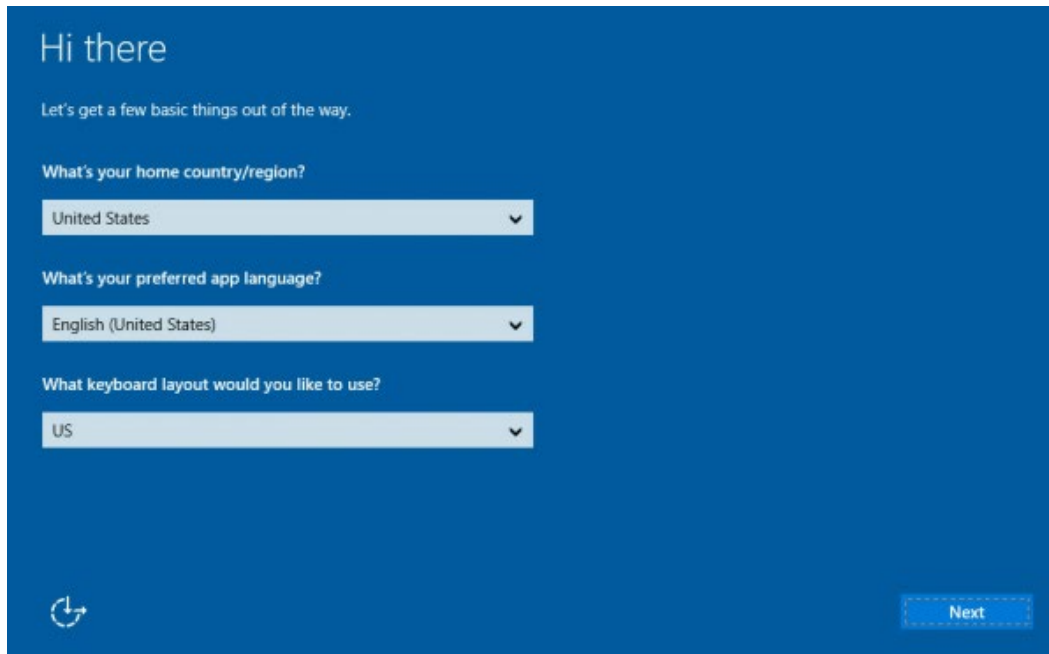
**NOTE**

The system will reboot a few times during this booting process, just let it be.

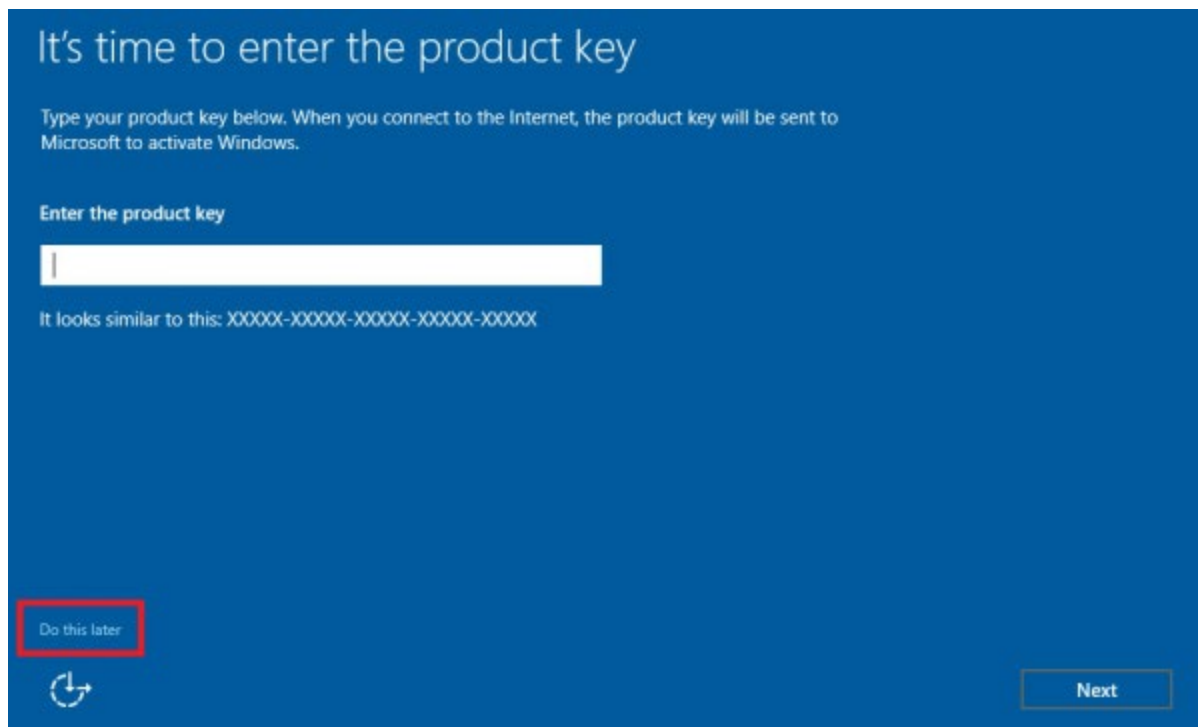
5. After deployment, the server will power off. Disconnect the virtual CD drive in the BMC tool. Power on the system.



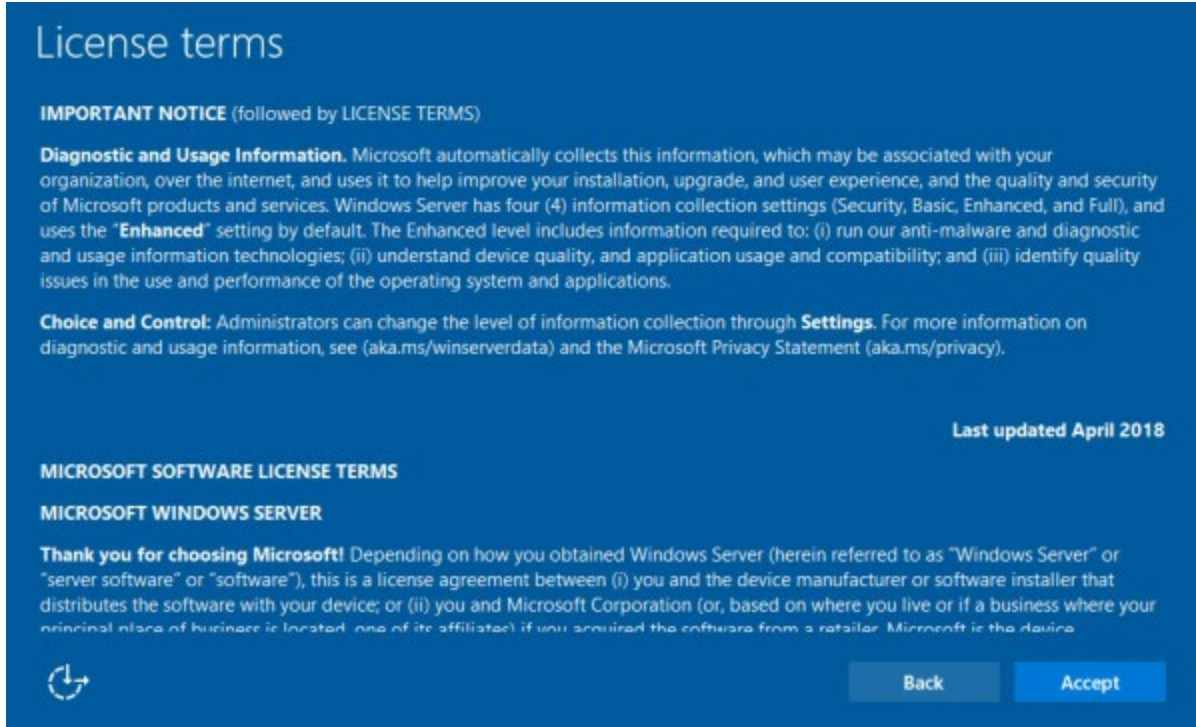
7. The server will now boot into Windows and you will see the screen below, click **Next** on it.



