

Symantec™ ApplicationHA Agent Pack Readme

Windows Server 2003, Windows Server
2008 and 2008 R2

5.1 Service Pack 2

Symantec™ ApplicationHA Agent Pack Readme

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5.1 SP2

5.1.SP2.0

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- Version and patch level
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Documentation

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:

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

Symantec ApplicationHA Agent Pack 5.1 SP2 Readme

This document includes the following topics:

- [Introduction](#)
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- [About the Agent Pack installation](#)
- [Known issues](#)
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Introduction

This document provides information about the new agents and changes introduced in this Agent Pack release for Symantec ApplicationHA 5.1 SP2 for Windows. Review this document before installing the Agent Pack.

Note: All the ApplicationHA agents in this release are only compatible with the ApplicationHA 5.1 SP2 version, and not with any of the previous versions.

This readme provides details about the following:

- Agents for Oracle
- Agent for SAP Web Application Server

- Support for Central Services instances for SAP NetWeaver

Additionally, this document also provides information about the known issues, product documentation, and technical and other help.

Note: In addition to the new agents introduced, this agent pack also includes all the existing application agents that are available with the previous release.

What's new

This section describes changes introduced in this release.

Agents for Oracle

The Symantec ApplicationHA agents for Oracle monitor the Oracle databases and listener services, brings them online, takes them offline, and monitors their status.

The Oracle agents include the following:

- Oracle agent
Monitors the Oracle databases. The agent brings the databases online, takes them offline, and monitors their status.
- GenericService agent
Monitors the listener services. The agent controls the listener for the Oracle database. The listener is a server process that listens to incoming client connection requests and manages traffic to the database. The GenericService agent brings the listener services online, takes them offline, and monitors their status.

Using the Symantec ApplicationHA Configuration Wizard, you can configure the Oracle agents to monitor Oracle databases and listener services.

For more information, refer to the *Symantec™ ApplicationHA Agent for Oracle Configuration Guide*.

Agent for SAP Web Application Server

The Symantec ApplicationHA agent for SAP Web Application Server provides monitoring and control for SAP NetWeaver 7.1 in a virtual machine. The agent is designed to support a wide range of SAP NetWeaver environments, which include SAP NetWeaver CE 7.1, SAP NetWeaver Mobile 7.1, and SAP NetWeaver PI 7.1.

Using the Symantec ApplicationHA Configuration Wizard, you can configure the SAP Web Application Server agent for monitoring SAP Web Application Server.

For more information, refer to the *Symantec™ ApplicationHA Agent for SAP Web Application Server Configuration Guide*.

Enhancements to the agent for SAP NetWeaver

The Symantec ApplicationHA agent for SAP NetWeaver now supports SAP Central Services instances. SAP Central Services comprises the Message server and the Enqueue server. For more information, refer to the *Symantec™ ApplicationHA Agent for SAP NetWeaver Configuration Guide*.

About the ApplicationHA agents

Agents are processes that manage applications and resources of predefined resource types configured for applications and components on a system. The agents are installed when you install ApplicationHA. These agents start, stop, and monitor the corresponding resources configured for the applications and report state changes. The ApplicationHA agents are classified as follows:

- Infrastructure agents

Infrastructure agents are packaged (bundled) with the base software and include agents for mount points, generic services, and processes. These agents are immediately available for use after you install ApplicationHA. For more details about the infrastructure agents, refer to the *Symantec™ ApplicationHA Generic Agents Guide*.

- Application agents

Application agents are used to monitor third-party applications, such as Internet Information Services (IIS), Microsoft SQL Server 2008 or 2008R2, Microsoft SharePoint Server 2010, and Microsoft Exchange Server 2007 and 2010. These agents are packaged separately and can be installed using Symantec ApplicationHA Agent Pack.

Symantec ApplicationHA Agent Pack is released on a quarterly basis. The agent pack includes support for new applications as well as fixes and enhancements to existing agents. You can install the agent pack on an existing ApplicationHA guest components installation.

For information on the latest Agent Pack availability, refer to the Symantec Operations Readiness Tools (SORT) Web site:

<http://sort.symantec.com>

For more information about each application agent, refer to the application-specific configuration guide.

Supported applications

Table 1-1 lists the applications that Symantec ApplicationHA currently supports on virtual machines.

