

**Installation Guide**  
**XenData Workstation software**  
**Version 7.30**  
**Updated: 31-Mar-2026**



## Hardware Requirements

1. A computer with a Windows 11 operating system and at least 8 GB RAM. The latest Security updates are also recommended.
2. An LTO tape drive that is certified to work with this version of XenData Workstation. Please refer to the XenData web site ([www.xendata.com](http://www.xendata.com)) for information on the supported LTO drives and the certified device drivers.
3. For SAS connected LTO drives, a SAS cable and HBA compatible with the chosen tape drive. Please refer to the XenData web site ([www.xendata.com](http://www.xendata.com)) for information on the supported HBAs.
4. For USB connected LTO drives, an available USB 3.0 or 2.0 port is required. USB 3.0 is preferred for performance reasons.
5. For Thunderbolt connected LTO drives a Thunderbolt-enabled computer system is needed with a certified Thunderbolt cable to achieve maximum performance.

## XenData Workstation Software Installation

### Pre-requisites for SAS Connected LTO Drives (Windows 11)

1. Ensure that a certified tape drive is connected to the workstation; that it is powered on and that the certified device driver is installed.
2. A XenData Activation Code is required for XenData Workstation software installation.
3. A working Internet connection on the workstation simplifies program activation.
4. Any file transfers to or from LTO tape will pause if the workstation sleeps or hibernates. Consequently, we recommend that you configure Power Options for the workstation to prevent sleeping or hibernating.

## **Pre-requisites for USB Connected LTO Drives**

1. Turn on the drive unit and connect the USB cable to the USB port on your computer.  
Install a device driver as described below:
  - ❖ Navigate to Device Manager (If you connect this drive to a computer for the first time or if you connect this drive into a different USB port, the tape drive is recognized in the Device Manager but the driver has not been applied). This drive on the Device Manager will be recognized in "Other devices" as "IBM ULTRIUM-HHx USB Device", where 'x' is the LTO drive generation.
  - ❖ Right-click on "IBM ULTRIUM-HHx USB Device" and in the menu select "Update Driver". Click "Browse my computer for driver software" then select the "Let me pick from a list of device drivers on my computer", select the "Tape Drive" in the Common hardware then from the manufacturer list select "LTO" and then apply the standard LTO Tape Driver provided by Windows in the right hand pane. A warning will be displayed, select "Yes" to continue. Close the dialog box and check that the drive is displayed in the "Cassette drive" or "Tape Drive" section of the Device Manager.
2. If you are planning to use the LTFs format, follow the LTO drive manufacturer's documentation to install the required registry changes. These changes are necessary to allow USB devices to transfer data in the sizes required to write LTFs tapes.
3. Reboot the computer.
4. Configure Power Options for the computer to prevent sleeping or hibernating. (This is because any file transfers to or from LTO will pause if the computer sleeps or hibernates.)

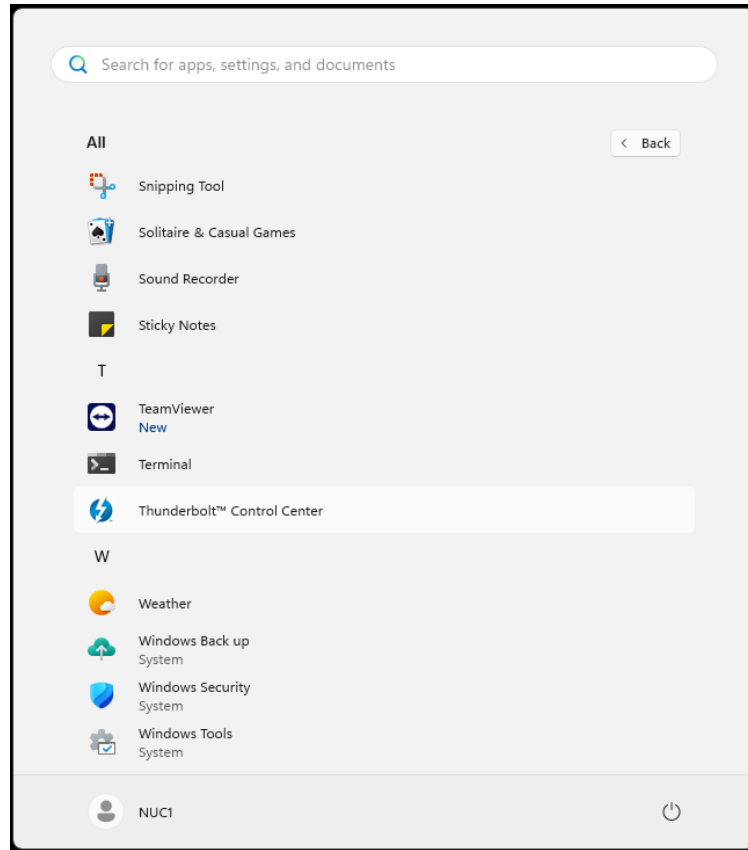
## **Pre-requisites for Thunderbolt Connected Drives**