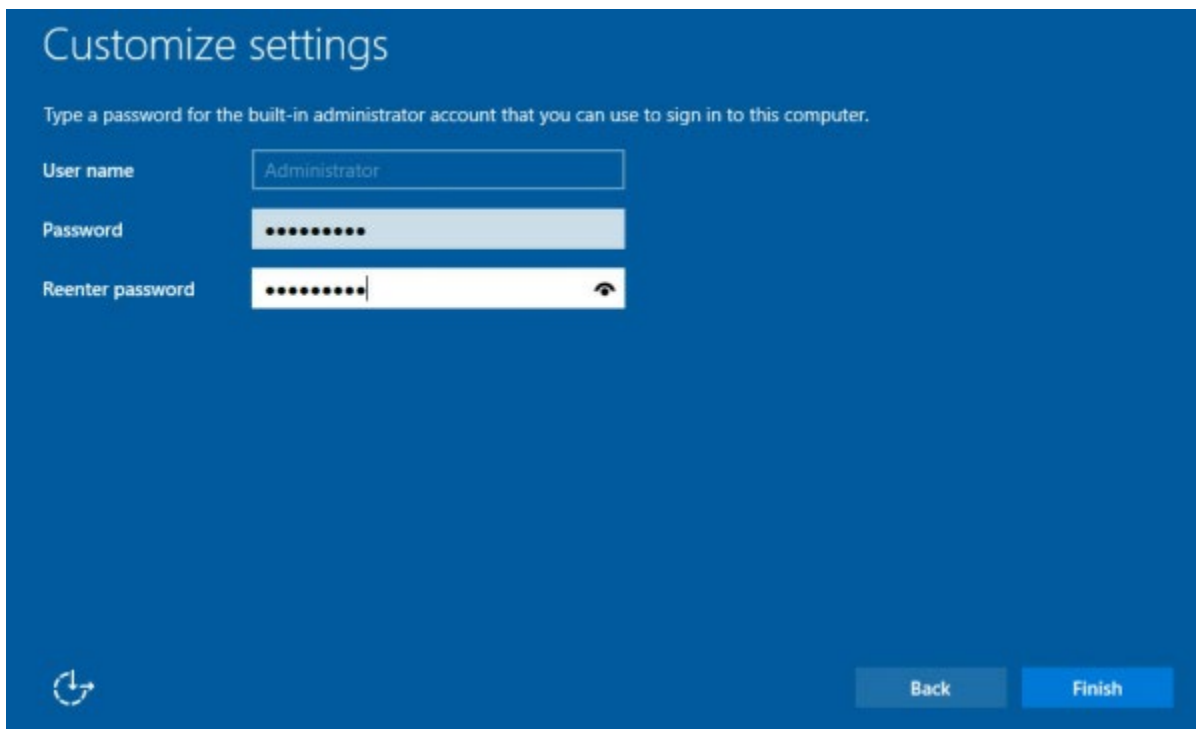
8. In the Product Key window, if you do not have the customer's Product Key, choose to **Do this later**, otherwise enter the customer's Product Key. Click **Next**.



9. Accept the License Terms by clicking **Accept**.



10. Set the Administrator password for the system, then click **Finish**.



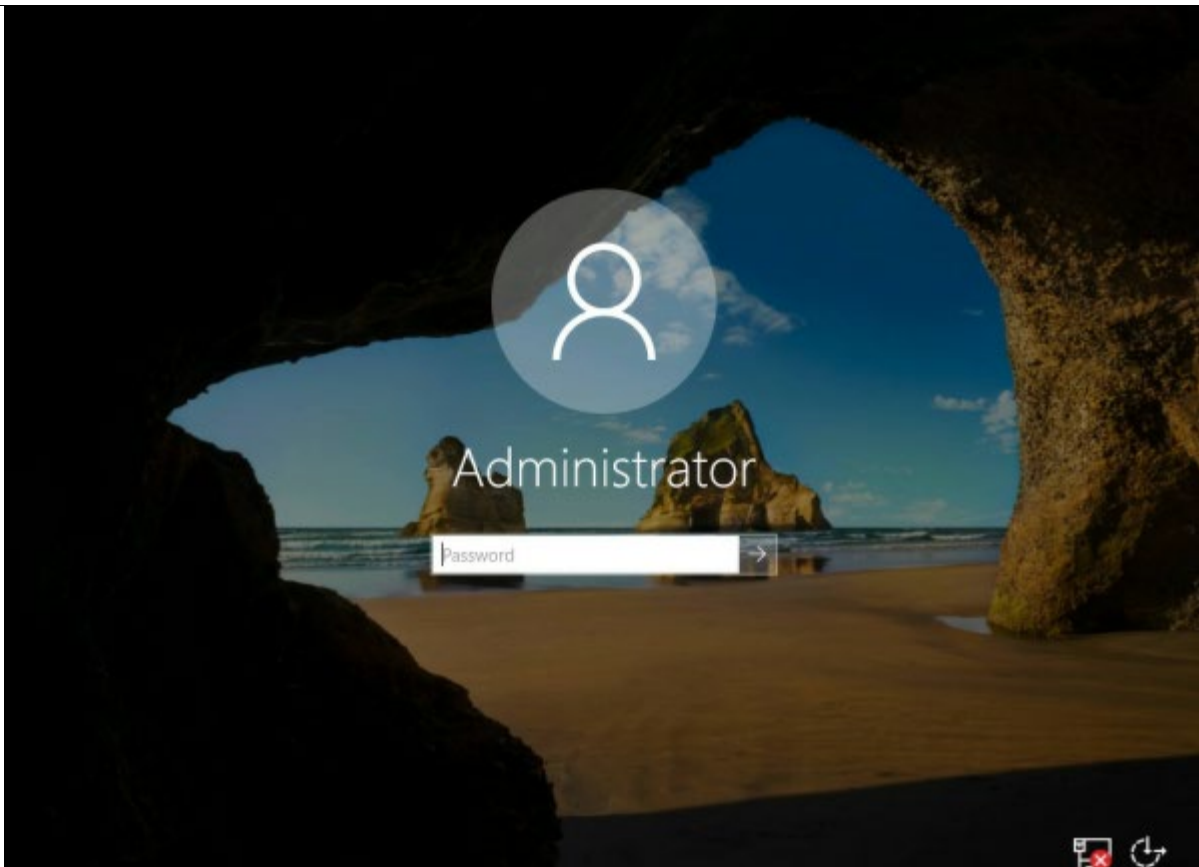
## Chapter 3 Windows configuration tasks

1. Log in as the Administrator user with the password you set up earlier.

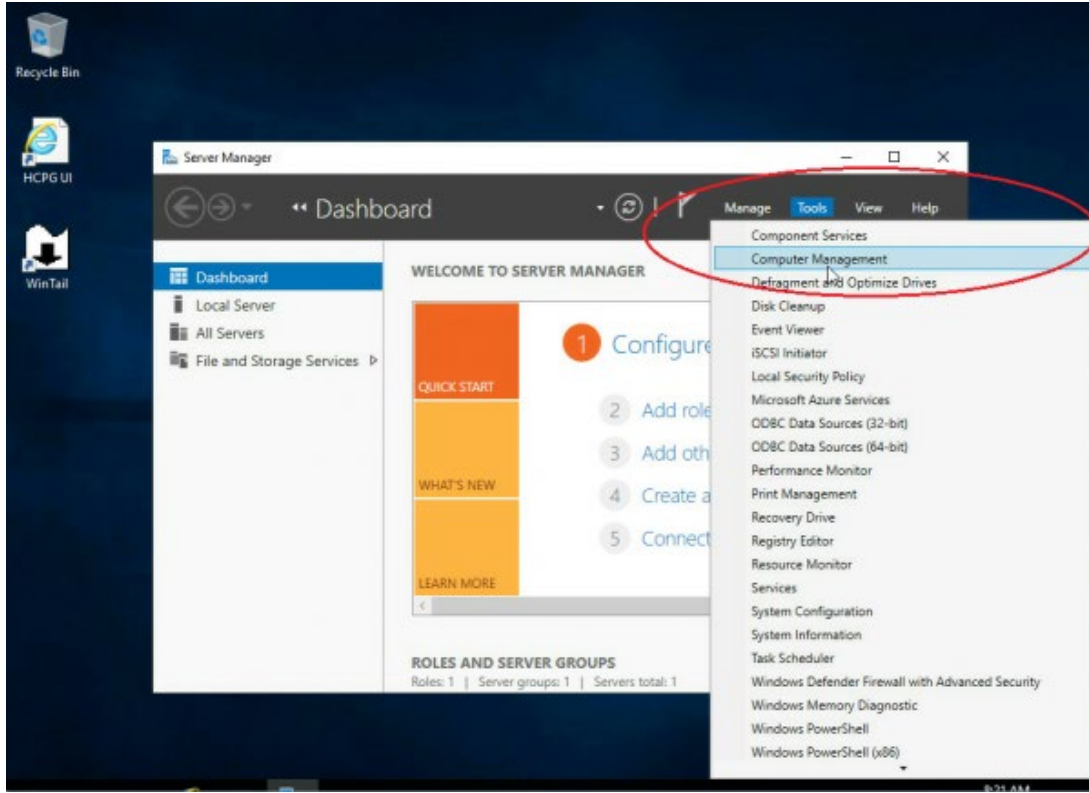
**WARNING**



Once you log in, the system will perform several automatic actions (closing/opening command windows and screens), do not interfere with this!



2. In the Server Manager go to Tools and choose Computer Management.



3. Once in Computer Management, click Disk Management.
4. Verify the following things:

**Make sure that:**

C:\ is 100GB

D:\ is called **Database** and is the ENTIRE remaining disk size of the virtual drive.

E:\ is called **Cache** and is the ENTIRE size of the virtual disk. If SAN has not been connected yet, you will not see the E drive).

No other disk drives (not counting CD drives) are present and all space has been utilized in D, E and F if applicable.

