



Hitachi Content Platform Streamer Adapter for Veritas Enterprise Vault

User's Guide

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Preface

This document describes how to use the Hitachi Content Platform Adapter for Veritas Enterprise Vault.

This preface includes the following information:

- [Intended Audience](#)
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Intended Audience

This document is intended for Enterprise Vault (EV) system administrators, Hitachi Ltd. representatives, and authorized service providers who are involved in installing, configuring, and operating Hitachi Content Platform (HCP).

This document assumes the following:

- The user is familiar with Enterprise Vault.
- The user is familiar with the Hitachi Content Platform.
- The user is familiar with Veritas Enterprise Vault software and the Windows® host systems on which it is installed.

Software Version

This document revision applies to Hitachi Content Platform Adapter for Veritas Enterprise Vault 1.4.2.

Document Revision Level

Revision	Date	Description
MK-90ADPTR014-00	June 2011	Preliminary Release
MK-90ADPTR014-01	November 2011	Revision 01, supersedes and replaces MK-90ADPTR014-00
MK-90ADPTR014-02	January 2012	Revision 02, supersedes and replaces MK-90ADPTR014-01.
MK-90ADPTR014-03	October 2013	Revision 03, supersedes and replaces MK-90ADPTR014-02.
MK-90ADPTR014-04	June 2014	Revision 04, supersedes and replaces MK-90ADPTR014-03.
MK-90ADPTR014-05	February 2017	Revision 05, supersedes and replaces MK-90ADPTR014-04.

Document Organization

The following table provides an overview of the contents and organization of this document. Click the chapter title in the left column to go to that chapter. The first page of each chapter provides links to the sections in that chapter.

Chapter	Description
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Chapter	Description
About Hitachi Content Platform Adapter for Veritas Enterprise Vault	This chapter describes the Hitachi Content Platform Adapter for Veritas Enterprise Vault.
Requirements and Installation	This chapter provides requirements, prerequisites, installation, and set up for the Hitachi Content Platform Adapter for Veritas Enterprise Vault.
Configuration	This chapter provides instructions for performing Hitachi Content Platform Adapter for Veritas Enterprise Vault operations.
Troubleshooting	This chapter provides troubleshooting information for Hitachi Content Platform Adapter for Veritas Enterprise Vault.

Related Documents

- [Enterprise Vault 12 Documentation](#)
- [Enterprise Vault 11 Documentation](#)





Document Conventions

This document uses the following typographic conventions:

Convention	Description
Bold	Indicates text on a window, other than the window title, including menus, menu options, buttons, fields, and labels. Example: Click OK .
<i>Italic</i>	Indicates a variable, which is a placeholder for actual text provided by the user or system. Example: <i>copy source-file target-file</i> Note: Angled brackets (< >) are also used to indicate variables.
screen/code	Indicates text that is displayed on screen or entered by the user. Example: # pairdisplay -g oradb
< > angled brackets	Indicates a variable, which is a placeholder for actual text provided by the user or system. Example: # pairdisplay -g <group> Note: Italic font is also used to indicate variables.
[] square brackets	Indicates optional values. Example: [a b] indicates that you can choose a, b, or nothing.
{ } braces	Indicates required or expected values. Example: { a b } indicates that you must choose either a or b.

Convention	Description
vertical bar	Indicates that you have a choice between two or more options or arguments. Examples: [a b] indicates that you can choose a, b, or nothing. { a b } indicates that you must choose either a or b.

This document uses the following icons to draw attention to information:

Icon	Label	Description
	Note	Calls attention to important and/or additional information.
	Tip	Provides helpful information, guidelines, or suggestions for performing tasks more effectively.
	Caution	Warns the user of adverse conditions and/or consequences (e.g., disruptive operations).
	WARNING	Warns the user of severe conditions and/or consequences (e.g., destructive operations).

Getting Help

The Hitachi Data Systems Support Center staff is available 24 hours a day, seven days a week. Provisions for patches and fixes are restricted to normal business hours, 8 a.m. to 5 p.m. PST.

To reach us, please visit the support Web site for current telephone numbers and other contact information: <http://www.hds.com/services/support/>. If you purchased this product from an authorized HDS reseller, contact that reseller for support.

Before calling the Hitachi Data Systems Support Center, please provide as much information about the problem as possible, including:

- The circumstances surrounding the error or failure.
- The exact content of any error message(s) displayed on the host system(s).
- Any Windows error log messages from Enterprise Vault that are relevant to the issue.

Comments

Please send us your comments on this document: doc.comments@hds.com. Include the document title, number, and revision, and refer to specific section(s) and paragraph(s) whenever possible.

Thank you! (All comments become the property of Hitachi Data Systems Corporation.)

About HCP Streamer Adapter for Veritas Enterprise Vault

This chapter describes the Hitachi Content Platform Adapter for Veritas Enterprise Vault:

- [Overview](#)

Overview

Veritas Enterprise Vault (EV) provides a software-based intelligent archiving platform that stores, manages, and enables the discovery of corporate data from e-mail systems, file server environments, instant messaging platforms, content management, and collaboration systems. When used with Hitachi Content Platform (HCP), the result is an open, highly scalable, intelligent archive that preserves and protects data, while at the same time greatly reducing storage capital and ongoing management costs.

With the Hitachi Content Platform Streamer Adapter API interface, Enterprise Vault can take better advantage of HCP features, communicate with HCP over its REST-based enhanced interface, place data in secure, authenticated namespaces, and validate that the data has been successfully replicated to a remote HCP.

Requirements and Installation

This chapter provides requirements, prerequisites, installation and set-up for the HCP Streamer Adapter for Veritas Enterprise Vault:

- [Set-up Prerequisites](#)
- [Installation](#)
- [Set-up](#)

Set-up Prerequisites

Before installing the adapter, ensure that the following are installed:

- Enterprise Vault Version 11.0.0 Hotfix 3 or later
- HCP 6.1 or later

Before set-up, perform the tasks below:

- Enterprise Vault Version 11 (or later) is installed and ready to create new Vault Store Partitions
- HCP 6.1 (or later) is installed and configured in the following way:
 - The HCP DNS is integrated with the data center DNS
 - The Tenant(s) and Namespace(s) used for Vault Store Partitions are created prior to using the HCP Partition Wizard of Enterprise Vault.
 - The Namespace Data Access User Account name and password are created prior to using the HCP Partition Wizard of Enterprise Vault.
- Hitachi Content Platform Adapter for Veritas Enterprise Vault is installed on each Enterprise Vault Server.

Installation

The Hitachi Content Platform Adapter for Veritas Enterprise Vault software is available for download from the Hitachi Data Systems Support Portal. To install the software:

1. Stop Enterprise Vault Storage Services and Task on the Enterprise Vault Server.
2. If there an earlier version of Hitachi Content Platform Adapter for Veritas Enterprise Vault installed on the Enterprise Vault Server, uninstall it from the Windows Programs and Features Control Panel.
3. Double-click **Hitachi Content Platform Adapter for Veritas Enterprise Vault** in its file location. The first page of the Installation Wizard is displayed, as shown below in Figure 2-1.