### Initial Cabling and Power Sequence

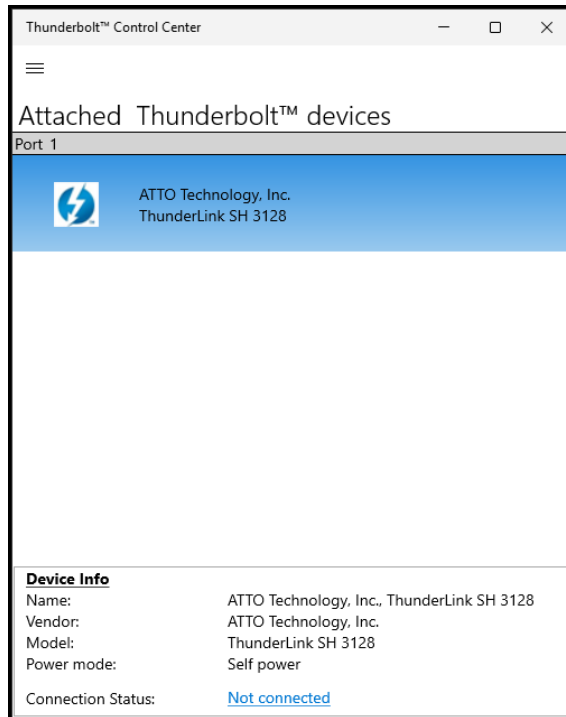
1. With all devices powered off, connect the LTO drive to your system using a Thunderbolt cable.
2. Power on the LTO drive, allowing it to complete its Power On Self Test (POST) sequence, waiting for the green light on the front of the drive becomes solid green, indicating the drive is 'Ready'.
3. Power on your system.

## Thunderbolt Setup in Windows

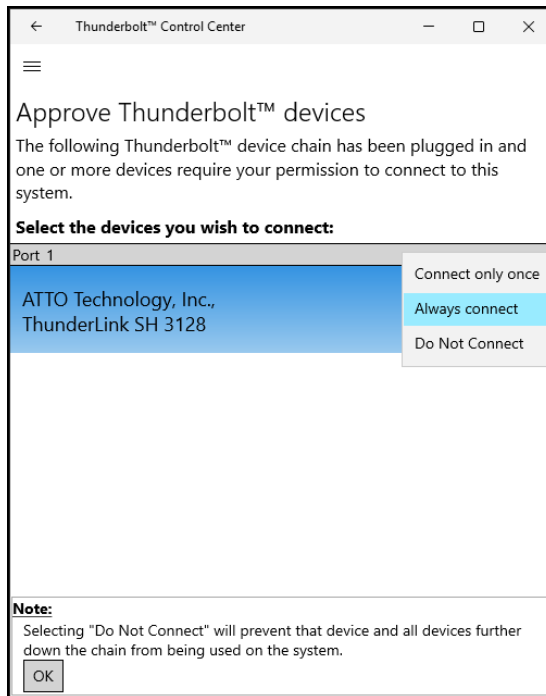
1. Login to your device.
2. Install the Thunderbolt Control Centre app from the Microsoft App Store on your system
3. Click on the Start icon. Open all on the drop down then scroll to and click on the Thunderbolt Control Center, as illustrated below.



4. The Thunderbolt connected tape drive should appear as illustrated below. At the very bottom of the screen, it may show "Not Connected". Select the 'Not connected' hyperlink.



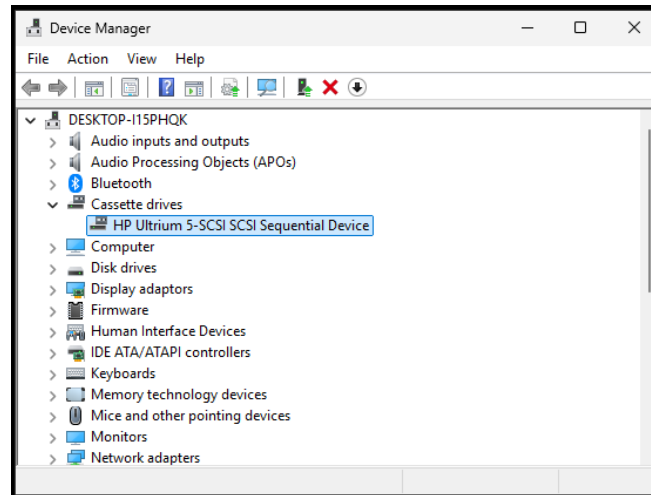
5. In the Approve Thunderbolt Devices list, select 'Always Connect' from the drop-down menu as shown:



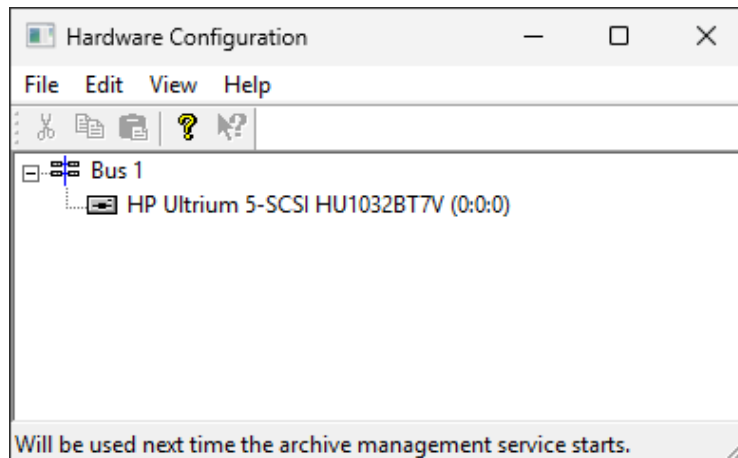
6. Reboot the system.