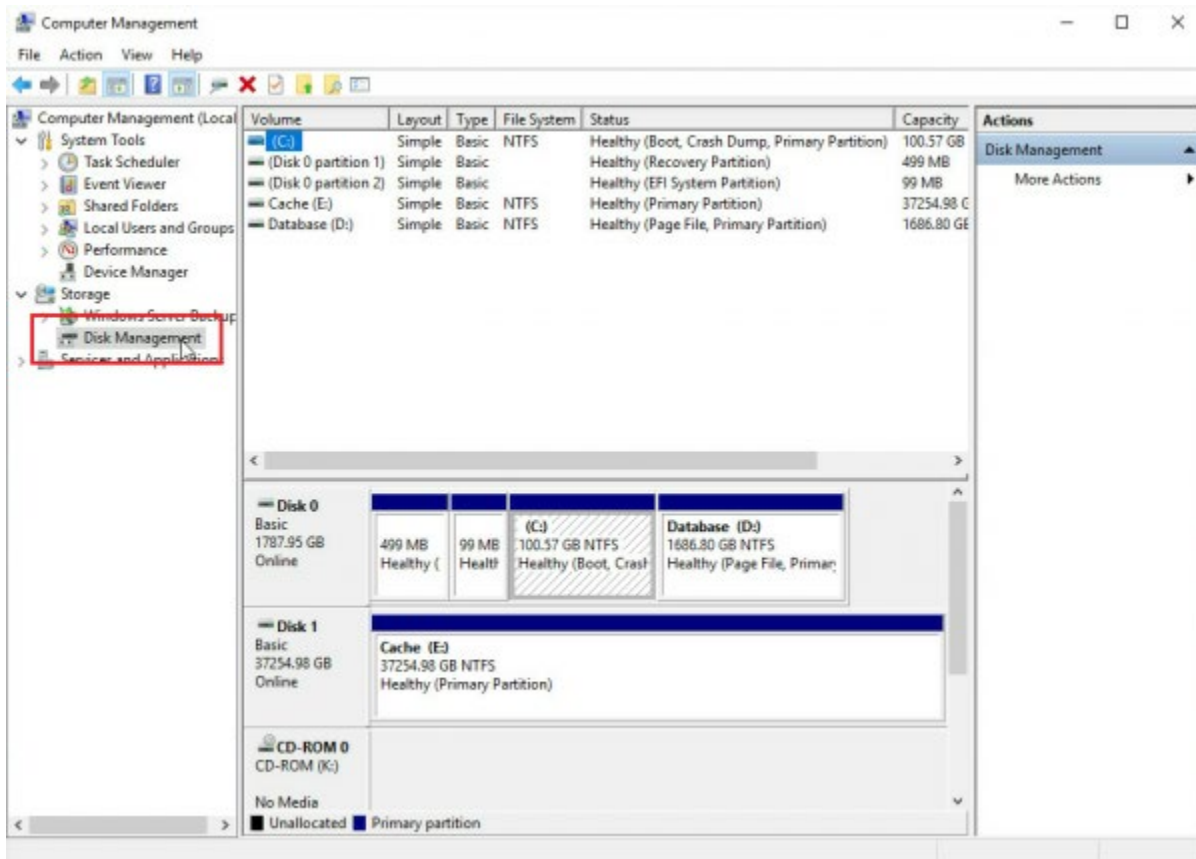
Once SAN storage has been connected, run the following command from a Windows Administrator Command Prompt: `C:\ProgramData\PostConfiguration.cmd`

This will move the ROM drive to a different letter, configure the E drive for Cache and reboot the system.

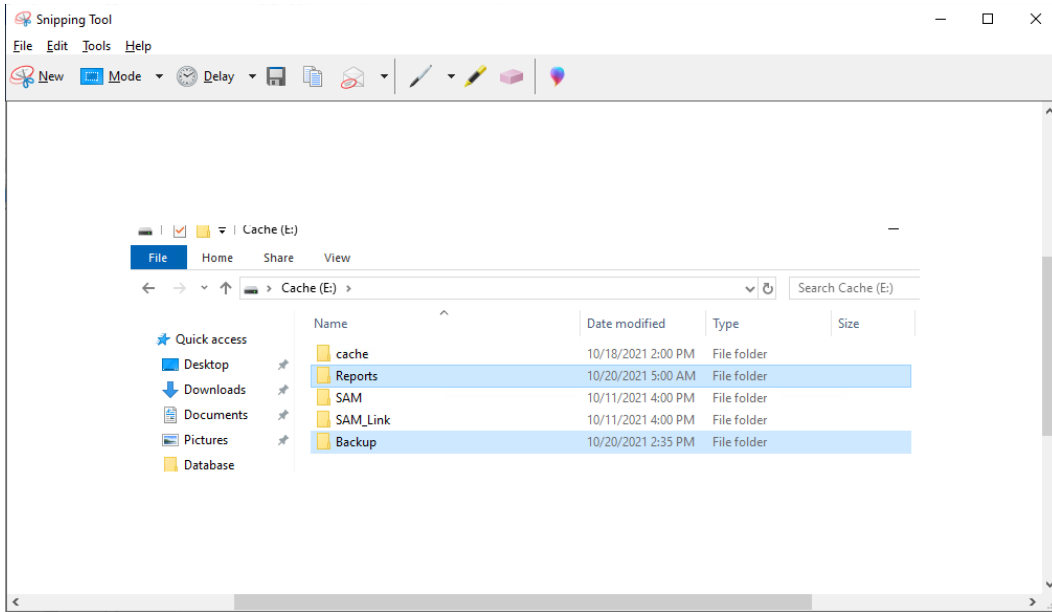
## WARNING



On some drive type configurations, it may happen that D:\ and/or E:\ are not their full size (not all space utilized). If this happens, you must extend them in Windows to use up the full space of the virtual disk (in the case of D:\) and the cache virtual disk (in the case of E:\).

