

Symantec High Availability Solutions Guide for VMware

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

6.0.1

Symantec™ High Availability Solution Installation and Configuration Guide for VMware

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Introducing the Symantec High Availability solution for VMware

This chapter includes the following topics:

- [How the Symantec High Availability solution works in a VMware environment](#)
- [About setting up the Symantec High Availability solution in a VMware environment](#)
- [Supported VMware versions](#)

How the Symantec High Availability solution works in a VMware environment

The Symantec High Availability solution for VMware employs Veritas Cluster Server (VCS) and its agent framework to monitor the state of the applications and their dependent components running on the virtual machines that use non-shared storage. Specific agents are available to monitor the application, storage, and network components. Together, these agents monitor the overall health of the configured applications by running specific commands, tests, or scripts.

The storage configuration in the VMware virtual environment determines how VCS functions differently in a non-shared virtual environment. The non-shared storage configuration in the VMware virtual environment involves the VMware VMDK and RDM disks that reside on the shared datastore. This datastore is accessible to multiple virtual machines. However, the disks are attached to a single virtual machine at any given point of time. VCS provides a new storage agent “VMwareDisks” that communicates with the VMware ESX/ESXi hosts to perform

the disk detach and attach operations to move the storage disk between the virtual machines, in a VCS cluster.

In event of an application failure, the agents attempt to restart the application services and components for a configurable number of times. If the application fails to start, they initiate an application failover to the failover target system. During the failover, the VMwareDisks agent moves the storage disk to the failover target system, the network agents bring the network components online, and the application-specific agents then start the application services on the failover target system.

In case of a virtual machine fault, the VCS agents begin to fail over the application on the failover target system. The VMwareDisks agent sends a disk detach request to the ESX/ESXi host. After the detach operation is successful, the agent proceeds to attach the disks to the new failover target system.

In a scenario where the ESX/ESXi host itself faults, the VCS agents begin to fail over the application on the failover target system that resides on another host. The VMwareDisks agent communicates with the new ESX/ESXi host and initiates a disk detach operation on the faulted virtual machine. The agent then attaches the disk to the new failover target virtual machine.











For details on the VCS configuration concepts and clustering topologies, refer to the *Veritas Cluster Server Administrator's Guide*.

For details on the application agents, refer to the application-specific agent. For details on the storage agents, refer to the *VCS Bundled Agents Reference Guide*.

Getting started with Symantec High Availability solution

The Symantec High Availability solution can be deployed by following five simple steps.

The following figure represents the workflow for getting started with the Symantec High Availability solution and the corresponding document you must refer for details.

1.  **Install Symantec High Availability Console**
 Refer
Console Installation and Upgrade Guide
2.  **Install Symantec High Availability Guest Components**
 Refer
Symantec High Availability Solutions Guide for VMware
3.  **Configure Single Sign-on (SSO)**
 Refer
Symantec High Availability Solutions Guide for VMware
4.  **Configure Application Monitoring**
 Refer
Respective Application Configuration Guide
5.  **Monitor Application**
 Refer
Symantec High Availability Solutions Guide for VMware

About setting up the Symantec High Availability solution in a VMware environment

Table 1-1 describes the tasks for setting up the Symantec High Availability solution in a VMware virtualization environment.

Table 1-1 Tasks for setting up Symantec High Availability in a VMware virtualization environment

Task	Description
Install the Symantec High Availability Console	<p>Install the Symantec High Availability Console on a separate system. This installation registers the Symantec High Availability plugin on the vCenter Server.</p> <p>After the installation is complete, the Symantec High Availability tab, Symantec High Availability dashboard, and the Symantec High Availability home page are added to the vSphere client. The Symantec High Availability tab is visible when you select a virtual machine from the VMware vCenter Server inventory. The Symantec High Availability dashboard is visible when you select a VMware cluster or a datacenter from the VMware vCenter Server inventory. The Symantec High Availability home page is added as an vSphere Client extension under its Solutions and Applications pane.</p> <p>Use the Symantec High Availability home page to perform any of the following tasks:</p> <ul style="list-style-type: none"> ■ Install guest components ■ Manage licenses <p>Use the Symantec High Availability tab to configure and control application monitoring on virtual machines that are managed from the VMware vCenter Server. You can perform these operations per virtual machine.</p> <p>Use the Symantec High Availability dashboard to administer the configured applications on virtual machines in a VMware cluster/datacenter. You can perform these operations at a VMware cluster or datacenter level.</p> <p>For details, refer to the <i>Symantec High Availability Console Installation and Upgrade Guide</i>.</p>
Install Symantec High Availability guest components	<p>Install the Symantec High Availability guest components on all the systems where you wish to configure the application for high availability. This installs the infrastructure, application, and replication agents and the configuration wizards on the systems.</p> <p>For more details refer to the <i>Symantec High Availability Solutions Guide for VMware</i></p> <p>Note: Before you install the guest components, you must install the Console.</p> <p>See “Installing the Symantec High Availability guest components” on page 18.</p>

Table 1-1 Tasks for setting up Symantec High Availability in a VMware virtualization environment (*continued*)

Task	Description
Manage storage	See “Managing storage” on page 17.
Configure application monitoring	Run the Symantec High Availability configuration wizard to configure application monitoring. For details refer to the respective application configuration guide.

Supported VMware versions

The Symantec High Availability solution currently supports the following VMware servers and management clients:

VMware ESX Server	4.1, 4.1 Update 1, 4.1 Update 2
VMware ESXi Server	4.1, 5.0, 5.0 Update 1 and 5.1 RC
VMware vCenter Server	4.1, 4.1 Update 1, 5.0 Note: VMware Fault Tolerance is not supported.
VMware vSphere Client	4.1, 5.0, 5.0 Update 1 and 5.1 RC

Deploying the Symantec High Availability solution

This chapter includes the following topics:

- [Managing storage](#)
- [Installing the Symantec High Availability guest components](#)
- [Configuring single sign-on between the virtual machine and the Symantec High Availability Console](#)
- [Managing the licenses for Symantec High Availability solution](#)

Managing storage

VMware virtualization manages data by storing it on SAN LUNs (RDM file), or creating virtual disks on a local or networked storage attached to the ESX host using iSCSI, network, or Fibre Channel. The virtual disks reside on a datastore or a raw disk that exists on the storage disks used.

For more information, refer to the VMware documentation.

The application monitoring configuration in a VMware environment requires that you manage the storage as follows:

- Use a networked storage and create virtual disks on datastores that are accessible to all the ESX servers that hosts the VCS cluster systems.
- In case of virtual disks, create non-shared virtual disks (Thick Provision Lazy Zeroed).
- Add the virtual disks to the virtual machine on which you want to start the configured application.
- Create volumes on the virtual disks.

Note: If your storage configuration involves NetApp filers that are directly connected to the systems using iSCSI initiator, you cannot configure application monitoring in a virtual environment with non-shared disks.

For more details on creating the volumes on the virtual disks, refer to the respective application configuration guide.

The following VCS storage agents are used to monitor the storage components involving non-shared storage:

- If the storage is managed using SFW, the MountV, VMNSDg, and VMwareDisks agents are used.
- If the storage is managed using LDM, the Mount, NativeDisks, and VMwareDisks agents are used.

Before configuring the storage, you can review the resource types and attribute definitions of these VCS storage agents. For details refer to the *Veritas Cluster Server Bundled Agents Reference Guide*.

Installing the Symantec High Availability guest components

To configure an application for high availability, you must install the Symantec High Availability guest components on the systems where you want to configure the application.

You can install the guest components in the following ways:

- Using the product installer
Use this method to install the guest components in physical or virtual environments.
For more details refer to the product installation and upgrade guide.
- Using the command line interface (CLI)
Use this method to install the guest components in physical or virtual environment.
For more details refer to the product installation and upgrade guide.
- Using the VMware vSphere client integrated menu
Use this method to install the guest components in a VMware environment.
See [“Installing Symantec High Availability guest components using the vSphere Client menu”](#) on page 20.