## Final Steps

1. Right-click on the Start icon and select Device Manager. Normally the LTO device drive will have been installed automatically. You should check the Device Manager listing to ensure that this is the case. If so, the LTO drive will appear under tape drives as shown below.



2. A XenData hardware configuration utility must now be run. To run, double click on `C:\ProgramFiles\XenData\Archive Series\HWConfig`. This will launch the hardware configuration utility shown below.



If there is a red marker against the drive, as shown above, right click the drive and enable it. You may need to make sure the XenData Archive Series Service is stopped first.

3. Reboot the Windows system and the system is now ready for use

## XenData Workstation Software Installation

### Procedure for a New Installation

Download the XenData Workstation installation file and double click on the installation file to launch the installation wizard and proceed as follows.

- ❖ Carefully review the License Agreement and, if you agree, accept the terms of the agreement.
- ❖ Click 'Typical' on setup type and then 'Install'
- ❖ Reboot your device.
- ❖ On reboot, search the windows search bar or navigate to the XenData section of your apps and look for the 'License Administration' Utility interface, open this.
- ❖ The program should look like the image shown to the below, enter your Activation Code into the designated field.
- ❖ When a working Internet connection is available, click "Apply". The License Administration Utility will connect to a XenData License Server and will activate your system. The details of the activation will be displayed in the lower pane of the License Administration Utility. Then click 'OK', Reboot your device.

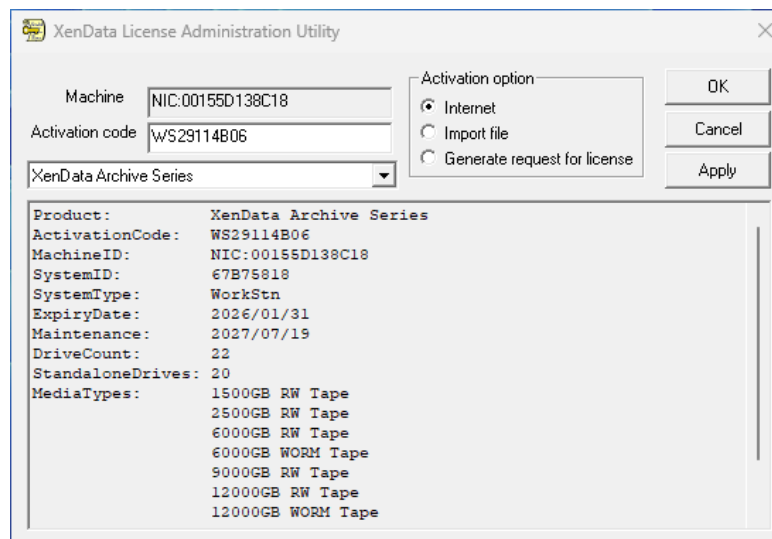


Figure 1 - XenData License Utility

- ❖ If Internet access is not available for the workstation being licensed, you can use another machine that does have an Internet connection by performing the following steps:

1. Select the 'Generate request for license' option and click Apply.

2. The License Administration program prompts you for a file name. Choose a convenient name for the file and click Save.
3. Transfer the file that you have just saved to a different machine that has Internet access.
4. Open the file in your Web browser by double clicking on it.
5. Right-click on the link in the file you have just opened and select 'Save target as...' and select a location to save your license file.
6. Copy the saved license file back to the workstation that is being licensed.
7. In the license administration utility, select the 'Import file' option and click Apply.
8. Browse to the saved XML license file and open it.
9. The click 'OK'
10. Reboot the workstation after successful completion of the installation wizard.

### **Procedure for Upgrading an Existing Installation from a Previous Version**

New versions of XenData software can be used by any customer who had valid software maintenance in place with XenData on the effective release date.

To upgrade from a previous version of XenData6 Workstation software, please follow these steps:

1. First check that your computer is running a 64-bit edition of Windows.
2. Un-install the current XenData software using Add/Remove Programs in the Windows Control Panel.
3. Reboot the computer.
4. Download the XenData Workstation installation file from the XenData website.
5. Double click on the Installation file to launch the installation wizard. Follow the wizard prompts.
6. Reboot the computer after successful completion of the installation wizard.

Index information about offline tapes, system configuration and license information will be maintained from the previous version.

## **XenData Technical Support**

Support is available from XenData at:

Email: [support@xendata.com](mailto:support@xendata.com)  
UK Support: +44 1223 370114  
US Support: +1 925 465 4300