

NexLog
Advanced Recording Solutions



Microsoft Hyper-V
Deployment Guide
Version 2025.2[6460]

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1. INTRODUCTION

1.1. Welcome

Welcome and thank you for your purchase of NexLog DX-Series on Microsoft Hyper-V. The purpose of this document is to establish requirements, provide a step-by-step tutorial on NexLog DX-Series Hyper-V deployments, and help troubleshoot the most common issues.

2. REQUIREMENTS

In order to begin installation, you'll need a USB drive or zip file provided by Eventide containing the latest software, and uninterrupted internet access.

2.1. USB Device / ZIP File Contents

The Eventide USB device or zip file should contain the following files:

- ISO (ex. NexLogDX-<version number>[<build number>].iso)
- Powershell Script (ex. NexLogDX_HyperV_24xxxxxxx.ps1)
- Installation Documentation (ex. NexLog_DX_HyperV_Deployment_1.0.0.pdf)
- Licenses.txt (Serial Number, Hardware ID, Primary License Key, Addon License Keys)

Note

Eventide does not provide any hardware for Hyper-V Infrastructure

2.2. Networking

The NexLog DX-Series Virtual Appliance must have continued access to the public internet so it can reach the Eventide licensing server. A connection to the Eventide licensing server enables ongoing operation and support for the virtual appliance. If the Eventide licensing server becomes unreachable, the virtual appliance will become unlicensed after 30 days and audio playback will no longer be possible.

The following may need to be whitelisted on your firewall:

- License Server URL: `license.nexlogdx.host`
- License Server Port: `TCP/80`

If access to the internet is not possible by any means, contact Eventide support for alternate licensing.

3. INSTALLATION

In order to install and deploy your NexLog DX-Series recorder to a Hyper-V Server, you will need to login into the windows machine that has Hyper-V manager and perform the following steps.

3.1. Minimum Requirements

Note the following minimum Requirements:

- 4 vCPUs (1 socket / 4 cores)
- 32GB vRam
- 2TB vDisk Space (can be increased based on license)

3.2. Powershell and ISO Download

Before creating a virtual appliance, ensure that both the Powershell and ISO files provided from Eventide have been downloaded locally to the Windows Machine

3.3. Create Virtual Appliance

In the Hyper-V Manager, go to Action → New → Virtual Machine..., then select “Next” to begin configuring your virtual appliance

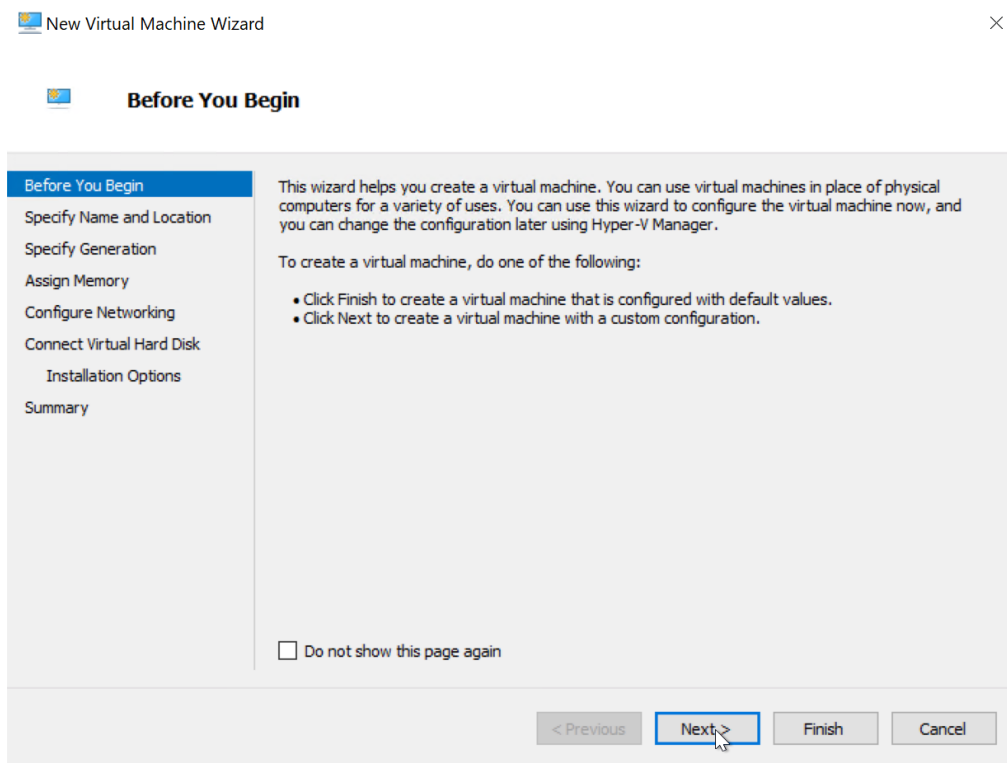


Fig. 3.1 Add New Virtual Appliance

3.3.1. Specify Name and Location

This will be the name of the virtual appliance displayed in Hyper-V Manager:

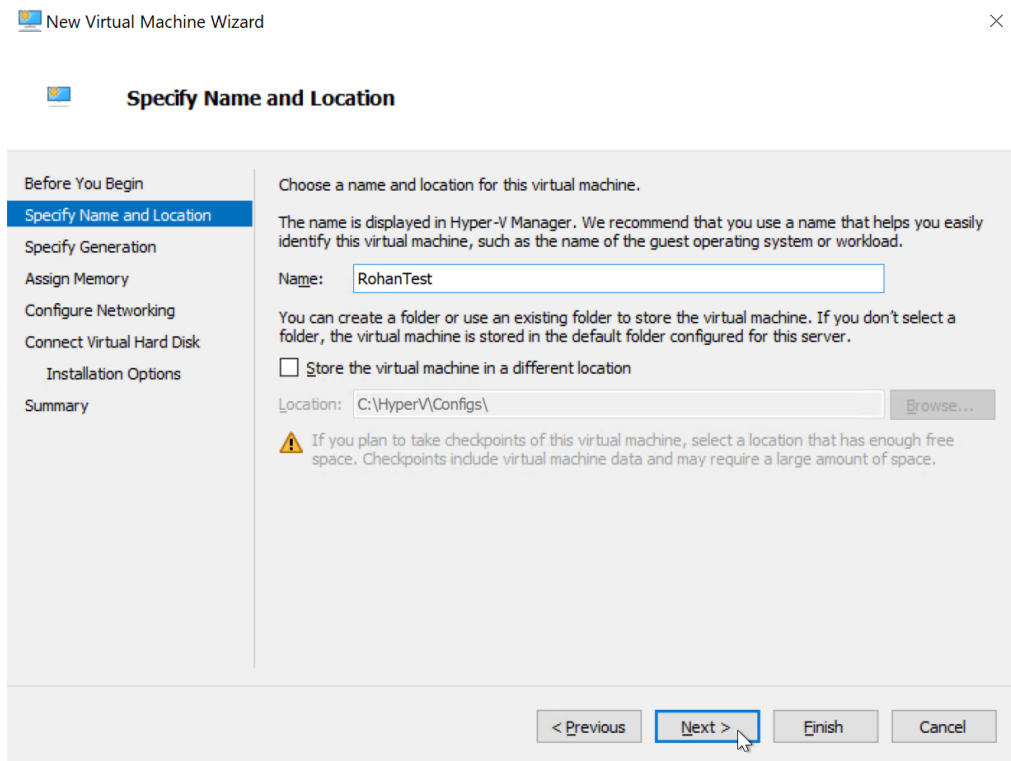


Fig. 3.2 Specify Name and Location

Note

If you'd like to change the stored location of the virtual appliance, you can select the "Store the virtual machine in a different location" option and select **"Browse"** to move to the preferred location.

3.3.2. Specify Generation

For Eventide's Hyper-V configuration, the user should select **"Generation 2"**:

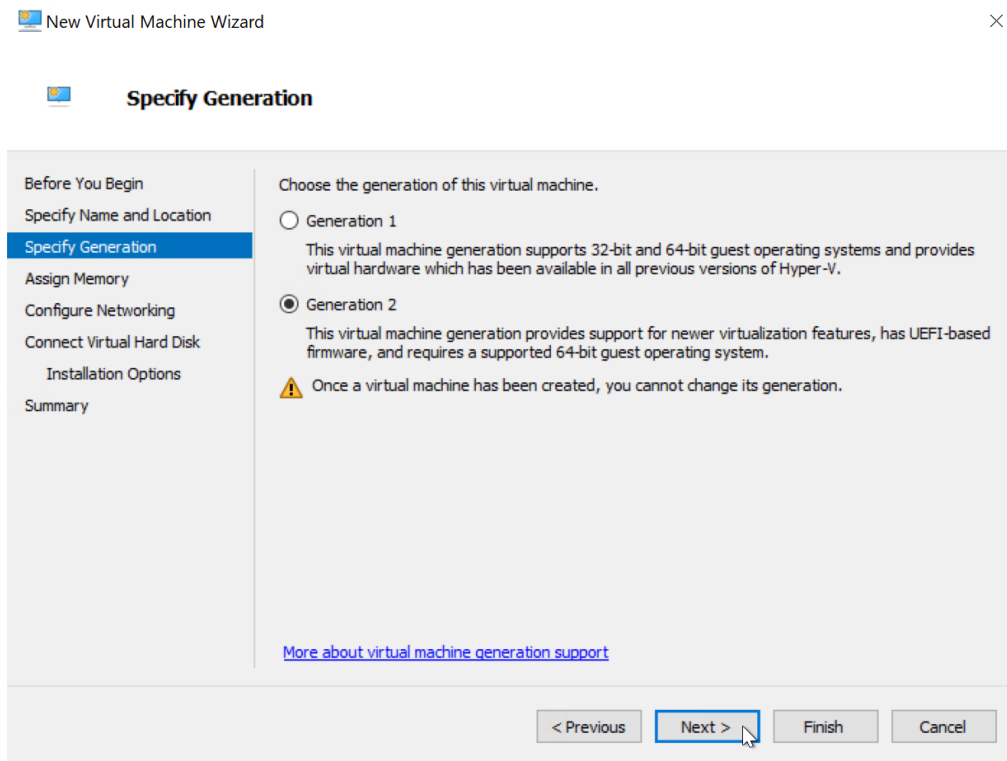


Fig. 3.3 Generation 2

3.3.3. Assign Memory

This section specifies the allocation of memory to your virtual appliance. Eventide recommends **16GB (16384MB in binary)**

- Ensure “**Use dynamic memory for this virtual machine**” is selected:

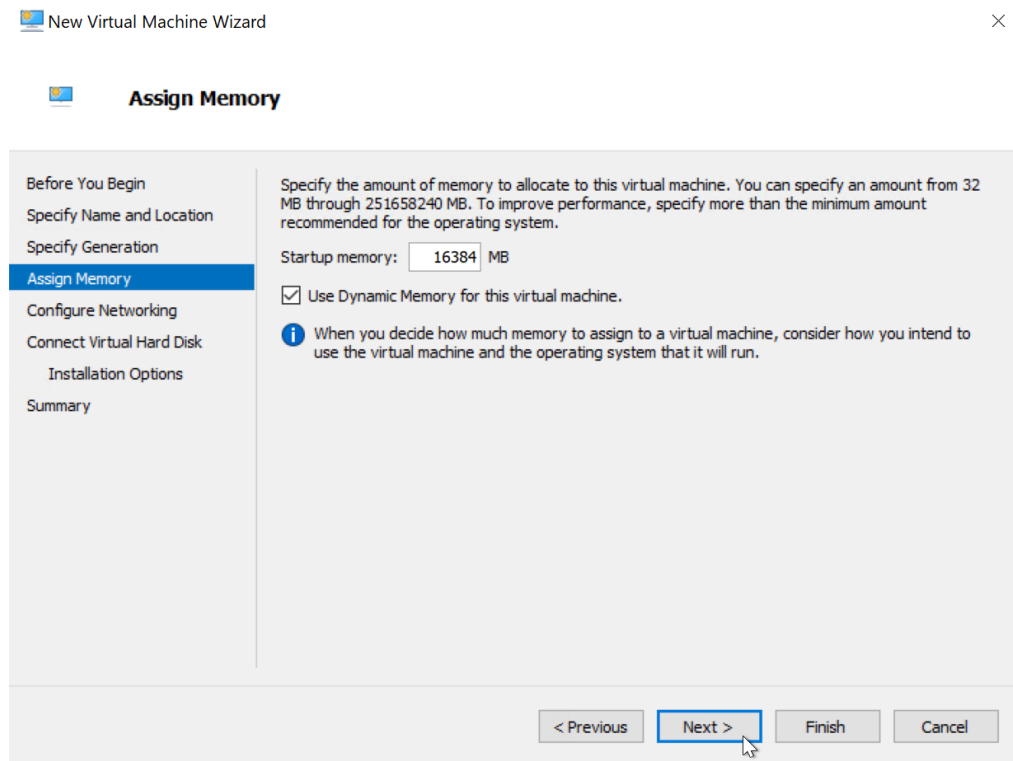


Fig. 3.4 Assign Dynamic Memory

3.3.4. Configure Networking

Select the switch appropriate for your network. If you are unsure, please refer to your Hyper-V administrator.