Table 1-1 Symantec ApplicationHA supported applications

Application	Architecture	Edition and Service Pack
Microsoft Exchange 2007 (Mailbox Server role required)	x86-64	Standard Edition, Enterprise Edition SP1, SP2, and SP3
Microsoft Exchange Server 2010 (Mailbox Server role required)	x86-64	Standard Edition, Enterprise Edition
Microsoft SQL Server 2005	x86-64	Standard Edition, Enterprise Edition
Microsoft SQL Server 2008 and 2008 R2	x86-32, x86-64	Standard Edition, Enterprise Edition, Web Edition
Internet Information Server (IIS) 6.0 and later	x86-32, x86-64	
Microsoft SharePoint Server 2010	x86-64	
ApplicationHA Console	x86-64	
Custom applications and generic services	x86-32, x86-64	
FileShare	x86-32, x86-64	
PrintShare	x86-64	
SAP NetWeaver	x86-64	
SAP Web Application Server	x86-64	
Oracle	x86-64	

About the Agent Pack installation

You can download the Symantec ApplicationHA Agent Pack from the Symantec SORT Web site:

<http://sort.symantec.com>

Before installing the Agent Pack

Use the Symantec ApplicationHA Agent Pack installer to install Symantec ApplicationHA Agent Pack in your VMware virtualization environment.

Consider the following before you proceed:

- On a Windows Server 2003 operating system, Microsoft .NET Framework 2.0 Service Pack 2 is a prerequisite for installing the Agent Pack. Therefore, you must install .NET Framework 2.0 SP2 before installing the Agent Pack.
- You must have Symantec ApplicationHA guest components installed on the system where you want to install the Agent Pack.
- The installer uses the logged-on user account context for installation. Verify that the logged-on user has local administrator privileges on the system where you want to install the Agent Pack.
- The installer allows remote installation. You can launch the installer from any system in your network or directly on any of the virtual machines. In case of remote installations, ensure that the logged-on user has local administrator privileges on all the remote systems where you want to install the Agent Pack.
- The installer currently supports installation on up to 32 virtual machines at a time. If you want to install on additional systems, you must first complete the installation on 32 systems and then run the installer again and select additional systems for installation.
The installer generates a summary that contains a list of the systems where the operation was performed. You can save that report as a reference.
- Remote installation is restricted to systems within a domain or a workgroup. You cannot select systems that are outside a domain. To install on multiple systems in a domain, run the installer from a system in that domain.
- During the Agent Pack installation, the installer verifies the ApplicationHA plugin registration on the vCenter Server. If the plugin is not registered, the installer displays a prompt. The plugin registration is not required for the Agent Pack installation, but it is required for configuring application monitoring. You can choose to proceed with the Agent Pack installation.

Installing the Agent Pack

Perform the following steps to install Symantec ApplicationHA Agent Pack using the Symantec ApplicationHA Agent Pack Installer wizard.

To install Symantec ApplicationHA Agent Pack using the installation wizard

- 1
- On the system where you want to install the Symantec ApplicationHA Agent Pack, navigate to the ApplicationHA Agent Pack software package directory and run **Setup.exe** to launch the Symantec ApplicationHA Agent Pack Installer wizard.
- 2
- On the Welcome panel, review the prerequisites and then click **Next**.
- 3
- On the License Agreement panel, read the Symantec Software License Agreement, click **I accept the terms of License Agreement**, and then click **Next**.
- 4
- On the vCenter Server Details panel, choose the way you want to specify virtual machines for the installation, and then click **Next**.

You can specify the virtual machines in the following ways:

-
- To add virtual machines using their display names in the vCenter Server inventory, select the **Use the virtual machine display names in the vCenter inventory** check box, and provide the following vCenter Server details:

vCenter Server Name or IP	Specify the host name or IP address of the VMware vCenter Server. Ensure that the specified vCenter Server host name or IP address is accessible from the computer on which you are installing ApplicationHA Agent Pack.
Web Service Https Port	Specify the https port used by the VMware Web Service. The default port number is 443.
User Name	Specify the name of the user account that has the privileges to enumerate the virtual machines visible in the vSphere Client. The wizard uses this account to discover the virtual machines in the vCenter Server inventory.
Password	Specify the password for the user account specified in the User Name field.

The wizard displays a prompt if the ApplicationHA plugin is not registered on the specified vCenter Server. Click **Yes** to proceed with the guest installation. The plugin registration is not required for the Agent Pack installation, but it is required for configuring application monitoring.

OR

- To add virtual machines using their host names or IP addresses, clear the **Use the virtual machine display names in the vCenter inventory** check box.
- 5 On the System Selection panel, specify the systems for the installation, and then click **Next**.