Note: The systems where you plan to install the Symantec High Availability guest components, must run one of the following operating systems:

- Win2008 x64 (including SP1 and SP2)
 - Win2008 R2 x64 (including SP1)
-

About installing Symantec High Availability guest components using the vSphere Client menu

Installing the guest components using the vSphere Client menu involves the following tasks:

- To install the guest components on the systems running Windows operating system, copy the platform-specific guest installation package on to the Console host.
See [“Copying the guest components installation package for Linux operating system”](#) on page 19.
- Install the guest components using the installation wizard.
See [“Installing Symantec High Availability guest components using the vSphere Client menu”](#) on page 20.

Copying the guest components installation package for Linux operating system

To install the Symantec High Availability guest components on the virtual machines running Windows operating system, ensure that the platform-specific Symantec High Availability guest components installation package is available on the Console host.

Perform the following to copy the guest installer package

- 1 Insert the product software disc for Windows operating system into your system drive.
- 2 On the Console host, navigate to the following path:
`<Installation Path>\Symantec High Availability\Console\installer`

- 3 Run the Copyinstaller.bat file.
- 4 Enter the parameters in the following format.

```
CopyInstaller <Source>
```

Where, *<Source>* is the directory path where the installer disc is mounted or copied.

For example:

```
CopyInstaller.bat <D:>dvd2-linux\rhel5_x86_64
```

```
CopyInstaller.bat <F:>dvd2-linux\sles11_x86_64
```

Installing Symantec High Availability guest components using the vSphere Client menu

Consider the following points before you proceed with the installation.

- The installer prompts for the user account details of the system where you want to install the guest components. This user account must have the local administrator privileges.
- If UAC is enabled on the virtual machines running Windows Server 2008 or Windows Server 2008 R2, you must log on using the Default Administrator user account.
- If you are installing the guest components on two or more virtual machines simultaneously and one of them is the Console host, you must first complete the installation on the Console host.

- Installation of guest components using the vSphere Client GUI also configures single sign-on (SSO) between the virtual machine and the Console host. However, if the SSO configuration fails, you must manually configure it after the guest installation is complete. Use the Symantec High Availability tab to configure the SSO manually.

The single sign-on authentication is used for all operations on the virtual machine. This is also required so that the server does not prompt you for a user name and password each time you log on to the vSphere Client and click on a virtual machine to view its status.

- The installer allows remote installation. You can launch the installer from any virtual machine, cluster or a datacenter in your network. In case of remote installations, ensure that the logged-on user has local administrator privileges on all the remote systems where you wish to install the guest components.

- You cannot install the guest components using the vSphere Client menu on a Server Core system. To install the guest components on the Server Core system, use the product installer or the command line interface.
For details refer to the product installation and upgrade guide.
- If the VOM Managed Host components of any version earlier to 5.0 are installed in your environment, then the guest components installer upgrades these components to its latest version.

Perform the following steps to install the Symantec High Availability guest components on the virtual machines, through the vSphere Client menu

- 1 Using the vSphere Client, connect to the vCenter Server and navigate to **Home > Solutions and Applications > Symantec High Availability**.

On the Getting Started tab, click **Install Guest Components**

Alternatively,

Using the vSphere Client, connect to the vCenter Server and navigate to **Home > Hosts and Clusters**.

From the vCenter inventory tree view, right-click on the datacenter, cluster or any of the virtual machine and select **Symantec High Availability > Install Guest Components**.

This launches the Symantec High Availability Guest Components Installer.

- 2 On the Welcome panel, review the prerequisites and then click **Next**.
- 3 On the vCenter Server Details panel, specify the vCenter Server user credentials and then click **Next**.

The wizard discovers only those virtual machines where the user has the permissions.

The specified user must have the following privileges:

- Symantec High Availability administrator privileges to perform the installation on the virtual machines.
- vCenter privileges for "create tasks", "update tasks" and "acquire guest control ticket" on the virtual machines.

- 4 On the Product Selection panel, select the product that you want to install.
The **Packages included** table lists the installation packages that are included in the selected product.
Review the license agreement that is available against the corresponding package, select **I accept the terms of license agreement** and then click **Next**.
A package is installed based on the operating system that runs on selected systems.

Note: If a required package is not displayed, you must copy that package to the Console host and then run this wizard again.

See [“Copying the guest components installation package for Linux operating system”](#) on page 19.

- 5 On the System Selection panel, perform the following tasks:
 - Select the virtual machines on which you want to install the guest components.
To select the virtual machines
 - Click **Add**.
 - On the Select Virtual Machines panel, select the desired virtual machines, specify the required details and click **OK**.
The specified details apply to all the selected virtual machines. If they are different for one or more machines, you can edit them later.
 - If required, edit the user credentials and the license key details.
If the user credentials and license key is different for an individual virtual machine, you can edit the details inline.
If the details to be edited are same for multiple virtual machines, select the desired machines and click **Edit**. On the **Edit Virtual Machine Details** panel, enter the details that apply to the selected virtual machines and click **OK**.

Note: You can customize the installation directory only for the virtual machines running Windows operating system.

- Click **Install** to begin the installation.
The installer performs the required validation checks on the selected virtual machines and moves to the Installation panel, if all the selected virtual machines pass the validation checks.

If the validation checks fail on any of the virtual machines, the status is reflected as follows:

For virtual machines that pass the validation checks: **Ready for install**.

For virtual machines that do not pass the validation checks: **Verification failed**

To view the cause of validation failure, select the virtual machine. The details are displayed in the Verification Details box.

Rectify the issue and then click **Install**.

The installer re-validates the failed virtual machines.

The installer does not proceed with the installation unless all the selected virtual machines have passed the validation checks.

- 6 On the Installation panel, review the progress of the tasks queued. After all the tasks are queued and the status is marked as **complete**, click **Finish**.

This indicates that the selected virtual machines are queued for installation.

You can now view the installation progress under the Recent Tasks on vSphere Client.

After the installation is complete single sign-on is configured for the virtual machines with the Symantec High Availability Console host. You can now proceed to configure application monitoring, using the Symantec High Availability tab.

For details, refer to the individual application configuration guide.

Note: If the SSO configuration has failed for a virtual machine and you select that virtual machine from vSphere Client to configure application monitoring for an application, then the Symantec High Availability tab first displays a panel to specify the virtual machine user credentials. This configures the single sign-on for the virtual machine with the Symantec High Availability Console host. After you configure the single sign-on you can configure application monitoring for an application running on the virtual machine.

Configuring single sign-on between the virtual machine and the Symantec High Availability Console

SSO configuration involves specifying the virtual machine administrator account to set up a permanent authentication for the virtual machine.

Use the Symantec High Availability tab to configure the single sign-on between the virtual machine and the Console host.

Note: Symantec High Availability solution uses platform-based authentication; it does not store user passwords.

The Symantec High Availability Console uses the Authentication service to provide secure communications between the virtual machine and the Console. It uses digital certificates for authentication and uses SSL to encrypt communications.

This single sign-on authentication is required for all operations on the virtual machine. This is also required so that the server does not prompt you for a user name and password each time you log on to the vSphere Client and click on a virtual machine to view its status.

Perform the following steps to configure the single sign-on for the virtual machines.

To configure single sign-on for the virtual machines

- 1 Launch the vSphere Client and connect to the vCenter Server used to manage your virtual machines.
- 2 On the Security Warning dialog that displays information about the Symantec High Availability Console certificate, do the following:
 - Check the option to install the certificate.
 - Click **Ignore**.

If you do not install the Symantec High Availability Console certificate, this dialog pops up each time you log on to the vCenter Server using the vSphere Client.

- 3 Open the Hosts and Clusters view in the vSphere Client and then expand the Cluster to display the list of virtual machines.
- 4 From the left pane select the virtual machine to configure the SSO and then in the right pane select the **Symantec High Availability** tab.
- 5 Click **Yes** on the security certificate related dialog box, if displayed.
- 6 In the User Name and Password field, specify the credentials of a user that has administrative privileges on the virtual machine.

7 Click Configure.

The Symantec High Availability Console uses the specified user account to set up a permanent authentication for the virtual machine.

After the authentication is successful, the Symantec High Availability tab refreshes and displays the application configuration view.

Note: If you experience an error, "Error occurred during deployment of the ApplicationHA guest credential", you must repair the Console installation and then try to configure the single sign-on again.