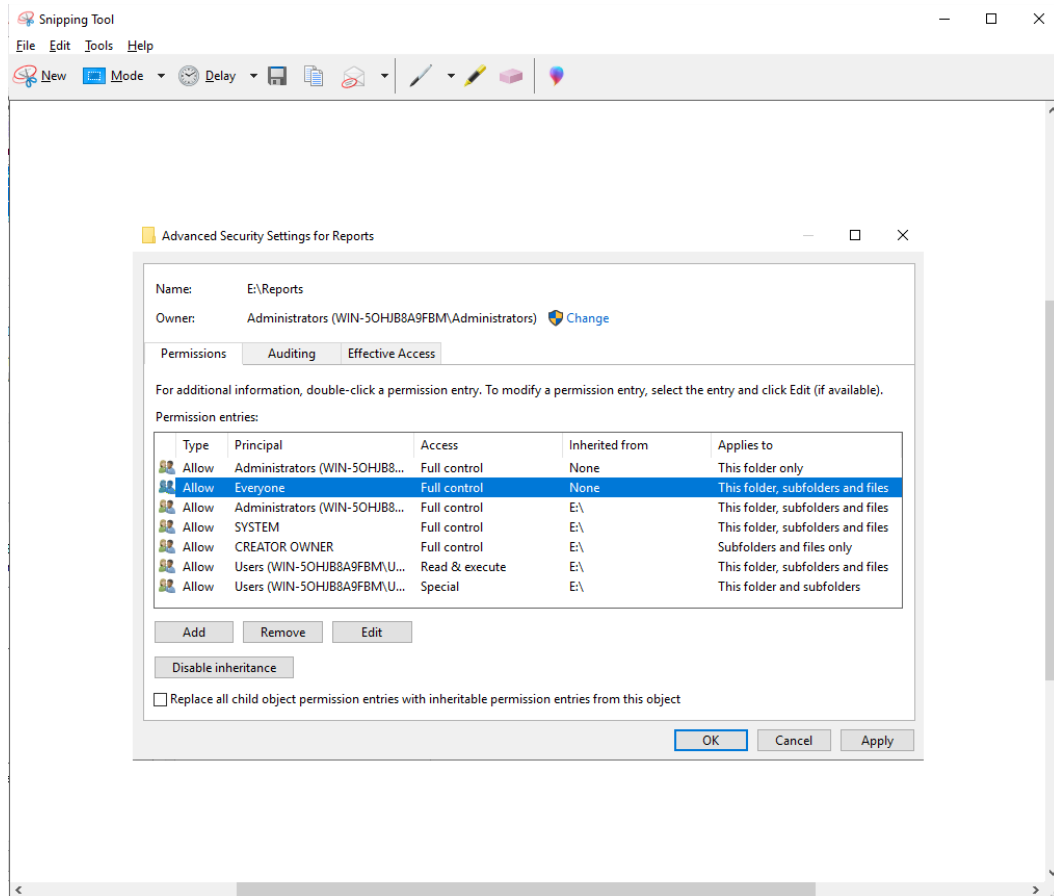


5. Open Windows File Explorer, navigate to the E: drive and create the folders E:\Reports and E:\Backup.



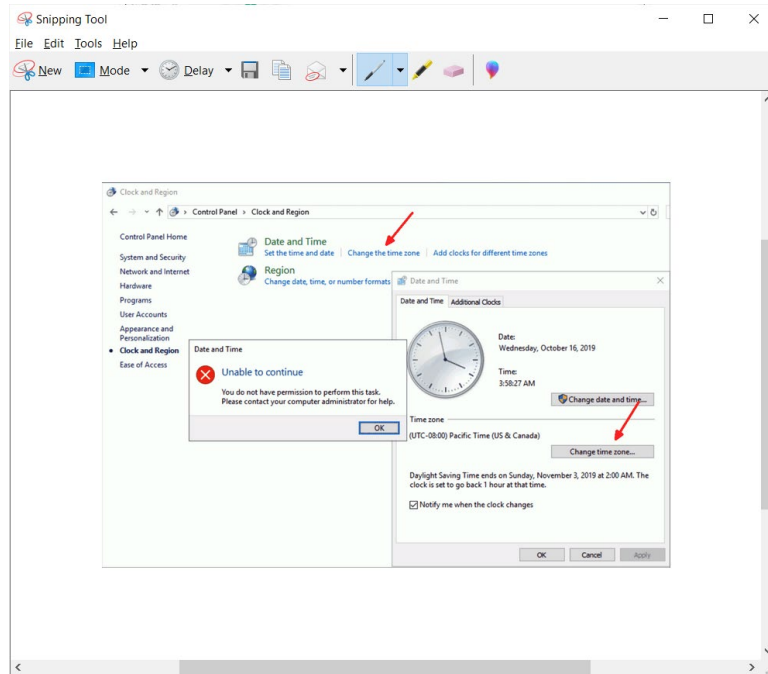


- Right-click and select Properties and add the NTFS permission “NETWORK SERVICE – Full Control” on the folders E:\Reports and E:\Backup. Click **OK** to save the setting.

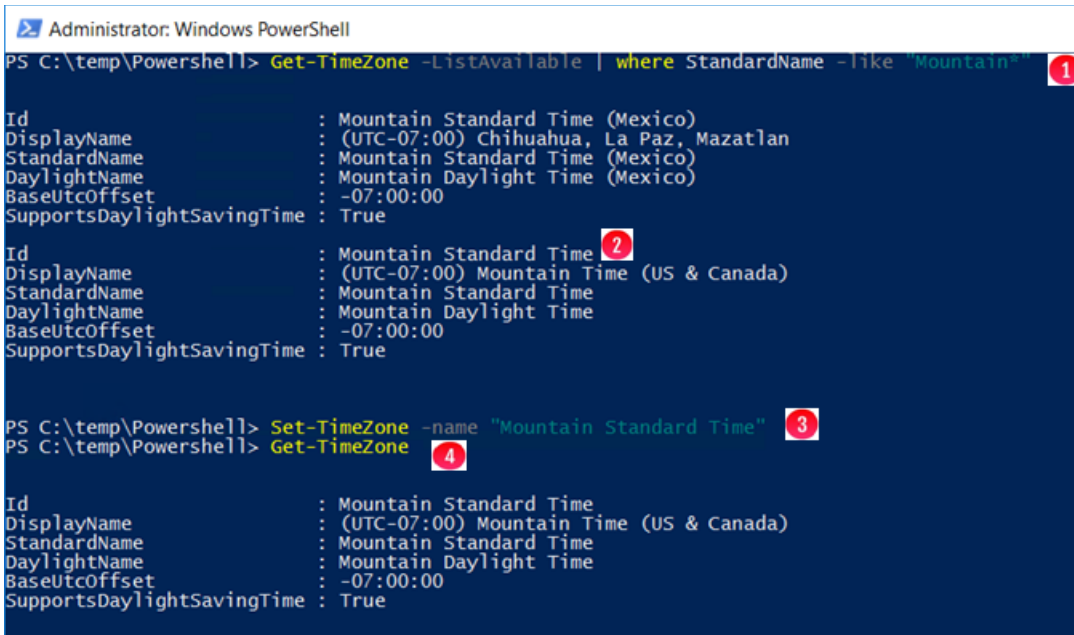


# Timezone Configuration

1. In Windows Server 2019, if you receive this error **Unable to continue** when setting the Time Zone



2. Then open a Windows Powershell running as Administrator and for this example, set the timezone to US Mountain Standard Time. In Powershell, enter the command `Get-TimeZone -ListAvailable | where StandardName -like "Mountain*"` (1). Locate the timezone Mountain Standard Time (2). Enter the command `Set-TimeZone -name "Mountain Standard Time"` (3). Verify the timezone was set correctly by entering the command `Get-TimeZone` (4).



```
Administrator: Windows PowerShell
PS C:\temp\Powershell> Get-TimeZone -ListAvailable | where StandardName -like "Mountain*" 1
Id                : Mountain Standard Time (Mexico)
DisplayName       : (UTC-07:00) Chihuahua, La Paz, Mazatlan
StandardName     : Mountain Standard Time (Mexico)
DaylightName     : Mountain Daylight Time (Mexico)
BaseUtcOffset    : -07:00:00
SupportsDaylightSavingTime : True

Id                : Mountain Standard Time 2
DisplayName       : (UTC-07:00) Mountain Time (US & Canada)
StandardName     : Mountain Standard Time
DaylightName     : Mountain Daylight Time
BaseUtcOffset    : -07:00:00
SupportsDaylightSavingTime : True

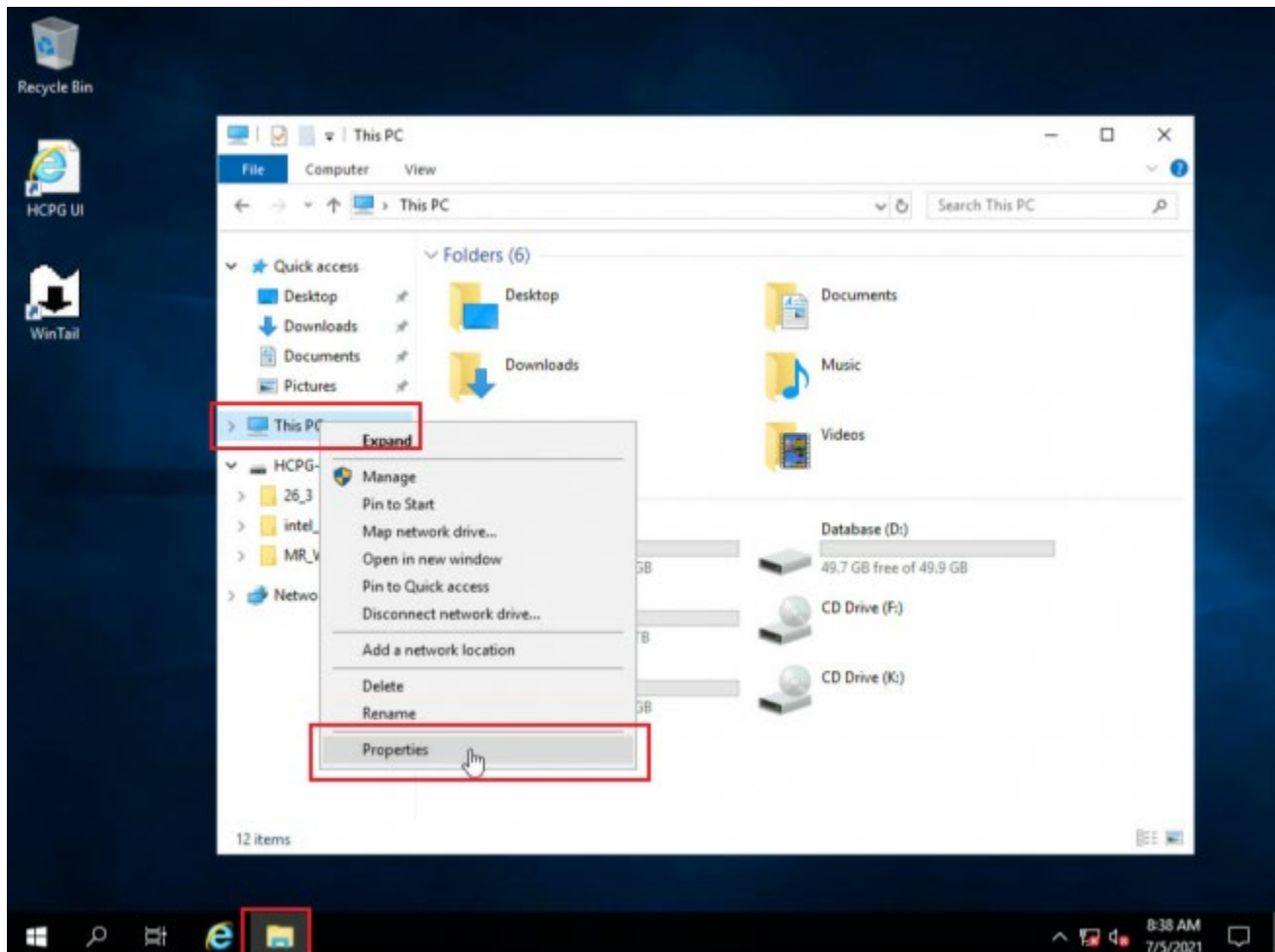
PS C:\temp\Powershell> Set-TimeZone -name "Mountain Standard Time" 3
PS C:\temp\Powershell> Get-TimeZone 4
Id                : Mountain Standard Time
DisplayName       : (UTC-07:00) Mountain Time (US & Canada)
StandardName     : Mountain Standard Time
DaylightName     : Mountain Daylight Time
BaseUtcOffset    : -07:00:00
SupportsDaylightSavingTime : True
```

