Symantec™ Cluster Server Agent Pack Readme

Windows

6.1

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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:
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  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

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North America and Latin America	supportsolutions@symantec.com

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

Documentation

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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

Symantec Cluster Server 6.1 Agent Pack Readme

This document includes the following topics:

- Introduction
- About the VCS agents
- What's new
- Updates available in this agent pack
- Fixed issues
- About the agent pack installation
- Documentation
- Getting help

Introduction

Symantec Cluster Server (VCS) Agent Pack is released on a quarterly basis. An agent pack includes support for new applications as well as fixes and enhancements to existing agents. You can install an agent pack on an existing VCS or Symantec Storage Foundation and High Availability Solutions (SFW HA) installation. For information about the latest agent pack availability, visit the Symantec Operations Readiness Tools (SORT) website:

http://sort.symantec.com

This Readme provides information about the new agents or changes that are introduced in this agent pack release. It also provides information about the fixed

issues, known issues, agent pack installation, and product documentation. Review this document before installing the agent pack.

The agents and updates in this agent pack release are only compatible with VCS 6.1 and SFW HA 6.1, not the earlier versions.

Agent pack releases are cumulative. The agents, updates, and the related documentation that were available in the earlier agent pack releases are also included in the current release.

About the VCS agents

A VCS agent acts as an intermediary between VCS and the resources it manages. An agent typically manages the resources by bringing them online, monitoring their state, or taking them offline.

VCS agents are classified as:

- Infrastructure agents
  These agents monitor mount points, network cards and ports, heartbeats, and generic services and processes. They are packaged (or bundled) with the base release of the product. For further information, refer to the *Symantec Cluster Server Bundled Agents Reference Guide*.

- Application or database agents
  These agents monitor third-party applications or databases. They are packaged separately and can be installed using Symantec Cluster Server Agent Pack. For further information, refer to the application or database-specific configuration guide.

- Replication agents
  These agents monitor replication resources and thereby help failover a clustered resource or application. For further information, refer to the *Symantec Storage Foundation Volume Replicator Administrator's Guide* or the hardware replication environment-specific configuration guide.

What's new

This section describes the new agents or updates to existing agents that are included in this agent pack release.

Support for configuring SQL Server 2012 and SQL Server 2014 for monitoring in VMware virtual environments

This agent pack introduces the support for configuring SQL Server 2012 and SQL Server 2014 for monitoring in VMware virtual environments. VCS provides the Symantec High Availability Configuration Wizard to configure these applications for monitoring. You can configure application monitoring either in a start/stop mode on a single system or in a failover mode on multiple systems.

For information about configuring these applications for monitoring in a VMware environment, see the respective guides:

- *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2012*

- *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2012*

- *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2014*

- *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2014*

Updates available in this agent pack

The following updates were delivered in the previous VCS 6.1 agent pack releases.

For information about the newly added or updated agents:

See "What's new" on page 8.

Separation of wizards for cluster configuration and application monitoring configuration for application failover in a VMware environment

This agent pack includes the VCS Cluster Configuration Wizard and Symantec High Availability Configuration Wizard that allow you to configure a cluster and an application for monitoring, respectively. These wizards replace the Symantec High Availability Configuration Wizard that earlier provided a combined workflow for cluster configuration and application monitoring configuration.

You can launch the wizards from the Symantec High Availability view. You first configure a cluster and then configure an application for monitoring.

Use these wizards in the following order:

1. Click the **Configure a VCS Cluster** link on the Symantec High Availability view to launch the VCS Cluster Configuration wizard. Until a cluster is configured, the view does not display any other options.

2. Click the **Configure Application for High Availability** link on the Symantec High Availability view to launch the Symantec High Availability Configuration wizard. After an application monitoring configuration is in place, you can perform further operations on it.

For information about configuring the supported applications using these wizards, see the respective guides:

- *Symantec High Availability Solution Guide for Custom Application in VMware Environment*

- *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2008 and 2008 R2*

- *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2008 and 2008 R2*

- *Symantec High Availability Agent for SAP Web Application Server Configuration Guide*

Microsoft SQL Server 2014

This agent pack includes support for SQL Server 2014, which implies the following:

- VCS for Windows supports clustering for SQL Server 2014.
  For more information, refer to the *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2014*.

- SFW HA supports configuring HA and DR environments for SQL Server 2014.
  For more information, refer to the *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2014*.

- The Solutions for Microsoft SQL Server tab of the Symantec Solutions Configuration Center (SCC) supports SQL Server 2014 solutions. You can launch the SQL Server Agent Configuration Wizard from the SCC to configure SQL Server 2014 service groups.

Note: Support for SQL Server 2014 in the Solutions Configuration Center and the Fire Drill, Disaster Recovery, and Quick Recovery wizards is available in the latest cumulative patch. To use these wizards to configure SQL Server 2014, you must apply the patch after installing this agent pack.

Fixed issues

The following table lists the issues that are fixed in this agent pack.

Incident	Description
3621626	Repairing a VCS 6.1 or SFW HA 6.1 installation may affect the cluster state if Agent Pack 3Q 2014 is applied.

