

NexLog
Advanced Recording Solutions



VMware

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 VMware. The purpose of this document is to establish requirements, provide a step by step tutorial on NexLog DX-Series OVA VMware deployments, and help troubleshoot the most common issues.

2. REQUIREMENTS

2.1. USB Device Contents

The Eventide USB device should contain the following files:

- OVA (ex. NexLogDX-2021.4.1502.ova)
- Installation Documentation (ex. NexLog_DX_VMware_Deployment_1.0.0.pdf)
- Licenses.txt (Serial Number, Hardware ID, Primary License Key, Addon License Keys)
- VPN key (NAA functionality)

Note

For NexLog DX-Series FIPS Licensing, refer to Section 5 FIPS Licensing

2.2. VMware vCenter

NexLog DX-Series VMware OVA deployment is only supported through **vCenter version 6.5 or greater** with the hypervisor **vSphere/ESXi version 6.5 or greater**.

Important

The NexLog DX-Series VMware OVA can not be deployed directly to the vSphere/ESXi hypervisor. VMware Workstation and VMware Fusion are not supported hypervisors.

2.3. Computing

The computing resource or cluster must meet the minimum requirements:

- CPU Architecture: x86_64
- CPU EVC Mode: Intel Skylake, AMD Zen 2

- CPU Base Frequency: 2.7GHz
- Datastore IOPS: 300
- Network Speed: 1 Gbps for recording interface

2.4. Minimum System Requirements

These are the minimum requirements for a Low-Load Recording Solution Without Screen Recording or Large Data Retention:

- vCPUs: 4 vCPUs
- vRAM: 32 GB
- vDisk Space: 1 TB

Note

Each recorder's computing architecture parameters should be derived considering the content to be recorded and the associated retention period. Assistance can be provided by contacting either Eventide Communications Sales, Service, or Support teams, depending on the status of the solution lifecycle.

2.5. 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.

NexLog DX-Series Version **greater** than 2021.4.1502:

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

NexLog DX-Series Version **less/equal** to 2021.4.1502:

- License Server URL: `1.license.nexlogdx.host`
- License Server Port: `TCP/443`

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

3. INSTALLATION

3.1. Start

Login into vCenter. Right click on the directory you want to deploy on and select Deploy OVF Template.

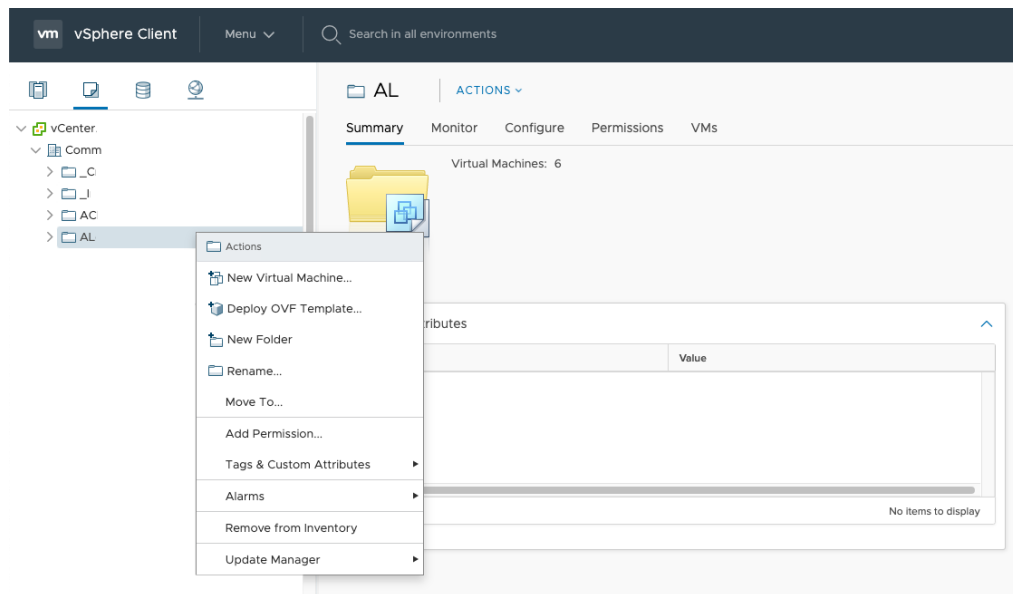


Fig. 3.1 Deploy OVF Template - Start

3.2. Deploy

Choose how you want to deploy the OVA. You can choose a url or a local device.