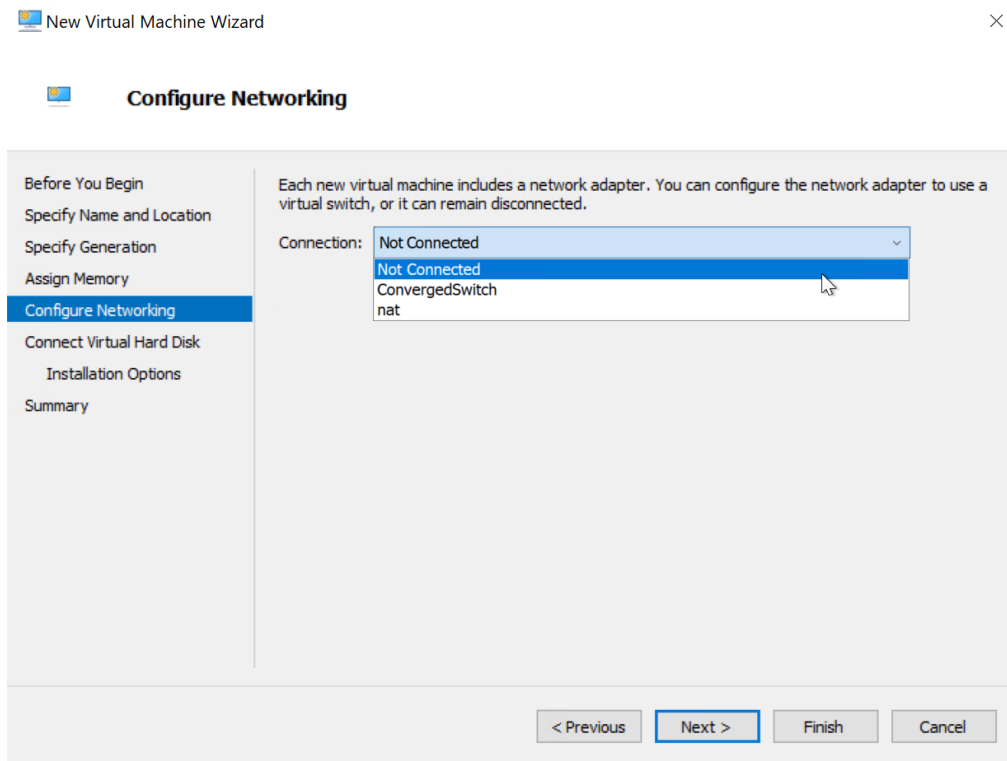


Fig. 3.5 Select Network Switch

3.3.5. Connect Virtual Hard Disk

New Disk configuration:

- select **“Create a virtual hard disk”**
- **Size:** Select the size licensed and appropriate for your virtual appliance

Important

Storage Hard Disk Memory can only be set at this stage and not after installation

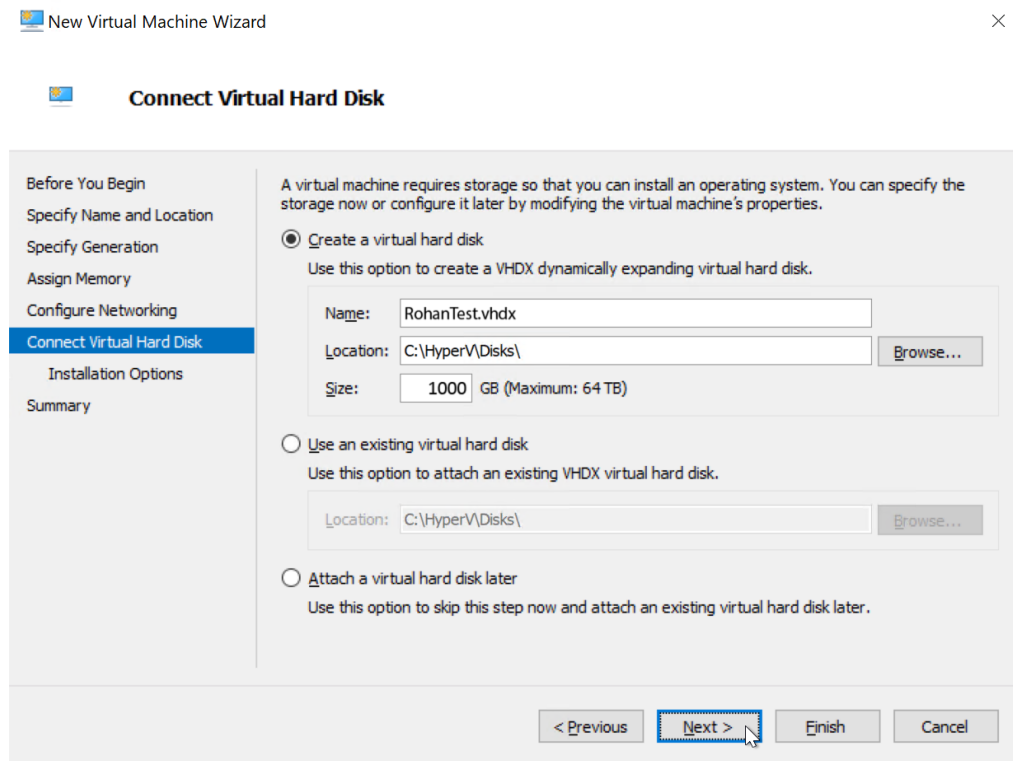


Fig. 3.6 Connect Virtual Hard Disk

3.3.6. Installation Options

- Select “Install an operating system from a bootable image file” and browse for the locally saved .iso file