To add virtual machines from the vCenter Server inventory, do the following:

- To add a single system, in the VM Display Name box, type the system name as it appears in the vCenter Server inventory, and then click **Add**.
- To add multiple systems, click **Browse** to open the vCenter Server Browser dialog box. This dialog box displays the virtual machine names as they appear in the vCenter Server inventory.
Expand Datacenters, select the check boxes corresponding to the systems in the list, and then click **OK**.

Note: You cannot select the systems that do not meet the installation requirements.

To add virtual machines using the host names or IP addresses, do the following:

- To add a single system, type the system name in the System Name or IP box, and then click **Add**.
- To add multiple systems, click **Browse** to open the Select Systems dialog box.
In the Select Systems dialog box, the Available Systems list displays a list of systems in the domain where the current system resides. Select one or more systems from the Available Systems list and click the right arrow button to move them to the Selected Systems list, and then click **OK**.

The wizard uses the location where you installed Symantec ApplicationHA as the default installation directory.

The wizard performs the required validation checks on the selected systems. If a system passes the validation criteria, the status is reflected as *Ready for Upgrade*. If a system does not meet the required criteria, the status is reflected as *Verification failed*.

To view the cause of a validation failure, click the Information icon for the system. Rectify the issue, and then click **Re-verify** to perform the validation check again on the rejected system again. The wizard does not proceed with the installation unless all the selected systems have passed the validation checks.

- 6 On the Pre-install Summary panel, review the preinstallation summary and then click **Next**. Click **Save Report** if you want to save the preinstallation summary report for reference.
- 7 The Symantec ApplicationHA Agent Pack Installation panel displays the progress of the installation on the selected systems. After the panel indicates that the installation is complete, click **Next**.
- 8 On the Post-install Summary panel, review the installation results, and then click **Next**. Click **Save Report** if you want to save the post-installation summary report for reference.

If the installation has failed on any of the systems, review the post-install summary report and refer to the installation log file located at
`%ProgramFiles%\Veritas\VPI\log\<date_timestamp>`

On a Windows Server 2008 operating system, the log file is located
at `%ProgramData%\Veritas\VPI\log\<date_timestamp>`.

Click the **View Log** link that appears on each wizard panel to view the log file. You may have to repeat the installation in case of failed installations.

- 9 On the Finish panel, click **Finish**. This completes the Symantec ApplicationHA Agent Pack installation.

Known issues

The following known issues exist in this release of the product.

Configuration wizard does not support certain special characters and spaces in Oracle user's password

This issue occurs while configuring Oracle databases for application monitoring using the Symantec ApplicationHA Configuration Wizard. For the database that you want to configure for monitoring, you need to provide credentials of the domain user or local user who has DBA privileges for Oracle. If the user's password contains any of the following special characters or spaces, then the wizard fails to configure the database for monitoring. (2523740)

^	caret, circumflex	<	less than sign
\	backslash	>	greater than sign
" "	straight quotation marks		pipe, vertical bar

Workaround: There is no workaround for this issue.

Configuration wizard cannot discover Allow and Deny permissions of the domain user of a file share

This issue occurs while configuring file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. If the virtual machine does not have a trust relationship with the domain controller, then the wizard cannot discover the Allow and Deny permissions of the domain user of a file share.

Therefore, you cannot select the permissions of such users for application monitoring. (2326251)

Workaround: There is no workaround for this issue.

Configuration wizard cannot display the SQL instances whose directory paths contain "%"

This issue occurs while configuring SQL Server 2005, 2008, or 2008 R2 instances for application monitoring using the Symantec ApplicationHA Configuration Wizard. If the directory path of an instance contains "%" (percent), then that instance is not displayed on the SQL Instance Selection panel of the wizard.

Therefore, you cannot select such instances for application monitoring. (2403740)

Workaround: There is no workaround for this issue.

Configuration wizard does not support monitoring of more than 300 print shares

This issue occurs if you select more than 300 print shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. The wizard times out and fails to configure the shares. To avoid this issue, do not select more than 300 print shares for application monitoring. (2409012, 2409016)

Workaround: There is no workaround for this issue.

Print shares are listed along with file shares while configuring FileShare monitoring

This issue occurs while configuring file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. The discovery procedure lists print shares along with file shares on the FileShare Monitoring Configuration panel of the wizard. Therefore, the application monitoring for FileShare fails if you select print shares for configuring. (2401444)

Workaround: To resolve this issue, do not select print shares while configuring application monitoring for FileShare. You can configure application monitoring for PrintShare using the wizard by selecting the PrintShare application.