About the agent pack installation

You can download the VCS Agent Pack from the SORT website:

http://sort.symantec.com

Considerations for installing the agent pack

Before installing the agent pack in your VCS or SFW HA environment, make sure that the following conditions are met:

■ VCS for Windows 6.1 or SFW HA 6.1 should already be installed on the nodes where the agent pack is to be installed.

■ You must be a domain user having administrative privileges on the cluster nodes.

■ Download the installation software from the Symantec website on to one of the cluster nodes.

■ Ensure that there are no other installations, live updates, or Microsoft Windows updates in progress.

Best practice

Launch the agent pack installer from one of the cluster nodes, and make sure to select all the cluster nodes for installation.

Simultaneously applying the agent pack on all the cluster nodes reduces the chances of running into some of the issues that might arise due to inconsistent updates.

Installing the agent pack using the wizard

You can perform a local or a remote installation using the agent pack installation wizard. The wizard lets you simultaneously install the agent pack on multiple remote nodes.

To install the agent pack using the wizard

1   Log on to a system, navigate to the appropriate software package directory,
    and then run `Setup.exe` to launch the VCS Agent Pack installation wizard.

2   Review the information on the Welcome panel and then 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 cluster nodes.

    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**.

        Note: The wizard does not recognize the systems that use IPv6. To add
        such systems, you must type the system name.

        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, click the right arrow to move them to the Selected
        Systems list, and click **OK**.

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

    After you select all the desired systems, click **Next**.

    Note: Unless all the selected systems have passed the verification checks and
    are ready for installation, the installer fails to proceed with the installation. If
    the verification checks fail on a system, review the details, rectify the issue,
    and click **Re-verify** to re-initiate the verification checks.

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4   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.

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

    Optionally, click **Show Details** to view details of the operations.

6   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.

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

Documentation

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

The following table describes the product documentation provided with this agent pack release:

File Name and Title	Description
`vcs_agentpack_readme_61_win.pdf` *Symantec Cluster Server Agent Pack Readme* (this document)	Provides the following information: ■ Overview of the product ■ Contents of the software disc ■ Installing the agent pack ■ Known issues ■ Documentation
`vcs_netapp-sql2014_61_win.pdf` *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2014*	Provides information about the following: ■ VCS agents for SQL Server 2014 ■ Configuring the VCS cluster ■ Configuring SQL Server 2014 service groups ■ Configuring SQL Server 2014 for monitoring in a VMware environment
`sf_hadr_sql2014_solns_61_win.pdf` *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2014*	Provides information about the following solutions for SQL Server 2014 and VCS clustering with SFW HA: ■ High availability (HA) ■ Campus clusters ■ Replicated data clusters ■ Disaster recovery (DR) with Volume Replicator or hardware array replication

File Name and Title	Description
`sf_hadr_sql2012_solns_61_win.pdf` *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2012*	Provides information about the following solutions for SQL Server 2012 and VCS clustering with SFW HA: ■ High availability (HA) ■ Campus clusters ■ Replicated data clusters ■ Disaster recovery (DR) with Volume Replicator or hardware array replication
`vcs_netapp-sql2012_61_win.pdf` *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 2012*	Provides information about the following: ■ VCS agents for SQL Server 2012 ■ Configuring the VCS cluster ■ Configuring SQL Server 2012 service groups ■ Configuring SQL Server 2012 for monitoring in a VMware environment
`sha_customapp_solns_61_vmware_win.pdf` *Symantec High Availability Solution Guide for Custom Application in VMware Environment*	Provides information about installing and configuring custom applications for high availability in a VMware environment.
`sha_sap_solns_61_vmware_win.pdf` *Symantec High Availability Agent for SAP Web Application Server Configuration Guide*	Provides information about installing and configuring SAP Web Application Server for high availability in a VMware environment.
`sf_hadr_sql2008_solns_61_win.pdf` *Symantec Storage Foundation and High Availability Solutions HA and Disaster Recovery Solutions Guide for Microsoft SQL Server 2008 and 2008 R2*	Provides information about the following solutions for SQL Server 2008 and 2008 R2 and VCS clustering with SFW HA: ■ High availability (HA) ■ Campus clusters ■ Replicated data clusters ■ Disaster recovery (DR) with Volume Replicator or hardware array replication
`vcs_netapp-sql2008_61_win.pdf` *Symantec Cluster Server Implementation Guide for Microsoft SQL Server 20008 and 2008 R2*	Provides information about the following: ■ VCS agents for SQL Server 2008 and 2008 R2 ■ Configuring the VCS cluster ■ Configuring SQL Server 2008 and 2008 R2 service groups ■ Configuring SQL Server 2008 and 2008 R2 for monitoring in a VMware environment

Documentation feedback

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions to doc_feedback@symantec.com.

Include the title of the document and chapter and section titles of the text about which you have feedback.

Getting help

For technical assistance, visit http://www.symantec.com/business/support/assistance_care.jsp and select phone or email support. Select a product to use the Knowledge Base Search feature to 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.