## Chapter 4 Windows Driver installation

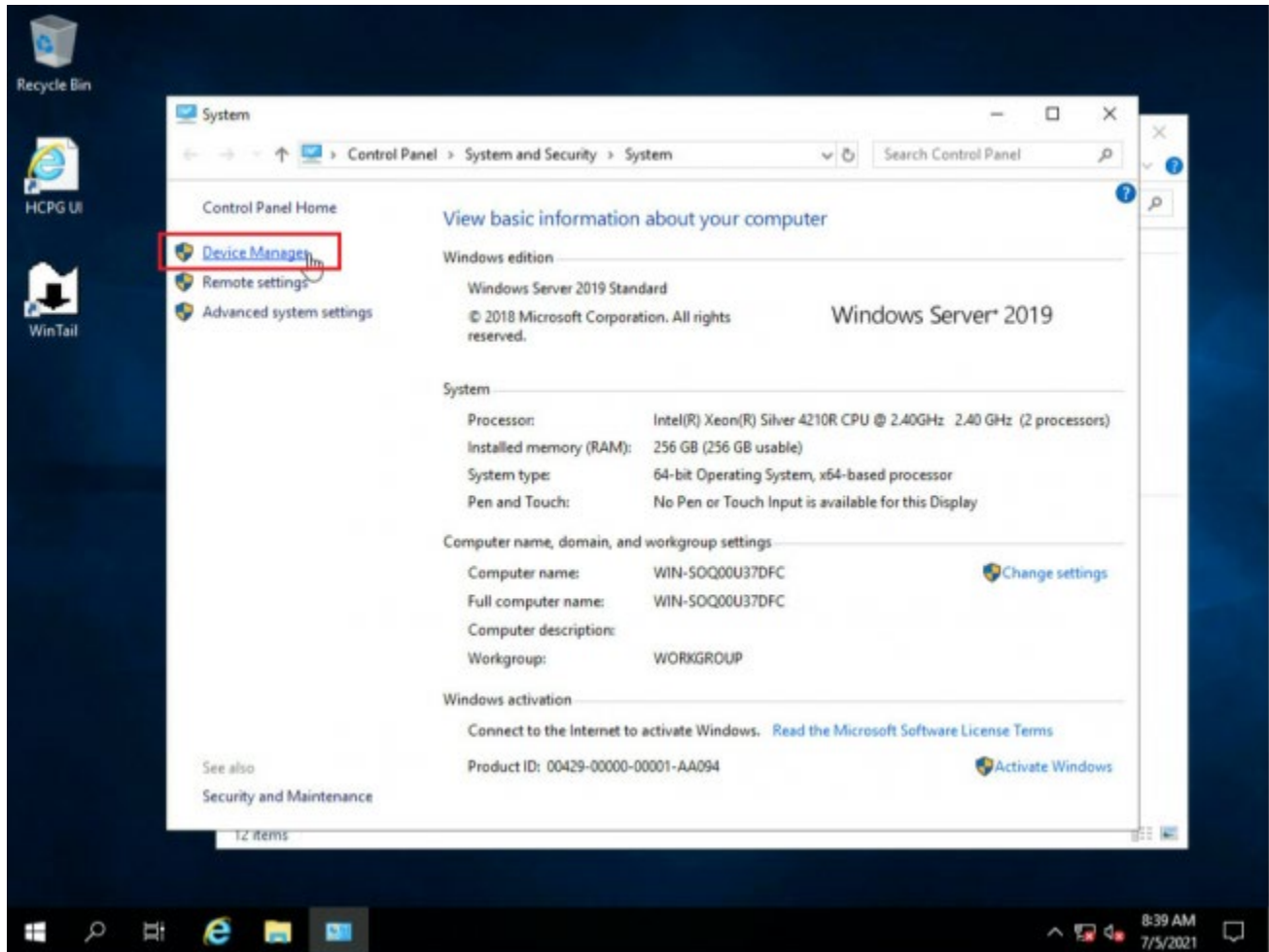
Due to outdated drivers included in Windows, it has been decided to include driver updates.

### Chipset driver

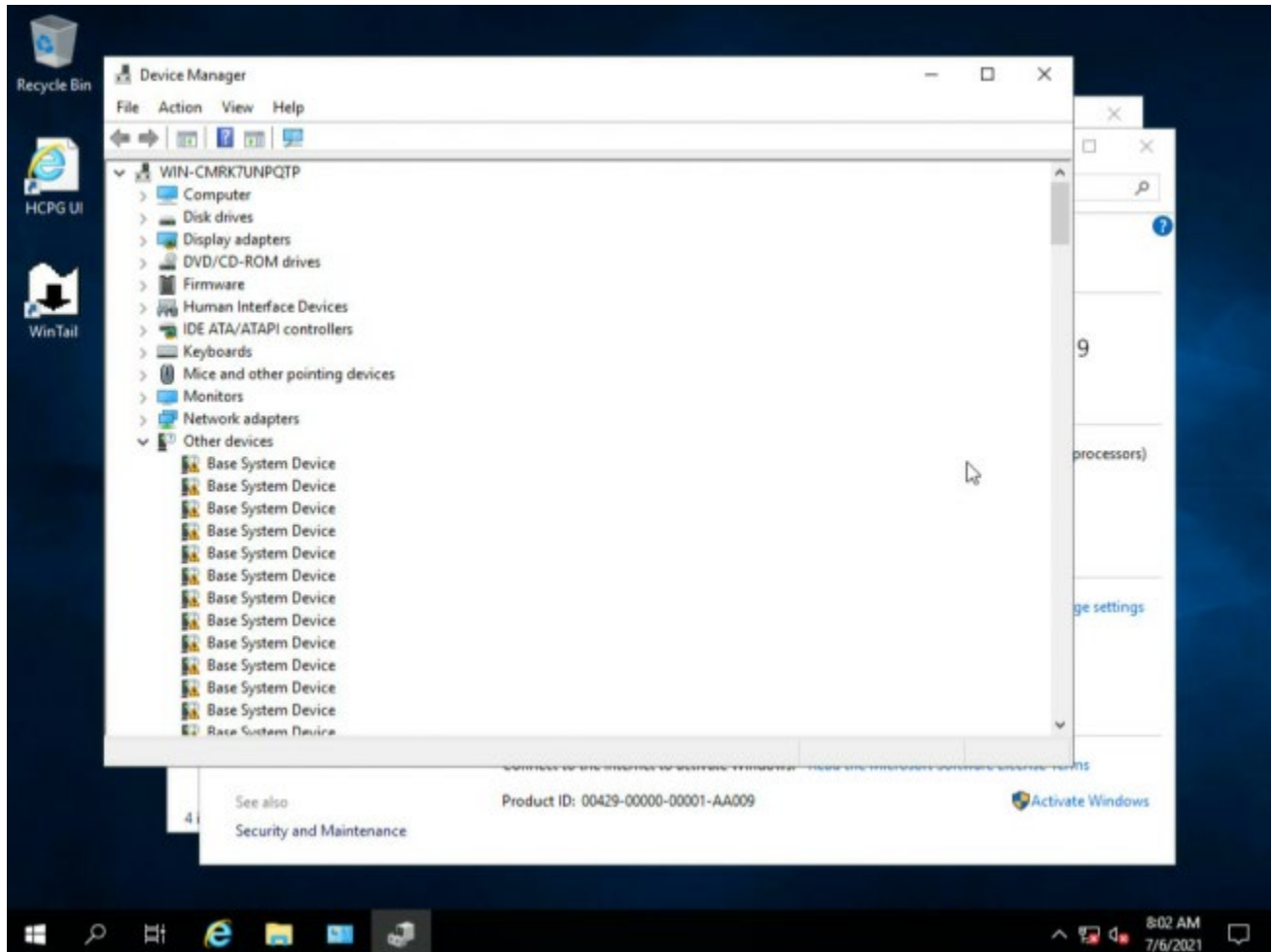
1. Download the chipset drivers via [this link](#).
2. Open up a new File Explorer window and right-click on This PC, then choose Properties.



