

Symantec™ ApplicationHA Configuration Guide for Siebel CRM

Windows on VMware

6.1

Symantec™ ApplicationHA Configuration Guide for Siebel CRM

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- 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
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Introducing Symantec ApplicationHA

This chapter includes the following topics:

- [About Symantec ApplicationHA for Siebel CRM](#)
- [How ApplicationHA monitors Siebel CRM](#)
- [Supported software](#)

About Symantec ApplicationHA for Siebel CRM

Symantec ApplicationHA for Siebel CRM provides monitoring for Siebel CRM Gateway Server and Enterprise Server configurations on a virtual machine. Symantec ApplicationHA for Siebel CRM also supports a standalone Gateway Server configuration.

How ApplicationHA monitors Siebel CRM

The ApplicationHA GenericService agent brings services online, takes them offline, and monitors their status. With the help of the GenericService agent, ApplicationHA monitors the configured ApplicationHA resources.

ApplicationHA detects an application failure if the configured resources become unavailable, and tries to start the resources. If the resources do not start after a configurable number of attempts, then the Heartbeat agent reports the status to VMware HA. Depending on the configuration, VMware HA then restarts the virtual machine. After the machine restarts, ApplicationHA starts the configured resources and brings them online.

For more information about the GenericService agent, see the *Symantec™ ApplicationHA Generic Agents Guide*.

Supported software

The Symantec ApplicationHA agent for Siebel CRM is supported in the following environments:

Symantec ApplicationHA	6.1
Siebel CRM	8.1.1.0 and later

For the latest information about supported operating systems and software, see the Software Compatibility List at:

<http://www.symantec.com/docs/TECH209010>

Configuring application monitoring with Symantec ApplicationHA

This chapter includes the following topics:

- [About configuring application monitoring with Symantec ApplicationHA](#)
- [Before configuring application monitoring](#)
- [Configuring application monitoring for Siebel CRM](#)
- [Administering application monitoring using the Symantec High Availability tab](#)

About configuring application monitoring with Symantec ApplicationHA

This chapter describes the steps to configure application monitoring for Siebel CRM with Symantec ApplicationHA in a VMware virtualization environment.

Consider the following before you proceed:

- You can configure application monitoring on a virtual machine using the Symantec ApplicationHA Configuration Wizard. The wizard is launched when you click **Configure Application Monitoring** on the Symantec High Availability tab in VMware vSphere Client.
- Apart from the Symantec ApplicationHA Configuration Wizard, you can also configure application monitoring using the Veritas Cluster Server (VCS) commands. For more information, refer to the following Technote:
<http://www.symantec.com/docs/TECH159846>

- Symantec recommends that you first configure application monitoring using the wizard before using VCS commands to add additional components or modify the existing configuration.
Apart from the application monitoring configuration, the wizard also sets up the other components required for Symantec ApplicationHA to successfully monitor the applications.
- You can use the wizard to configure monitoring for only one application per virtual machine.
To configure another application using the wizard, you must first unconfigure the existing application monitoring configuration. Or, you can use the command-line interface (CLI) to configure more than one applications.
- If a configured application fails, Symantec ApplicationHA attempts to start the application on the computer. If the application does not start, Symantec ApplicationHA communicates with VMware HA to take corrective action. Symantec ApplicationHA tries to stop the other configured applications in a predefined order before communicating with VMware HA. This avoids the other applications from getting corrupted due to a computer restart.
A single failed application can bring down other healthy applications running on the virtual machine. You must take this behavior into consideration while configuring application monitoring on a virtual machine.

Before configuring application monitoring

Note the following prerequisites before configuring application monitoring for Siebel CRM on a virtual machine:

- Verify that you have installed Symantec ApplicationHA (console and guest components) in your VMware environment.
- Verify that VMware Tools is installed on the virtual machine.
Install the version that is similar to or later than that available with VMware ESX 4.1.
- Verify that you have installed VMware vSphere Client. The vSphere Client is used to configure and control application monitoring.
You can also perform the application monitoring operations directly from a browser window using the following URL:

```
https://<virtualmachineNameorIPAddress>:5634/vcs/admin/  
application_health.html?priv=ADMIN
```

Note: While using a browser to perform application monitoring operations, if the Symantec ApplicationHA version displayed in the application health view is not correct, it may be because older version information is cached by the browser. To correct this, clear the browser cache and try again. If this is also observed while using the vSphere Client, then re-launch the vSphere Client and try again.

