



Hitachi AMS2000 Family Products

Web Portal Registration Guide

FASTFIND LINKS

Portal Registration Instructions

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Portal Registration Instructions

Welcome to the Portal Registration Guide for Hitachi AMS2000 Family Product customers.

This chapter describes how customers and Authorized Service Providers (ASPs) can register an AMS2000 Family Product:

- Instructions for AMS2000 product customers start on the following page.
- Instructions for ASPs start on [page 15](#).

Registering your new AMS2000 Family Product is quick and easy both for customers and ASPs. With just a few mouse clicks, you can use the instructions in this guide to register your new AMS2000 unit.

To enhance your experience, registering your product provides you with access to entitlement key(s), microcode downloads, and updated documentation.

If you have questions about the registration process, please contact helpdesk@hds.com or call the Hitachi Data Systems support desk:

- **United States and Canada**
866-HDS-WINS (866-437-9467)
- **Europe, Middle East, and Africa (EMEA)**
+44-1753-618500
- **Australia**
1800-800-261
- **International**
+1-408-327-4000

Registering Your AMS2000 Product

If you are a new user, record your AMS2000 model number (2100, 2300, or 2500) and serial number below before proceeding. You will refer to these items when registering your AMS product.

- AMS model number (for example, AMS2100):
The AMS model number appears on your packing list or invoice.
- AMS 8-digit serial number:
The serial number appears on the back of your AMS2000 unit (see [Figure 1](#)).



NOTE: Up to nine additional users can register the same AMS2000 Family Product using this procedure. All users must enter the same company when registering. This capability allows other company employees to access the online account for the AMS2000 Family Product.



Product Serial Number for registration of
AMS2100 (S) and AMS2300 (M) models



Product Serial Number for registration
of AMS2500 (H) model

Figure 1: Example of Serial Numbers

After recording your AMS2000 model number and serial number on the previous page, perform the following procedure to register your AMS2000 unit.

1. Go to the Portal Registration Login page:

support.hds.com

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Welcome to the Hitachi Data Systems portal for partners and customers.
Please login or click the registration link below to request access.

Login ID or Email Address:

Password:

[Forgot your password?](#) | [Need to register?](#)

For assistance, please contact helpdesk@hds.com or call our HDS support desk at (866) 437-9467.

Previously registered?
Enter your Login ID (usually your e-mail address) and your Password.

First-time registrant?
Go here.

2. On the Portal Registration Login page, perform one of the following steps:

- If you are a new user, click **Need to register?** The Registration - Privacy page appears. Proceed to step 3 on the next page.
- If you have previously registered an AMS2000 product, enter your login ID (usually your email address) and case-sensitive password in the fields provided, then click **Sign In**. The Customer Support Portal home page appears (see [Figure 2 on page 11](#)) and you can skip to [page 11](#).

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Registration - Privacy Policy

Please select your language from the list below to view the appropriate privacy policy and proceed with registration.

Select a Language

3. On the Registration - Privacy page, select a country.

4. Click **Next**. One of the following actions occurs:
 - If there is only one language for the country you selected, the Privacy Policy page appears. Skip to step 4.
 - If there is more than one language for the country you selected, a drop-down list prompts you to select a language. If you selected Denmark, for example, the following page appears, with language options for English and Danish. Select a language and click **Next** to display the Privacy Policy page.



TIP: To go to a country quickly, press the first letter in the country name. If more than one country starts with that letter, you can scroll down until you find the appropriate country.

5. Read the Privacy Policy and click **I Accept** at the bottom of the page. The Registration - Email Address page appears.



NOTE: You must accept the Privacy Policy to continue.

6. On the Registration - Email Address page:
 - a. Enter the same business email address in the **Business Email Address** and **Confirm Email Address** fields. The email address you enter in these fields will be your Login ID. Other company employees and representatives can also register using the same domain.

Registration - Email Address

Please provide us with your email address for account creation. Your email address will be your Login ID.

* indicates a required field

Business Email Address *

Confirm Email Address *

Enter your Business e-mail address.
Other company employees/representatives may also register, using this same domain.
Example: Another employee may register, using Billie.Holiday@zeppelin.com.

- b. Click **Next**. The User Registration - Access Type page appears.

User Registration - Access Type

Please register as Customer or Guest User by selecting the appropriate option below. If you are not yet a Registered Customer, make your selection based on the product(s) you own.

