

Veritas™ ACC Library Installation Guide

AIX, HP-UX, Linux, Solaris

5.2.4.0

Veritas™ ACC Library Installation Guide

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Agent Version: 5.2.4.0

Document version: 5.2.4.0.1

Legal Notice

Copyright © 2013 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, the Checkmark Logo, Veritas, Veritas Storage Foundation, CommandCentral, NetBackup, Enterprise Vault, and LiveUpdate are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043
<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

www.symantec.com/business/support/index.jsp

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/contact_techsupp_static.jsp

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level

- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan customercare_apac@symantec.com

Europe, Middle-East, and Africa semea@symantec.com

North America and Latin America [supportolutions@symantec.com](mailto:supportsolutions@symantec.com)

Documentation

Product guides are available on the media in PDF format. Make sure that you are using the current version of the documentation. The document version appears on page 2 of each guide. The latest product documentation is available on the Symantec website.

<https://sort.symantec.com/documents>

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions. Include the title and document version (located on the second page), and chapter and section titles of the text on which you are reporting. Send feedback to:

doc_feedback@symantec.com

For information regarding the latest HOWTO articles, documentation updates, or to ask a question regarding product documentation, visit the Storage and Clustering Documentation forum on Symantec Connect.

<https://www-secure.symantec.com/connect/storage-management/forums/storage-and-clustering-documentation>

About Symantec Connect

Symantec Connect is the peer-to-peer technical community site for Symantec's enterprise customers. Participants can connect and share information with other product users, including creating forum posts, articles, videos, downloads, blogs and suggesting ideas, as well as interact with Symantec product teams and Technical Support. Content is rated by the community, and members receive reward points for their contributions.

<http://www.symantec.com/connect/storage-management>

Contents

Technical Support	4
Chapter 1	Installing and removing the ACC library 9
	About the ACC library 9
	Supported software 9
	Installing the ACC library 10
	Removing the ACC library 10
Appendix A	Changes introduced in previous releases 13
	Changes introduced in previous releases 13

Installing and removing the ACC library

This chapter includes the following topics:

- [About the ACC library](#)
- [Supported software](#)
- [Installing the ACC library](#)
- [Removing the ACC library](#)

About the ACC library

The operations of a VCS agent depend on a set of Perl modules known as the ACC library. The library must be installed on each system in the cluster that runs the agent. The ACC library contains common, reusable functions that perform tasks, such as process identification, logging, and system calls.

Instructions to install or remove the ACC library on a single system in the cluster are given in the following sections. The instructions assume that the agent's tar file has already been extracted.

Supported software

For information on the software versions that ACC Library supports, see the Symantec Operations Readiness Tools (SORT) site:

<https://sort.symantec.com/agents>.

Installing the ACC library

Install the ACC library on each system in the cluster that runs an agent that depends on the ACC library.

To install the ACC library

- 1 Log in as superuser.
- 2 Download ACC Library.

You can download either the complete Agent Pack tar file or the individual ACCLib tar file from the Symantec Operations Readiness Tools (SORT) site (<https://sort.symantec.com/agents>).

- 3 If you downloaded the complete Agent Pack tar file, navigate to the directory containing the package for the platform running in your environment.

AIX	<code>cd1/aix/vcs/application/acc_library/version_library/pkgs</code>
HP-UX	<code>cd1/hpux/generic/vcs/application/acc_library/version_library/pkgs</code>
Linux	<code>cd1/linux/generic/vcs/application/acc_library/version_library/rpms</code>
Solaris	<code>cd1/solaris/dist_arch/vcs/application/acc_library/version_library/pkgs</code>

- 4 If you downloaded the individual ACCLib tar file, navigate to the pkgs directory (for AIX, HP-UX, and Solaris), or rpms directory (for Linux).
- 5 Install the package. Enter **Yes** if asked to confirm overwriting of files in the existing package.

AIX	<code># installp -ac -d VRTSacclib.bff VRTSacclib</code>
HP-UX	<code># swinstall -s `pwd` VRTSacclib</code>
Linux	<code># rpm -i \ VRTSacclib-VersionNumber-GA_GENERIC.noarch.rpm</code>
Solaris	<code># pkgadd -d VRTSacclib.pkg</code>

Removing the ACC library

Perform the following steps to remove the ACC library.

To remove the ACC library

- 1 Ensure that all agents that use ACC library are removed.
- 2 Run the following command to remove the ACC library package.

```
AIX          # installp -u VRTSacclib
HP-UX       # swremove VRTSacclib
Linux       # rpm -e VRTSacclib
Solaris     # pkgrm VRTSacclib
```


Changes introduced in previous releases

This appendix includes the following topics:

- [Changes introduced in previous releases](#)

Changes introduced in previous releases

The following changes were introduced in the previous releases:

- An extra command line option `w` is passed to the Berkeley form of the `ps` command when the sub-routine `Proc::GetLongProcessListHash` is called with the environment flag option. This change is restricted to the AIX platform only.
- Limited the rotation of log files of all agents that depend on the ACC Library to `Agent_C.log`. With this change, the oldest agent log maintained on the system will be `Agent_C.log`. Earlier, the oldest agent log file maintained was `Agent_Z.log`. This change is applicable on the AIX, HP-UX, Linux and Solaris platforms.
- The default size of log files of all agents that depend on the ACC Library would be restricted to 32Mb in the absence of the `engine_B.log`. Earlier, the default size before log rotation was 20Mb. This change is applicable on the AIX, HP-UX, Linux and Solaris platforms.
- Fixed the problem with sub-routine `Sys::RunWithEnvCmdWithOutputWithTimeOut` to execute a process in background.
- `VCSagentFW.pm` now exports `haxxx` commands. Ensures identical code base for agents needing `haxxx` commands for VCS 4.0 and later.
- Improved functionality and performance of the library.

- Proc.pm: GetProcessListHash now internally calls GetLongProcessListHash.
- Proc.pm: Enhanced KillPIDandAllChildren. Killing is faster. Removes bug where OS error string for kill 0 was incorrectly being checked.
- Cleaned up log messages for better readability.
- Fixed the sub-routine `Proc::RemoveIPCResourcesForUser` to handle failure of the `shmctl(2)` call in conjunction with the `IPC_STAT` command on the AIX platform, when the size of the shared memory region is greater than or equal to 4Gb from 32-bit VRTSperl.
Updated the sub-routine `LogInt::Message` to avoid using `halog(1M)` inside Solaris zones during monitor and clean entry points. Logging for these entry points will be done to `Agent_A.log` only, and messages will no longer be logged to the `engine_A.log` which is in the global zone. The behavior for other entry points remains unaffected.