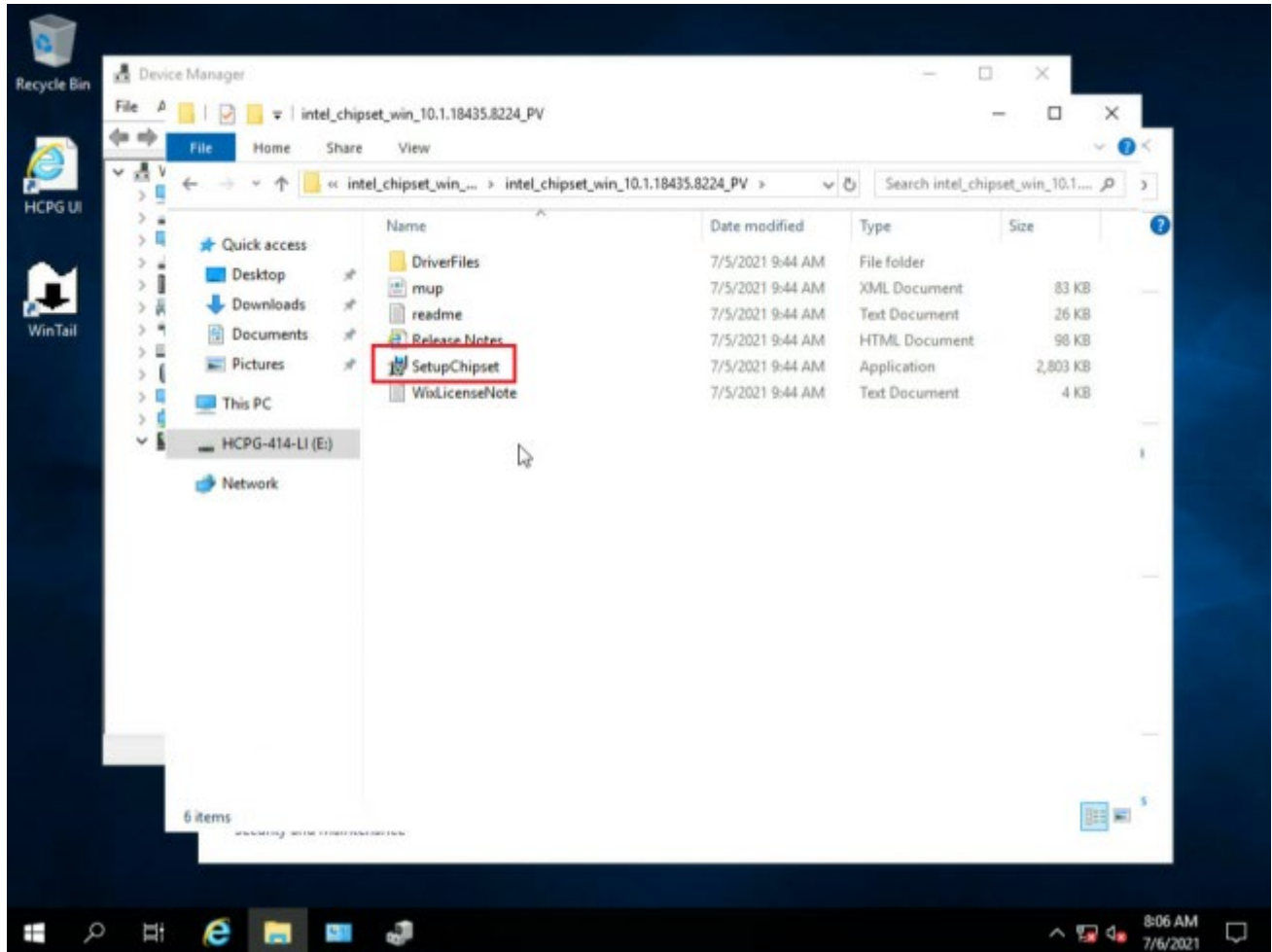
3. Then click Device Manager.



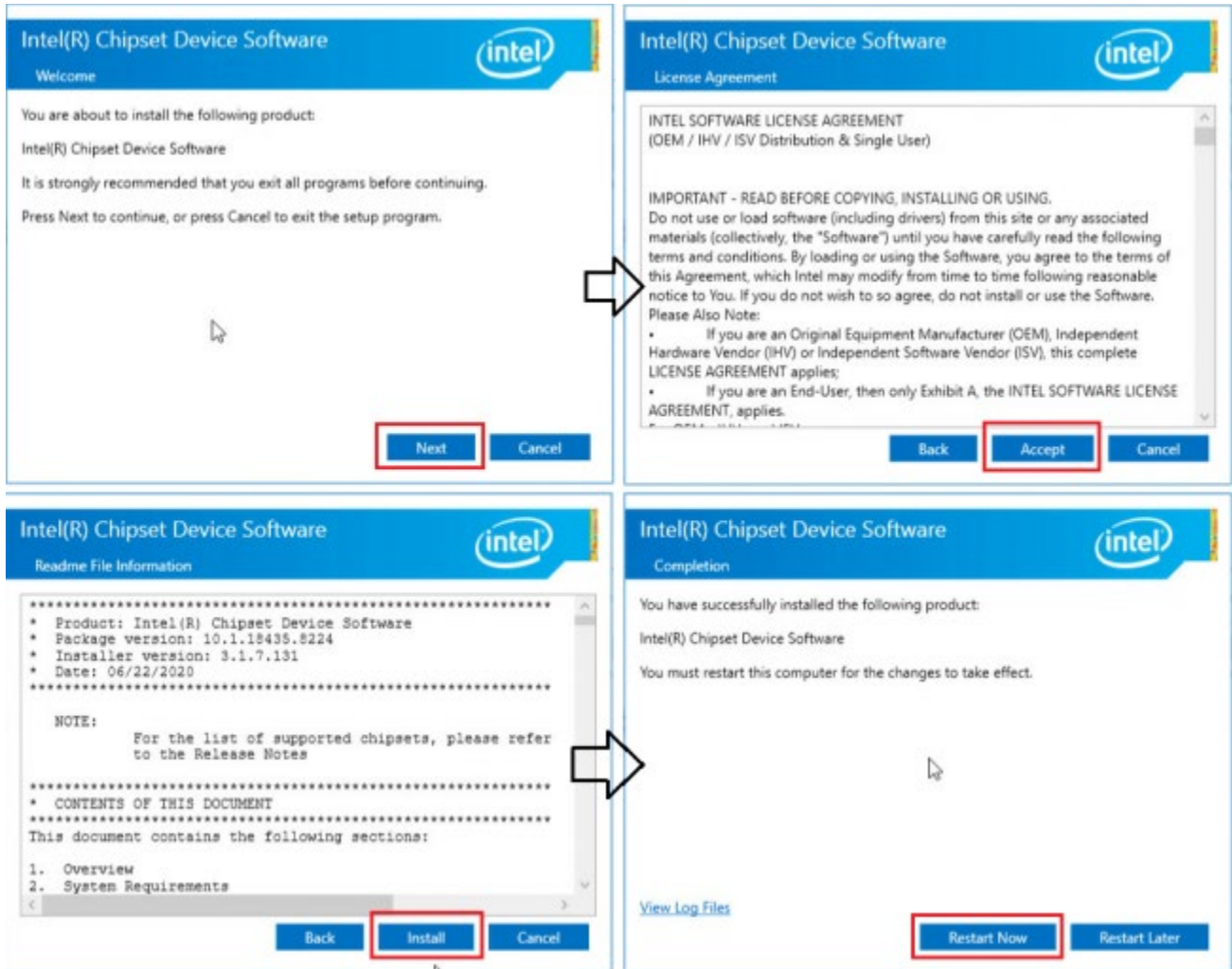
You will see that there are dozens of other (unknown) devices.



- The drivers for the appliance are in C:\Temp. There is a chipset driver and a network driver.



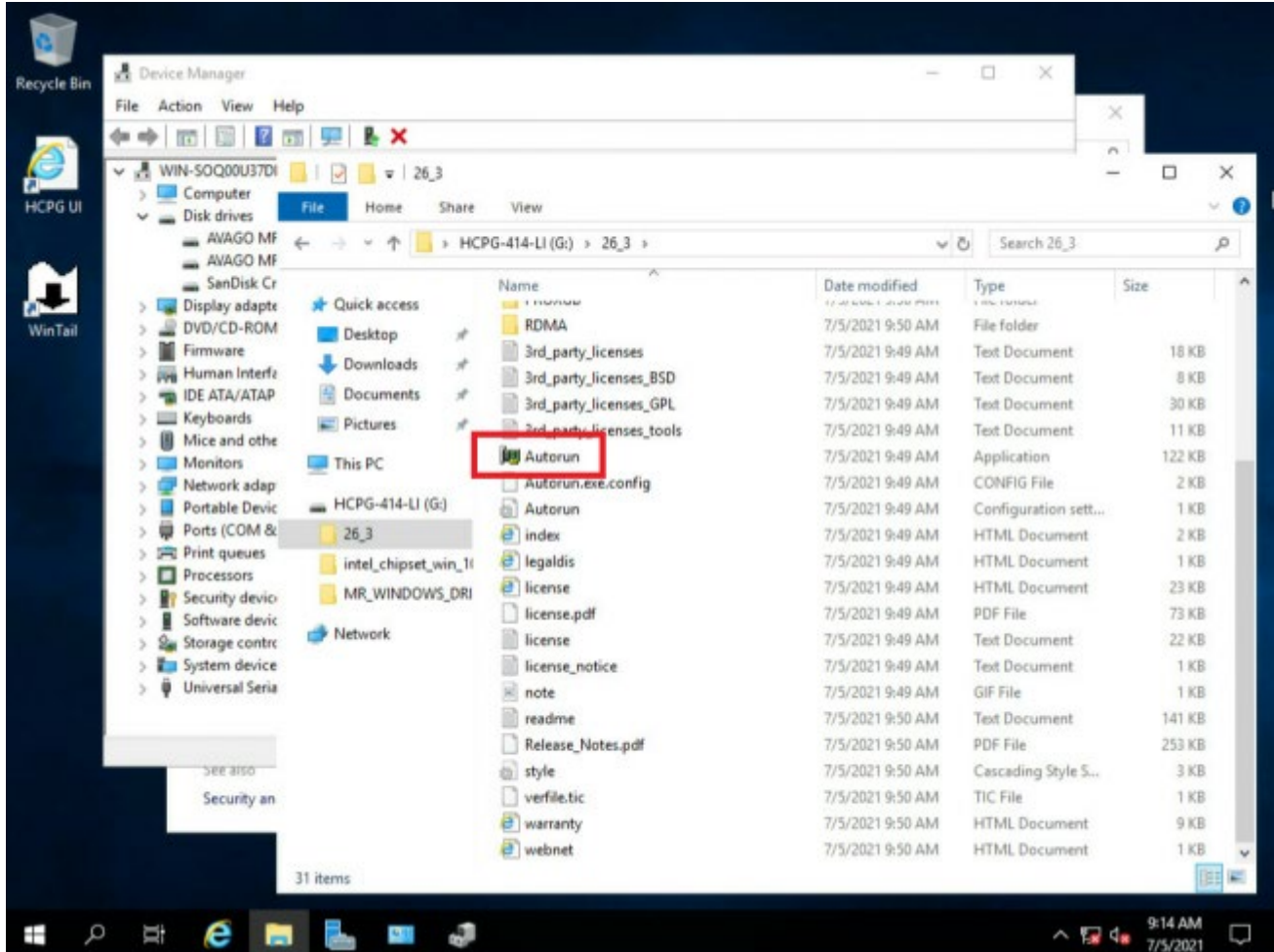
5. Follow the directions of the installation program and click Restart Now when the installation finishes.