Deploy OVF Template

1 Select an OVF template

2 Select a name and folder

3 Select a compute resource

4 Review details

5 Select storage

6 Ready to complete

Select an OVF template

Select an OVF template from remote URL or local file system

Enter a URL to download and install the OVF package from the Internet, or browse to a location accessible from your computer, such as a local hard drive, a network share, or a CD/DVD drive.

☒ URL

<https://downloads.eventide.com/comm/software/nexlogdx/2021/4/NexLogDX-2021.4.1502>

☐ Local file

Choose Files

No file chosen

CANCEL

BACK

NEXT

Fig. 3.2 Deploy OVF Template - Upload

Depending on your vCenter version, you may receive an alert indicating that the SSL Certificate may not be trusted. This is due to Eventide Communications LLC employing self-signed certificates for our OVAs. Please select 'Yes' to proceed. (<https://kb.vmware.com/s/article/84240>)

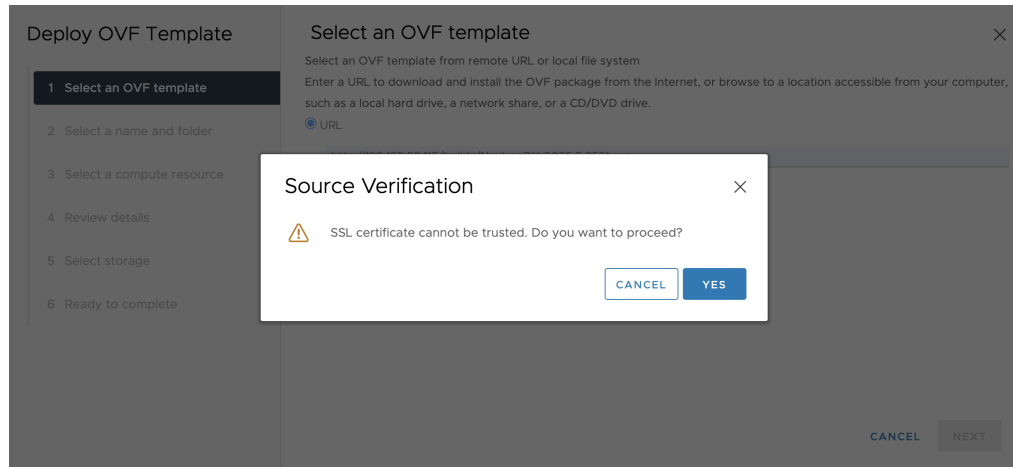


Fig. 3.3 SSL Alert - Deploy

3.3. Name

Change the Virtual Machine name and select where you want the virtual appliance to deploy.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- ✓ 6 Select storage
- ✓ 7 Select networks
- 8 Customize template
- 9 Ready to complete

Select a name and folder

Specify a unique name and target location

Virtual machine name:

Select a location for the virtual machine.

- ✓ vCenter
 - ✓ Comm
 - > AL

CANCEL BACK NEXT

Fig. 3.4 Deploy OVF Template - Name

3.4. Computing Resource

Review the requirements in Section 2.3 Computing and select the Computing Resource. If you are unsure, please check with your VMware Administrator.