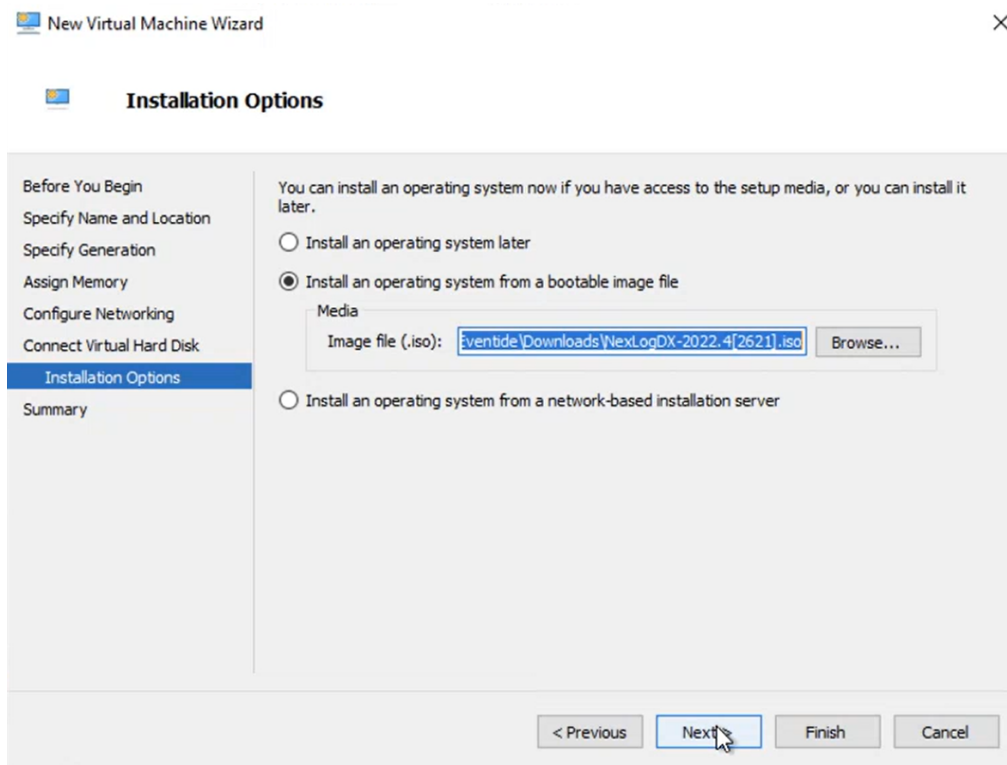


Fig. 3.7 Install Bootable Image

3.3.7. Summary

Confirm that all details are correct and select **“Finish”**

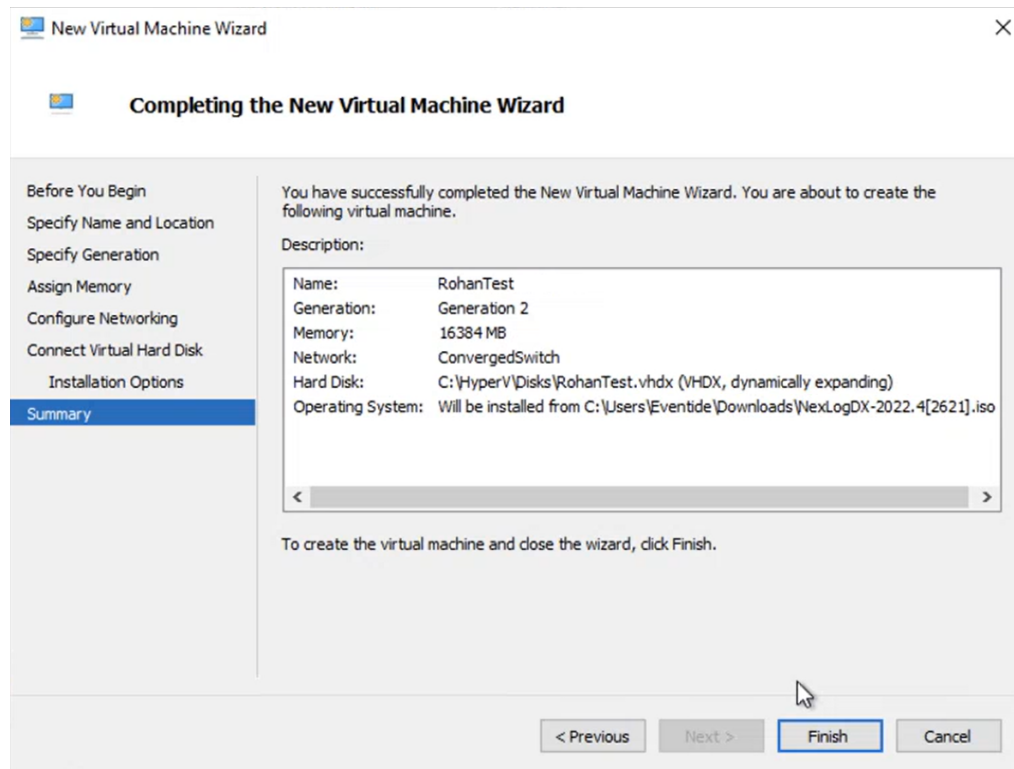


Fig. 3.8 Confirm Setup Summary

You'll now see the Virtual Appliance successfully added to your system

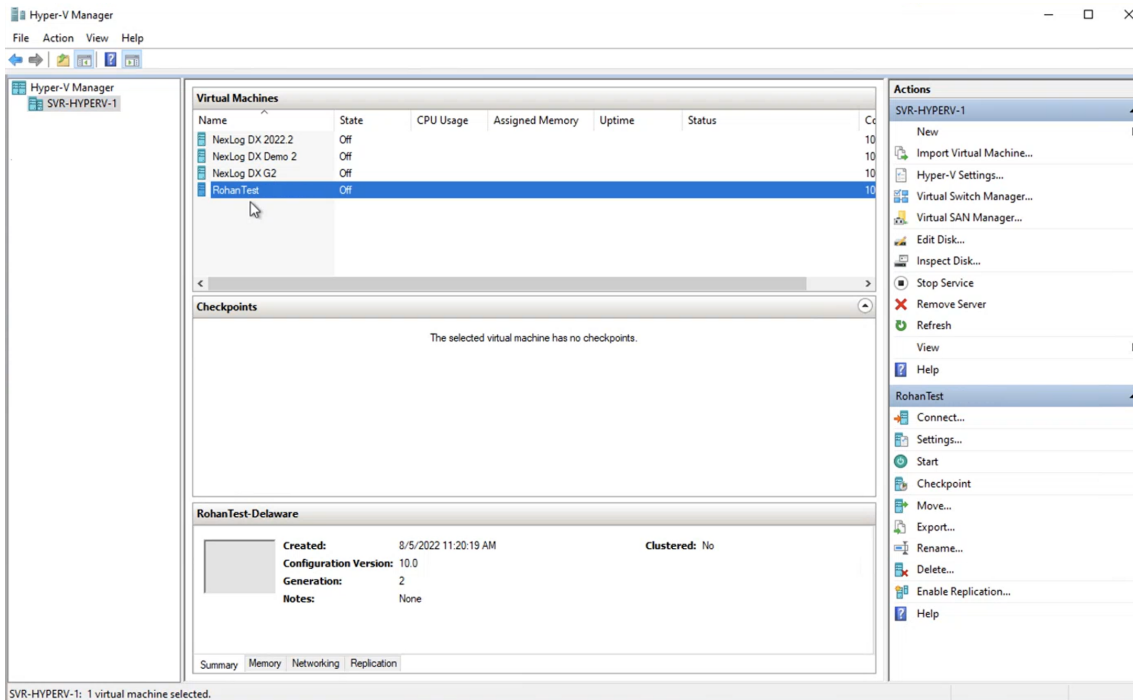


Fig. 3.9 Virtual appliance successfully added

3.4. Running the Powershell Script

Important

The powershell script must be executed before turning on the virtual appliance and installing.