8 Repeat these steps for all virtual machines where you wish to configure application monitoring.

Managing the licenses for Symantec High Availability solution

You can update the licenses by adding or removing specific license keys on the systems where you have installed the Symantec High Availability guest components. Removing of license keys is supported only if you manage the licenses using the Windows Add or Remove Programs.

Use any of the following methods to manage the licenses:

- Connect to the vCenter Server and navigate to **Home > Solutions and Application > Symantec High Availability**.
Use this method to manage licenses for local and remote virtual machines. See [“Managing the licenses through vSphere Client menu”](#) on page 25.
- Navigate to the Windows Add or Remove Programs to launch the product installer and then follow the wizard steps to update the licenses.
Use this method to manage licenses for the local system.

For more details refer to the product installation and upgrade guide.

Managing the licenses through vSphere Client menu

Perform the following steps to manage the licenses through vSphere Client menu. You can manage the licenses on local and remote virtual machines.

To manage the licenses

- 1 Connect to the vCenter Server and navigate to **Home > Solutions and Applications > Symantec High Availability**
- 2 Click the **License Management** tab.
- 3 Select the desired virtual machines and click **Next**.
Only the machines that are running can be selected.
- 4 Select a virtual machine and click **Add License**.
Use the **CTRL** key to select multiple virtual machines.
- 5 On the Add License panel, enter the license key in the **New License Key** text box and click **Validate Key**.
The installer validates the license key. For successful validation the status reflects **New license applied**. In case of validation failure, the status is reflects **Validation Failed. Enter a valid license key**. Click **Ok**.
- 6 Click **Apply**.

The specified license keys take effect immediately.

To view the details of the existing licenses, select the individual virtual machine. The details are displayed in the **Existing License Details** table.

Administering application availability

This chapter includes the following topics:

- [Administering application monitoring using the Symantec High Availability tab](#)
- [Administering application monitoring settings](#)
- [Administering application availability using Symantec High Availability dashboard](#)

Administering application monitoring using the Symantec High Availability tab

Veritas Cluster Server provides you with an interface, the Symantec High Availability tab, to configure and control application monitoring. The Symantec High Availability tab is integrated with the VMware vSphere Client.

Note: You can administer application monitoring in two ways. One, using the Symantec High Availability tab as described below, and two, using the Symantec High Availability dashboard. Using the Symantec High Availability dashboard, you can administer application monitoring for multiple applications on multiple systems in a data center. For more information on the latter:

See [“Administering application availability using Symantec High Availability dashboard”](#) on page 43.

Use the Symantec High Availability tab to perform the following tasks:

- To configure and unconfigure application monitoring

- To unconfigure the VCS cluster
- To start and stop configured applications
- To add and remove failover systems
- To enter and exit maintenance mode
- To switch an application
- To determine the state of an application (components)
- To resolve a held-up operation
- To modify application monitoring settings
- To view application dependency
- To view component dependency

To view the Symantec High Availability tab, launch the VMware vSphere Client, select a system from the inventory and then click the **Symantec High Availability** tab.

If you have not configured single sign-on for the system, specify the user credentials of a user that has administrative privileges on the system.

Note: You can also perform the application monitoring operations directly from a browser window using the following URL:

https://<VMNameorIP>:5634/vcs/admin/application_health.html?priv=ADMIN where <VMNameorIP> is the virtual machine name or the IP address of the system from where you want to access the tab.

A prompt for user account details will be displayed. You must enter the system user account details.

Understanding the Symantec High Availability tab work area

The Symantec High Availability tab displays the consolidated health information for applications running in a Veritas Cluster Server (VCS) cluster. The cluster may include one or more systems.

When you click a system in the inventory view of the VMware vSphere client, the Symantec High Availability tab displays application information for the entire VCS cluster, not just the selected system.

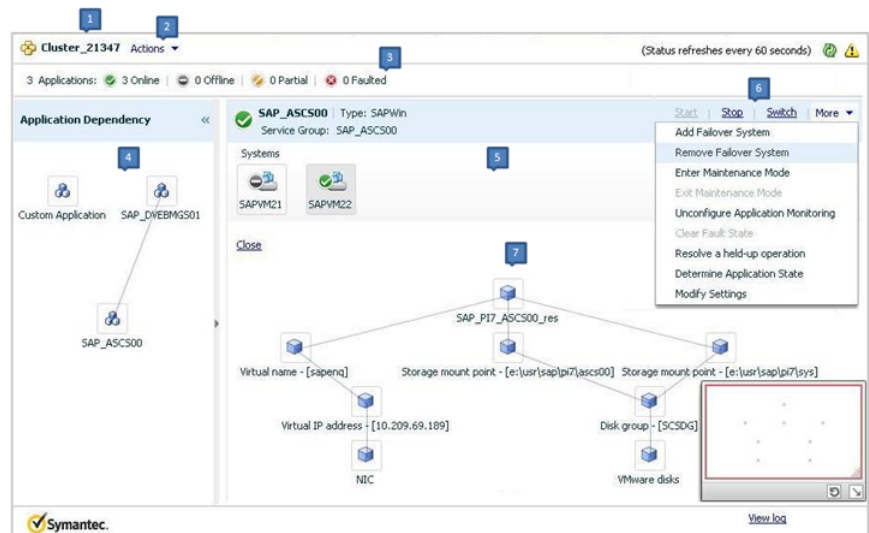
Note: If you do not configure any application for monitoring in the VCS cluster, then the Symantec Application High Availability tab displays only the following link: **Configure an application for high availability**.

The Symantec High Availability tab uses icons, color coding, dependency graphs, and tool tips to report the detailed status of an application.

The Symantec High Availability tab displays complex applications, for example SAP Netweaver, in terms of multiple interdependent instances of that application. These interdependent instances represent component groups of the application. The component groups are also known as "service groups" in VCS terminology.

Each service group in turn includes several critical components of the application. The components are known as "resources" in VCS terminology.

The following figure displays two instances of SAP running in the Symantec High Availability tab:



- | | |
|-------------------------------|-----------------------------------|
| 1. Title bar | 2. Actions menu |
| 3. Aggregate Status Bar | 4. Application dependency graph |
| 5. Application table | 6. Application-specific task menu |
| 7. Component dependency graph | |

The Symantec High Availability tab graphic user interface (GUI) includes the following components:

- Title bar: Displays the name of the VCS cluster, the Actions menu, the Refresh icon, the Alert icon. Note that the Alert icon appears only if the communication between Symantec High Availability Console and the system fails, and the

Symantec High Availability tab fails to display the system, or displays stale data.

- **Actions menu:** Includes a drop-down list of operations that you can perform with effect across the cluster. These include: Configuring an application for high availability; Unconfigure all applications; and Unconfigure VCS cluster.
- **Aggregate status bar:** Displays a summary of applications running in the cluster. This includes the total number of applications, and the state-wise breakdown of the applications in terms of the Online, Offline, Partial, and Faulted states.
- **Application dependency graph:** Illustrates the order in which the applications or application instances, must start or stop.
If an application must start first for another application to successfully start, the former application appears at a lower level. A line connects the two applications to indicate the dependency. If no such dependency exists, all applications appear in a single horizontal line.
- **Application table:** Displays a list of all applications configured in the VCS cluster that is associated with the system you selected in the inventory view of the vSphere Client GUI.
Each application is listed in a separate row. Each row displays the systems where the application is configured for monitoring.
The title bar of each row displays the following entities to identify the application or application instance (service group):
 - Display name of the application (for example, Payroll application)
 - Type of application (for example, Custom)
 - Service group name
- **Application-specific task menu:** Appears in each application-specific row of the application table. The menu includes application-specific tasks such as Start, Stop, Switch, and a dropdown list of more tasks. The More dropdown list includes tasks such as Add a failover system, and Remove a failover system.
- **Component dependency graph:** Illustrates the order in which application components (resources) must start or stop for the related application or application instance to respectively start or stop. The component dependency graph by default does not appear in the application table. To view the component dependency graph for an application, you must click a system on which the application is running.
The track pad, at the right-bottom corner helps you navigate through complex component dependency graphs.
If you do not want to view the component dependency graph, in the top left corner of the application row, click **Close**.