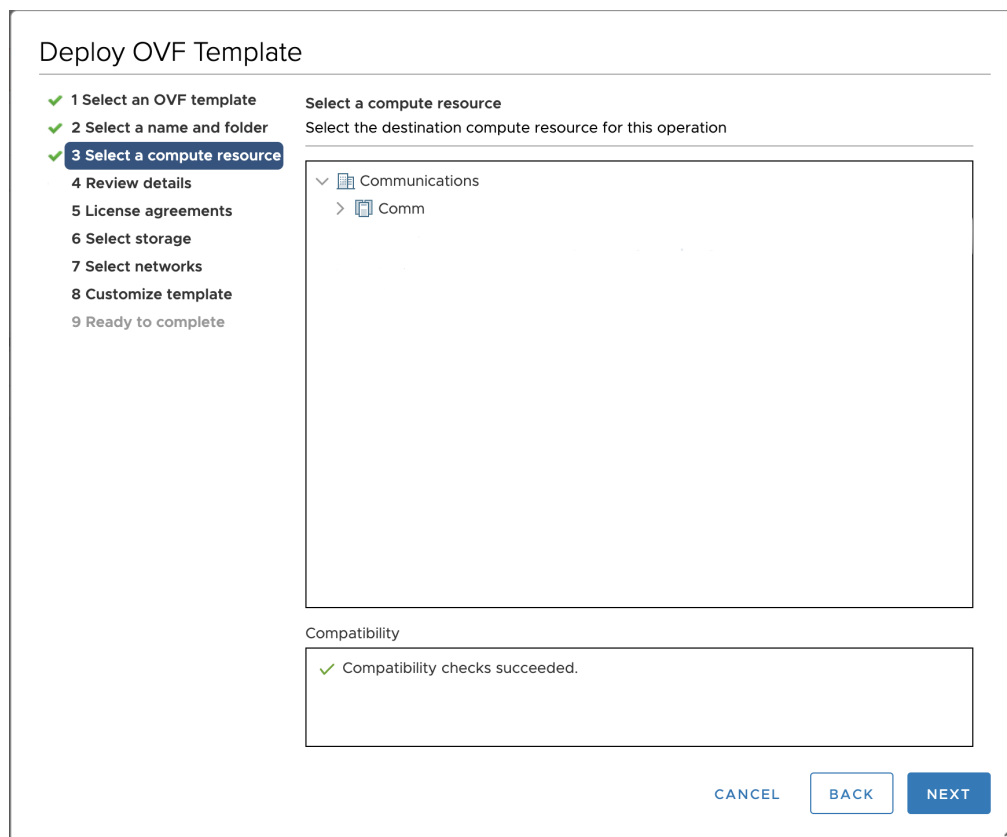


Fig. 3.5 Deploy OVF Template - Compute Resource

3.5. Review

Review the details of your deployment, read the licensing agreement, and accept the licensing agreement.

Deploy OVF Template

✓ 1 Select an OVF template

✓ 2 Select a name and folder

✓ 3 Select a compute resource

✓ 4 Review details

5 License agreements

✓ 6 Select storage

7 Select networks

8 Customize template

9 Ready to complete

Review details

Verify the template details.

⚠ The OVF package contains advanced configuration options, which might pose a security risk. Review the advanced configuration options below. Click next to accept the advanced configuration options.

Publisher	Sectigo RSA Code Signing CA (Trusted certificate)
Product	Eventide NexLog
Version	2035.1
Vendor	Eventide Inc.
Download size	1.9 GB
Size on disk	1.9 GB (thin provisioned) 1,001.9 GB (thick provisioned)
Extra configuration	nvrnm = Eventide NexLog.nvrnm

CANCEL

BACK

NEXT

Fig. 3.6 Deploy OVF Template - Review

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- 5 License agreements**
- 6 Select storage
- 7 Select networks
- 8 Customize template
- 9 Ready to complete

License agreements

The end-user license agreement must be accepted.

Read and accept the terms for the license agreement.

Software License

The Eventide® NexLog™ Recorder contains proprietary Eventide Firmware and Software. In addition, Eventide MediaWorks and Eventide MediaAgent are proprietary Eventide Software. The Software License for this software follows: Product License and Usage Agreement

By installing, copying or otherwise using the Software, you agree to be bound by the terms of this License Agreement. If you do not agree to the terms of this License Agreement, do not use or install the Software.

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☒ I accept all license agreements.

CANCEL BACK NEXT

Fig. 3.7 Deploy OVF Template - License Agreement

3.6. Storage

Select a storage datastore that meets the minimum requirements listed in Section 2.3 Computing. It must have enough free space to support your desired disk size. The virtual disk size is configured in Section 3.9 Post Deployment.

Thick Provision is recommended to prevent the appliance from prematurely running out of disk space.

⚠ Caution

Thin Provisioning should only be used by an experienced VMware Administrator, and when appropriate monitoring/alerting of the underlying datastore is configured.

If you are unsure, please check with your VMware Administrator.

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- 6 Select storage**
- 7 Select networks
- 8 Customize template
- 9 Ready to complete

Select storage
Select the storage for the configuration and disk files

Select virtual disk format: **Thin Provision** ▼

VM Storage Policy: ▼ ⚠
☐ Disable Storage DRS for this virtual machine

Name	Capacity	Provisioned	Free	Type
QS	20 TB	10.48 TB	9.52 TB	

Compatibility
✓ Compatibility checks succeeded.