Customer Access

☐ Hitachi Simple Modular Storage and/or Adaptable Modular Storage 2000 Family Products

Use the above option if you own a Hitachi Simple Modular Storage unit and you are not yet registered with Hitachi Data Systems. To complete registration using this option, you must have the product model and the serial number for a unit that was provided by HDS or an HDS approved reseller.

☐ Any other HDS products

Use the above option if you are a customer who owns HDS products other than a Hitachi Simple Modular Storage unit. To complete registration using this option, you must have the product model number or code and the serial number for a unit that was provided by HDS or an HDS approved reseller.

☐ Registered Customer

In order to use this option you must have a registration ID that was previously provided by an HDS Representative, an HDS Reseller or your company administrator. Enter your registration ID in the box provided below.

Guest Access

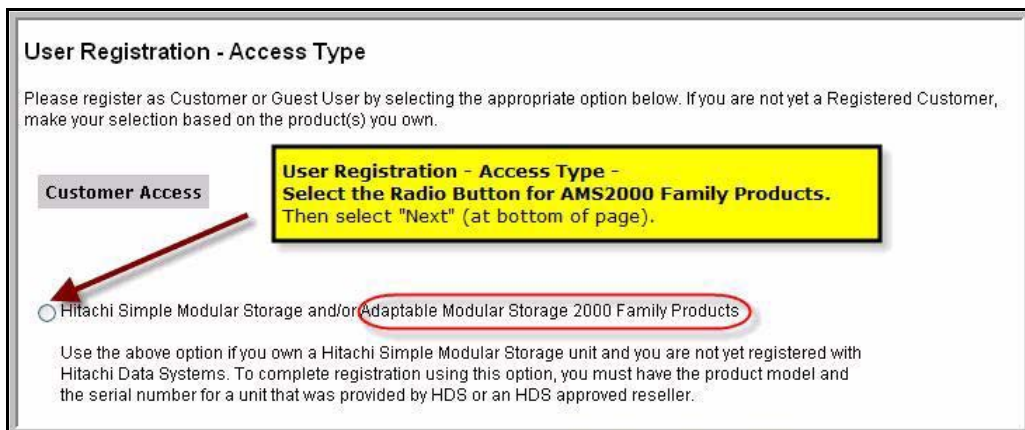
☐ Guest User

Use the above option if you do not own, distribute or resell Hitachi Data Systems (HDS) products, but would like access to basic HDS product documentation.

[Back](#)

[Next](#)

7. On the User Registration - Access Type page:
 - a. Click the top option (**Hitachi Simple Modular Storage and/or Adaptable Modular Storage 2000 Family Products**).



User Registration - Access Type

Please register as Customer or Guest User by selecting the appropriate option below. If you are not yet a Registered Customer, make your selection based on the product(s) you own.

Customer Access

☐ Hitachi Simple Modular Storage and/or Adaptable Modular Storage 2000 Family Products

Use the above option if you own a Hitachi Simple Modular Storage unit and you are not yet registered with Hitachi Data Systems. To complete registration using this option, you must have the product model and the serial number for a unit that was provided by HDS or an HDS approved reseller.

User Registration - Access Type - Select the Radio Button for AMS2000 Family Products. Then select "Next" (at bottom of page).

- b. Click **Next**. The User Registration page appears.

The screenshot shows the 'User Registration' form. It is divided into 'User Details' and 'Customer Information' sections. The 'Customer Information' section contains various input fields, some marked with a red asterisk (*) to indicate they are mandatory. Annotations in yellow boxes provide important information: one points to the 'Company' field stating that the 'Site ID' will be created under the company name; another points to the 'Company' field stating that up to 9 additional users can register under the same unit; a third points to the 'Email Address' field with a note about creating a company email account for a Field Engineer (FE); and a fourth points to the 'Reseller Information' checkbox, stating it is only for resellers. The form includes a 'NEXT' button at the bottom.

User Registration

User Details

Customer Information

* Mandatory fields

Salutation * Ms.

First Name * Led

Middle Name

Last Name * Zeppelin

Company Zeppelin Industries

Email Address * Mary.Evans@zeppelin.com

Country * Denmark

Phone Number * 546687 9842

Fax

Job Title * Other

Industry - Select Industry -

☐ Yes, I would like to receive e-mail alerts on marketing and promotional materials

☐ Yes, I would like to receive email alerts for product software and firmware updates

Reseller Information

☐ (Check this box if you are a reseller registering on behalf of your customer)

IMPORTANT: Fill in the Company Name. Your "Site ID", which will enable the Global Customer Care (GCC) Team to identify your account will be created under your company name.