To view the status of configured applications

In the application dependency graph, click the application for which you want to view the status. If the appropriate row is not already visible, the application table automatically scrolls to the appropriate row. The row displays the state of the application for each configured failover system in the cluster for that application.

If you click any system in the row, a component dependency graph appears. The graph uses symbols, color code, and tool tips to display the health of each application component. Roll the mouse over a system or component to see its health details.

The health of each application/application component on the selected system is displayed in terms of the following states:

Table 3-1 Application states

State	Description
Online	Indicates that the services, processes, and components are running on the virtual machine. If the application is offline on at least one other failover system, an alert appears next to the application name.
Offline	Indicates that the services and processes are not running on the virtual machine.
Partial	Indicates that either the services and processes are being started on the virtual machine or Veritas Cluster Server was unable to start one or more of the configured services or processes. If the application is offline on at least one other failover system, an alert appears next to the application name.
Faulted	Indicates that the configured services or components have unexpectedly stopped running.

To configure or unconfigure application monitoring

Use the Symantec High Availability tab to configure or unconfigure an application for monitoring in a cluster under Veritas Cluster Server (VCS) control.

The tab provides you with specific links to perform the following configuration tasks:

- Configure the first application for monitoring in a VCS cluster:
 If you have not configured any application for monitoring in the cluster, the Symantec High Availability tab appears blank except for the link **Configure an application for high availability**.

Click the link to launch the Symantec High Availability Application Monitoring Configuration Wizard. Use the wizard to configure application monitoring.

- Unconfigure monitoring of an application:

In the appropriate row of the application table, click **More > Unconfigure Application Monitoring** to delete the application monitoring configuration from the VCS.

Note that this step does not remove VCS from the system or the cluster, this step only removes the monitoring configuration for that application.

Also, to unconfigure monitoring for an application, you can perform one of the following procedures: unconfigure monitoring of all applications, or unconfigure VCS cluster.

- Unconfigure monitoring of all applications:

Click **Actions > Unconfigure all applications**. This step deletes the monitoring configuration for all applications configured in the cluster.

- Unconfigure VCS cluster:

Click **Actions > Unconfigure VCS cluster**. This step stops the VCS cluster, removes VCS cluster configuration, and unconfigures application monitoring.

To start or stop applications

Use the following options on the Symantec High Availability tab to control the status of the configured application and the associated components or component groups (application instances).

Note that the **Start** and **Stop** links are dimmed in the following cases:

- If you have not configured any associated components or component groups (resources or service groups) for monitoring
- If the application is in maintenance mode
- If no system exists in the cluster, where the application is not already started or stopped as required.

To start an application

- 1 In the appropriate row of the application table, click **Start**.
- 2 If the application (service group) is of the failover type, on the Start Application panel, click **Any system**. VCS uses pre-defined policies to decide the system where to start the application.

If the application (service group) is of the parallel type, on the Start Application panel, click **All systems**. VCS starts the application on all required systems, where the service group is configured.

Note: Based on service group type, either the Any system or the All Systems link automatically appears.

To learn more about policies, and parallel and failover service groups, see the *VCS Administrator's Guide*.

If you want to specify the system where you want to start the application, click **User selected system**, and then click the appropriate system.

- 3 If the application that you want to start requires other applications or component groups (service groups) to start in a specific order, then check the **Start the dependent components in order** check box, and then click **OK**.

To stop an application

- 1 In the appropriate row of the application table, click **Stop**.
- 2 If the application (service group) is of the failover type, in the Stop Application Panel, click **Any system**. VCS selects the appropriate system to stop the application.

If the application (service group) is of the parallel type, in the Stop Application Panel click **All systems**. VCS stops the application on all configured systems.

Note: Based on service group type, either the Any system or the All Systems link automatically appears.

To learn more about parallel and failover service groups, see the *VCS Administrator's Guide*.

If you want to specify the system, where you want to stop the application, click **User selected system**, and then click the appropriate system.

- 3 If the application that you want to stop requires other applications or component groups (service groups) to stop in a specific order, then check the **Stop the dependent components in order** check box, and then click **OK**.

To switch an application to another system

If you want to gracefully stop an application on one system and start it on another system in the same cluster, you must use the Switch link. You can switch the application only to a system where it is not running.

Note that the Switch link is dimmed in the following cases:

- If you have not configured any application components for monitoring
- If you have not specified any failover system for the selected application
- If the application is in maintenance mode
- If no system exists in the cluster, where the application can be switched
- If the application is not in online/partial state on even a single system in the cluster

To switch an application

- 1 In the appropriate row of the application table, click **Switch**.
- 2 If you want VCS to decide to which system the application must switch, based on policies, then in the Switch Application panel, click **Any system**, and then click **OK**.

To learn more about policies, see the *VCS Administrator's Guide*.

If you want to specify the system where you want to switch the application, click **User selected system**, and then click the appropriate system, and then click **OK**.

Veritas Cluster Server stops the application on the system where the application is running, and starts it on the system you specified.

To add or remove a failover system

Each row in the application table displays the status of an application on systems that are part of a VCS cluster in a VMware environment. The displayed system/s either form a single-system Veritas Cluster Server (VCS) cluster with application restart configured as a high-availability measure, or a multi-system VCS cluster with application failover configured. In the displayed cluster, you can add a new system as a failover system for the configured application.

The system must fulfill the following conditions:

- Veritas Cluster Server 6.0.1 is installed on the system.
- The system is not part of any other VCS cluster.
- The system has at least two network adapters.

- The required ports are not blocked by a firewall.
- The application is installed identically on all the systems, including the proposed new system.

To add a failover system, perform the following steps:

Note: The following procedure describes generic steps to add a failover system. The wizard automatically populates values for initially configured systems in some fields. These values are not editable.

To add a failover system

- 1 In the appropriate row of the application table, click **More > Add Failover System**.
- 2 Review the instructions on the welcome page of the Symantec High Availability Configuration Wizard, and click **Next**.

- 3 If you want to add a system from the Cluster systems list to the Application failover targets list, on the Configuration Inputs panel, select the system in the Cluster systems list. Use the Edit icon to specify an administrative user account on the virtual machine. You can then move the required system from the Cluster system list to the Application failover targets list. Use the up and down arrow keys to set the order of systems in which VCS agent must failover applications.

If you want to specify a failover system that is not an existing cluster node, on the Configuration Inputs panel, click **Add System**, and in the Add System dialog box, specify the following details:

System Name or IP address	Specify the name or IP address of the system that you want to add to the VCS cluster.
Domain/Username	Specify the user name with administrative privileges on the system. Specify the user name must be in the <i>domain.com\username</i> format. If you want to specify the same user account on all systems that you want to add, check the Use the specified user account on all systems box.
Password	Specify the password for the account you specified.
Use the specified user account on all systems	This options is by default checked. You cannot modify this setting.

The wizard validates the details, and the system then appears in the Application failover target list.

- 4 Specify the user name and that VCS agents must use to perform domain operations such as Active Directory updates.
- 5 If you are adding a failover system from the existing VCS cluster, the Network Details panel does not appear.

If you are adding a new failover system to the existing cluster, on the Network Details panel, review the networking parameters used by existing failover systems. Appropriately modify the following parameters for the new failover system.

Note: The wizard automatically populates the networking protocol (UDP or Ethernet) used by the existing failover systems for Low Latency Transport communication. You cannot modify these settings.

- To configure links over ethernet, select the adapter for each network communication link. You must select a different network adapter for each communication link.
- To configure links over UDP, specify the required details for each communication link.

Network Adapter	Select a network adapter for the communication links. You must select a different network adapter for each communication link. Symantec recommends that one of the network adapters must be a public adapter and the VCS cluster communication link using this adapter is assigned a low priority. Note: Do not select teamed network adapters.
IP Address	Select the IP address to be used for cluster communication over the specified UDP port.
Port	Specify a unique port number for each link. You can use ports in the range 49152 to 65535. The specified port for a link is used for all the cluster systems on that link.
Subnet mask	Displays the subnet mask to which the specified IP belongs.

6 If a virtual IP is not configured as part of your application monitoring configuration, the Virtual Network Details page is not displayed. Else, on the Virtual Network Details panel, review the following networking parameters that the failover system must use, and specify the NIC:

Virtual IP address	Specifies a unique virtual IP address.
Subnet mask	Specifies the subnet mask to which the IP address belongs.
Virtual name	Specifies a virtual name.
NIC	For each newly added system, specify the network adaptor that must host the specified virtual IP.