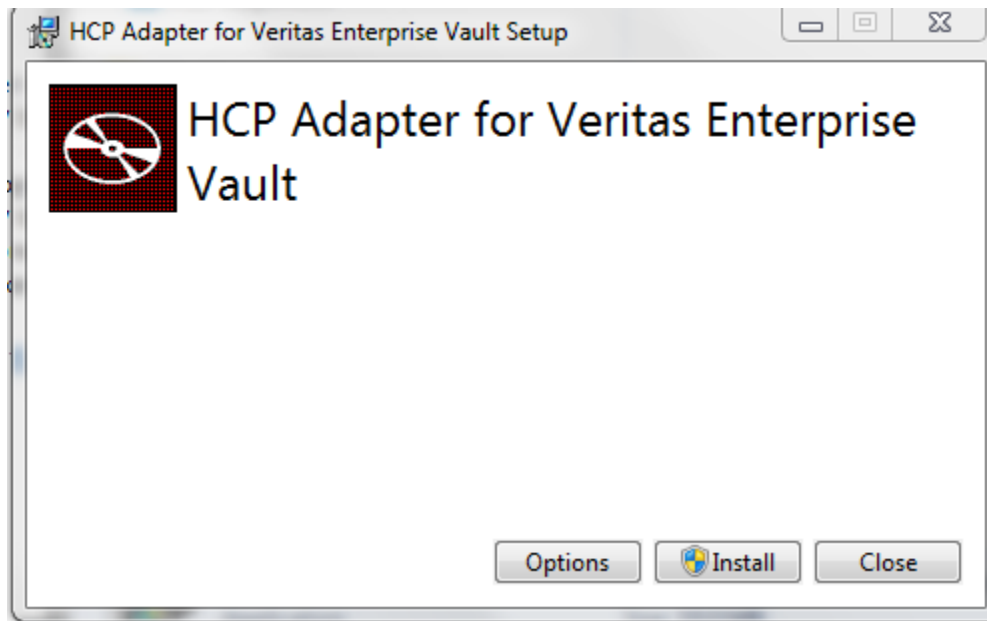


Figure 2-1 HITACHI CONTENT PLATFORM ADAPTER FOR VERITAS Setup Wizard Window

4. Click the **Install** button.

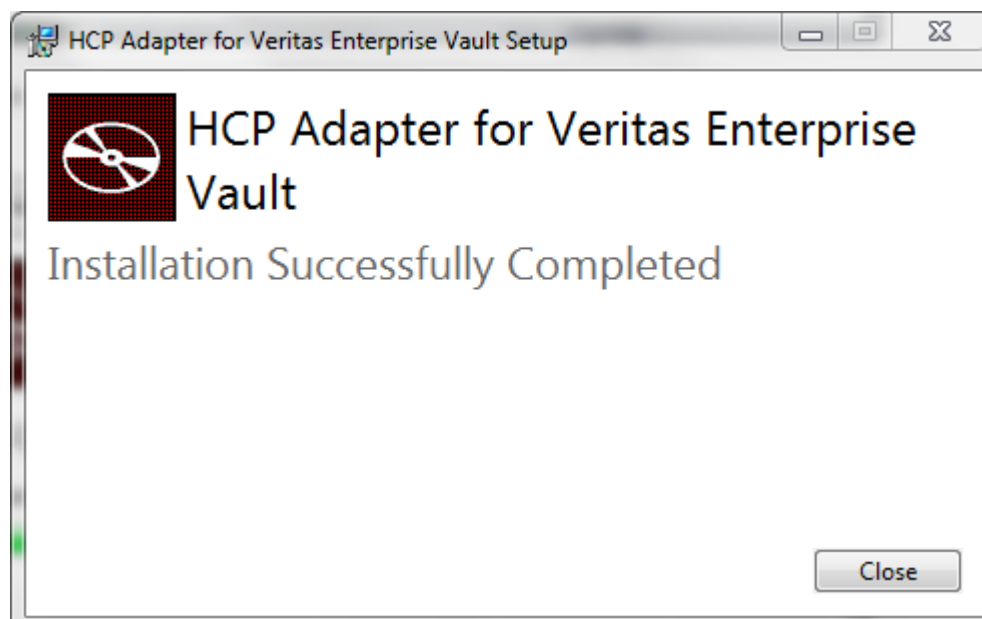


Figure 2-2 Installation Complete Window

5. When installation is complete, click the **Close** button.

Set-up

1. In the Enterprise Vault (EV) console, expand the Enterprise Vault Services in the Console Root tree and double click **Services**.
2. In the Main pane, select **Enterprise Vault Storage Service**. The Service Properties window is displayed, as shown below in Figure 2-5.

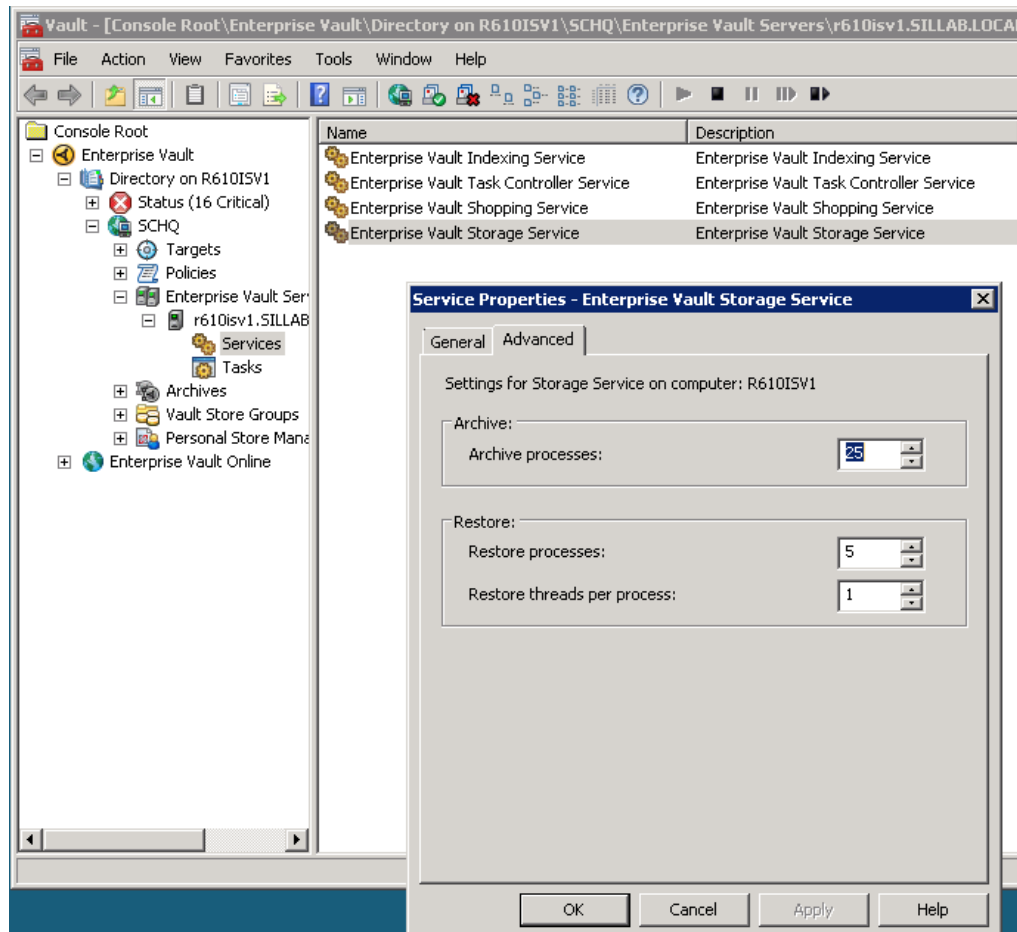


Figure 2-5 Service Properties Window

3. Click the **Advanced** tab.
4. Adjust the value of **Archive processes** as needed, up to a maximum of 25, to increase archive performance.
5. Adjust **Restore** values, as needed.
6. Click the **OK** button to exit the window.