- If the application data is stored on nested mount points, then it is required to set the dependency between these mount points. This enables ApplicationHA to monitor all the nested mount points.
To define the dependency between the nested mount points, you must set the value for MountDependsOn attribute of the MountMonitor agent. The value of this attribute must be specified as a key-value pair.
Where,
Key= mount path
Value= volume name
- If you have configured a firewall, ensure that your firewall settings allow access to ports used by Symantec ApplicationHA installer, wizard, and services.
- If you are configuring application monitoring in a disaster recovery environment, ensure that you are using the VMware disaster recovery solution, VMware vCenter Site Recovery Manager (SRM). For more information, refer to the *Symantec™ ApplicationHA User's Guide*.

Configuring application monitoring for Siebel CRM

Perform the following steps to configuring monitoring for Siebel CRM on a virtual machine using the Symantec ApplicationHA Configuration Wizard.

To configure application monitoring for Siebel CRM

- 1 Launch the vSphere Client and connect to the vCenter Server that manages the virtual machine.
- 2 From the vSphere Server's Inventory view in the left pane, select the virtual machine where you want to configure application monitoring, and then in the right pane select the **Symantec High Availability** tab.

- 3 Skip this step if you have already configured the single sign-on during the guest installation.

On the Symantec High Availability tab, specify the credentials of a user account that has administrative privileges on the virtual machine and then click **Configure**. The Symantec High Availability Console sets up a permanent authentication for the user account.

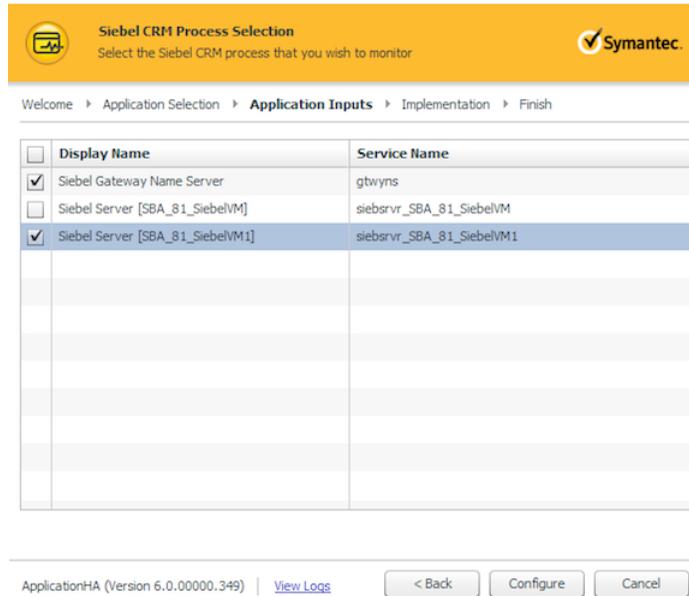
After the authentication is successful, the Symantec High Availability tab refreshes and displays the application health view.

- 4 Click **Configure Application Monitoring** to launch the Symantec ApplicationHA Configuration Wizard.
- 5 Review the information on the Welcome panel and then click **Next**.
- 6 On the Application Selection panel, click **Siebel CRM** in the Supported Applications list.

You can use the Search box to find the application and then click **Next**.

If you want to download any of the Symantec ApplicationHA agents, click the **Download Application Agents (SORT)** link to download the agents from the Symantec Operations Readiness Tools (SORT) site.

- 7 On the Siebel CRM Process Selection panel, select the components that you want to configure for monitoring. You can select a combination of Gateway Server and Enterprise Server components. In such a case, the component dependency is automatically created.



- 8 On the ApplicationHA Configuration panel, the wizard performs the application monitoring configuration tasks, creates the required resources, and enables the application heartbeat that communicates with VMware HA.

The panel displays the status of each task. After all the tasks are complete, click **Next**.

If the configuration tasks fail, click **View Logs** to check the details of the failure. Rectify the cause of the failure and run the wizard again to configure the application monitoring.