Up to 9 additional users may register this same unit (using this same process). All users must use the same Company Name when registering. This additional registration capability enables other company employees to access the online account for your AMS2000 Unit.

NOTE: If so desired, you may create a company e-mail account for your HDS Field Engineer (FE). This would provide your HDS Field Engineer with convenient online access to your AMS2000 Product. The FE would initially require access to this e-mail account, for the purposes of retrieving the registration password. You may likewise, at your discretion, provide your HDS FE with another portal-registered company e-mail and password.

This would be used only by Resellers, who are registering the units as a convenience to your customers.

NEXT

8. On the User Registration page:

- Complete all the required fields, which are denoted by a red asterisk (*). The other fields are optional.
- Company Name.** The name you enter in this field is used to create the Site ID that allows the Global Customer Care team to identify your account.
- Reseller Information.** This check box is only used by resellers who are registering the array as a convenience to their customers.
- Click **Next**. The Product Registration page appears.



NOTE: You can also create a company email account for your Hitachi Data Systems field engineer (FE) to provides the FE with convenient online access to the AMS2000 unit. To create an email account for your FE, the FE needs access to the email account you specify on the User Registration page to retrieve your registration password.



TIP: Up to nine additional users can use this process to register the same unit, so long as they use the same **Company Name** when registering the product. This capability lets other company employees to access the online account for your AMS2000 unit.

The screenshot shows the 'Product Registration' page. The 'Product Information' section contains three mandatory fields: 'Product Model', 'Serial Number', and 'Product Alias'. Each field has a red asterisk and a red circle around the word 'here' in the help text. A yellow callout box on the right contains the following text: 'You will select your product model from the drop-down. (Select [here](#) hyperlink for model identification assistance) Enter your product 8-digit Serial Number. (Select [here](#) hyperlink for Serial Number identification assistance) If desired, enter a Product Alias (your own tip as to how to identify this unit).'

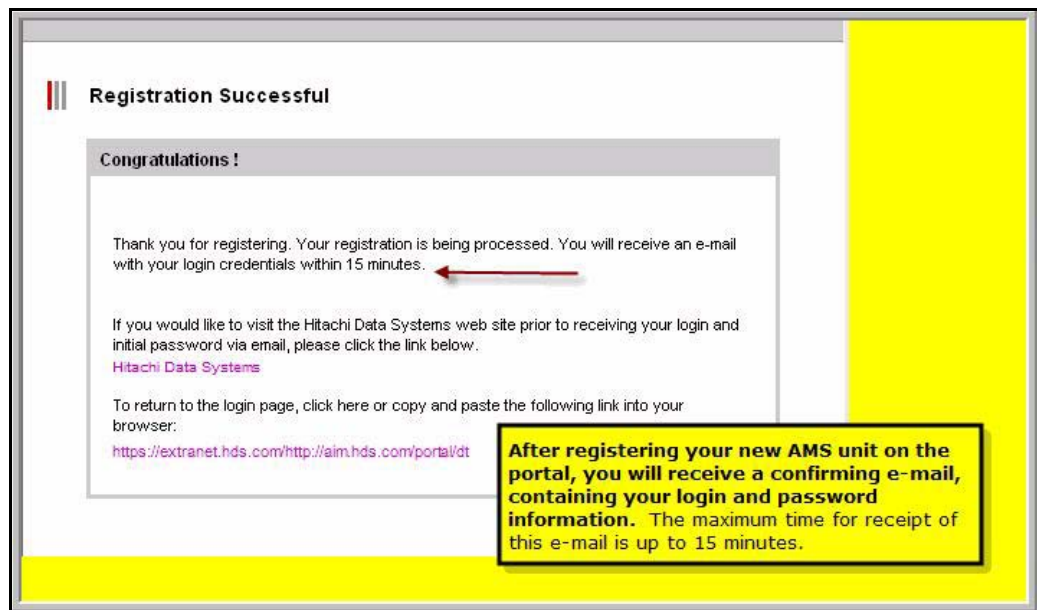
9. On the Product Registration page:
 - a. **Product Model.** Use this drop-down list to select your AMS2000 model, which you recorded on [page 2](#). For assistance, click the **Here** link below this field.