Configuration

This chapter provides instructions for performing Hitachi Content Platform Adapter for Veritas Enterprise Vault operations:

- [Overview](#)
- [Creating a New Tenant in HCP](#)
- [Creating a New Namespace in HCP](#)
- [Creating a Vault Store Group and Vault Stores in EV](#)

Configuring the Hitachi Content Platform Adapter for Veritas Enterprise Vault

Overview

HCP 4 supports multiple tenants, each tenant a peer of others, and for each tenant, multiple namespaces. Each tenant has its own disk quota, and each namespace of a given tenant can share that quota.

Multiple vault store partitions can share the same namespace as long as each partition has a unique root folder path.

When multiple Enterprise Vault (EV) servers exist, each server can share the same tenant, but should have their own dedicated namespace.

For best results, create all necessary EV vault store partitions that share the same namespace in a unique root folder path.

Creating a New Tenant in HCP

1. Open the HCP Admin UI, as shown below in Figure 3-1.

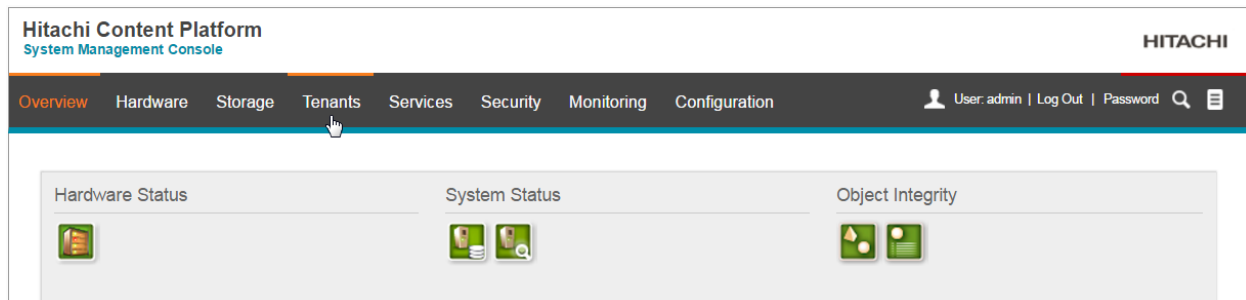


Figure 3-1 HCP Admin UI

2. Select the **Tenants** tab and then click **Create Tenant**, as shown below in Figure 3-2.

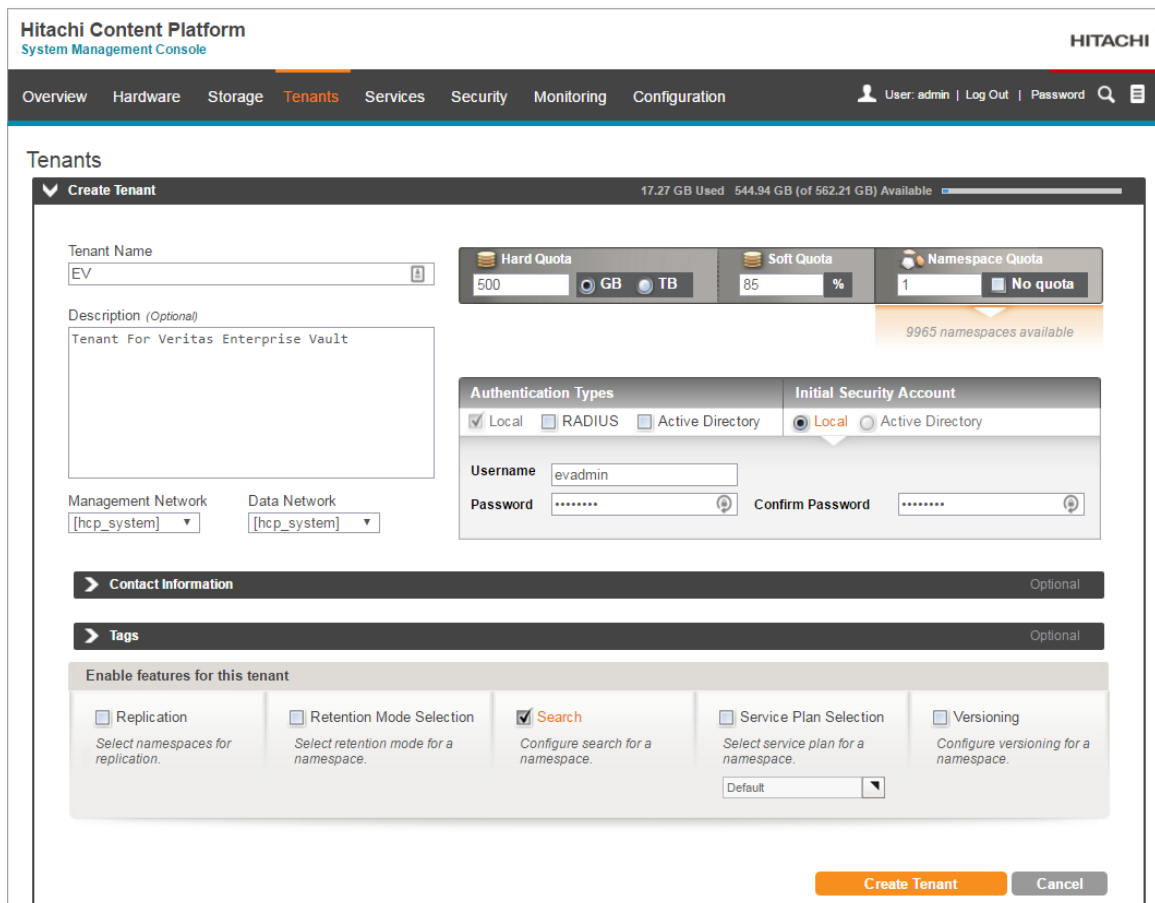
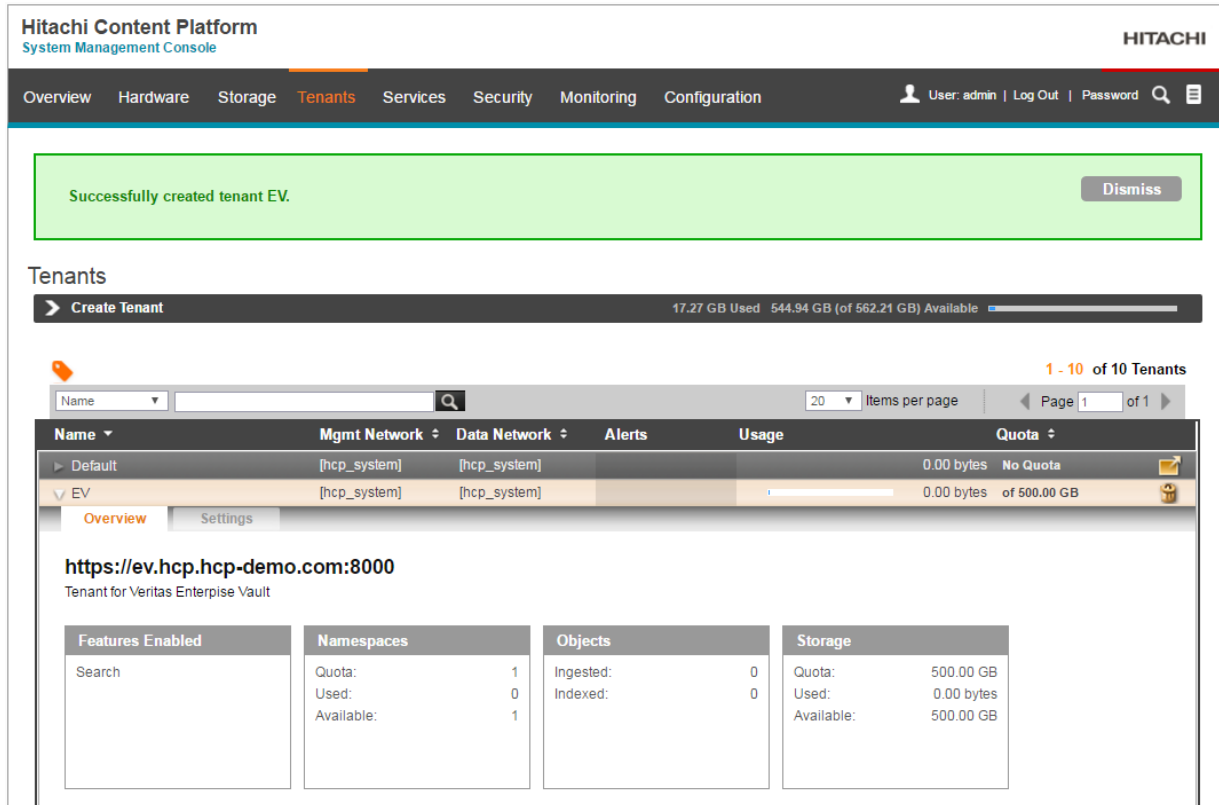


