

Veritas Storage Foundation™ and High Availability Solutions Getting Started Guide

Windows Server 2003, Windows Server
2008

5.1 Service Pack 1

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's maintenance offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/business/support/index.jsp

Contacting Technical Support

Customers with a current maintenance agreement may access Technical Support information at the following URL:

www.symantec.com/business/support/contact_techsupp_static.jsp

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

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:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

If your Symantec product requires registration or a license key, access our non-technical support Web page at the following URL:

customercare.symantec.com

Customer service

Customer Care information is available at the following URL:

www.symantec.com/customercare

Customer Service is available to assist with the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and maintenance contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Documentation feedback

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:

sfha_docs@symantec.com

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance agreement administration team for your region as follows:

Asia-Pacific and Japan	customercare_apac@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

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Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

Getting started with Storage Foundation and High Availability Solutions for Windows

This document includes the following topics:

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Getting started

The Veritas Storage Foundation and High Availability Solutions for Windows products are used for enterprise data management and protection, high availability, and disaster recovery. This guide provides an overview of the products in this release and the contents of the product software disks. It also explains how to obtain a product license

This release of Veritas Storage Foundation and High Availability Solutions for Windows includes the following products:

- Veritas Storage Foundation for Windows (SFW)
Storage Foundation for Windows offers storage management functionality and support for high availability in a Microsoft Cluster Service (MSCS) environment.
- Veritas Storage Foundation HA for Windows (SFW HA)
Storage Foundation HA for Windows combines the storage management capabilities of SFW with the high availability functionality of Veritas Cluster Server (VCS).

These products can be used with the Veritas Volume Replicator option in a disaster recovery environment.

What's included

The Veritas Storage Foundation and High Availability Solutions media kit includes multiple software disks. The disk label describes the contents of each disk.

[Table 1-1](#) describes the media kit contents.

Table 1-1 Media kit contents

Disk	Contents
Veritas Storage Foundation and High Availability Solutions 5.1 Service Pack 1 for Windows	32-bit and 64-bit versions of SFW and SFW HA. Use this disk for new installations or for upgrades from pre-5.1 versions of the product.
Veritas Cluster Server 5.1 Service Pack 1 for Windows 1 Veritas Storage Foundation™ and High Availability Solutions 5.1 Service Pack 1 for Windows Minor Upgrade	Upgrade bits for the 5.1 or later versions of the following products: <ul style="list-style-type: none">■ Storage Foundation for Windows■ Storage Foundation and High Availability Solutions for Windows■ Veritas Cluster Server for Windows

Note: If you wish to assess products and options for which you have not purchased a license, an evaluation license key is embedded in the product. To use this key click Next at the license key entry screen of the product installer. This license key is valid for a limited evaluation period only.

About Storage Foundation and High Availability Solutions

Veritas Storage Foundation and High Availability Solutions for Windows contains the following components.

Storage Foundation for Windows (SFW)

Veritas Storage Foundation for Windows brings advanced volume management technology, quick recovery, and fault tolerant capabilities to enterprise computing environments.

Veritas Cluster Server (VCS)

Veritas Cluster Server provides is a high availability solution that monitors system and application services and restarts services when hardware or software fails. A VCS cluster connects multiple independent systems to provide failover capability thus reducing application downtime. VCS supports local, metropolitan, and global clusters.

Veritas Volume Replicator (VVR) option

Veritas Volume Replicator provides continuous data replication over IP networks, enabling rapid and reliable recovery of critical applications at remote recovery sites.

Graphical user interfaces

Veritas Storage Foundation and High Availability Solutions for Windows offers several GUIs.

Veritas Enterprise Administrator (VEA) console

The Veritas Enterprise Administrator console provides a graphical view of your storage. It allows you to monitor and manage storage objects including disk groups, disks, volumes, fibre channel and iSCSI storage arrays.

Cluster Manager (Java console)

Cluster Manager (Java console) offers complete administration capabilities for your cluster. You can use the different views in the Java console to monitor clusters and VCS objects, including service groups, systems, resources, and resource types.

Solutions Configuration Center

The Storage Foundation and High Availability Solutions Configuration Center guides you through setting up your SFW HA environment for various configurations:

- Local area high availability at a single site for new or existing application installations
- Metropolitan area disaster recovery with campus clusters
- Wide area disaster recovery with global clusters
- Quick Recovery for on-host recovery of application data
- Fire drill to test the readiness of your disaster recovery environment

Planning tools

Veritas Storage Foundation and High Availability Solutions for Windows offers several planning tools.

