

# Symantec High Availability Console 6.0.1 Readme

Windows Server 2008 (x64), Windows  
Server 2008 R2 (x64)

6.0.1

# Symantec™ High Availability Solution Installation and Configuration Guide for VMware

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Product version: 6.0.1

Document version: 6.0.1 Rev 0

## Legal Notice

Copyright © 2012 Symantec Corporation. All rights reserved.

Symantec, the Symantec logo, Veritas, Veritas Storage Foundation, CommandCentral, NetBackup, Enterprise Vault, and LiveUpdate are trademarks or registered trademarks of Symantec corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

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 support 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/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

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

[www.symantec.com/business/support/index.jsp](http://www.symantec.com/business/support/index.jsp)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

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

[www.symantec.com/business/support/contact\\_techsupp\\_static.jsp](http://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 technical support Web page at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

## Customer service

Customer service information is available at the following URL:

[www.symantec.com/business/support/](http://www.symantec.com/business/support/)

Customer Service is available to assist with non-technical questions, such as 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 support 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

## Support agreement resources

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

Asia-Pacific and Japan	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:semea@symantec.com">semea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>

## About Symantec Connect

Symantec Connect is the peer-to-peer technical community site for Symantec's enterprise customers. Participants can connect and share information with other product users, including creating forum posts, articles, videos, downloads, blogs and suggesting ideas, as well as interact with Symantec product teams and Technical Support. Content is rated by the community, and members receive reward points for their contributions.

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

## 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:

[doc\\_feedback@symantec.com](mailto:doc_feedback@symantec.com)

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 High Availability Console 6.0.1 Readme

This document includes the following topics:

- [About this document](#)
- [About the Symantec High Availability Console](#)
- [Software limitation](#)
- [Known issues](#)

## About this document

This document provides information about the Symantec High Availability Console 6.0.1. Review this document before installing the Console Server.

You can download the latest version of this document from the Symantec SORT website.

<https://sort.symantec.com>

For details on supported VMware versions, supported operating systems, installation requirements, and Console installation, refer to the Symantec High Availability Solution for VMware Guide.

## About the Symantec High Availability Console

The Symantec High Availability Console enables integration with vSphere Client and configures access control for vCenter Server users to perform the following tasks:

- Install the Symantec High Availability guest components

- Manage the Symantec High Availability guest components licenses
- Configure application monitoring

As part of the Symantec High Availability Console installation, the installer registers the Symantec High Availability plugin for VMware vCenter Server. This plugin is required to view the Symantec High Availability tab, the Symantec High Availability dashboard and the the Symantec High Availability home page, in the vSphere Client.

Use the Symantec High Availability tab to configure and control application monitoring on an individual virtual machine.

Use the Symantec High Availability Dashboard to administer application monitoring at a VMware datacenter/cluster level.

Use the Symantec High Availability home page to install the Symantec High Availability guest components and to manage the licenses.

## Software limitation

This section lists the limitations of Symantec High Availability Console 6.0.1

### Symantec High Availability Console does not support pure IPv6 protocol

If you are installing the Symantec High Availability Console 6.0.1, the selected system must either have IPv4 or have both IP versions; IPv4 and IPv6 enabled. (2857435)

The Symantec High Availability Console 6.0.1 cannot be installed on a system that has only IPv6 enabled.

## Known issues

Lists the Console Server known issues.

### Symantec High Availability Console fails to connect to the vCenter Server

While installing the Symantec High Availability Console 6.0.1, you may experience that the Symantec High Availability Console is unable to connect to the VMware vCenter Server. (2826518)

This issue may occur if you are installing the Symantec High Availability Console 6.0.1 on a system that has only IPv6 enabled.



**Workaround:**

Install the Symantec High Availability Console on a system that has both; IPv4 and IPv6 enabled.

## The Symantec High Availability Console installer may display error while installing or repairing the installation

While installing or repairing the Console installation, the installer may display the following error after you click Next on the Post-install Summary page:

```
Unable to configure Symantec ApplicationHA Authentication Service  
due to the following reason-  
Failed to setup agent directory.
```

Even though the wizard displays this error, the installation or repair operation completes successfully.(2924020)

**Workaround:** Perform the following steps to rectify the issue:

1. Click **OK** on the error message. The wizard proceeds with the remaining tasks and then moves to the Finish page.
2. On the Finish page click **Finish**.
3. From the Microsoft services panel, restart the Veritas Storage Foundation Messaging service.
4. From the command prompt, run the following command:

```
"%INSTALLDIR%\VRTSsfmh\bin\perl.exe"  
"%INSTALLDIR%\ApplicationHA\bin\create_cert.pl"  
AppHAConsoleIP=ConsoleIP
```

Where,

INSTALLDIR is the installation directory where the Console is installed. By default the installation directory is c:\Program Files\Veritas.

5. From the Microsoft services panel, restart the Symantec ApplicationHA Service.