CANCEL **BACK** **NEXT**

Fig. 3.8 Deploy OVF Template - Storage

3.7. Network Adapters

Select the Recording Network and Primary Network (These should be different networks). If they are the same, the Recording Network adapter must be disconnected from the virtual appliance in Section 3.9 Post Deployment.

Select Static or DHCP. If you are unsure, please check with your VMware Administrator.

1 Select an OVF template

2 Select a name and folder

3 Select a compute resource

4 Review details

5 License agreements

6 Select storage

7 Select networks

8 Customize template

9 Ready to complete

Deploy OVF Template

Select networks

Select a destination network for each source network.

Source Network	Destination Network
Recording Network	Comm
Primary Network	CommL

2 items

IP Allocation Settings

IP allocation:

Static - Manual

IP protocol:

IPv4

CANCEL

BACK

NEXT

Fig. 3.9 Deploy OVF Template - Network

3.8. Customize Template

3.8.1. Networking Section

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- ✓ 6 Select storage
- ✓ 7 Select networks
- 8 Customize template**
- 9 Ready to complete

Networking	6 settings
IP Address	The IPv4 address of this appliance. [Example: 192.168.1.100]
Subnet Mask	The full subnet address of this appliance. [Example: 255.255.255.0]
Gateway	The IPv4 gateway address of this appliance. [Example: 192.168.1.1]
Recorder Name	The name of this recorder. [Example: NexLogDX]
Hostname	The hostname of this appliance. [Example: eventide]
Domain	The domain of this appliance. [Example: company.com]

CANCEL BACK NEXT

Fig. 3.10 Deploy OVF Template - Network

If you chose DHCP in Section 2.5 Networking, you can leave the following fields blank: IP Address, Subnet Mask, and Gateway. If you chose Static - Manual in Section 2.5 Networking, you must reserve an IP address and then fill in the necessary information.

Fill in all the networking information specific to your network and NexLog DX-Series (Recorder Name, Hostname, Domain).

3.8.2. Eventide Section

Deploy OVF Template

- ✓ 1 Select an OVF template
- ✓ 2 Select a name and folder
- ✓ 3 Select a compute resource
- ✓ 4 Review details
- ✓ 5 License agreements
- ✓ 6 Select storage
- ✓ 7 Select networks
- 8 Customize template**
- 9 Ready to complete

Eventide		7 settings
Storage Size (Gb)	What storage size is this system licensed for? 1000	
Site Name	The name of where this appliance is deployed. [Example: Company Inc.] 	
Serial Number	The serial number of this appliance. [Example: 123456789] 	
Hardware ID	The hardware ID provided to you by Eventide. [Example: VM_K6BDAS9F7ZJP] 	
Primary License Key	The primary license key provided to you by Eventide. 	
Addon License Keys	The add on license keys provided to you by Eventide (Note: Separate multiple keys with spaces). 	

CANCEL
BACK
NEXT

Fig. 3.11 Deploy OVF Template - Eventide

Fill in Site Name and Storage Size (Gb). **The maximum size is 18 TB.**

The following information is available in the `Licenses.txt` file and the following fields must be filled in correctly for the NexLog DX-Series virtual appliance to install and function properly:

- Serial Number
- Hardware ID
- Primary License Key
- Addon License Keys (Multiple keys need to be separated by a space)
- License Server (See Section 2.5 Networking)

Note

For DX FIPS Licensing, refer to Section 5 FIPS Licensing

3.9. Post Deployment

Wait for the deployment to complete. If you receive an error, please go to Section 6.2 VMware Deployment Failure.

Edit Settings ACME		×
Virtual Hardware VM Options		
ADD NEW DEVICE		
> CPU	4	
> Memory	8	GB
> Hard disk 1	1000	GB
> SCSI controller 0	LSI Logic Parallel	
> Network adapter 1	CommL	☒ Connected
> Network adapter 2	Comm	☒ Connected
> CD/DVD drive 1	Datastore ISO File	☒ Connected
> Video card	Specify custom settings	
VMCI device	Device on the virtual machine PCI bus that provides support for the virtual machine communication interface	
> Other	Additional Hardware	

Fig. 3.12 Deploy OVF Template - Post Deployment

Before starting/installation of the NexLog DX-Series virtual appliance, select your virtual appliance, and click Edit Settings.

Adjust the size of your Hard Disk 1 to match the Storage (Gb) you selected in Section 3.8.2 Eventide Section. **The maximum size is 18 TB.**

If the Recording Interface and Primary Interface are the same, disconnect the Network Adapter for the Recording Interface.

