Veritas Cluster Server Agent Pack Readme

Windows Server 2008 (x64), Windows Server 2008 R2 (x64)

6.0.1

Agent Pack Readme

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Veritas Cluster Server 6.0.1 Agent Pack Readme

This document includes the following topics:

- ■ Introduction

- ■ What's new

- ■ About the Agent Pack installation

- ■ Known issues

- ■ Documentation

- ■ Getting help

Introduction

This Readme provides information about the new agents and changes introduced in this Agent Pack release for Veritas Cluster Server 6.0.1. It also provides information about the known issues, product documentation, and technical and other help. Review this document before installing the Agent Pack.

What's new

This section describes changes introduced in this release.

Microsoft SharePoint 2010 Search service application

This release provides support for SharePoint 2010 Search service applications.

The VCS agent for SharePoint Search service applications monitors a Search service application and its components (Admin, Crawl, and Query) on a VCS cluster.

When the agent detects a node failure, the application service group switches to the failover node. Then, VCS starts the configured application on the failover node and brings the components online, thus ensuring high availability. For example, if the node on which the Admin component of Search service application is running faults, the agent brings the Admin component online on the failover node.

The SharePoint Search Configuration Wizard enables you to create and delete service groups for a Search service application and its components. The wizard also creates and maintains a parallel service group to monitor the Search Query and Site Settings service.

Note: The SharePoint Server 2010 solution no longer monitors Search-related services and components.

For more information, refer to the *Veritas Cluster Server Agent for Microsoft SharePoint 2010 Search Service Application Configuration Guide*.

Microsoft SharePoint Server 2010

This release provides an update to the existing SharePoint Server 2010 solution.

The agent for SharePoint Server 2010 introduces a boolean attribute named StopSPSService. The value of this attribute is set to 0 (false) by default.

When a resource in the VCS cluster is taken offline:

- If the value of this attribute is set to 1 (true), the agent stops all the SharePoint services in its ServiceIDList.

- If the value of this attribute is set to 0 (false), the agent stops monitoring the SharePoint services in its ServiceIDList, but it does not change the state of the services.

For more information, refer to the *Veritas Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SharePoint 2010*.

About the Agent Pack installation

You can download the Veritas Cluster Server Agent Pack from the Symantec SORT Web site:

http://sort.symantec.com

Before installing the Agent Pack

Before installing the VCS for Windows 6.0.1 Agent Pack in your VCS environment, make sure that the following conditions are met:

- You must be a domain user having administrative privileges to the cluster nodes.

- VCS for Windows 6.0.1 or SFW HA 6.0.1 should already be installed on the nodes where the agent pack is to be installed.

- Launch agent pack installer from one of the cluster nodes, and make sure that all the cluster nodes are selected for installation.

Installing the Agent Pack using the GUI

The following steps describe the procedure for installing the agent pack using the GUI.

To install the agent pack using the installer

1   On the system where you want to install the agent pack, navigate to the appropriate software package directory, and then run **Setup.exe** to launch the VCS Agent Pack installation wizard.

2   On the Welcome panel, review the set of prerequisites and click **Next**.

3   On the System Selection panel, select the systems on which you want to install the agent pack.

Note: If a cluster is configured, select all the systems that are part of the cluster.

You can select the systems in one of the following ways:

- In the System Name or IP text box, manually type the system name or its IP address (only IPv4 addresses are supported) and click **Add**.
  The local host is populated by default.

- Alternatively, browse to select the systems.
  On the Select Systems panel, the systems that belong to the domain in which you have logged in are listed in the Available Systems list. Select one or more systems and click the right arrow to move them to the Selected Systems list. Then, click **OK**.

Once you add or select a system, the wizard performs certain validation checks and notes the details in the Verification Details box. To review the details, select the desired system.

