

# Symantec™ ApplicationHA Configuration Guide for Siebel CRM

Windows Server 2008 R2 (x64)

6.0

# Symantec™ ApplicationHA Configuration Guide for Siebel CRM

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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, VMwareHA 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	6.0
Siebel CRM	8.1.1.0 and later

# 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 ApplicationHA 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 ApplicationHA 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.
- 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 then stops the other configured applications in a predefined order. 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
```
- 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 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 **ApplicationHA** tab.
- 3 Skip this step if you have already configured the single sign-on during the guest installation.

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


After the authentication is successful, the ApplicationHA 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.



Siebel CRM Process Selection

Select the Siebel CRM process that you wish to monitor



Welcome

Application Selection

**Application Inputs**

Implementation

Finish

<input type="checkbox"/>	Display Name	Service Name
<input checked="" type="checkbox"/>	Siebel Gateway Name Server	gtwyns
<input type="checkbox"/>	Siebel Server [SBA_81_SiebelVM]	siebsrvr_SBA_81_SiebelVM
<input checked="" type="checkbox"/>	Siebel Server [SBA_81_SiebelVM1]	siebsrvr_SBA_81_SiebelVM1
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		
<input type="checkbox"/>		

ApplicationHA (Version 6.0.00000.349)

[View Logs](#)

< Back

Configure

Cancel

- 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 ApplicationHA 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 ApplicationHA tab

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**Note:** You can administer application monitoring in two ways. One, using the ApplicationHA tab as described below and two, using the Symantec ApplicationHA Dashboard. Using the ApplicationHA 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 ApplicationHA tab, to configure and control application monitoring. The ApplicationHA tab is integrated with the VMware vSphere Client.

Use the ApplicationHA 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 ApplicationHA 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 ApplicationHA tab, launch the VMware vSphere Client, select a virtual machine from the Inventory pane, and in the Management pane on the right, click the **ApplicationHA** 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.

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**Note:** 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](https://<VMNameorIPAddress>:5634/vcs/admin/application_health.html?priv=ADMIN)

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## To configure or unconfigure application monitoring

Use the ApplicationHA 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

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

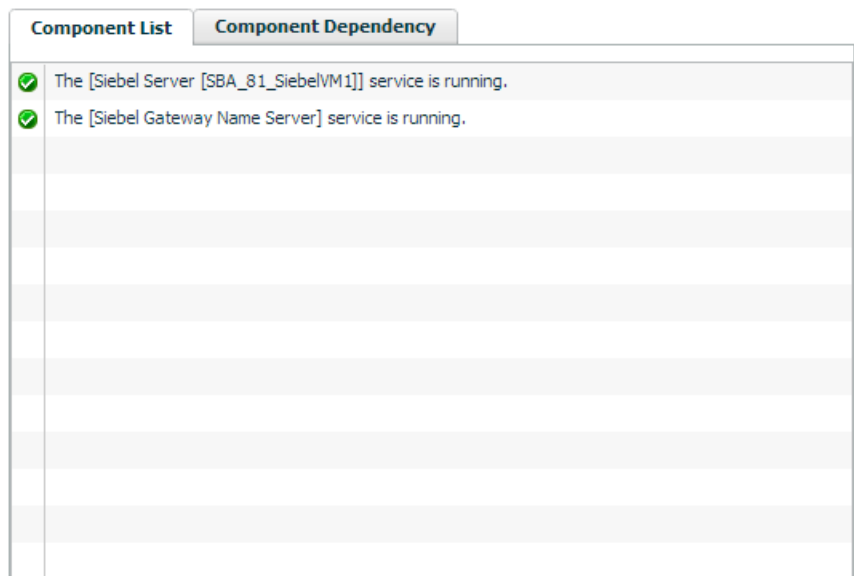
---



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

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

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.



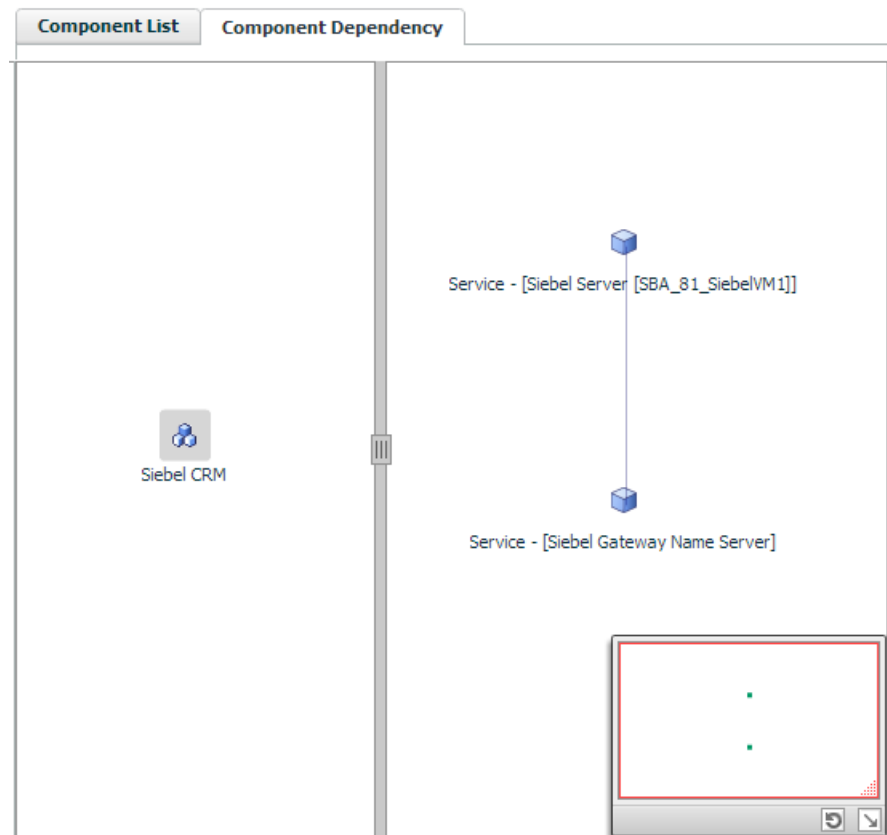
Click **Refresh** to see the most current status of the configured components. The status is refreshed every 60 seconds by default.

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 view component dependency

To view applications at a component level and their dependencies, see the Component Dependency tab under the ApplicationHA tab.

Under the ApplicationHA tab, the Component Dependency tab displays the status of the configured resources.



In this example, the Siebel SRM component group is selected in the left pane and the two components - Siebel Enterprise Server and Siebel Gateway Server appear

in the right pane. The dependency graph indicates that for the Siebel Enterprise Server to be running, the Siebel Gateway Server must be up and running.

For more information on the Component Dependency tab, refer to the *Symantec™ ApplicationHA User's Guide*.

## To start or stop applications

Use the following options on the ApplicationHA 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.

ApplicationHA tab lets you control the application heartbeat on the virtual machines.

Use the following options on the ApplicationHA 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 ApplicationHA 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 ApplicationHA 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 ApplicationHA 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.