To run the Powershell Script, you need to open the “Windows Powershell” application, then execute the powershell script that was locally saved.

In the powershell app, navigate to the directory that has NexLogDX_HyperV_24xxxxxxx.ps1, execute script, then when prompted provide the name of the virtual appliance created and hit enter.


```

Windows PowerShell

Directory: C:\Users\Eventide\Documents\242102104

Mode                LastWriteTime         Length Name
----                -
d-----          8/5/2022  11:10 AM             VMKey

PS C:\Users\Eventide\Documents\242102104> cd .\VMKey\
PS C:\Users\Eventide\Documents\242102104\VMKey> ls

Directory: C:\Users\Eventide\Documents\242102104\VMKey

Mode                LastWriteTime         Length Name
----                -
-a-----          8/5/2022  11:10 AM              0 .eventide
-a-----          8/5/2022  11:10 AM             97 .NexLogDXVM.xml
-a-----          8/5/2022  11:10 AM            154 Licenses.txt
-a-----          8/5/2022  11:10 AM          184699 NexLogDX-Series_VIRTUAL_RECORDING_APPLIANCE.pdf
-a-----          8/5/2022  11:10 AM           1486 NexLogDX_HyperV_242102104_.ps1
-a-----          8/5/2022  11:10 AM          3157187 VMwareDeploymentGuide.pdf

PS C:\Users\Eventide\Documents\242102104\VMKey> .\NexLogDX_HyperV_242102104_.ps1
Please enter the name of your VM.: RohanTest

```

Fig. 3.10 Run powershell script

Important

After running the powershell script, ensure the return code is **4096**

```

Windows PowerShell

DYNASTY      : __PARAMETERS
RELPATH      :
PROPERTY_COUNT : 2
DERIVATION   : {}
SERVER       :
NAMESPACE    :
PATH         :
Job          : \\SVR-HYPERV-1\root\virtualization\v2:Msvm_ConcreteJob.InstanceID="C2756052-3F9E-48F5-81F5-D9A38820
              C05"
ReturnValue   : 4096
PSComputerName :

__GENUS      : 2
__CLASS      : __PARAMETERS
__SUPERCLASS :
__DYNASTY    : __PARAMETERS
__RELPATH    :
__PROPERTY_COUNT : 2
__DERIVATION : {}
__SERVER     :
__NAMESPACE  :
__PATH       :
Job          : \\SVR-HYPERV-1\root\virtualization\v2:Msvm_ConcreteJob.InstanceID="882BADC8-C38B-4DFE-A192-97A84C64
              C3F"
ReturnValue   : 4096
PSComputerName :

PS C:\Users\Eventide\Documents\242102104\VMKey>

```

Fig. 3.11 Return Code Confirmation

3.5. Starting your NexLog DX-Series Virtual Appliance

In order to start your virtual appliance, you need to configure your minimum and maximum memory and set your virtual processor counts to the configurations below.

3.5.1. Setting memory parameters

Eventide recommends setting your dynamic memory to the following:

- Minimum Memory: 4GB (4096MB in binary)
- Maximum Memory: 17GB (17408MB in binary)

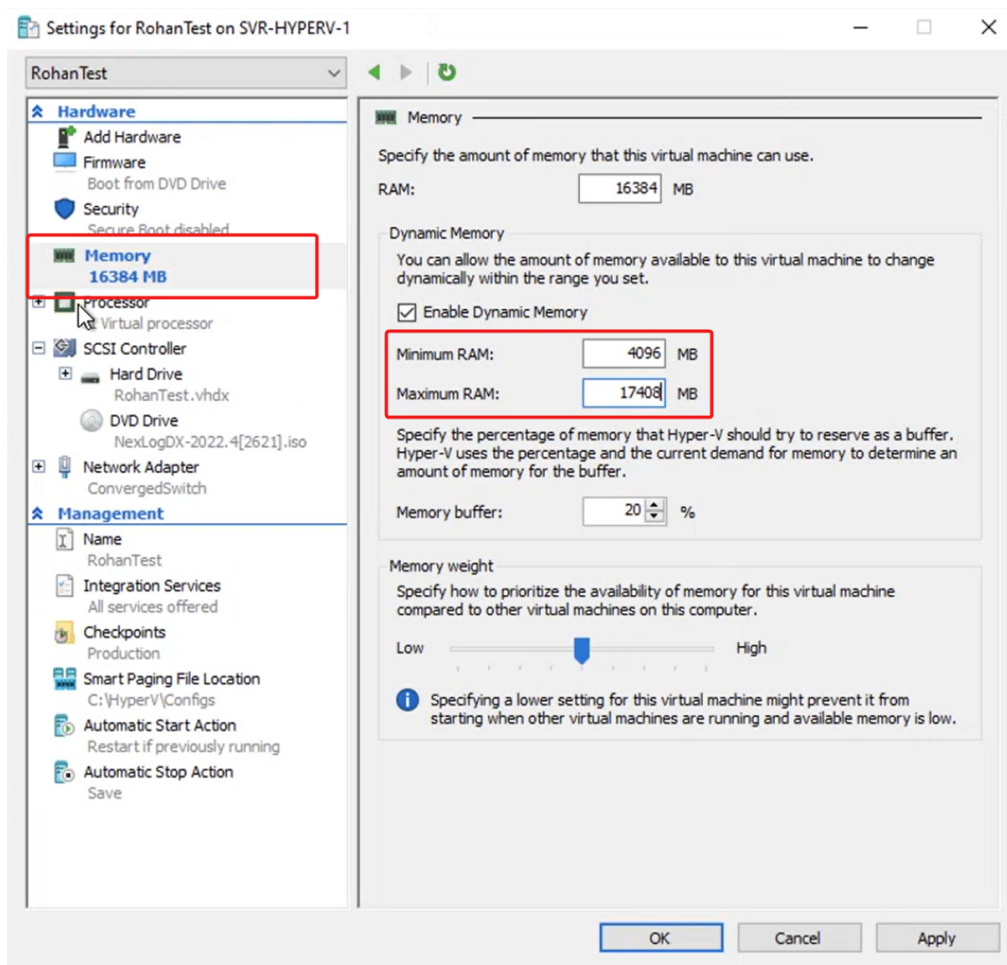


Fig. 3.12 Setting Dynamic Memory

Note

Maximum memory must be greater than startup memory.