4   On the System Selection panel, click **Next**.

The installer fails to proceed with the installation, unless all the selected systems have passed the verification checks and are ready for installation. In case the verification checks have failed on any of the system, review the details and rectify the issue. Before proceeding with the installation, click **Re-verify** to re-initiate the verification checks for this system.

5   On the Pre-install Summary panel, review the report and click **Next**.

Optionally, click **Save Report** to save the pre-installation summary in a file.

6   On the Installation panel, after the progress is complete, click **Next**.

7   On the Post-install Summary panel, review the report and click **Next**.

Optionally, click **Save Report** to save the pre-installation summary in a file.

8   On the Finish panel, click **Finish** to exit the installation wizard.

Installing the Agent Pack using the CLI

You can perform a silent installation using the command line interface with the `setup.exe` command. With a silent installation, you can only install on one computer at a time.

During the installation ensure that you verify the following points:

■   There are no parallel installations, live updates, or Microsoft Windows updates in progress.

■   For Windows Server 2008, all CLI commands must run in the command window in the "run as administrator" mode.

To install from the command prompt

1   If you are installing the package from the software disc, insert the agent pack software disc into your system's drive.

2   Log into a console session.

3   Open a command window by clicking **Start** > **Run**.

4   Enter `cmd` in the Open field and click **OK**.

5   Navigate to the root directory of your software disc.

If you are downloading the installation software from the Symantec web site, then navigate to the download path where the `setup.exe` is located.

6   Use the following command syntax to install the product software:

```
setup.exe /s
```

Uninstalling the Agent Pack using the GUI

The agent pack installer wizard enables you to uninstall the agent pack. You can simultaneously uninstall the agent pack from multiple remote nodes. To uninstall the agent pack from remote nodes, ensure that the agent pack is installed on the local node.

To uninstall using the agent pack installer wizard

1   Open the Windows Control Panel and select **Programs and Features**.

2   Click **View installed updates**.

3   Under **Veritas Cluster Server 6.0.1 for Windows** or **Veritas Storage Foundation HA 6.0.1 for Windows**, select **AgentPack Q4 2012 for 6.0.1**, and click **Uninstall**.

4   Review the information on the Welcome panel, and then click **Next**.

5   On the System Selection panel, add the systems from which you want to uninstall the agent pack.

You can add the systems in one of the following ways:

■   In the **System Name or IP** text box, manually type the system name or its IP address (only IPv4 addresses are supported) and click **Add**.

■   Alternatively, browse to select the systems.
On the Select Systems panel, the systems that belong to the domain in which you have logged in are listed in the Available Systems list. Select one or more systems and click the right arrow to move them to the Selected Systems list. Then, click **OK**.

Once you add or select a system, the wizard performs certain validation checks, and notes the details in the Verification Details box. To review the details, select the desired system.

6   Click **Next**.

Note that the wizard fails to proceed with the uninstallation, unless all the selected nodes have passed the verification checks and are ready for uninstallation. If the verification checks fail on a system, review the details and rectify the issue. Before you choose to proceed with the uninstallation, click **Re-verify** to re-initiate the verification checks that failed earlier.

7   On the Pre-uninstall Summary panel, review the report and click **Next**.

Optionally, click **Save Report** to save the pre-uninstallation summary in a file.

8 On the Uninstallation panel, after the progress is complete, click **Next**.

Note: The wizard fails to proceed if it is unable to stop the HAD service. If an error occurs, you need to stop the HAD service manually, and then relaunch the uninstallation wizard.

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9 On the Post-uninstall Summary panel, review the report and click **Next**.

Optionally, click **Save Report** to save the preinstallation summary in a file.

If the uninstallation fails on a system, review its report and check the log file for details.

10 On the Finish panel, click **Finish** to exit the wizard.

Uninstalling the Agent Pack using the CLI

The following procedure describes how to silently uninstall the agent pack from the command prompt.