- 7 If the newly added failover system is associated with a different ESX host as compared to other systems, then on Target ESX Details page, specify the ESX host of the newly added failover system. Also specify the administrative user account details associated with the ESX host.

Note: If the application for which you are adding a failover system does not use storage attached directly to the ESX host, the wizard does not display this page.

If the new failover system runs on a different ESX host, or is configured to failover to another ESX host, specify that ESX host. To specify the ESX host, click **Add ESX Host** and on the Add ESX Host dialogue box, specify the following details, and then click **Next**:

ESX hostname or IP address	Specify the target ESX hostname or IP address. The virtual machines can fail over to this ESX host during vMotion. Specify an ESX host that has the same mount points as those currently used by the application.
User name	Specify a user account for the ESX host. The user account must have administrator privileges on the specified ESX host.
Password	Specify the password associated with the user name you specified.

The wizard validates the user account and the storage details on the specified ESX host, and uses this account to move data disks during vMotion.

- 8 On the Configuration Summary panel, review the VCS cluster configuration summary, and then click **Next** to proceed with the configuration.
- 9 On the Implementation panel, the wizard adds the specified system to the VCS cluster, if it is not already a part. It then adds the system to the list of failover targets. The wizard displays a progress report of each task.
 - If the wizard displays an error, click **View Logs** to review the error description, troubleshoot the error, and re-run the wizard from the Symantec High Availability tab.
 - Click **Next**.
- 10 On the Finish panel, click **Finish**. This completes the procedure for adding a failover system. You can view the system in the appropriate row of the application table.

Similarly you can also remove a system from the list of application failover targets.

Note: You cannot remove a failover system if an application is online or partially online on the system.

To remove a failover system

- 1 In the appropriate row of the application table, click **More > Remove Failover System**.
- 2 On the Remove Failover System panel, click the system that you want to remove from the monitoring configuration, and then click **OK**.

Note that this procedure only removes the system from the list of failover targets, not from the VCS cluster.

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, Veritas Cluster Server (VCS) 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, VCS freezes the application configuration.

The **Enter Maintenance Mode** link is automatically dimmed if the application is already in maintenance mode. Conversely, if the application is not in maintenance mode, the **Exit Maintenance Mode** link is dimmed.

The Symantec High Availability tab provides the following options:

To enter maintenance mode

- 1 In the appropriate row, click **More > Enter Maintenance Mode**.
During the time the monitoring is suspended, Symantec high availability solutions do not monitor the state of the application and its dependent components. The Symantec High Availability tab does not display the current status of the application. If there is any failure in the application or its components, VCS takes no action.
- 2 While in maintenance mode, if a virtual machine restarts, if you want application monitoring to remain in maintenance mode, then in the Enter Maintenance Mode panel, check the **Suspend the application availability even after reboot** check box, and then click **OK** to enter maintenance mode.

To exit the maintenance mode

- 1 In the appropriate row, click **More> Exit Maintenance Mode**, and then click **OK** to exit maintenance mode.
- 2 Click the Refresh icon in the top right corner of the Symantec High Availability tab, to confirm that the application is no longer in maintenance mode.

To clear Fault state

When you fix an application fault on a system, you must further clear the application Faulted state on that system. Unless you clear the Faulted state, VCS cannot failover the application on that system.

You can use the Symantec High Availability tab to clear this faulted state at the level of a configured application component (resource).

The Clear Fault link is automatically dimmed if there is no faulted system in the cluster.

To clear Fault state

- 1 In the appropriate row of the application table, click **More > Clear Fault state**.
- 2 In the Clear Fault State panel, click the system where you want to clear the Faulted status of a component, and then click **OK**.

To resolve a held-up operation

When you try to start or stop an application, in some cases, the start or stop operation may get held-up mid course. This may be due to VCS detecting an incorrect internal state of an application component. You can resolve this issue by using the resolve a held-up operation link. When you click the link, VCS appropriately resets the internal state of any held-up application component. This process prepares the ground for you to retry the original start or stop operation, or initiate another operation.

To resolve a held-up operation

- 1 In the appropriate row of the application table, click **More > Resolve a held-up operation**.
- 2 In the Resolve a held-up operation panel, click the system where you want to resolve the held-up operation, and then click **OK**.

To determine application state

The Symantec High Availability tab displays the consolidated health information of all applications configured for monitoring in a VCS cluster. The tab automatically refreshes the application health information every 60 seconds.

If you do not want to wait for the automatic refresh, you can instantaneously determine the state of an application by performing the following steps:

To determine application state

- 1 In the appropriate row of the Application table, click **More > Determine Application State**.
- 2 In the Determine Application State panel, select a system and then click **OK**.

Note: You can also select multiple systems, and then click **OK**.

To remove all monitoring configurations

To discontinue all existing application monitoring in a VCS cluster, perform the following step:

- On the Symantec High Availability tab, in the Title bar, click **Actions > Unconfigure all applications**. When a confirmation message appears, click **OK**.

To remove VCS cluster configurations

If you want to create a different VCS cluster, say with new systems, a different LLT protocol, or secure communication mode, you may want to remove existing VCS cluster configurations. To remove VCS cluster configurations, perform the following steps:

Note: The following steps deletes all cluster configurations, (including networking and storage configurations), as well as application-monitoring configurations.

- On the Title bar of the Symantec High Availability tab, click **Actions > Unconfigure VCS cluster**.
- In the Unconfigure VCS Cluster panel, review the Cluster Name and Cluster ID, and specify the User name and Password of the Cluster administrator.

For non-secure clusters, specify the user name and password credentials of a domain user with local administrative privileges on each VCS cluster node, and then click **OK**.

Administering application monitoring settings

The Symantec High Availability tab lets you define and modify settings that control application monitoring with Veritas Cluster Server (VCS). You can define the settings on a per application basis. The settings apply to all systems in a VCS cluster, where that particular application is configured for monitoring.

The following settings are available:

- **App.StartStopTimeout:** When you click the **Start Application** or **Stop Application**, or **Switch Application** links in the Symantec High Availability tab, VCS initiates an application start or stop, respectively. This option defines the number of seconds that VCS must wait for the application to start or stop, after initiating the operation. You can set a value between 0 and 300 seconds for this attribute; the default value is 30 seconds.
If the application does not respond in the stipulated time, the tab displays an alert. The alert states that the operation may take some more time to complete and that you must check the status after some time. A delay in the application response does not indicate that the application or its dependent component has faulted. Parameters such as workload, system performance, and network bandwidth may affect the application response. VCS continues to wait for the application response even after the timeout interval elapses.
If the application fails to start or stop, VCS takes the necessary action depending on the other configured remedial actions.
- **App.RestartAttempts:** This setting defines the number of times that VCS must try to restart a failed application. The value of App.RestartAttempts may vary between 0 and 5; the default value is 0. If an application fails to start within the specified number of attempts, VCS fails over the application to a configured failover system.
- **App.DisplayName:** This setting lets you specify an easy-to-use display name for a configured application. For example, Payroll Application. VCS may internally use a different service group name to uniquely identify the application. However, the internal string, for example OraSG2, may not be intuitive to understand, or easy to parse while navigating the application table. Moreover, once configured, you cannot edit the service group name, while you can modify the application display name as required. Note that the Symantec High Availability tab displays both the display name and the service group name.

Administering application availability using Symantec High Availability dashboard

The Symantec High Availability Dashboard is a consolidated graphic user interface that lets you administer application monitoring on systems in a VMware vCenter-administered data center.

The dashboard is fully integrated with the VMware vSphere Client GUI. The dashboard appears in the Symantec High Availability tab of the VMware vSphere Client GUI. To view the dashboard, select a data center or an ESX cluster in the inventory, and then click the Symantec High Availability tab.

Note: To administer application availability using the dashboard, single sign-on between the system and Symantec High Availability Console must be configured. Also, the application-specific agent must be appropriately configured.

For more information, see the *Symantec High Availability Solution Guide for VMware*.