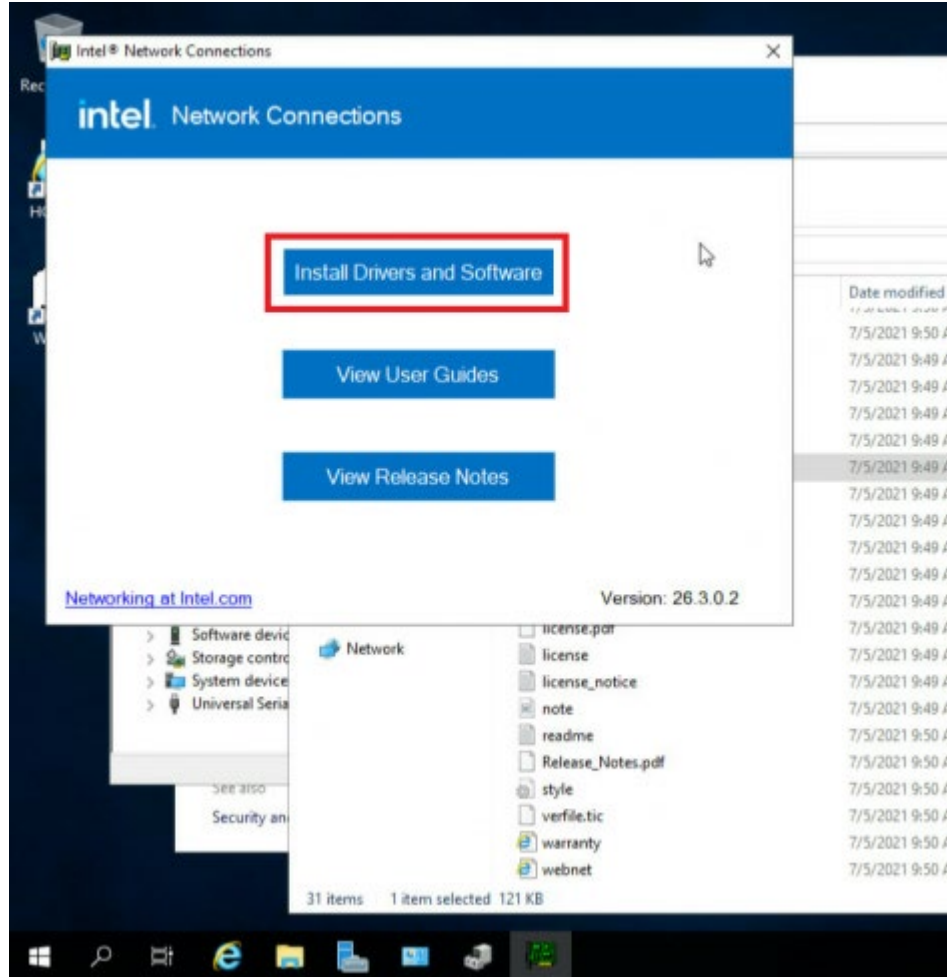


## Intel Network Card Driver Update (if needed)

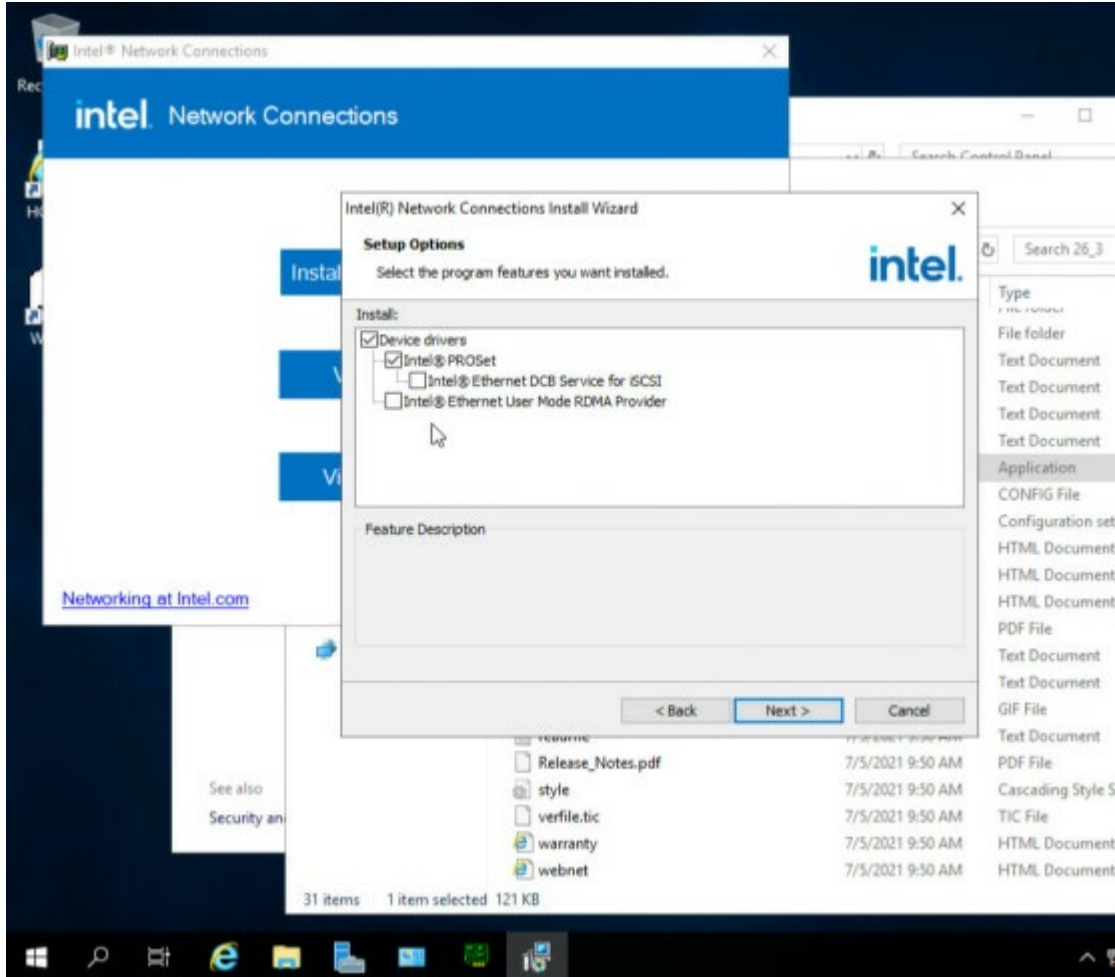
1. Follow the directions of the installation program Autorun and click **Restart Now** when the installation finishes.