3.5.2. Virtual Processors

Eventide recommends setting your number of virtual processors to 4

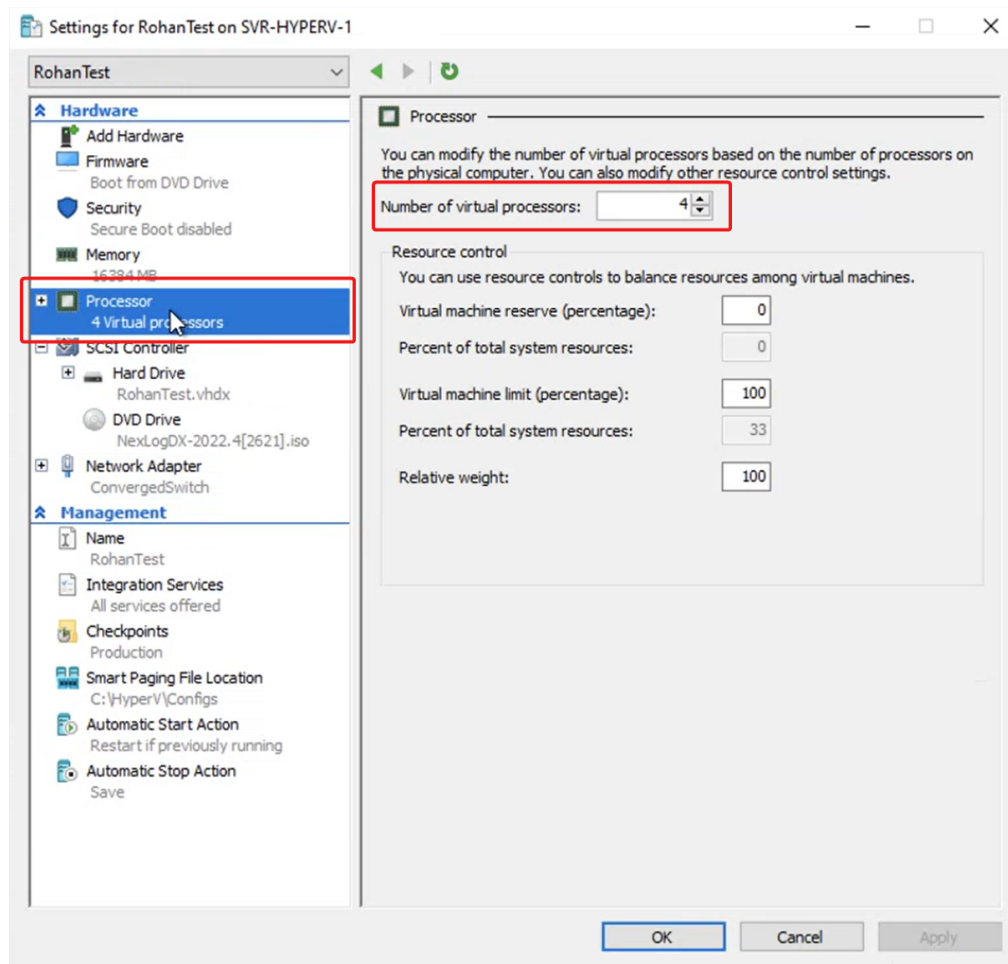


Fig. 3.13 Setting Virtual Processors

3.5.3. Starting and Connecting the Virtual Appliance

Right-click the virtual appliance and select **“Start”**

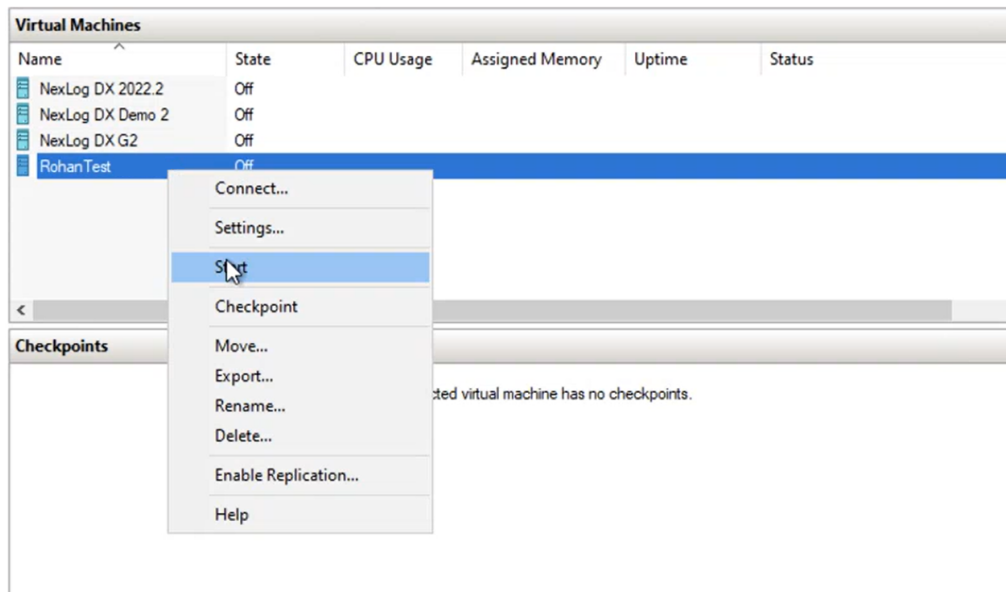


Fig. 3.14 Starting Virtual Appliance

Then, right-click the virtual appliance and select **“Connect...”**

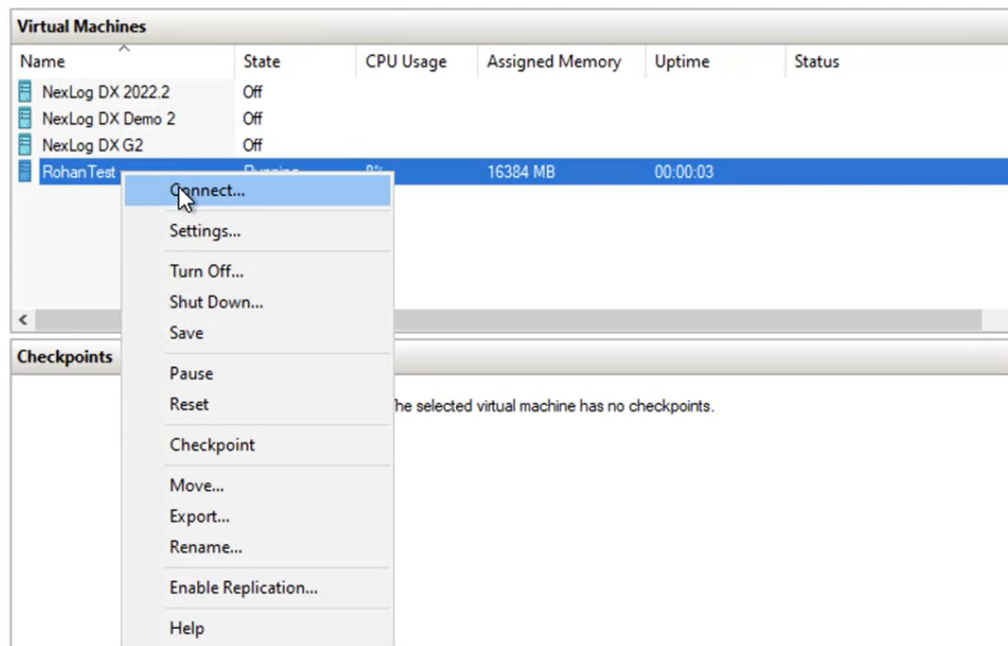


Fig. 3.15 Connecting Virtual Appliance

The virtual appliance is now connected and will automatically boot into a new window to begin the installation.