On the dashboard, you can view the aggregate health statistics for monitored applications across a data center. You can also drill down to an ESX cluster and view monitored applications running in that cluster.

To understand how to navigate across the dashboard:

See [“Understanding the dashboard work area”](#) on page 44.

You can drill down to an individual application and perform the following administrative actions:

- Start application
- Stop application
- Enter maintenance mode
- Exit maintenance mode
- Switch application (to another system)

Apart from applications on systems running Veritas Cluster Server, the Symantec High Availability Dashboard also displays applications running on Symantec ApplicationHA guests (versions 6.0 and 5.1 SP2).

For more information on monitoring applications running on Symantec ApplicationHA guests:

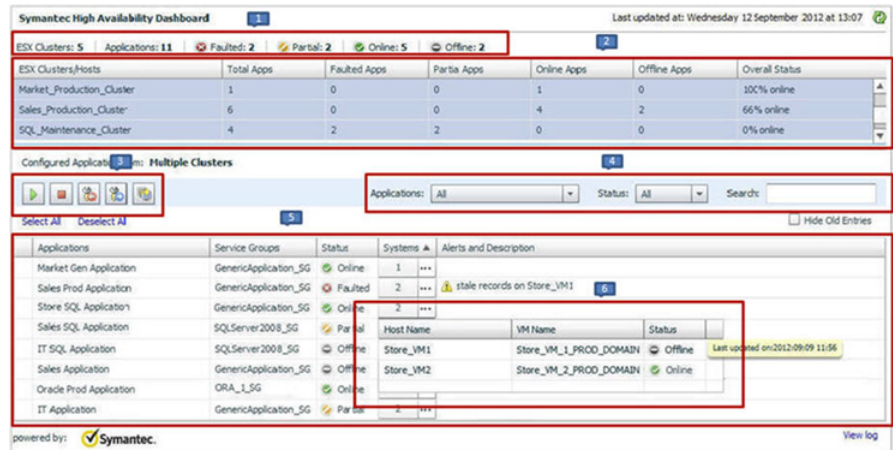
See [“Monitoring applications running on Symantec ApplicationHA guests”](#) on page 49.

Understanding the dashboard work area

The Symantec High Availability dashboard displays the aggregate application health status information for a datacenter or an ESX cluster.

Depending on whether you click a datacenter or a VMware cluster in the inventory view (left pane) of the VMware vSphere Client GUI, the dashboard displays the aggregate application status information. Apart from the application table described in detail below, the dashboard uses color code and tool tips to indicate the status of an application.

The following figure illustrates the dashboard work area. Note that the red boxes highlight the key GUI elements:



In the above figure, the labels stand for the following elements of the dashboard

- 1 Aggregate status bar
- 2 ESX cluster/host table
- 3 Taskbar
- 4 Filters menu
- 5 Application table
- 6 Systems table (dropdown)

Aggregate status bar

The aggregate status bar of the dashboard displays the following details:

- Number of ESX clusters that have applications configured for monitoring with VCS
- Number of configured applications in the selected data center
- Number of faulted applications

- Number of applications in partial state
- Number of online applications
- Number of offline applications

ESX cluster/host table

The Symantec High Availability dashboard displays this table only if you click a datacenter in the inventory view of the vSphere Client, and then click the Symantec High Availability tab.

The cluster table lists the following statistics per ESX cluster (or independent ESX host) in the data center:

- Number of configured applications
- Number of faulted applications
- Number of applications in partial state
- Number of online applications
- Number of offline applications
- Overall status (percentage of healthy applications)

If you click a row in the ESX cluster/host table, the application table of the dashboard displays monitored applications running on systems hosted by the selected ESX cluster or ESX host (an ESX server that is not part of an ESX cluster).

Note: This is the only method to navigate to applications running on systems hosted by standalone ESX hosts, by using the Symantec High Availability dashboard.

Taskbar

The taskbar displays icons for various administrative tasks. A tool tip highlights the task that each icon represents.

The dashboard supports the following tasks:

- Start Application: Starts a configured application
- Stop Application: Stops a configured application
- Enter Maintenance Mode: Suspends application monitoring of the configured application. In maintenance mode, VCS does not monitor the state of the application, and its dependent components.

- Exit Maintenance Mode: Resumes application monitoring for a configured application.
- Switch Application: Switches and an application gracefully from one system to another.

Filters menu

The filters menu lets you dynamically filter the applications that are displayed in the applications table. You can filter the applications by the following parameters:

- Application name
- Application status
- Search (by a string)

Application table

If you click an ESX cluster in the ESX cluster/host table, or in the inventory view of the VMware vSphere Client, then the list of applications running in that ESX cluster appears in the application table of the dashboard.

If you click an ESX host (an ESX server that is not part of an ESX cluster) in the ESX cluster/host table, then the list of applications that are configured on systems hosted by that ESX server appears. Note that this is the only route to navigate to such applications through the dashboard

The following table lists each column in the application table and its description:

Column	Description
Applications	Indicates the application name.
Service Groups	Indicates the group of critical application components that VCS uses to determine the health of a monitored application. Service group is a VCS term. The equivalent term in Symantec ApplicationHA terminology is "component group". VCS may use more than one service group to monitor a complex application. The dashboard displays each service group of such an application as a separate instance of that application.

Column	Description
Status	<p>This column indicates the effective status of an application in a VCS cluster. It does not indicate the state of the application on per member system. For example, in a two-system cluster, if the application has faulted on one system but has failed over to another system, then this column states the state of the application as Online.</p> <p>Indicates one of the following states of an application:</p> <ul style="list-style-type: none"> ■ Online ■ Offline ■ Faulted ■ Partial <p>Note: After you perform an administrative task such as starting or stopping an application, or entering or exiting maintenance mode, it takes a few seconds for the dashboard to reflect the revised status of the configured application.</p>
Systems	<p>Indicates the number of systems where the application is configured for monitoring. To view more information about all such systems, click the (...) icon. The System table (dropdown) appears, listing the ESX host name of each configured system, the VM name (system name), and the status of the application on each system.</p>
Alerts and description	<p>Displays a triangular alert icon (!) and describes the reason for the alert. This column displays alerts in two cases: a) If the application status record is stale; b) If the application has faulted on a system.</p> <p>For stale records, the column includes the timestamp of the last received health record. In case of application fault, the column provides details of the system where the fault occurred.</p>

Accessing the dashboard

You can use the Symantec High Availability dashboard to perform one of the following actions:

- Identify all instances and failover systems of one or more applications running in a data center
- Drill down to a specific application, and perform an administrative action on the application
- View alerts for faulted applications and stale application health reports

Prerequisites for accessing the dashboard

Before you access the Symantec High Availability dashboard to administer an application, ensure:

- Single sign-on is configured between the Symantec High Availability Console and the systems hosting the monitored applications
- Symantec High Availability Console is able to communicate with Symantec High Availability guest components on designated port (port 5634).
- The application that you want to administer is configured for application monitoring with Symantec High Availability

How to access the dashboard

When you install Symantec High Availability guest components, the product installation script or wizard automatically installs the required dashboard components. As a result, the Symantec High Availability Dashboard appears in the **Symantec High Availability** tab of the vSphere Client.

You must, however, ensure that Symantec High Availability is successfully installed and that you have adequate user privileges to access the dashboard.

To access dashboard

Perform the following step:

- In the inventory view (left pane) of the vSphere Client, click a datacenter or a VMware cluster. In the right pane, to view the Symantec High Availability dashboard, click the Symantec High Availability tab.

Who can access the dashboard

To access High Availability dashboard, the VMware vCenter administrator must assign one the following roles to you:

- Guest: View application state
- Operator: View application state and perform administrative actions
- Admin: View application state and perform administrative actions. You can also configure application availability monitoring in this role, but not from the dashboard.

Monitoring applications across a data center

If you click a data center in the inventory view of the VMware vSphere Client, and then click the Symantec High Availability tab, the dashboard appears, displaying

the aggregate health information of applications running inside various ESX clusters.

You can use filters to drill down from all applications running across the data center and view a single application and its various instances in the data center.

Monitoring applications across an ESX cluster

If you click an ESX cluster in the inventory view of the VMware vSphere Client, and then click the tab, the dashboard displays the consolidated information on the systems and applications running in the ESX cluster. The dashboard also displays the application health and application monitoring information.