Configuration wizard does not support certain special characters and symbols in the names of printers and print shares

This issue occurs while configuring print shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. For the print shares that you want to configure for monitoring, if any of the share name or its corresponding printer name contains special characters or symbols other than the ones listed below, then the wizard fails to configure the shares for monitoring. (2403557, 2396536)

The wizard supports all the alphanumeric characters and the following special characters and symbols:

~	tilde	(opening parenthesis
@	at sign)	closing parenthesis
#	number sign	[opening bracket
\$	dollar sign]	closing bracket
%	percent	{	opening brace
+	plus sign	}	closing brace
_	underscore		

Workaround: There is no workaround for this issue.

FileShare agent does not monitor users with denied permissions on shares

This issue occurs after you have configured a file share for application monitoring using the Symantec ApplicationHA Configuration Wizard. If a user has been denied one or more permissions for the configured share, then the FileShare agent does not monitor such user. However, the wizard successfully monitors the share. (2321053)

Workaround: There is no workaround for this issue.

FileShare agent does not support CD-ROM and DVD-ROM drive shares

This issue occurs while configuring file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. If you are configuring monitoring for CD-ROM or DVD-ROM drive shares, then the wizard cannot configure such shares for monitoring. (2311779)

Workaround: There is no workaround for this issue.

Configuration wizard cannot configure monitoring for a large number of file shares

This issue occurs while configuring a large number of file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. The wizard fails to configure the shares while performing the **Configure application monitoring** task on the ApplicationHA Configuration panel. (2321442)

Workaround: To resolve this issue, use this workaround only after the Symantec ApplicationHA Configuration Wizard has failed to configure shares.

Using the command-line interface (CLI) of the guest computer, type the following commands at the command prompt:

```
%ProgramFiles%\Veritas\VRTSsfmh\bin\xprt1c.exe -l "https://  
localhost:5634/vcs/admin/createAppMonHBSG.pl?&ID=CustomApplication&  
params=<Cmd><ID>CreateVMWHBSG</ID><ServiceGroups><Name>FileShare_SG</  
Name></ServiceGroups></Cmd>" ;
```

Configuration wizard does not support certain special characters and symbols in the names of Mailbox databases

This issue occurs while configuring Exchange 2007 Mailbox databases for application monitoring using the Symantec ApplicationHA Configuration Wizard. If any of the database's name contains special characters or symbols other than the ones listed below, then the wizard fails to configure the databases for monitoring. The wizard supports all the alphanumeric characters and the following special characters and symbols: (2281068)

~	tilde	*	asterisk	}	closing brace
!	exclamation point	(opening parenthesis		pipe, vertical bar
@	at sign)	closing parenthesis	:	colon
#	number sign	_	underscore	?	question mark

\$	dollar sign	+	plus sign	[opening bracket
%	percent	-	minus sign]	closing bracket
&	ampersand	{	opening brace	.	period, full stop

Workaround: There is no workaround for this issue.

ApplicationHA Configuration wizard cannot configure monitoring for services if a service name contains "&"

This issue occurs while configuring services for application monitoring using the Symantec ApplicationHA Configuration Wizard. If any of the service's name contains "&" (ampersand), then the wizard fails to configure the services for monitoring. (2266698)

Workaround: Perform the following steps to resolve this issue:

- 1 Using the ApplicationHA view, unconfigure the partial application monitoring.
- 2 Using the Symantec ApplicationHA Configuration Wizard, configure application monitoring for all the services except the one with "&" in its name.
- 3 Using the command-line interface (CLI), type the following commands at the command prompt to manually add the resource for the service with "&" in its name:

```
■ haconf -makerw
■ hares -add <resname> GenericService <groupname>
■ hares -modify <resname> ServiceName <servicename>
■ haconf -dump -makero
```

Where *resname* is the name of the resource, *groupname* is the name of the group that was created after you completed Step 2, and *servicename* is the name of the service that contains "&".

Memory leak in ApplicationHA agent for SharePoint Server 2010

A memory leak occurs in Symantec ApplicationHA agent for SharePoint Server 2010. This issue occurs if you are using IIS 7.0 because the Windows Management Instrumentation (WMI) provider for IIS 7.0 leaks memory. (2210349)

You may receive an error message similar to one of the following:

```
provider not found
```

or

provider initialization fail

Workaround: To resolve this issue, remove IIS 7.0 and use IIS 6.0 instead.

SharePoint Server 2010 applications and services remain online even if the underlying SQL Server faults

Symantec ApplicationHA agent for SharePoint Server 2010 provides monitoring support for SharePoint Server applications and services. This agent does not provide monitoring support for the underlying SQL Server database.