Figure 3-1 Tenants Tab

3. Assign a name and password for a new tenant in UTF-8 lowercase letters.
4. Assign a **Disk Quota** for anticipated data storage requirements.
5. Set **Namespace Quota** (number of namespaces allowed in the tenant) to unlimited or to the number of EV servers that access HCP.
6. Disable **Disposition Service** and **Versioning** (the default values).
7. Enable **Search**.
8. Leave all other tenant settings in their default values.

Creating a New Namespace in HCP

1. Logon to the Tenant Admin UI, as shown below in Figure 3-3.



The screenshot displays the Hitachi Content Platform System Management Console. The top navigation bar includes 'Overview', 'Hardware', 'Storage', 'Tenants', 'Services', 'Security', 'Monitoring', and 'Configuration'. A green notification banner at the top states 'Successfully created tenant EV.' with a 'Dismiss' button. Below this, the 'Tenants' section shows a 'Create Tenant' button and a storage usage indicator: '17.27 GB Used 544.94 GB (of 562.21 GB) Available'. A table lists tenants, with 'EV' selected. The table has columns for Name, Mgmt Network, Data Network, Alerts, Usage, and Quota. The 'EV' tenant details are expanded, showing a URL 'https://ev.hcp.hcp-demo.com:8000' and a 'Tenant for Veritas Enterprise Vault'. Below the details are four summary tables: Features Enabled, Namespaces, Objects, and Storage.

Name	Mgmt Network	Data Network	Alerts	Usage	Quota
Default	[hcp_system]	[hcp_system]		0.00 bytes	No Quota
EV	[hcp_system]	[hcp_system]		0.00 bytes	of 500.00 GB

Features Enabled	Namespaces	Objects	Storage
Search	Quota: 1 Used: 0 Available: 1	Ingested: 0 Indexed: 0	Quota: 500.00 GB Used: 0.00 bytes Available: 500.00 GB

Figure 3-3 Tenant Admin UI

2. The Tenant user must have administrative privileges to create a new namespace. Select the **Security** tab and then click **Users**, as shown below in Figure 3-4.

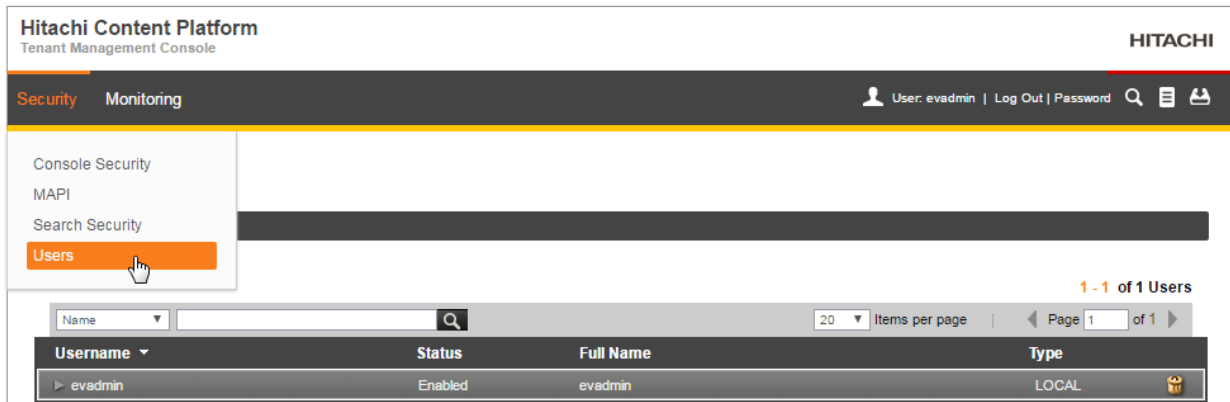


Figure 3-4 Security Tab

3. Click to **expand** the initial user and assign compliance and administrative privileges to the account, as shown below in Figure 3-5. These assignments take place immediately and are reflected in the menu choices.

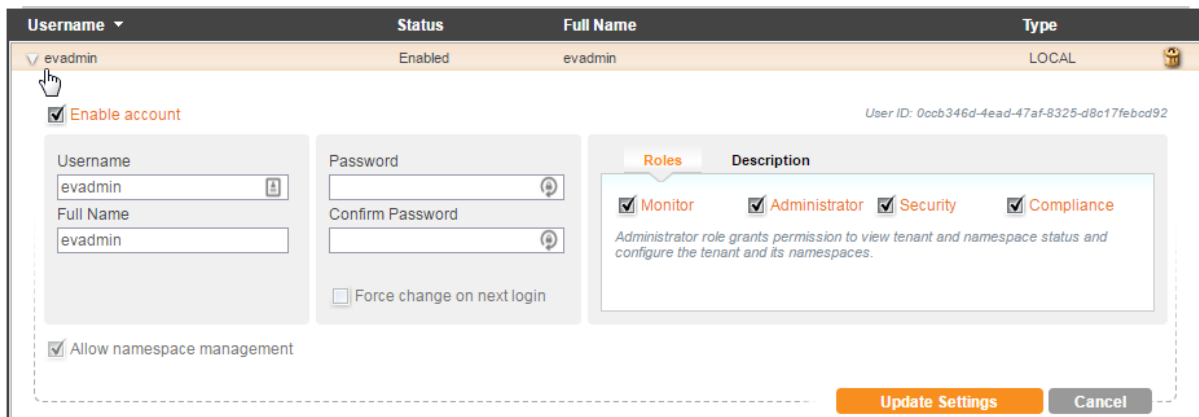


Figure 3-5 Edit User Account

4. Select the **Namespaces** tab and then click **Create Namespace**.
 - a. Assign a name for a new namespace in UTF-8 lowercase letters, as shown below in Figure 3-6.