You can use filters to drill down from all applications running in the ESX cluster, to view a single application and its various instances in the ESX cluster.

Monitoring applications running on Symantec ApplicationHA guests

Symantec High Availability dashboard displays applications running on Symantec ApplicationHA guests as well as those running on Veritas Cluster Server systems. The dashboard presents a unified view of monitored applications on the two types of systems in a data center.

For easy application monitoring, the dashboard displays an application-centric view, not a product-centric view. You cannot therefore always determine which application is under the control of which Symantec High Availability product.

However, you can conclude that applications configured for failover are under VCS control. Applications configured for monitoring without a failover system may either be under VCS control or under ApplicationHA control.

Searching for application instances by using filters

The High Availability dashboard lets you search for all instances of a particular application in the selected datacenter or an ESX cluster. Various filters enable to search for the application that you want to monitor. You can use multiple filters simultaneously to search for an application.

The following table lists each field in the filter menu and its description:

Field	Description
Application	Lets you specify the name of the application that you want to filter in the application table. A drop-down list displays all the applications that are configured in the datacenter or ESX cluster. Click to select the name of the application that you want to filter.

Field	Description
Status	Lets you specify the status of the application by which you want to filter the application table. A drop-down list displays the following status values: Online, Offline, Faulted, and Partial.
Search	Lets you search for an application by using a string or pattern of characters. Enter the string using which you want to filter applications. As you enter the string in the Search box, the dashboard dynamically filters the applications. Note: The dashboard searches for the specified string in the Systems column.

Selecting multiple applications for batch operations

You can select one or more instances of an application for administering by using the dashboard as follows:

- To select one application instance, click inside the row of that application instance.
- To select various instances, keep the **Control** key pressed and then click inside the row of each instance.
- To select a batch of consecutive entries in the application table, keep the **Shift** key pressed, click inside the row of the first instance, and then click inside the row of the last instance. Alternatively, you can keep the **Shift** key pressed and drag the mouse to mark a block of consecutive entries.
- To select all instances in the application table, click **Select All**.

Starting an application using the dashboard

To start an application, perform the following steps in the application table of the dashboard.

To start an application

- 1 Filter the applications that you want to start.
See [“Searching for application instances by using filters”](#) on page 49.
The application table displays all the instances of the filtered applications.
- 2 If required, select multiple applications or instances to perform a batch operation.
See [“Selecting multiple applications for batch operations”](#) on page 50.

- 3 To start the application, in the taskbar, click the appropriate icon (use the tool tip to recognize the appropriate icon).
- 4 In the Start Application panel, click the systems where you want to start the application. Note that you can start the application on any of the systems displayed for each application.

Click **OK**.

Stopping an application by using the dashboard

To stop an application on one or more virtual machines, perform the following steps in the application table of the High Availability dashboard.

To stop an application

- 1 Filter the applications that you want to stop.
See [“Searching for application instances by using filters”](#) on page 49.
The application table displays all the instances of the filtered applications.
- 2 If required, select multiple applications or instances to perform a batch operation.
See [“Selecting multiple applications for batch operations”](#) on page 50.
- 3 To stop the application, in the taskbar, click the appropriate icon (use the tool tip to recognize the appropriate icon).
- 4 In the Stop Application panel, from the dropdown list, click the systems where you want to stop the application.

Click **OK**.

Entering an application into maintenance mode

You may need to intentionally take an application offline for maintenance purposes, without triggering a corrective response from Veritas Cluster Server (VCS).

To enter an application into maintenance mode, perform the following steps in the application table of the High Availability dashboard.

Note: The maintenance mode configuration is application-specific, not system-specific.

To enter maintenance mode

- 1 Filter the application that you want to gracefully take offline for maintenance.
See “[Searching for application instances by using filters](#)” on page 49.
The application table displays all the instances of the filtered applications.
- 2 If required, select multiple applications or instances to perform a batch operation.
See “[Selecting multiple applications for batch operations](#)” on page 50.
- 3 To enter maintenance mode, in the taskbar, click the appropriate icon for entering maintenance mode (use the tool tip to recognize the appropriate icon).
- 4 If a system restarts while the application is in maintenance mode, and you want the application to remain in maintenance mode, then in the Enter Maintenance Mode panel, check the **Suspend the application availability even after reboot**.
- 5 On the Enter Maintenance Mode panel, click **OK**.

Bringing an application out of maintenance mode

To bring an application out of maintenance mode on one or more systems, perform the following steps in the application table of the High Availability dashboard.

To exit maintenance mode

- 1 Filter the applications that you want to bring out of maintenance mode.
See “[Searching for application instances by using filters](#)” on page 49.
The application table displays all the instances of the filtered applications.
- 2 If required, select multiple applications or instances to bring out of maintenance mode.
See “[Selecting multiple applications for batch operations](#)” on page 50.
- 3 To bring the applications out of maintenance mode, in the taskbar, click the appropriate icon for exiting maintenance mode (use the tool tip to recognize the appropriate icon).
- 4 In the Exit Maintenance Mode panel, click **OK**.

Switching an application

To gracefully switch an application from one system to another, perform the following steps in the application table of the dashboard.

Note: You can switch an application only if the application monitoring configuration includes one or more failover systems.

To switch an application

- 1 Filter the applications that you want to switch to another node.
See [“Searching for application instances by using filters”](#) on page 49.
The application table displays all the instances of the filtered applications.
- 2 If required, select multiple applications or instances to perform a batch operation.
See [“Selecting multiple applications for batch operations”](#) on page 50.
- 3 To switch the applications, in the taskbar, click the appropriate icon (use the tool tip to recognize the appropriate icon).
- 4 In the Switch Application panel, select the systems where you want to switch the applications, and then click **OK**. Veritas Cluster Server takes the applications offline on the existing systems, and brings them online on the systems that you specified.

Resolving dashboard alerts

The Alerts and Description column in the application table of the High Availability dashboard marks application alerts with the alert (!) icon. This occurs in the following cases:

- **Stale entries:** Stale entries occur either due to a system (virtual machine) issues or connectivity issues. When this occurs, the system fails to send application heartbeats to the dashboard. If the system fails to send the heartbeat for two consecutive heartbeat intervals, the dashboard displays the alert icon.

Note: You can filter stale entries using the **Search** option and searching with the string "stale".

- **Application faults:** Application faults may occur due to reasons beyond Veritas Cluster Server (VCS) control, such as storage failure. In such cases, you must investigate and appropriately resolve the issue, and then clear the Faulted status of the application. To view only application fault alerts, in the Alerts and Description column, click the **Hide Old Entries** check box.

Note: It is important that you fix application faults, and then clear the Fault status. Else, the VCS cannot fail over applications to the faulted system, and application availability may be compromised. For more information, See [“To clear Fault state”](#) on page 40.

Deleting stale records

VCS uses a heartbeat mechanism to monitor the health of a configured application. If a system fails to send two consecutive heartbeats for an application, VCS marks the health status of that application as stale. The Alerts and Description column of the High Availability Dashboard indicates the time elapsed since the last valid health status was recorded.

After troubleshooting the heartbeat failure, you can delete such stale records from the High Availability database.

To delete stale records

- 1 On the Console host, navigate to the home directory.

For example:

```
C:\Program Files\Veritas\
```

Where C:\ is the system drive.

- 2 Run the following command:

```
C:\Program Files\Veritas\VRTSsfmh\bin>perl.exe C:\Program  
Files\Veritas\ApplicationHA  
\bin\delete_stale_records.pl<TimeInterval>
```

Where Time Interval, in minutes, indicates how stale the records must be, for them to be deleted. By default, the script deletes all records that are older than 60 minutes

Troubleshooting

This appendix includes the following topics:

- [Troubleshooting Symantec High Availability guest components installation and SSO configuration issues](#)
- [Troubleshooting application monitoring configuration issues](#)
- [Troubleshooting dashboard issues](#)
- [Troubleshooting Symantec High Availability tab view issues](#)

Troubleshooting Symantec High Availability guest components installation and SSO configuration issues

This section lists the common troubleshooting scenarios that you may encounter while or after installing the Symantec High Availability guest components and configuring single sign-on.