- 9 On the Finish panel, click **Finish** to complete the wizard.

This completes the application monitoring configuration. You can view the application status in the Symantec High Availability tab.

The view displays the application as configured and running on the virtual machine. The Description box displays the details of the configured components.

If the application status shows as not running, click **Start Application** to start the configured components on the computer.

Administering application monitoring using the Symantec High Availability tab

Note: You can administer application monitoring in two ways. One, using the Symantec High Availability tab as described below and two, using the Symantec High Availability Dashboard. Using the Symantec High Availability dashboard, you can administer application monitoring in a graphical user interface (GUI). For information about the latter, refer to the *Symantec™ ApplicationHA User's Guide*.

Symantec ApplicationHA provides an interface, the Symantec High Availability tab, to configure and control application monitoring. The Symantec High Availability tab is integrated with the VMware vSphere Client.

Use the Symantec High Availability tab to perform the following tasks:

- configure and unconfigure application monitoring
- start and stop configured applications
- enable and disable application heartbeat
- enter and exit maintenance mode

Using the Symantec High Availability tab, you can also manage the Symantec ApplicationHA licenses by clicking the **Licenses** link. For more information, refer to the *Symantec™ ApplicationHA Installation and Upgrade Guide*.

To view the Symantec High Availability tab, launch the VMware vSphere Client, select a virtual machine from the Inventory pane, and in the Management pane on the right, click the **Symantec High Availability** tab.

If you have not configured single sign-on for the virtual machine, specify the user credentials of a user that has administrative privileges on the virtual machine.

You can also perform the application monitoring operations directly from a browser window using the following URL:

https://<VMNameorIPAddress>:5634/vcs/admin/application_health.html?priv=ADMIN

Note: While using a browser to perform application monitoring operations, if the Symantec ApplicationHA version displayed in the application health view is not correct, it may be because older version information is cached by the browser. To correct this, clear the browser cache and try again. If this is also observed while using the vSphere Client, then re-launch the vSphere Client and try again.

To configure or unconfigure application monitoring

Use the Symantec High Availability tab to configure or delete an application monitoring configuration from the virtual machine. This may be required in case you want to re-create the configuration or configure another application using the wizard.

You can use the following buttons:

- Click **Configure Application Monitoring** to launch the Symantec ApplicationHA Configuration Wizard. Use the wizard to configure application monitoring.
- Click **Unconfigure Application Monitoring** to delete the application monitoring configuration from the virtual machine.

Symantec ApplicationHA removes all the configured resources for the application and its services.

Note that this does not uninstall Symantec ApplicationHA from the virtual machine. This only removes the configuration. The unconfigure option removes all the application monitoring configuration resources from the virtual machine. To monitor the application, you have to configure them again.

To view the status of configured applications

Note: To view applications at a component level and their dependencies, see the Component Dependency tab under the Symantec High Availability tab. For more information, refer to the *Symantec™ ApplicationHA User's Guide*.

Under the Symantec High Availability tab, the Component List tab displays the status of the configured .

For example, if you have configured monitoring for Siebel, the Component List tab displays the following information:

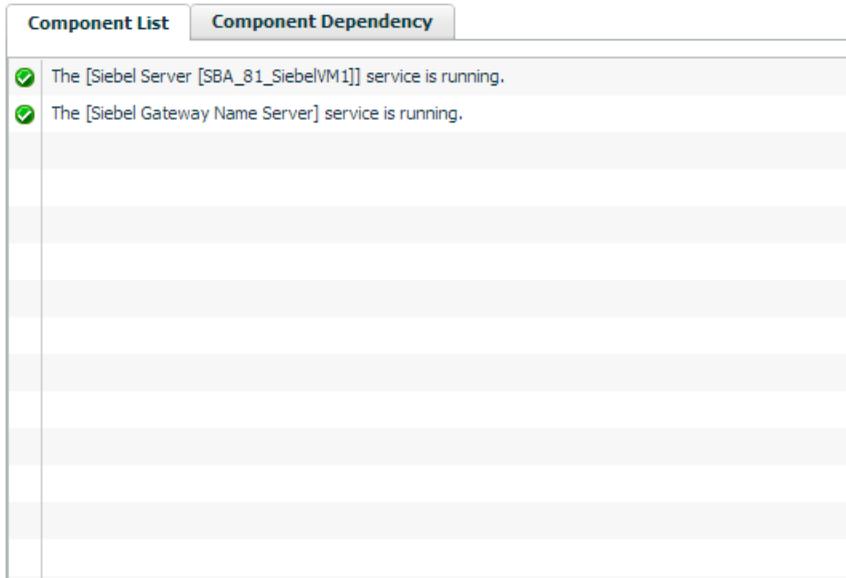
The `[SiebelComponent]` service is running.