Thus, even if SQL Server faults, the SharePoint Server applications and services remain online. (2212860)

Workaround: There is no workaround for this issue.

SharePoint Server 2010 applications and services remain online even if the Farm User credentials are changed

If you change the FarmAdminAccount and FarmAdminPassword attribute values, after you have configured the SharePoint Server applications and services, the configured applications and services continue to remain online. (2212853)

Workaround: If you want the changed credentials to take effect, you must unconfigure and then reconfigure the applications and services.

Configuration wizard fails to discover a SQL instance if a database name contains double quotation marks

This issue occurs while configuring application monitoring for SQL Server 2008 or 2008 R2 if the database name of an instance contains double quotation marks. In such cases, SQL Server fails to discover the instance, not only the database. (2208925)

Workaround: To resolve this issue, either remove the double quotation marks from the database name or configure application monitoring for SQL Server 2008 or 2008 R2 using the command-line interface.

Memory leak occurs in WMI when monitoring IIS sites using ApplicationHA

On Windows Server 2008 operating systems, a memory leak occurs in Windows Management Instrumentation (WMI) when monitoring the IIS-hosted sites using Symantec ApplicationHA. This issue occurs if IIS 7.0 WMI provider is installed on the IIS server. (2077342)

- Workaround:** This is a known Microsoft problem. To resolve this issue, do the following:
- Ensure that only IIS 6.0 WMI provider is installed on the IIS server.
 - Under the Web Server (IIS) role, ensure that the **IIS 6 WMI Compatibility** role service is installed, and the **IIS Management Scripts and Tools** role service is not installed.

Documentation

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

This release includes the following documents:

Table 1-2 ApplicationHA Agent Pack documents

Title	File Name	Description
Symantec™ ApplicationHA Agent Pack Readme	appha_agentpack_readme_51sp2_win.pdf	Provides an overview of the product and the contents of the software and information about installing Agent Pack and configuring application monitoring for ApplicationHA Console.
Symantec™ ApplicationHA Generic Agents Guide	appha_generic_51sp2_win.pdf	Provides information about the Symantec ApplicationHA infrastructure agents and configuring application monitoring for services, processes, and mount points.
Symantec™ ApplicationHA Agent for Microsoft Exchange Server 2007 Configuration Guide	appha_exch2007_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft Exchange Server 2007 and configuring application monitoring for Exchange Server 2007.

Table 1-2 ApplicationHA Agent Pack documents (*continued*)

Title	File Name	Description
Symantec™ ApplicationHA Agent for Microsoft Exchange Server 2010 Configuration Guide	appha_exch2010_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft Exchange Server 2010 and configuring application monitoring for Exchange Server 2010.
Symantec™ ApplicationHA Agent for Microsoft Internet Information Services (IIS) Configuration Guide	appha_iis_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft Internet Information Services (IIS) and configuring application monitoring for IIS.
Symantec™ ApplicationHA Agent for Microsoft SharePoint Server 2010 Configuration Guide	appha_sps2010_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft SharePoint Server 2010 and configuring application monitoring for SharePoint Server 2010.
Symantec™ ApplicationHA Agent for FileShare Configuration Guide	appha_fileshare_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for FileShare and configuring application monitoring for FileShare.
Symantec™ ApplicationHA Agent for PrintShare Configuration Guide	appha_printshare_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for PrintShare and configuring application monitoring for PrintShare.

Table 1-2 ApplicationHA Agent Pack documents (*continued*)

Title	File Name	Description
Symantec™ ApplicationHA Agent for Microsoft SQL Server 2005 Configuration Guide	appha_sql2005_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft SQL Server 2005 and configuring application monitoring for SQL Server 2005.
Symantec™ ApplicationHA Agent for Microsoft SQL Server 2008 and 2008 R2 Configuration Guide	appha_sql2008_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Microsoft SQL Server 2008 and 2008 R2 and configuring application monitoring for SQL Server 2008 and 2008 R2.
Symantec™ ApplicationHA Agent for SAP Netweaver Configuration Guide	appha_sapnw_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for SAP Netweaver and configuring application monitoring for SAP NetWeaver.
Symantec™ ApplicationHA Agent for SAP Web Application Server Configuration Guide	appha_sapwebas_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for SAP Web Application Server and configuring application monitoring for SAP Web Application Server.
Symantec™ ApplicationHA Agent for Oracle Configuration Guide	appha_oracle_agent_51sp2_win.pdf	Provides information about the Symantec ApplicationHA agent for Oracle and configuring application monitoring for Oracle.

Documentation feedback

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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.