The screenshot shows the 'Product Model' drop-down menu. The menu is open, displaying a list of product models: '-Select Product-', '-Select Product-', AMS2100, AMS2300, AMS2500, HSMS 100 - DSA-F800-RBF1, and HSMS 100 - DSA-F800-RBF2. A yellow callout box above the menu is titled 'AMS2000 Product Model Selections'. Red arrows point from the 'Product Model' and 'Serial Number' fields to the menu.

- b. **Serial Number.** Enter your product's 8-digit serial number, which you recorded on [page 2](#). For assistance, click the **Here** link below this field.
- For AMS2100 and AMS2300 units, the serial number starts with **000** (for example, 00010014). See the top example in [Figure 1 on page 2](#).
- For AMS2500 units, the serial number starts with **870** (for example, 87010024). See the bottom example in [Figure 1 on page 2](#).
- c. **Product Alias.** If desired, enter an optional tip for identifying this unit.
- d. Click **Next**. A registration confirmation page appears and a confirmation email is sent to the email address you specified on the User Details page.



NOTE: The email can take up to 15 minutes and contains your login credentials to the Hitachi Data Systems Portal. After you receive your confirmation e-mail, you can log in and access the Portal capabilities enabled for the AMS product line.



Congratulations, your registration is complete!

You are now able to access the Customer Support Portal and take advantage of features, such as:

- Downloading license keys
- Upgrading firmware and microcode
- Add AMS2000 products using the **My Products** tab

2. Accessing the Customer Support Portal

After you receive your confirmation e-mail, log in to the Customer Support Portal home page to perform such tasks as downloading the appropriate license key(s) and adding products to an existing registration.

1. Return to the Login page:
support.hds.com
2. In the Login page, perform the following steps:
 - a. **Login ID or Email Address.** Enter the same business email address you entered on the User Registration page.
 - b. **Password.** Enter the case-sensitive password in the confirmation email. For security, each typed password character appears as a bullet (•).



NOTE: Observe case when entering the password. For example, **PASSWORD** is not the same as **Password**, **password**, or **PassWord**.

- c. Click **Sign-in**. The first time you sign in, you are prompted to change your password. After you choose a new password, record it below for future reference:

Web Portal sign-in password:

After you sign in, the Customer Support Portal home page appears. If you are an Authorized Service Providers (ASPs), however, the Partner Exchange Site appears, from which you can access the Customer Support Portal (see [page 15](#)).

Hitachi Data Systems

Welcome to the Hitachi Data Systems portal for partners and customers.
Please login or click the registration link below to request access.

Login ID or Email Address:

Password:

[Forgot your password?](#) | [Need to register?](#)

For assistance, please contact helpdesk@hds.com or call our HDS support desk at +1 (866) 437-9467.

[Terms of use \(US\)](#) | [Terms of use \(Europe\)](#) | [Employee Login](#)

Register with your business Email address and the password you received in your e-mail (you will be prompted to change your password upon your first login). You will now be taken to the **Customer Support Portal**, where you may access license key downloads and other AMS2000 Support.

NOTE: If you are an ASP (Authorized Service Provider), you will be taken to the Partner Exchange Site, from which you may access the Customer Support Portal (see instructions below).