Hitachi Content Platform
Tenant Management Console

HITACHI

Overview **Namespaces** Services Security Monitoring Configuration

User: evadmin | Log Out | Password

Namespaces

Create Namespace 0.00 bytes Used 500.00 GB Available

Namespace Name: Namespace Owner (Optional): Local Active Directory

0 namespaces used 1 namespaces available

Description (Optional):

Hash Algorithm: Hard Quota: GB TB Allocated: 0.00 KB Available: 500.00 GB Soft Quota: %

Tags Optional

Configure features for this namespace

Search
 Configure search for this namespace.

Off On

Figure 3-6 Namespaces Tab

5. Assign a **Disk Quota** for anticipated data storage requirements.
6. Click the **Search** "on" radio button.
7. Select the **Security->Users** tab and create a User Access Account with a password that has required access permissions to the namespace, as shown below in Figure 3-7.

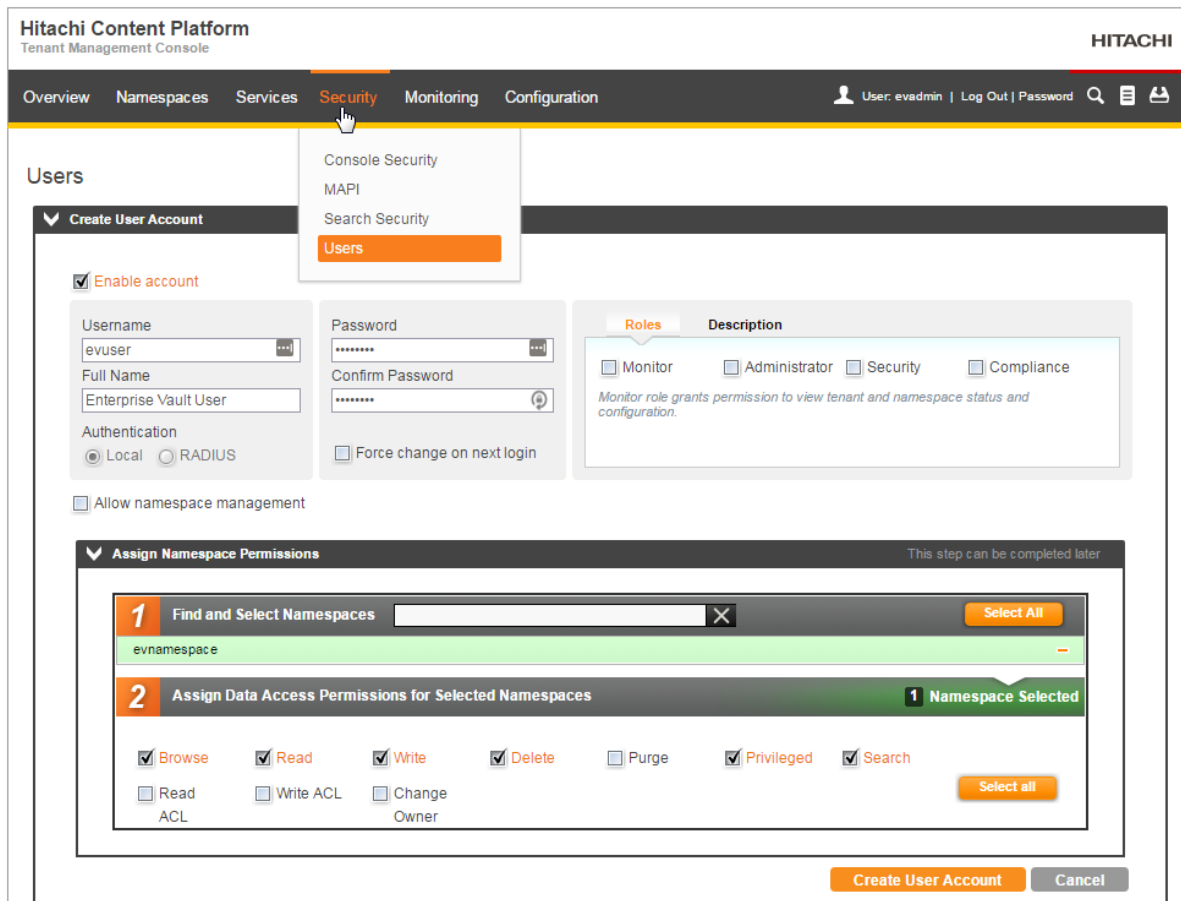


Figure 3-7 Data Access Permissions on Security->Users Tab



Note: Do not change the default retention setting (**Deletion Allowed**) for the namespace.

Note: Search must be enabled to allow EV to query the storage structure on HCP when attempting to rebuild its internal database view.

8. For added performance, enable the HTTP protocol in the Protocol tab of the Namespace Admin UI.



Note: The HTTP protocol should only be used on a network that is secure from malicious monitoring.

Creating an HCP Vault Store Partition in EV

1. The HCP Vault Store Partition may be created within any existing Vault Store Group and Vault Store within Enterprise Vault. A new Vault Store Group and/or Vault Store may be created for HCP using standard Enterprise Vault techniques.
2. Right click on the selected Vault Store and select New Partition. In the Veritas **New Partition** window, select **Hitachi Content Platform (HCP)** from the drop-down menu, as shown below in Figure 3-8.



Note: Do not select **Hitachi Content Archive Platform (HCAP)** option appearing in older versions of Enterprise Vault. This option was non-REST (CIFS) and utilized the now deprecated HCP default namespace.

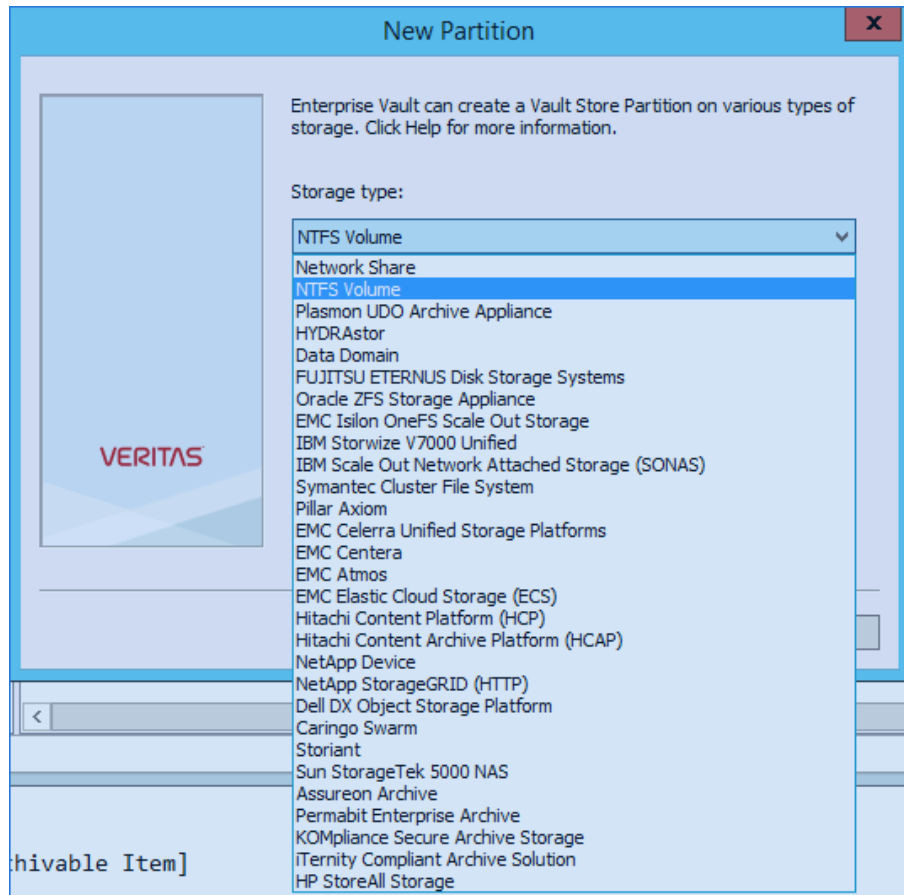


Figure 3-8 Service Properties Window

3. In the **Configuration** window, enter the **DNS, Tenant, Namespace** and **Data Access User** information.
4. When there is no replica, leave the **Replica Cluster Name** blank.