3.10. Install the NexLog DX-Series Software

Power on the NexLog DX-Series virtual appliance (please be patient on the first boot) then go through the installer with an Automatic Installation.

3.10.1. Licensing

NexLog DX-Series VMware supports three licensing methods: License Server, Offline Licensing, and License Dongle. Users must use one of these three methods to prevent their recorder from losing functionality.

3.10.1.1. License Server

The NexLog DX-Series VMware appliance must have continuous access to the public internet to connect with the Eventide licensing server. This connection 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 license server URL is configured during the OVA setup and can be modified in the NexLog DX-Series Configuration Manager under System -> License Keys -> select the "Primary" license -> click "Modify Key".

The following may need to be whitelisted on your firewall.

NexLog DX-Series Version **greater** than 2021.4.1502:

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

NexLog DX-Series Version **less/equal** to 2021.4.1502:

- License Server URL: `1.license.nexlogdx.host`
- License Server Port: `TCP/443`

3.10.1.2. Offline Licensing

If public internet access is not available, users will need to set up offline licensing with the following procedures:

Download the KeyFile by accessing the NexLog DX-Series Configuration Manager, then go to System -> License Keys -> click "Download KeyFile". Send this file along with your serial number to Eventide (Email: service@eventidecommunications.com) and make a request for offline licensing in your service ticket.

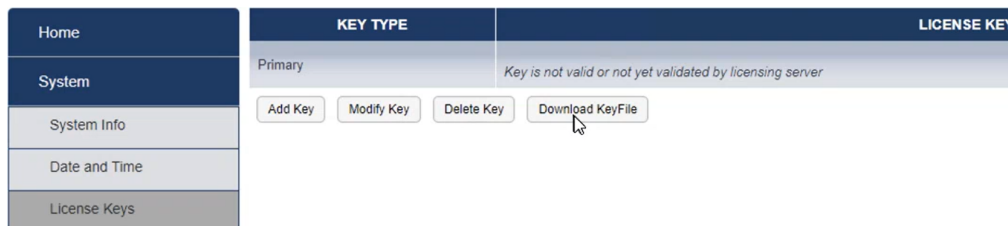


Fig. 3.13 Download Key File

- Eventide will provide the primary license key required to license the recorder. To apply, access the NexLog DX-Series Configuration Manager, go to **system -> license keys**, select the primary key and click "modify key". Enter the key provided by Eventide in the "license key" field, select "license key file" as the licensing method, then click "save".

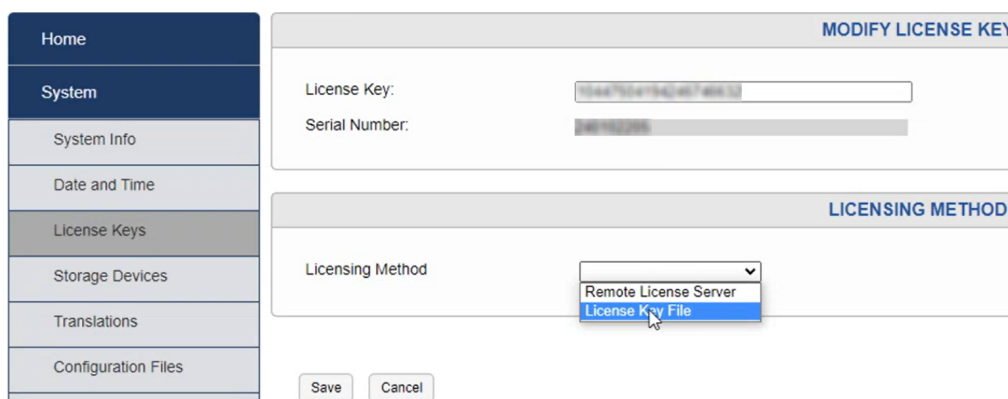


Fig. 3.14 Modifying License Key

3.10.1.3. License Dongle

Another method of licensing, if public internet access is not available, is the License Dongle. This method only works if your VMware infrastructure can permanently mount a USB device to the NexLog DX-Series virtual appliance. The virtual appliance will periodically read the smart dongle to maintain a licensed state.

3.10.1.4. DXSUS License Key

Eventide will also provide the DX Software Update Subscription (DXSUS) key. To apply, go to **system -> license keys** and select “add key”.