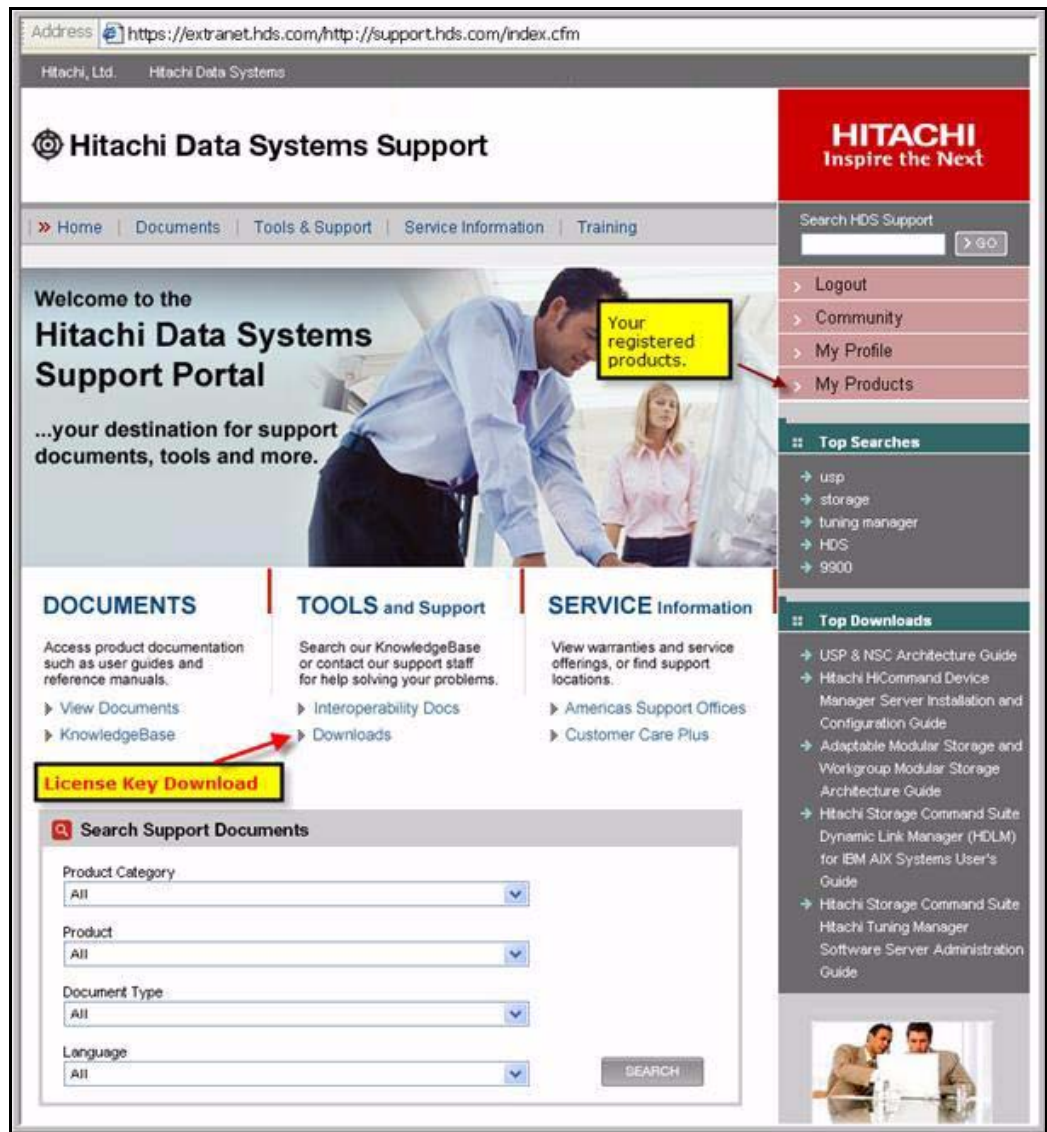


Figure 2: Customer Support Portal Home Page

3. Click the **Downloads** link. A page similar to the following appears.



4. Click the **License Keys** link. The License Key Downloads page appears.

5. In the License Key Downloads page, perform the following steps:
 - a. **Serial Number.** Use this drop-down list to select the serial number for the product for which you want to obtain a license key.
 - b. **Entitlement ID.** Enter the entitlement ID on the certificate you received with your AMS2000 unit (see [Figure 3 on page 13](#) for an example).
 - c. Click **Validate** to validate and download your license key. After you download your license key for any optionally purchased products, the results appear on your license key (see [Figure 4 on page 13](#) for an example).



Figure 3: Example of an Entitlement ID



Figure 4: Example of License Key

Where to Go from Here

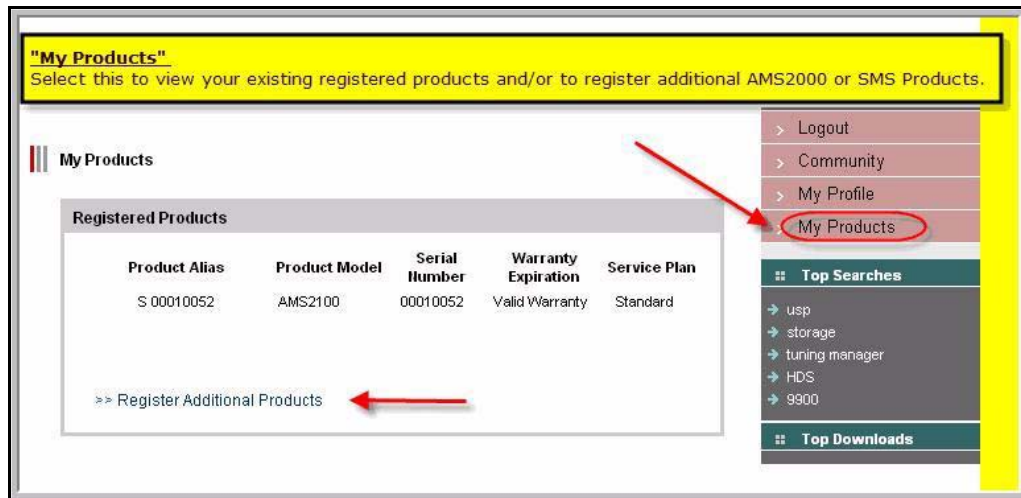
Perform one of the following steps:

- To view your existing product registrations or register additional AMS2000 products, proceed to [Registering Additional Products on page 14](#).
- To change your password, security question, or other account profile information, click the **My Profile** link on the Customer Support Portal home page.
- If you have finished your Customer Support Portal activities, click the **Log Out** link to log out of your home page.

Registering Additional Products

To view your existing registered products and/or register additional products, perform the following procedure.

1. Click the **My Products** link from the Customer Support Portal home page to display the My Products page.



2. On the My Products page, click the **Register Additional Products** link. The Product Registration page appears.

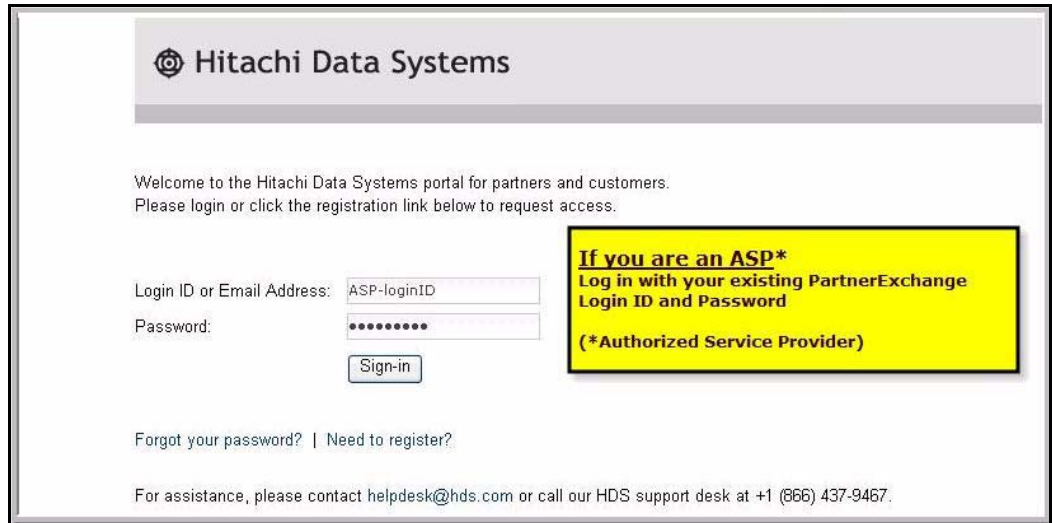
3. Follow the instructions on [page 8](#).

Product Registration Procedure for ASPs

ASPs can use the following procedure to register a Hitachi AMS2000 Family Product.

1. Go to the Portal Registration Login page:

support.hds.com



The screenshot shows the Hitachi Data Systems portal login page. At the top, there is a header with the Hitachi Data Systems logo and name. Below the header, a welcome message states: "Welcome to the Hitachi Data Systems portal for partners and customers. Please login or click the registration link below to request access." The login section includes two input fields: "Login ID or Email Address:" with the placeholder text "ASP-loginID" and "Password:" with a masked password "••••••••". A "Sign-in" button is located below the password field. To the right of the login fields, there is a yellow box with the text: "If you are an ASP* Log in with your existing PartnerExchange Login ID and Password (*Authorized Service Provider)". Below the login fields, there are links for "Forgot your password?" and "Need to register?". At the bottom, there is a footer with contact information: "For assistance, please contact helpdesk@hds.com or call our HDS support desk at +1 (866) 437-9467."

2. In the Portal Registration Login page, perform the following steps:
 - a. **Login ID or Email Address.** Enter your PartnerExchange Login ID.
 - b. **Password.** Enter your PartnerExchange Login password. For security, each typed password character appears as a bullet (•).
 - c. Click **Sign-in**.

The Partner Exchange Site home page appears.

Home North America



PartnerExchange Home Page



Welcome Logout | My Profile



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Partner Enablement Kit



Partner Enablement Kit

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All

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All

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3. On the right side of the page, click the **Customer Support Site** link.
4. Follow the on-screen instructions to complete the registration procedure.

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