Note: If desired, a replica can be configured at a later date.

5. Set the number of **Local Safety Copies** to the DPL (data protection level) value of the local namespace accessed by EV.
6. Set the number of **Remote Safety Copies** to the DPL (data protection level) value of the remote namespace accessed by EV. When there is no remote HCP, set the value to **0**.
7. Click the **Advanced** tab to view the new settings, as shown below in Figure 3-9.

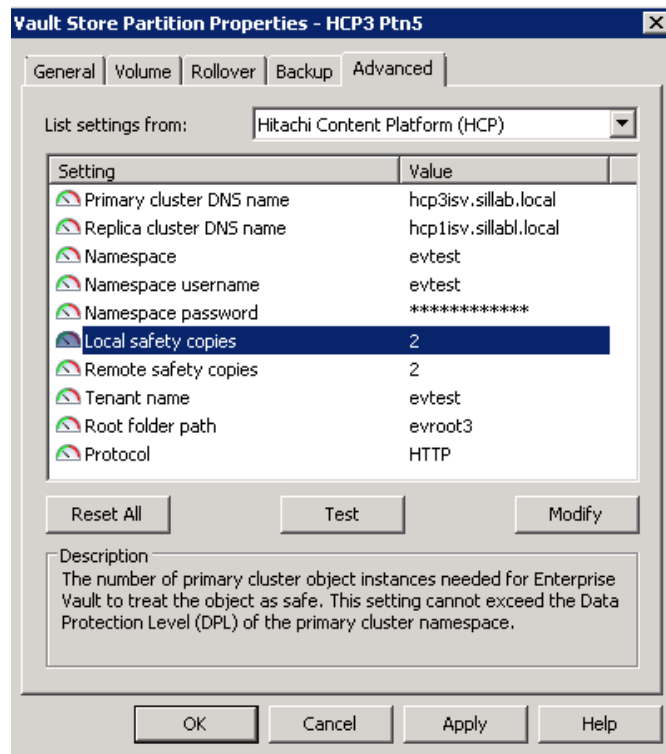


Figure 3-9 Advanced Tab Display

8. Confirm the settings and click the **Test** button. The following confirmation message is displayed:



Note: In the above message, **Streamer Version** refers to Hitachi Content Platform Adapter for Veritas Enterprise Vault and **Storage System Version** refers to Hitachi Content Platform (HCP).

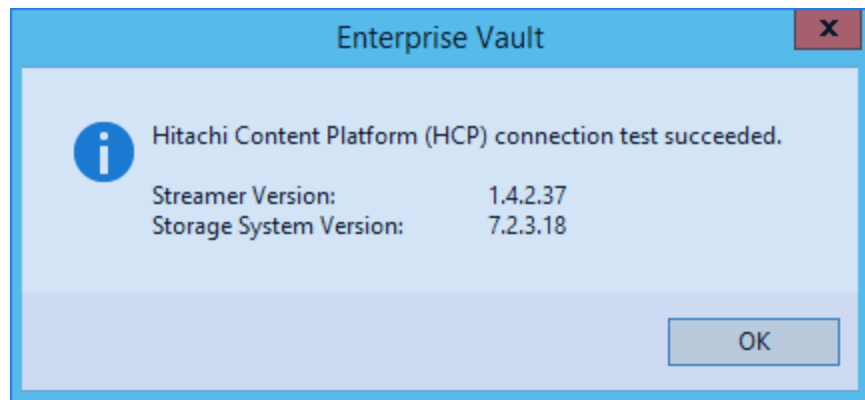


Figure 3-10 Test Succeeded

9. Click the **OK** button to return to the New Partition window, as shown below in Figure 3-11.

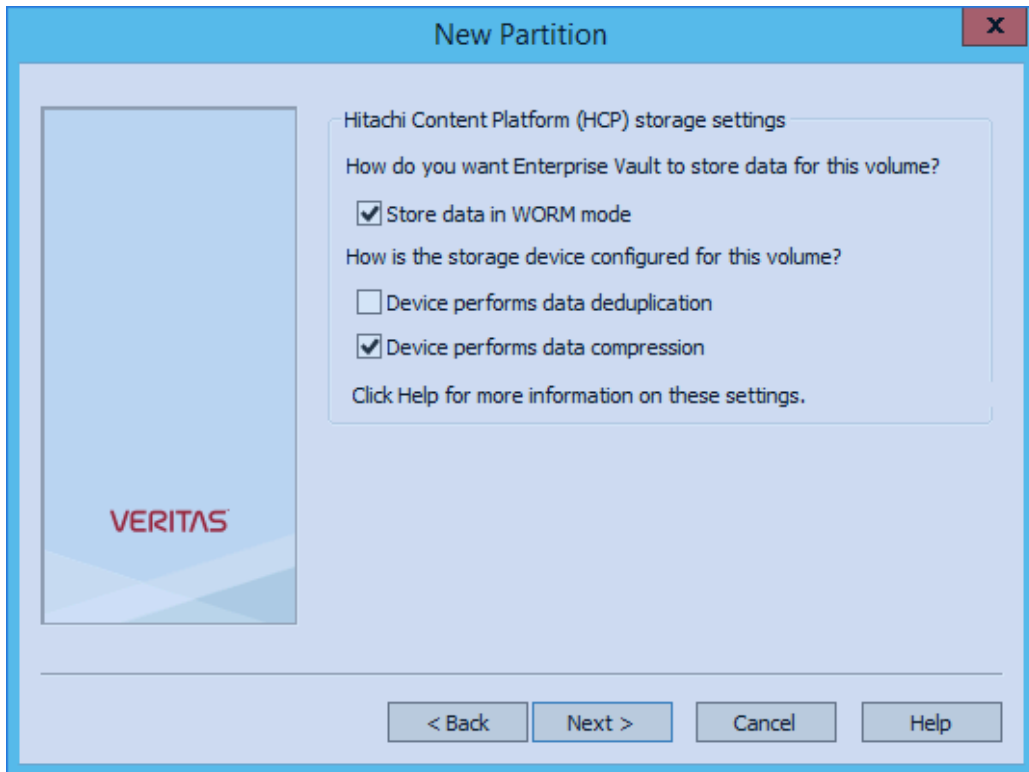


Figure 3-11 Set Up Confirmation Window

10. Check the **Store data in WORM mode** checkbox. When not selected, EV does not synchronize retention values with the HCP.
11. Uncheck the **Device performs data deduplication** checkbox. When selected, EV sends data to the HCP in a format incompatible with HCP's data deduplication feature.
12. Check the **Device performs data compression** checkbox. When not selected, EV performs data compression on the client side.
13. Click the **Next** button to display the Connectivity Test window, as shown below in Figure 3-12.