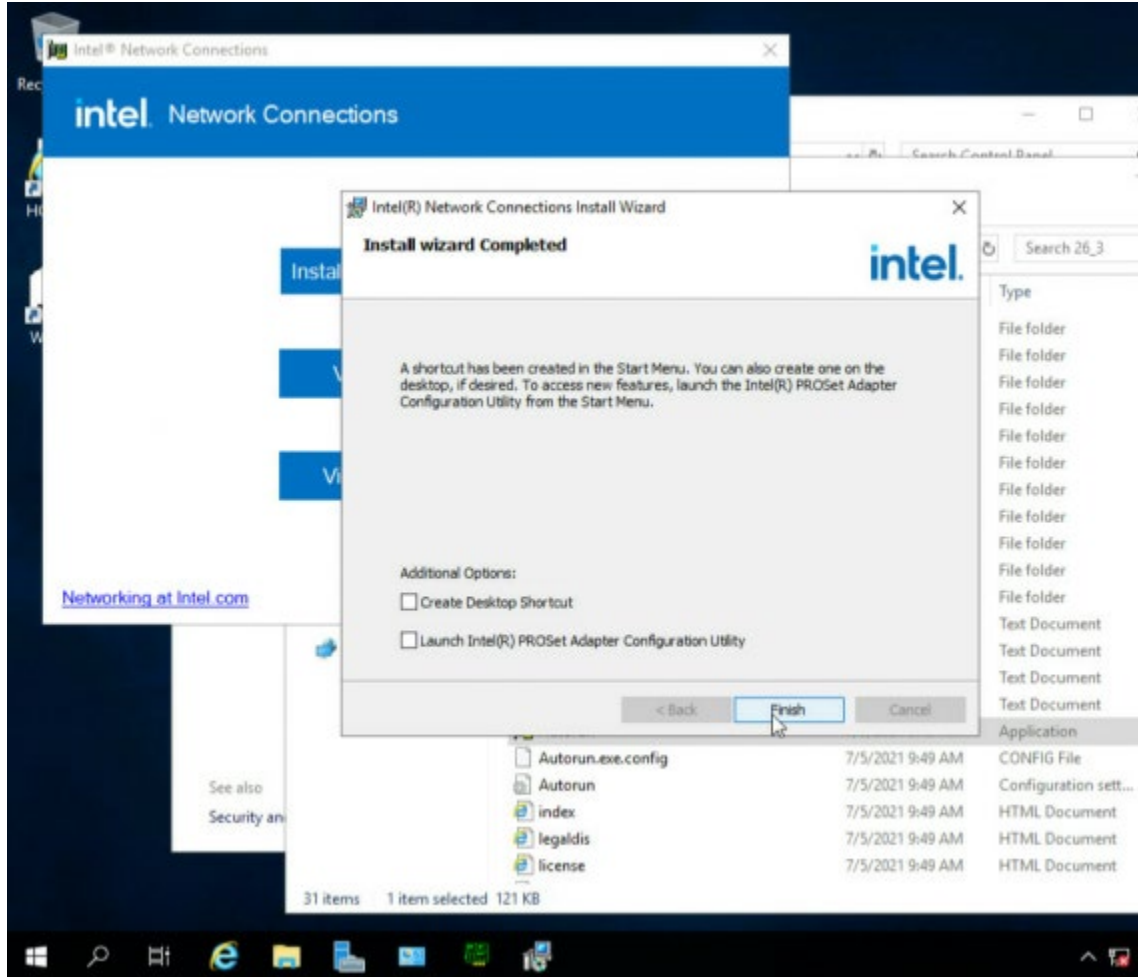
2. Choose Install drivers and software.



3. Select only the Device Drivers and Intel PROSet and click Next.

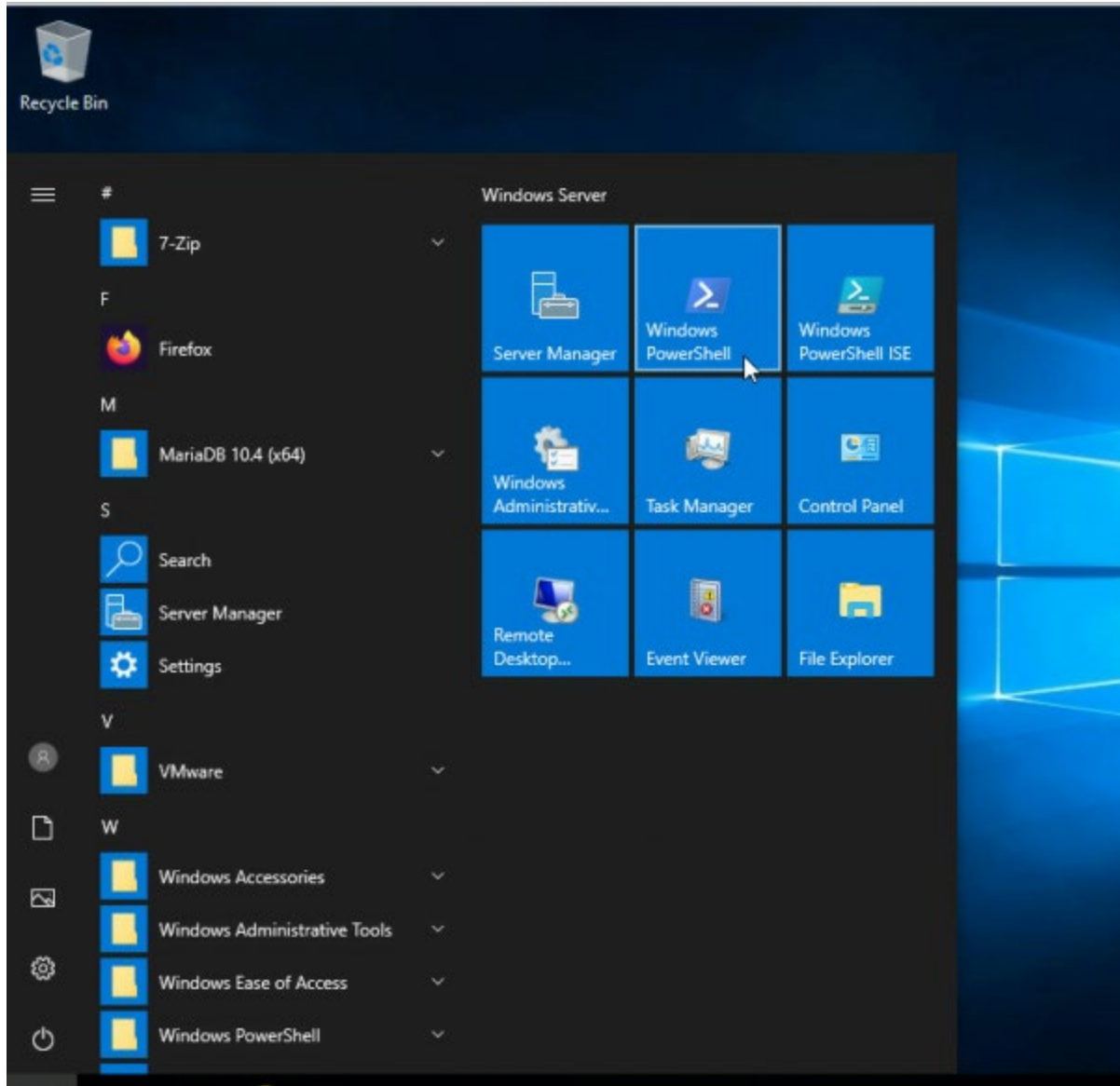


4. Click Finish when the installation is completed.

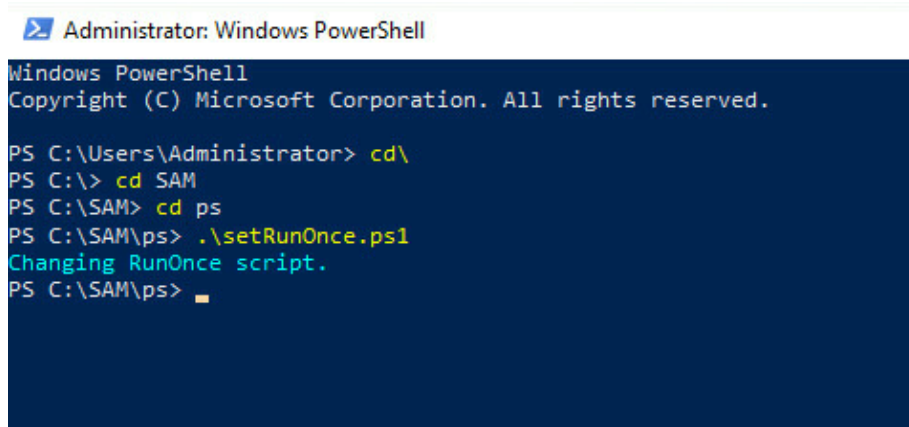


## Password reset procedure

1. Open the Start menu and start a Windows PowerShell session.



2. Change to the \SAM\PS directory and execute .\setRunOnce.ps1



```
Administrator: Windows PowerShell
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

PS C:\Users\Administrator> cd\
PS C:\> cd SAM
PS C:\SAM> cd ps
PS C:\SAM\ps> .\setRunOnce.ps1
Changing RunOnce script.
PS C:\SAM\ps> █
```

3. Close the PowerShell session and reboot the server. When the server reboots, wait for the prompt and enter the new password for the HCP Gateway UI admin account.

**Hitachi Vantara**



---

Corporate Headquarters  
2535 Augustine Drive  
Santa Clara, CA 95054 USA  
[HitachiVantara.com](http://HitachiVantara.com) | [community.HitachiVantara.com](http://community.HitachiVantara.com)

Contact Information  
USA: 1-800-446-0744  
Global: 1-858-547-4526  
[HitachiVantara.com/contact](http://HitachiVantara.com/contact)