3.6. NexLog DX-Series Installation

After the initial startup screen, select **"Install"**:

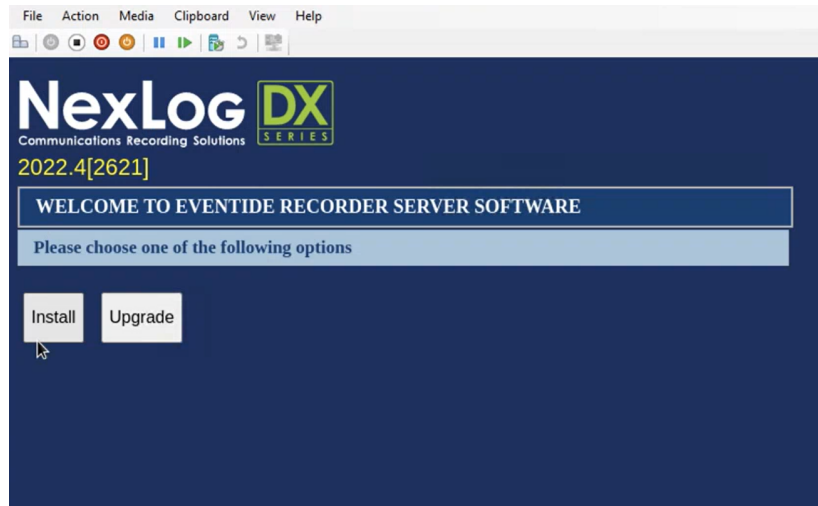


Fig. 3.16 Installation

Then select **“Automatic Install”**:



Fig. 3.17 Automatic Installation

Once installation is complete, select **“Reboot”** to complete the installation.



Fig. 3.18 Reboot to Complete

4. FIPS LICENSING

4.1. Requesting License Keys

If using the NexLog DX-Series FIPS variant, the setup of your virtual appliance can be managed using the following steps:

Download the keyfile from System → License Keys → Download KeyFile page

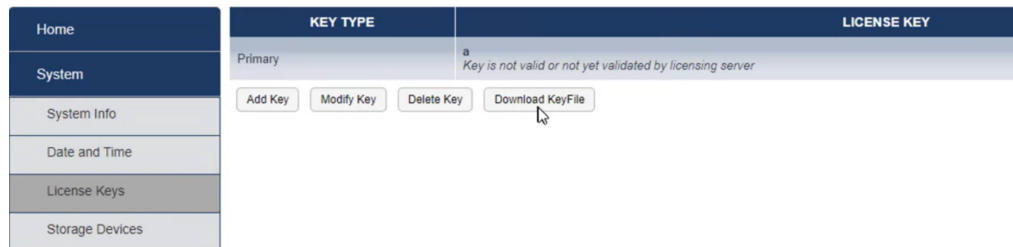


Fig. 4.1 Web Configuration - Download License Key File

Send both the License Key along with your virtual appliance's serial number to support services:

- Email: service@eventidecommunications.com

Based on the licensing and terms, Support Services will generate your primary key and add-on keys.

To add or modify your primary key, go to System → License Key, select Primary, then click Modify Key and enter the key that was provided. If you were sent any add-on keys, click Add Key and enter the key that was provided.

After you have finished adding the Primary and Add-On license keys provided, your virtual appliance system will be ready for use.

5. TROUBLESHOOTING

Please check below for the most common issues and review Section 2: Requirements. If you are unable to resolve the issue then please contact Eventide Communications Service and Support:

- Email: service@eventidecommunications.com
- Online: <https://service.eventidecommunications.com>
- Phone: 1(201) 641-1200 option 6, then option 2

5.1. NexLog DX-Series License Server Alerts

Most errors after deployment and installation are due to networking issues, bad NexLog DX-Series information, or the wrong license server URL. If you start your NexLog DX-Series Virtual Appliance and see errors about licensing or contacting the license server, please follow these steps before contacting Eventide Communications support.

- Wait 10-15 minutes to let the license server and your recorder make contact with each other
- Make sure port **TCP/80** and **TCP/443** are open on your firewall. Those ports are necessary to contact the license server
- Make sure the license server URL is whitelisted
- Navigate to Web Configuration → System → License Keys and make sure all the license keys in the **Licenses.txt** files are present.
- Navigate to Web Configuration → System → License Keys and click Modify on the **Primary License Key**. Make sure the **Server IP** and the **VM HWID** are correct.

Home	MODIFY LICENSE KEY
System	License Key: 1234567890123456785645
System Info	Serial Number: 12345678
Date and Time	
License Keys	VM LICENSE SERVER
Storage Devices	No Licensing Dongle Detected. Recorder must remain in contact with License Server to remain licensed.
Translations	Server IP: license.nexlogdx.host
Configuration Files	VM HWID: VM_TESTVMHWID123
System Diagnostics	
Upgrade	Save Cancel
Power Off	

Fig. 5.1 Web Configuration - License Keys

If access to the internet is not possible by any means, contact Eventide Communications Service for alternate licensing.

5.2. UEFI Error

If you are unable to turn on your NexLog DX-Series Virtual Appliance and there is an error related to UEFI, please use the following procedure to correct:

- right-click your Virtual Appliance
- select Shut Down...
- right-click your Virtual Appliance again
- select Settings... → Security and ensure secure boot is not selected
- select OK

