

Symantec™ ApplicationHA Agent Pack Installation Guide

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Introducing Symantec ApplicationHA Agent Pack

This chapter includes the following topics:

- [About the Symantec ApplicationHA agents](#)
- [Symantec ApplicationHA Agent Pack](#)

About the Symantec ApplicationHA agents

Agents are processes that manage application instances on a system. The agents are installed when you install Symantec ApplicationHA. A system has one agent per application. The agent monitors all configured instances of the application. For example, an Oracle agent manages all Oracle application instances that are configured. The agents then periodically send the application status to Symantec ApplicationHA.

Agents perform the following operations:

- Start application instances
- Stop application instances
- Monitor instances and report state changes

For more details about an application agent, refer to the application-specific configuration guide. See [“Supported applications”](#) on page 11.

Symantec ApplicationHA Agent Pack

In addition to the agents provided with Symantec ApplicationHA base package, Symantec ApplicationHA provides agents for monitoring key enterprise

applications. These agents are available in the form of an Agent Pack that contains newly added agents to support the corresponding applications.

Planning to install Symantec ApplicationHA Agent Pack

This chapter includes the following topics:

- [Before installing ApplicationHA Agent Pack](#)
- [ApplicationHA Agent Pack installation methods](#)

Before installing ApplicationHA Agent Pack

Note: The Symantec ApplicationHA agents that are part of Agent Pack 3Q2011 are compatible only with Symantec ApplicationHA 5.1 Service Pack 2.

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Supported applications

[Table 2-1](#) lists the applications that ApplicationHA Agent Pack currently supports on virtual machines.

Table 2-1 ApplicationHA Agent Pack supported applications

Application	Version	Document
SAP	2004, 2004s, and all support releases (SRx)	Symantec ApplicationHA Agent for SAP NetWeaver Configuration Guide
Oracle Database	10gR2, 11gR1, and 11gR2	Symantec ApplicationHA Agent for Oracle Configuration Guide
WebLogic Server	9.x and 10.x	Symantec ApplicationHA Agent for WebLogic Server Configuration Guide
WebSphere MQ	7.x	Symantec ApplicationHA Agent for WebSphere MQ Configuration Guide
WebSphere AS	7.x	Symantec ApplicationHA Agent for WebSphere AS Configuration Guide
Apache HTTP server	1.3, 2.0, and 2.2. Also supports IBM HTTP Server 7.x.	Symantec ApplicationHA Agent for Apache HTTP server Configuration Guide
DB2	9.5 and 9.7	Symantec ApplicationHA Agent for DB2 Configuration Guide

Note: Alternatively, you can use the Custom Application wizard to configure and monitor applications that are not listed in the above support matrix. For more information on configuring the custom application, refer to the *Symantec ApplicationHA Generic Agent Configuration Guide*.

ApplicationHA Agent Pack installation methods

[Table 2-2](#) lists the different methods that you can use to install ApplicationHA Agent Pack on virtual machines.

Table 2-2 ApplicationHA Agent Pack installation methods

Method	Description
Interactive installation using the <code>installagpack</code> program	The install program installs new agents and, if required, updates existing agents. The install program also updates the application configuration wizards.
Manual installation using the Linux commands and utilities	You can install the ApplicationHA Agent Pack using the operating system <code>rpm -i</code> command.

About the ApplicationHA Agent Pack install program

You can access the `installagpack` program from the command line.

The ApplicationHA Agent Pack installation program is interactive and manages the following tasks:

- Installing ApplicationHA Agent Pack RPMs on one or more systems
- Updating ApplicationHA Agent Pack RPMs on one or more systems

The `uninstallagpack` program, a companion to the `installagpack` program, uninstalls ApplicationHA Agent Pack RPMs and some Symantec ApplicationHA RPMs.

Caution: After you run the `uninstallagpack` program, you must reinstall Symantec ApplicationHA.

Installing the Symantec ApplicationHA Agent Pack using the install program

This chapter includes the following topics:

- [Installing the Symantec ApplicationHA Agent Pack using the install program](#)

Installing the Symantec ApplicationHA Agent Pack using the install program

Note: The system from where you install ApplicationHA Agent Pack must run the same Linux distribution as the target virtual machines. Make sure that password-free `rsh` or `ssh` communication exists between the systems. By default, the install program uses `ssh`.

To install the ApplicationHA Agent Pack

- 1 Confirm that you are logged in as the super user.
- 2 Extract the agent pack media.

- 3 Navigate to the folder that contains the `installagpack` install program for the required operating system:

Operating system	Folder name
Oracle Enterprise Linux	<code>rhel5_x86_64</code>
Red Hat Enterprise Linux	<code>rhel5_x86_64</code>
SUSE Linux Enterprise Server	<code>sles11_x86_64</code>

For example, to install ApplicationHA Agent Pack on a machine running the RHEL operating system,

```
# cd agentpack_media/linux/rhel5_x86_64/application_ha/5.1
```

Where *agentpack_media* is the directory where you extracted the agent pack media.

- 4 Start the `installagpack` install program by running the following command. Make sure you specify the system names as shown:

```
# ./installagpack galaxy nebula
```

The install program starts with a copyright message, specifies the directory where the logs are created and performs the following tasks:

- Ensures that the systems have the required operating system patches. If the install program reports that any of the patches are not available, you must install the patches on the system before proceeding with the ApplicationHA Agent Pack installation.
- Checks that the local system that runs the install program can communicate with the remote systems that you specified. For example: galaxy and nebula.
- Checks whether any of the RPMs already exists on a system. If the current version of any of the RPMs exists, the install program removes the RPMs from the installation list for the system.
- Displays the list of RPMs that the install program will install on each virtual machine.
- Checks whether the required space is available on the virtual machines where you want to install the ApplicationHA Agent Pack RPMs.
- Ensures that any ApplicationHA processes that are running do not conflict with the installation. The install program stops the conflicting ApplicationHA processes, if any, and proceeds to install ApplicationHA Agent Pack.