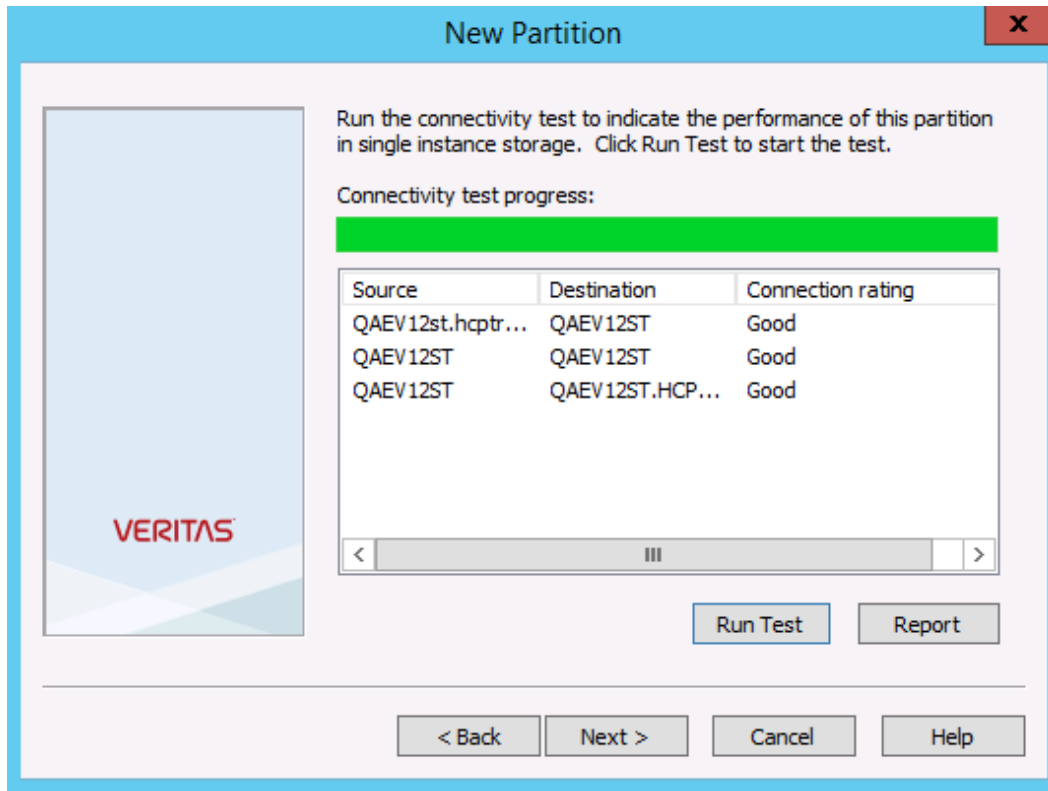


Figure 3-12 Connectivity Test Window

14. Click the **Run Test** button to ensure proper connectivity of all EV server components with HCP.
15. Click the **Next** button to display the Partition Rollover Configuration window, as shown below in Figure 3-13.



Note: This step is optional and is disabled by default.