To uninstall from the command prompt

1 Open a command window by clicking **Start > Run**.

2 Enter cmd in the Open field and click **OK**.

3 In the command window, navigate to the agent pack product installation directory:

%Installation Directory%\Veritas
Shared\VPI\{F834E070-8D71-4c4b-B688-06964B88F3E8}\AgentPack_Q4_2012\{6.0.1xxxx.xx}\

4 Use the following command to silently uninstall the agent pack:

vpi.exe solutions="1" install_mode=5 Telemetry=0

Known issues

The following known issues exist in this release of the product.

Configuration changes are lost after uninstalling Agent Pack Q4 2012

Consider a scenario where VCS is set up, and a service group named SG1 is created. Afterwards, Agent Pack Q4 2012 is applied, and a service group named SG2 is created. Delete SG1 and then uninstall the agent pack.

You will find that all the configuration changes made after applying the agent pack are lost, and the previous configuration is restored. For example, SG2 is lost and SG1 exists as it was before the agent pack was applied.

This is an issue, because uninstalling the agent pack should not impact any existing service groups.

Workaround: When an uninstallation is performed on the system, the configuration files are backed up. You can use these files to restore the configuration to the appropriate state.

To restore the configuration

1 On the node from which you uninstalled the agent pack, run the following command:

    ```
    hastop -all -force
    ```

2 Look for the `main.cf.BeforeUpdate.`*`backupTimeStamp`* files in the *`%vcs_home%`*`\conf\config` folder. *`%vcs_home%`* is the folder where VCS is installed.

3 Identify the file that has the appropriate contents.

4 Replace the `main.cf` file in your setup with this backed up file to restore the configuration.

   For example, in the sample scenario described earlier, replacing the `main.cf` file with the appropriate `main.cf.BeforeUpdate.`*`backupTimeStamp`* file will restore SG2 and remove SG1 from your configuration.

5 Run the following command:

    ```
    hastart
    ```

6 Verify that the cluster configuration is correct.

7 Run the following command:

    ```
    hastart -all
    ```

Cluster fails to start after upgrading from VCS 6.0 with Agent Pack Q4 2012 to VCS 6.0.1

Consider a scenario where VCS 6.0 is set up, Agent Pack Q4 2012 for 6.0 is applied, and a service group has been created for a SharePoint Server 2010. If you upgrade this setup to 6.0.1, the VCS cluster transitions to the STALE_ADMIN_WAIT state and fails to start.

Workaround: Apply Agent Pack Q4 2012 for 6.0.1 to bring the cluster back to the RUNNING state.

Documentation

Product guides are available in the PDF format. We recommend copying the required documents to your system directory.

This release includes the following documents:

Table 1-1   VCS Agent Pack documents

File Name and Title	Description
`VCS_AgentPack_Readme_6.0.1_Win.pdf` *Veritas Cluster Server Agent Pack Readme*	Provides an overview of the product and the contents of the software, information about installing the agent pack, and information about known issues and documentation.
`SFW_HA_DR_SQL2012_Solutions_6.0.1.pdf` *Veritas Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SharePoint 2010*	Provides information about the following solutions for SharePoint Server 2010 and Veritas Cluster Server clustering with Veritas Storage Foundation HA for Windows: ■ High availability (HA) ■ Disaster recovery (DR) with Veritas Volume Replicator
`VCS_SharePoint2010-SSA_Agent_6.0.1.pdf` *Veritas Cluster Server Agent for Microsoft Sharepoint 2010 Search Service Application Configuration Guide*	Provides information about the high availability solution for SharePoint Search Service Application with the following products: ■ Veritas Cluster Server (VCS) for Windows ■ Veritas Storage Foundation HA for Windows (SFW HA) This document describes how to configure the application service group for each application component.

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access resources such as Technotes, product alerts, software downloads, hardware
compatibility lists, and the customer email notification service. If you encounter
an error when using a product, include the error number preceding the message
when contacting Technical Services. You can also use the error number to search
for information in Technotes or documents on the Web site.