Note: Once the Agent Pack installation is complete on a virtual machine, the conflicting processes that ApplicationHA stopped on the virtual machine during the installation, are restarted.

- 5 After the installation, note the location of the installation log files and the summary files for future reference.

The files provide useful information that can assist you with future installations.

summary file	Lists the RPMs that are installed on each system.
log file	Details the entire installation.

Uninstalling the Symantec ApplicationHA Agent Pack using the install program

This chapter includes the following topics:

- [Preparing to uninstall Symantec ApplicationHA Agent Pack](#)
- [Uninstalling Symantec ApplicationHA Agent Pack using the uninstall program](#)
- [Running `uninstallagpack` from the Symantec ApplicationHA Agent Pack media](#)

Preparing to uninstall Symantec ApplicationHA Agent Pack

Before you uninstall ApplicationHA Agent Pack from any virtual machine:

- Stop ApplicationHA guest components using the following command.

```
# /opt/VRTS/bin/hastop -local -force
```

You must fulfill the following conditions before you use the `uninstallagpack` to uninstall ApplicationHA Agent Pack from a virtual machine:

- Make sure that password-free `rsh` or `ssh` communication exists between systems. By default, the uninstall program uses `ssh`.
- Make sure that you can execute `ssh` or `rsh` commands as super user on systems from which you want to uninstall ApplicationHA Agent Pack.

If you cannot fulfill the above conditions, then you must run the `uninstallagpack` on each system.

The `uninstallagpack` removes all ApplicationHA Agent Pack RPMs and some Symantec ApplicationHA RPMs.

Caution: After you run the `uninstallagpack` program, you must reinstall Symantec ApplicationHA.

Uninstalling Symantec ApplicationHA Agent Pack using the uninstall program

This section demonstrates how to uninstall ApplicationHA Agent Pack using the `uninstallagpack` program. The `uninstallagpack` program uninstalls ApplicationHA Agent Pack from the two virtual machines: galaxy and nebula.

The program stops the ApplicationHA processes that are currently running during the uninstallation process

To uninstall ApplicationHA Agent Pack

- 1 Confirm that you are logged in as the super user.
- 2 Start `uninstallagpack`.

```
# cd /opt/VRTS/install  
# ./uninstallagpack galaxy nebula
```

The program displays a copyright notice and the directory where the logs are created.

- 3 Enter the names of the systems from which you want to uninstall ApplicationHA Agent Pack.

The program performs the following system verification checks.

- Verifies the communication between systems
- Checks the installations on each system to determine the RPMs to be uninstalled.

- 4 Press Enter to continue with the uninstallation.

- 5 Enter `y` to confirm the uninstallation of ApplicationHA Agent Pack RPMs from the virtual machines that you specified in step 2. For example, galaxy and nebula.
- 6 After the uninstallation, note the location of summary and log files that the uninstall program create.

Running uninstallagpack from the Symantec ApplicationHA Agent Pack media

You can use the `uninstallagpack` on the ApplicationHA Agent Pack media in one of the following cases:

- If you need to uninstall ApplicationHA Agent Pack after an incomplete installation.
- If the `uninstallagpack` is not available in `/opt/VRTS/install`.

You can find the `uninstallagpack` program in the following location:

```
/agentpack_media/linux/operating_system/application_ha/5.1
```

Where *agentpack_media* is the directory where you extracted the agent pack media and *operating_system* is the folder that contains the `uninstallagpack` program for the required operating system:

Operating system	Folder name
Oracle Enterprise Linux	rhel5_x86_64
Red Hat Enterprise Linux	rhel5_x86_64
SUSE Linux Enterprise Server	sles11_x86_64

For example, to uninstall ApplicationHA from a machine running the RHEL operating system, you can find the `uninstallagpack` program in the following location:

```
# cd agentpack_media/linux/rhel5_x86_64/application_ha/5.1
```


Symantec ApplicationHA installation packages

This appendix includes the following topics:

- [Symantec ApplicationHA installation packages](#)

Symantec ApplicationHA installation packages

[Table A-1](#) lists the package name and contents for each package installed as part of Symantec ApplicationHA Agent Pack.

Table A-1 Symantec ApplicationHA packages

Package	Contents
VRTSvcsea	Contains the binaries for Veritas High Availability Agents for Oracle, Sybase and DB2 by Symantec.
VRTSacclib	Contains Veritas ACC Library.
VRTSvcsvmv	Contains the binaries for Symantec ApplicationHA Application Discovery Framework and wizards.
VRTSwls9	Contains the binaries for Veritas High Availability Agent for WebLogic Server by Symantec.
VRTSmq6	Contains the binaries for Veritas High Availability Agents for Websphere MQ and WebSphere MQ FTE.
VRTSvcswas	Contains the binaries for Veritas High Availability Agent for Websphere Application Server.

Table A-1 Symantec ApplicationHA packages *(continued)*

Package	Contents
VRTSsapnw04	Contains the binaries for Veritas High Availability Agent for SAP NetWeaver by Symantec.

Note: The Symantec ApplicationHA agent for Apache HTTP server is installed as part of the ApplicationHA product installation.