Enter the key provided by Eventide in the “license key” field, then select “save”.

3.11. NexLog Access Appliance (VPN)

To access your NexLog DX-Series virtual appliance with the NexLog Access Appliance, you must upload the VPN key. Log into your NexLog DX-Series virtual appliance’s Web Configuration Manager and navigate to Networking → VPN Connections, upload the VPN key, then click Enable, then Save.

4. QUICK INSTALL GUIDE

4.1. Default Login

The recorder is configured from the factory with 1 administrative account. The default password will be the serial number given to you.

Username: Eventide Password: serial_number

We recommend immediately changing the administrative account's password.

4.2. Configuring the NexLog DX-Series

All network and recording configuration is completed via the Configuration Manager at the system console OR a network connected web browser.

The screenshot displays the NexLog DX-Series web interface. The top header includes the NexLog DX logo, the text 'Communications Recording Solutions', the date '2023.1/3095', and the Eventide logo with a status bar showing '2 Active Alarms', 'Eventide', and a 'Logout' link. A left sidebar contains a menu with items: Home, System, System Info, Date and Time, License Keys (highlighted), Storage Devices, Translations, Configuration Files, System Diagnostics, Upgrade, Power Off, Networking, Recording, and Archiving. The main content area is titled 'MODIFY LICENSE KEY' and contains two input fields: 'License Key:' and 'Serial Number:' (with the value '0'). Below this is a section titled 'LICENSING METHOD' with a dropdown menu for 'Licensing Method' (set to 'Remote License Server'), and input fields for 'Server IP:' and 'VM SWID:'. At the bottom of the form are 'Save' and 'Cancel' buttons.

Fig. 4.1 Primary License

4.3. Recorder Setup

The following checklist are recommended minimal configuration steps to ensure reliable performance and satisfaction. For more information on Recorder Setup, consult the NexLog DX Manual.

- Verify your licenses
- Synchronise the date and time
- Configure recording resources (DX Manual 7.3)
- Configure email notifications
- Add IP destination, user, and set permissions
- Configuring backups/archives
- Export the system configuration

For instructions on how to do above, refer to the NexLog DX-Series Manual. This can be found in Configuration Manager → Utilities → Documents.

For instructions on how to use MediaWorks, refer to the MediaWorks DX Manual.

4.4. Contact

For technical support or service, contact the certified Eventide Communications Dealer you purchased your logging recorder from.

When contacting Eventide Communications Service department, please have your serial number available.

service@eventidecommunications.com

5. FIPS LICENSING

5.1. Requesting License Keys

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

Download the keyfile from System → License Keys page

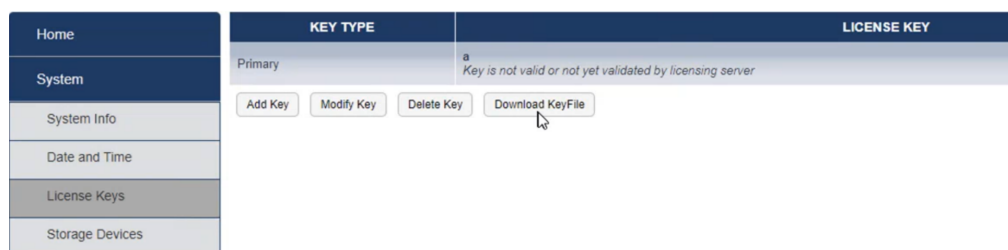


Fig. 5.1 Web Configuration - Download License Key File

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.

6. 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

6.1. 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 Configuration Manager → System → License Keys and make sure all the license keys in the **Licenses.txt** files are present.
- Navigate to Configuration Manager → System → License Keys and click Modify on the **Primary License Key**. Make sure the **License Key URL** 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. 6.1 Configuration Manager - License Keys

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

6.2. VMware Deployment Failure

If your virtual appliance fails to deploy and you get an error on the bottom right corner that says

`Failed Provider Implementation: %s`. Please check the following:

- You are deploying on **vCenter 6.5 or greater**.
- Your vSphere/ESXi is version 6.5 or greater.
- You are not deploying directly to vSphere/ESXi.
- You are not deploying to VMware Workstation or VMware Fusion.
- There are no special characters in your VM name (ex. brackets).
- The recording network adapter and primary network adapter are different.
- If the recording/primary network adapter are the same, the recording network adapter is disconnected.