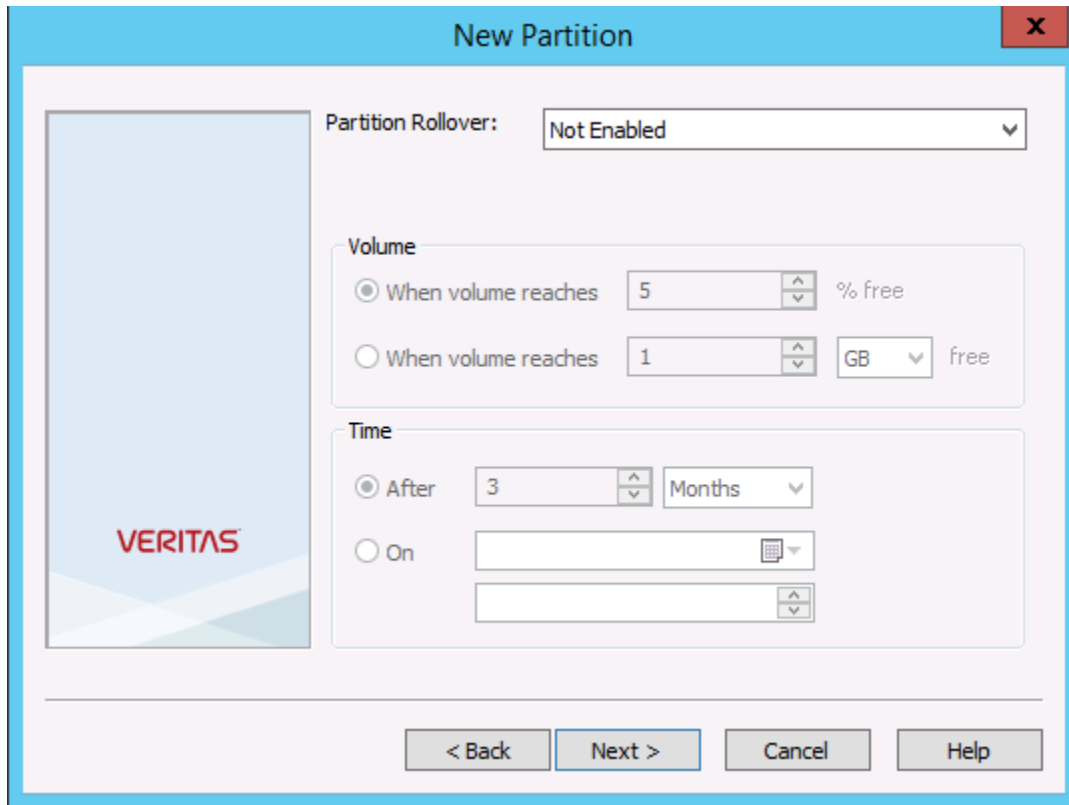


Figure 3-13 Partition Rollover Window

16. Click the **Next** button to display the Scan Frequency window, as shown below in Figure 3-14.

17. If desired, adjust the scan frequency.

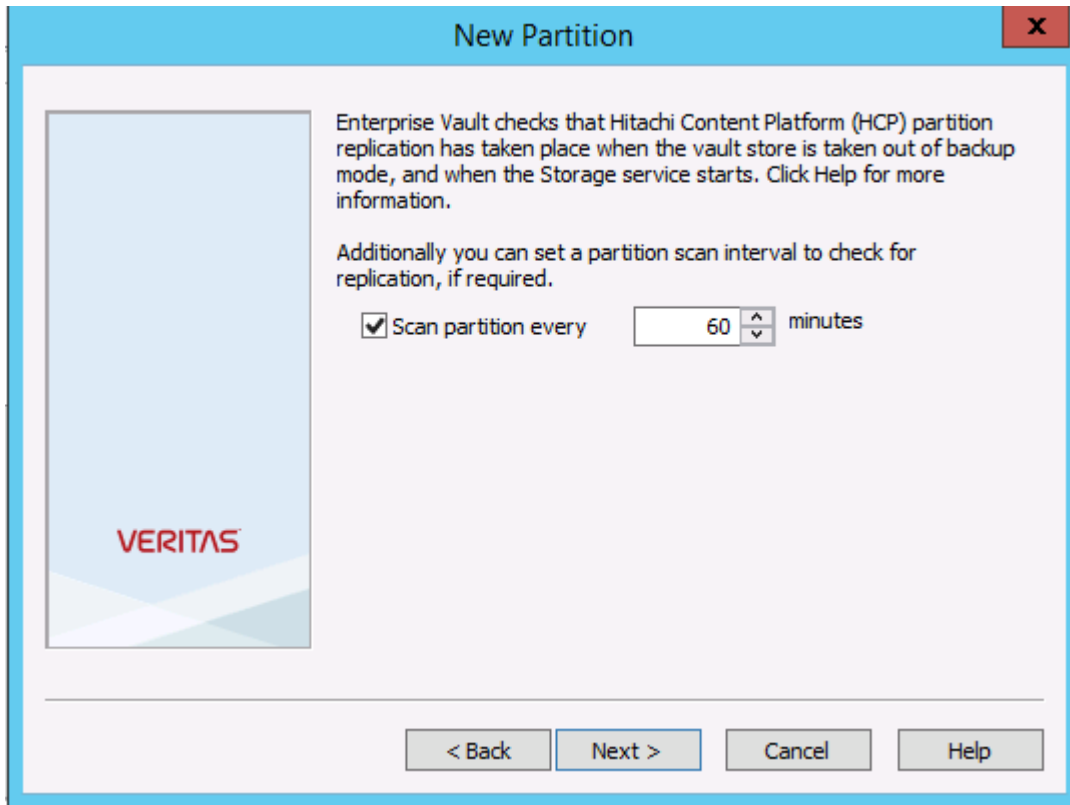


Figure 3-14 Scan Frequency Window

18. Click the **Next** button to display the **Final Summary** window, as shown below in Figure 3-15.

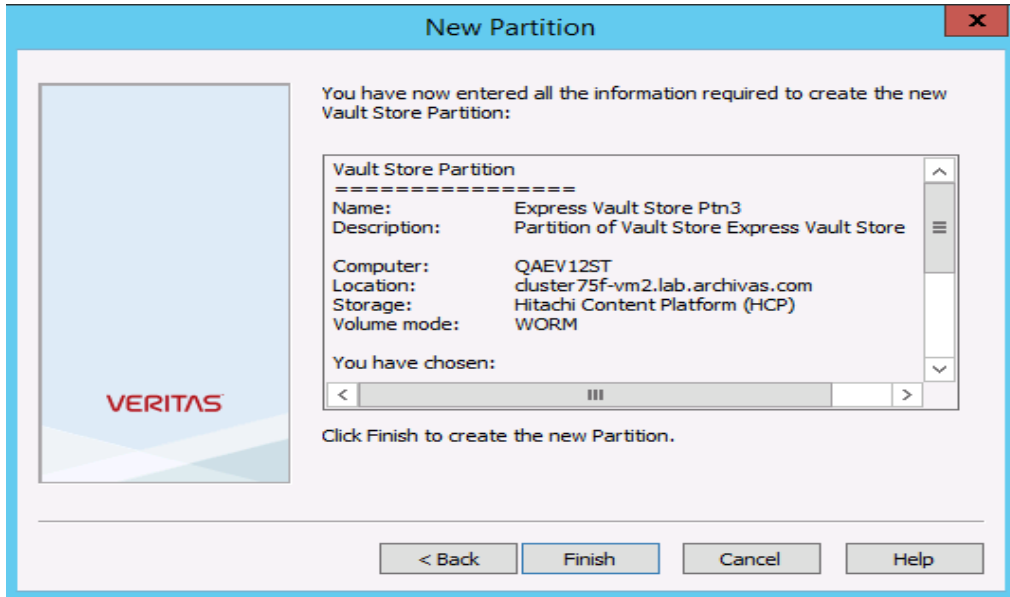


Figure 3-15 Final Summary Window

19. Review the summary of the new vault store partition, and if correct, click the **Finish** button to create the new partition. If any items in the summary are incorrect, click the **Back** button to change a setting or the **Cancel** button to terminate the process.

Troubleshooting

This chapter provides troubleshooting information for Hitachi Content Platform Adapter for Veritas Enterprise Vault:

- Troubleshooting

Troubleshooting

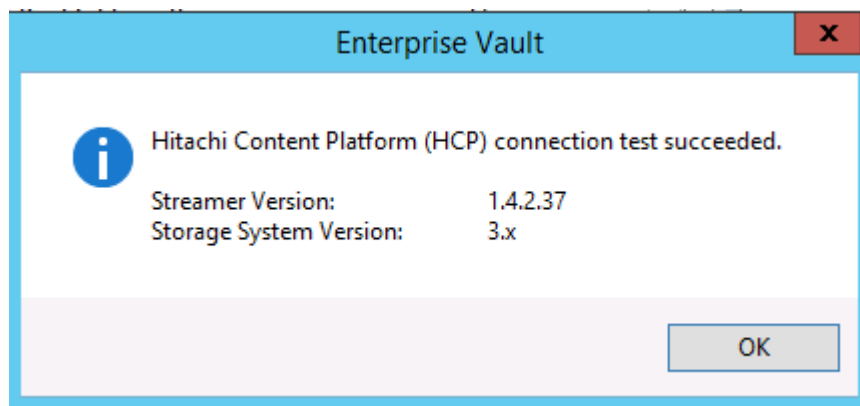
Access to HCP failed

An access failure leads to a connection test failure. Access Denied to HCP occurs under the following conditions:

- **Tenant name is incorrect** (for HCP 4.0)
- **Namespace name is incorrect** (for HCP 4.0)
- **User name is incorrect or does not exist**
- **Password is incorrect.**

Check the Enterprise Vault event log for more information.

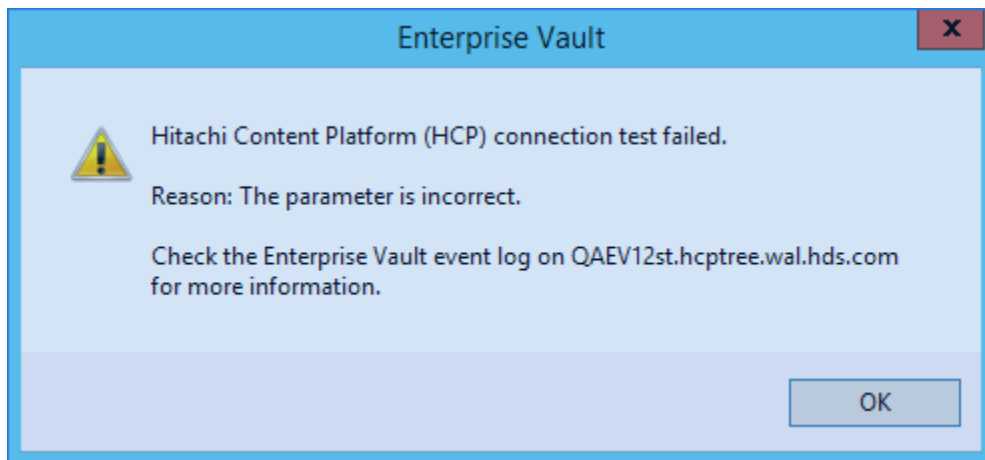
Incorrect Parameter



An incorrect parameter leads to a connection test failure. Parameter failures occur under the following condition:

- **Value for remote safety copies (other than zero) is specified when there is no replica**
- **The Primary Cluster DNS Name is incorrect**

Check the Enterprise Vault event log for more information.



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