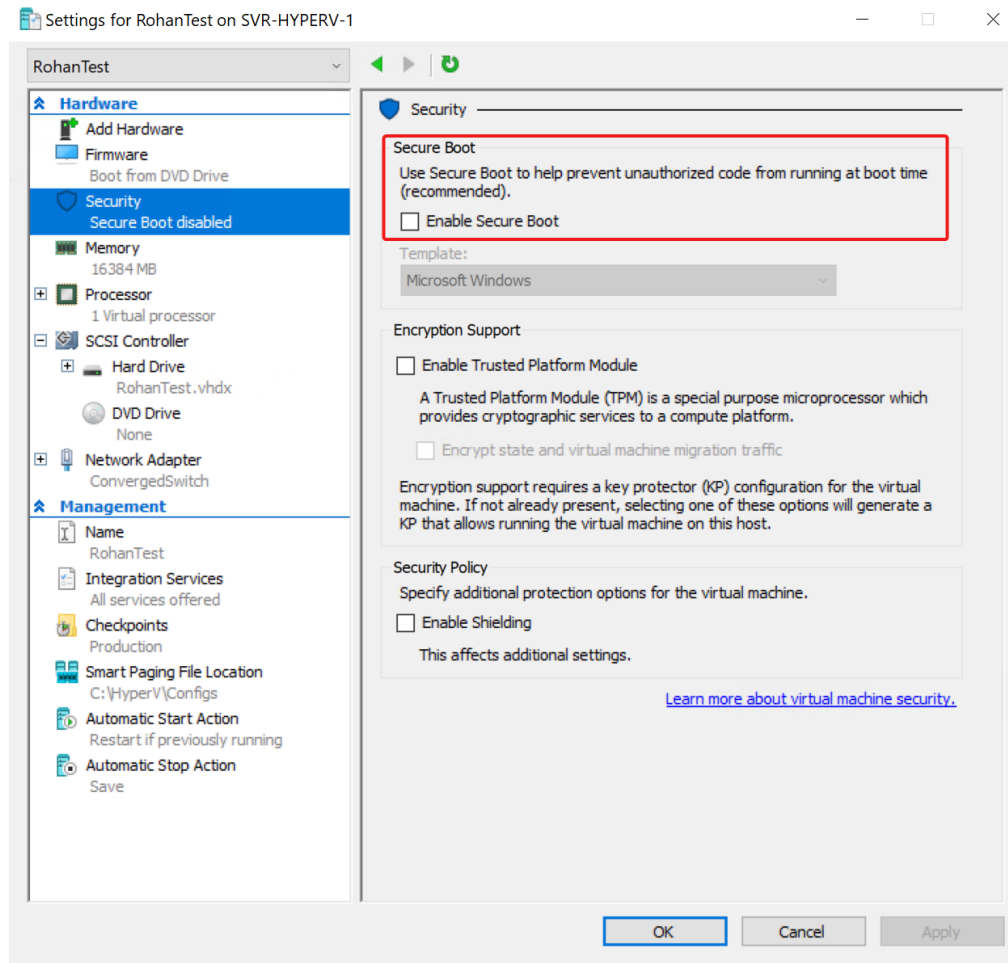


Fig. 5.2 Secure Boot Disabled

Then follow Section 3.5.3: Starting and Connecting the Virtual Appliance section to restart the Virtual Appliance.

5.3. Automatic Installation is Disabled

If automatic installation is unavailable then most likely there was an error running the powershell script.

In Hyper-V Manager, right-click the virtual appliance and select **“Settings...”**, navigate to **“Integration services”**, make sure **“Guest Service”** and **“Data Exchange”** (also known as Hyper-V Key/Value Pair Exchange) are enabled, and run the powershell script again. (see Section 3.4: Running the Powershell Script)

If this does not work, you may need to perform a manual installation.

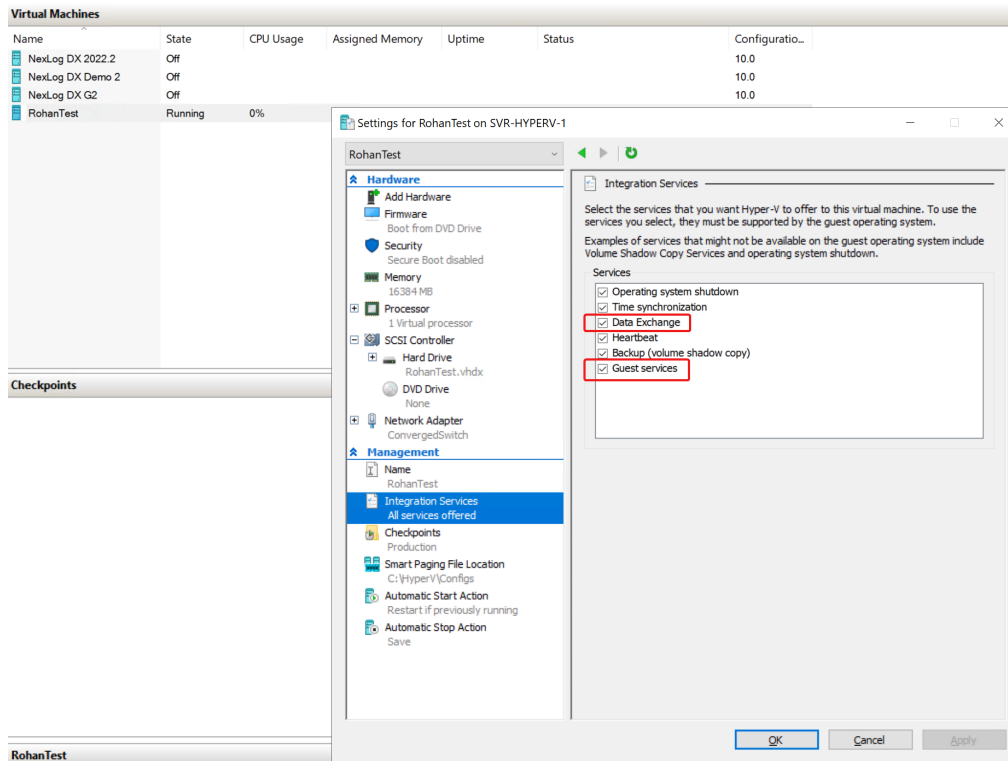


Fig. 5.3 Integration Services

5.4. Execution Policy Error

```
PS C:\Users\Eventide\Documents\242102103\VMKey> .\NexLogDX_HyperV_242102103_.ps1
.\NexLogDX_HyperV_242102103_.ps1 : File C:\Users\Eventide\Documents\242102103\VMKey\NexLogDX_HyperV_242102103_.ps1
cannot be loaded. The file C:\Users\Eventide\Documents\242102103\VMKey\NexLogDX_HyperV_242102103_.ps1 is not digitally
signed. You cannot run this script on the current system. For more information about running scripts and setting
execution policy, see about_Execution_Policies at https://go.microsoft.com/fwlink/?LinkID=135170.
At line:1 char:1
+ .\NexLogDX_HyperV_242102103_.ps1
+ ~~~~~
+ CategoryInfo          : SecurityError: (:) [], PSSecurityException
+ FullyQualifiedErrorId : UnauthorizedAccess
PS C:\Users\Eventide\Documents\242102103\VMKey>
```

Fig. 5.4 Powershell Error

If you encounter this Execution Policy error when running the Section 3.4: Running the Powershell Script, please contact your IT administrator for additional support.