Veritas Cluster Server Simulator

VCS Simulator allows cluster administrators to simulate and test application failover scenarios without affecting production environments.

Veritas Volume Replicator Advisor (VRAdvisor)

The Veritas Volume Replicator Advisor (VRAdvisor) tool allows you to collect and analyze data in order to optimize the replication settings for your environment.

Configuration Checker

The Configuration Checker enables you to verify your configuration before you install SFW HA or before you perform disaster recovery in a Microsoft Exchange or SQL Server environment.

Storage Foundation Basic

Storage Foundation Basic for Windows (SFW Basic) is a special offering specifically designed for edge-tier workloads. It is a zero cost SFW license and includes the Dynamic Multi-pathing option. An SFW Basic license is required for each physical server and certain limitations apply.

Symantec Licensing Portal

To register and receive a valid software license key, access the Symantec Licensing Portal:

<https://licensing.symantec.com>

You will need the Enterprise License System (ELS) serial number and customer number on your license certificate.

The Symantec Licensing Portal provides access to the following tools for registering and managing license keys:

- **License Management:** Register and manage product and maintenance licenses.
- **Version Upgrades:** Register your upgrade notification and receive new version keys.
- **Voucher Center:** Redeem vouchers created by Symantec business partners. A voucher typically entitles a customer to a specific Symantec software product.
- **FileConnect:** Download enterprise products as soon as they are available and request physical media shipments for version upgrades.
- **Enterprise Flex:** Deploy licenses on demand across a variety of Symantec products.
- **LKWeb (for use by Symantec business partners):** Create and register licenses prior to resale of Symantec products.

For additional help with Symantec product licenses, email questions to:

license@symantec.com.

See the *Storage Foundation and High Availability Solutions Installation and Upgrade Guide* for more information about product licensing.

Installation

Use the product installer to install the software. An SFW HA installation includes Veritas Storage Foundation for Windows and Veritas Cluster Server. You may select other applicable options during the installation.

If you wish to assess products and options for which you have not purchased a license, an evaluation license key is embedded in the product. To use this key click Next at the license key entry screen of the product installer. This license key is valid for a limited evaluation period only.

Review the system requirements before installing or upgrading the product.

See the *Storage Foundation and High Availability Solutions Installation and Upgrade Guide*.

Installation options

During the product installation you choose an installation option, either Complete/Custom or Administrative Console:

- Complete/Custom installs the server components and allows you to customize the installation by choosing to install the client components, documentation, and other product options.
- Administrative Console installs only the Veritas Enterprise Administrator console, Solutions Configuration Center, and for SFW HA, the VCS Cluster Manager (Java console).

Installation methods

You can choose to install the product using either the wizard-driven product installer or silently from the command line. The product installer allows you to install to multiple systems simultaneously. A command line installation is limited to one local or remote system at a time.

What's new in this version

This release of Storage Foundation and High Availability Solutions for Windows contains and builds upon the functionality in previous releases. A description of the new features in this version is available in the Release Notes, which can be found on the product disk or online.

Getting help

For technical assistance, visit the following site and select phone or email support:

<http://www.symantec.com/business/support/index.jsp/>

This site also provides access to resources such as TechNotes, product alerts, software downloads, hardware compatibility lists, and the Symantec customer

email notification service. Use the Knowledge Base Search feature to access additional product information, including current and past releases of product documentation.

Documentation

All product documentation is available in Adobe Portable Document Format (PDF).

You can view and print the PDF documents with Adobe Acrobat Reader. For more information on the latest version of Acrobat Reader, or for help with the Acrobat Reader installation, visit the Adobe web site:

<http://www.adobe.com>

Where to find the documentation

Product documentation is available from the following locations:

- Installed with the product and available from the Start menu.
- On the software disks in the \Docs directory and, in some cases, at the root of the disk directory structure. To view a document, explore the software disk and double-click the file name.
- On the Symantec Support web site:
<http://www.symantec.com/business/support/index.jsp>

Note: The Release Notes file is located on the product disk. Symantec recommends that you copy the document from the disk to the directory %Program Files%\Veritas\Docs\ENU so they are available on your system for reference. Updated Release Notes can be found at

<http://www.symantec.com/business/support/index.jsp>

Providing feedback about the documentation

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions to:

sfwha_docs@symantec.com

Include the title of the document and chapter and section titles of the text on which you are reporting. Our goal is to ensure customer satisfaction by providing effective, quality documentation.