Where, *SiebelComponent* is the name of the resource configured on the virtual machine.

The Component List tab also displays the state of the configured application and its components. The following states are displayed:

online	Indicates that the configured Siebel resources are running on the virtual machine.
offline	Indicates that the configured Siebel resources are not running on the virtual machine.

- partial Indicates either that the configured Siebel resources are being started on the virtual machine or that Symantec ApplicationHA was unable to start one or more of the configured Siebel resources.
- faulted Indicates that the configured Siebel resources have unexpectedly stopped running.



Click **Refresh** to see the most current status of the configured components. The status is refreshed every 60 seconds by default.

Click **Settings** to change ApplicationHA settings for the configured application and the virtual machine. For more information, refer to the *Symantec™ ApplicationHA User's Guide*.

To start or stop applications

Use the following options on the Symantec High Availability tab to control the status of the configured application and the associated components:

- Click **Start Application** to start the configured resources on the virtual machine. Symantec ApplicationHA attempts to start the configured application and its resources in the required order. The configured resources are also brought online in the appropriate hierarchy.
- Click **Stop Application** to stop a configured resource that is running on the virtual machine.

Symantec ApplicationHA begins to stop the configured application and stops corresponding services gracefully. The configured resources are also taken offline in the appropriate hierarchy.

To enable or disable application heartbeat

The VMware virtual machine monitoring feature uses the heartbeat information that VMware Tools captures as a proxy for guest operating system availability. This allows VMware HA to automatically reset or restart individual virtual machines that have lost their ability to send a heartbeat. You can select VM and Application Monitoring if you also want to enable application monitoring.

Symantec High Availability tab lets you control the application heartbeat on the virtual machines.

Use the following options on the Symantec High Availability tab to control the status of the configured application heartbeat:

- Click **Enable Application Heartbeat** to enable the heartbeat communication between the configured applications running on the virtual machine and VMware HA.
The application heartbeat is enabled by default when an application is configured for monitoring.
- Click **Disable Application Heartbeat** to disable the heartbeat communication between the configured applications running on the virtual machine and VMware HA.
Disabling the application heartbeat does not instruct VMware HA to restart the virtual machine. This option disables the application monitoring feature in the VMware virtual machine monitoring settings.

To suspend or resume application monitoring

After configuring application monitoring you may want to perform routine maintenance tasks on those applications. These tasks may or may not involve stopping the application but may temporarily affect the state of the applications and its dependent components. If there is any change to the application status, Symantec ApplicationHA may try to restore the application state. This may potentially affect the maintenance tasks that you intend to perform on those applications.

If stopping the application is not an option, you can suspend application monitoring and create a window for performing such maintenance tasks. When application monitoring is suspended, ApplicationHA freezes the application configuration, disables the application heartbeat, and stops sending the heartbeat to VMware HA.

The Symantec High Availability tab provides the following options:

- Click **Enter Maintenance Mode** to suspend the application monitoring for the applications that are configured on the virtual machine. During the time the monitoring is suspended, Symantec ApplicationHA does not monitor the state of the application and its dependent components. The Symantec High Availability tab does not display the current status of the application. If there is any failure in the application or its components, ApplicationHA takes no action.
- Click **Exit Maintenance Mode** to resume the application monitoring for the applications configured on the virtual machine. You may have to click the **Refresh** link in the Symantec High Availability tab to see the current status of the application.

When application monitoring is restarted from a suspended state, ApplicationHA does not enable the application heartbeat. Click **Enable Application Heartbeat** to enable it.

If you have made changes that include database addition or change in the underlying storage mount point that was being monitored, then those changes may not reflect in the application monitoring configuration. In such cases, you may have to unconfigure and reconfigure the application monitoring.