Guest installation using the vSphere Client menu may fail with access rights error

Symantec High Availability guest components installation performed using the vSphere Client menu may fail with the following error:

```
Failed to create directory on the virtual machine. You do not have access rights to this file.
```

This error occurs if you install the guest components on a virtual machine running Windows Server 2008 or Windows Server 2008 R2, with UAC enabled.

Workaround: Disable UAC and continue with the installation.

Alternatively, exit the wizard and launch it again using the Default Administrator account.

Restarting the vCenter Server or its service during the Symantec High Availability guest components installation displays "Error" in vSphere Client tasks

If the vCenter Server or its service happen to fail or restart during the Symantec High Availability guest components installation, the vSphere Client displays "Error" as the installation status. However, the guest components installation may continue on the systems.

Workaround: After the vCenter Server or its service restarts, click on each of the selected virtual machine and verify if the Symantec High Availability tab appears in the vSphere Client.

Presence of **Symantec High Availability** tab indicates successful installation of the guest components. However, if the **Symantec High Availability** tab is not present, refer to the logs for details.

The logs are located on the system at the following location:

```
%AllUsersProfile%\ApplicationData\Veritas\VPI\log\
```

Reverting the system snapshot requires you to cancel the Symantec High Availability guest components installation

If you revert the virtual machine snapshot during the Symantec High Availability guest components installation, the vSphere Client continues to show a stale entry of the installation task and displays the error "There is one entry in Queue for the virtual machine", if you initiate the installation again.

Workaround: Before initiating the installation again, run the following utility to cancel the installation task from the vSphere Client.

```
https://SymantecHighAvailabilityConsole\_IP:14152/ac/CancelGuestInstallation?VmId=VirtualMachine\_ID&VmUser=UserName&VmPassword=Password
```

Alternatively,

```
https://SymantecHighAvailabilityConsole\_IP:14152/ac/CancelGuestInstallation?VmId=VirtualMachine\_Name&VmUser=UserName&VmPassword=Password
```

```
https://Console_IP:14152/ac/CancelGuestInstallation?
```

```
VmId=VirtualMachine_ID&VmUser=UserName&VmPassword=Password
```

Where, the virtual machine user name and password must be the one specified during the guest installation.

Note: You can also use this utility if you plan to cancel the queued installation task or to cancel the installation tasks that held-up in the same state for a long time.

SSO configuration failure

The single sign-on configuration might fail if you are installing the Symantec High Availability guest components on two or more systems simultaneously and one of them is the Console host.

Workaround: Manually configure the single sign-on, using the Symantec High Availability tab on the vCenter Server.

Issues to due disruption of SSO configuration

You may experience the following issues if the SSO configuration between the guest systems and the Console host breaks:

- The guest system may fail to appear in the Symantec Availability Dashboard
- The Symantec Availability Dashboard may display stale entries and application status
- The Symantec High Availability tab prompts for administrator user account details

The SSO configuration breaks if you have changed the Console server IP address after the SSO was configured.

Workaround: Reconfigure SSO for each cluster system.

Troubleshooting application monitoring configuration issues

This section lists common troubleshooting scenarios that you may encounter while or after configuring application monitoring.

Symantec High Availability Configuration Wizard displays blank panels

The Symantec High Availability Configuration Wizard may fail to display the wizard panels. The window may appear blank.

Verify that the Symantec ApplicationHA Service is running on the Symantec High Availability Console host and then launch the wizard again.

The Symantec High Availability Configuration wizard displays the "hadiscover is not recognized as an internal or external command" error

While configuring application monitoring the Symantec High Availability Configuration wizard may display the "hadiscover is not recognized as an internal or external command" error, after you click Next on the Application Selection panel.

This issue occurs if you launch the wizard from a system where you have reinstalled the Symantec High Availability guest components.

Workaround: Exit the wizard, restart the Veritas Storage Foundation Messaging Service and then re-run the wizard.

Running the 'hastop -all' command detaches virtual disks

The 'hastop -all' command takes offline all the components and components groups of a configured application, and then stops the VCS cluster. In the process, the command detaches the virtual disks from the VCS cluster nodes. (2920101)

Workaround: If you want to stop the VCS cluster (and not the applications running on cluster nodes), instead of the "hastop -all", use the following command:

```
hastop -all -force
```

This command stops the cluster without affecting the virtual disks attached to the VCS cluster nodes.

Troubleshooting dashboard issues

This section lists common troubleshooting scenarios that you may encounter when using the Symantec High Availability Dashboard:

Task-specific panels launched from dashboard, do not display description for alerts

When you perform administrative tasks such as starting or stopping an application using the Symantec High Availability Dashboard, a task-specific panel appears. In the panel, you can specify the system where you want to perform the administrative task. For some the configured systems listed in the panel, an alert icon appears. However, no description for the reason of the alert is displayed.

The alert icon (!) typically appears when a system reports a stale application health record, or an application fault. Without known such information about the alert,

it may be difficult to select the appropriate system for the administrative task. (2919069)

Workaround

Navigate to the appropriate row in the Application table of dashboard. Alert details, such as time stamp of the stale record, are displayed in the Alerts and Description column.

Reporting on the Dashboard

The Dashboard may not report one or more configured failover systems. This can happen:

- If one or more failover systems have MAC addresses that are already in use by other virtual machines in the same datacenter.
 Workaround: Ensure that the cluster systems have unique MAC addresses.
- If one or more cluster systems have not established single sign-on (SSO) with Symantec High Availability Console.
 Workaround: Perform the following steps:
 - a) In the Inventory view of the vSphere Client GUI, navigate to the required virtual machine.
 - Click the Symantec High Availability tab.
 - Enter the username and password of the virtual machine to configure SSO with the Symantec High Availability Console.

Troubleshooting Symantec High Availability tab view issues

This section lists common troubleshooting scenarios that you may encounter when using the Symantec High Availability tab.

High Availability tab not visible from a cluster node

If you click a system in the inventory view of the VMware vSphere client GUI, then the Symantec High Availability tab displays the cluster view (consolidated cluster-level health information of the configured application/s running on the selected system). In some multi-node cluster, the view is not visible from at least one of the cluster nodes.

This behavior occurs if connectivity of the configured LLT links fail. This may be a networking error. (2863649)

Workaround

Ensure that valid LLT links are configured for the affected cluster node, and then retry.

Symantec High Availability tab does not display the application monitoring status

The Symantec High Availability tab in the vSphere Client console may either display a HTTP 404 Not Found error or may not show the application health status at all.

Verify the following conditions and then refresh the Symantec High Availability tab in the vSphere Client console:

- Verify that the Symantec High Availability Console host is running and is accessible over the network.
- Verify that the VMware Web Service is running on the vCenter Server.
- Verify that the VMware Tools Service is running on the guest virtual machine.
- Verify that the Veritas Storage Foundation Messaging Service (xpirtld process) is running on the Symantec High Availability Console and the virtual machine. If it is stopped, type the following on the command prompt:

```
net start xpirtld
```
- Verify that ports 14152, 14153, and 5634 are not blocked by a firewall.
- Log out of the vSphere Client and then login again. Then, verify that the Symantec High Availability plugin is installed and enabled.

Symantec High Availability tab may freeze due to special characters in application display name

For a monitored application, if you specify a display name that contains special characters, one or both of the following symptoms may occur:

- The Symantec high availability tab may freeze
- The Symantec high availability tab may display an Adobe exception error message

Based on your browser settings, the Adobe exception message may or may not appear. However, in both cases the tab may freeze. (2923079)

Workaround: Reset the display name using only those characters that belong to the following list:

- any alphanumeric character

- space
- underscore

Use the following command to reset the display name:

```
hagr -modify sg name UserAssoc -update Name modified display name
without special characters
```

If the Console host abruptly restarts, the high availability tab may disappear

If the system that hosts the Symantec High Availability Console abruptly restarts, then the registration of the Symantec High Availability plugin with the VMware vCenter Server does not persist.

As a result, the Symantec High Availability tab does not appear on the vSphere Client GUI. (2919549)

Workaround: Repair the Console installation.

In the Symantec High Availability tab, the Add Failover System link is dimmed

If the system that you clicked in the inventory view of the vSphere Client GUI to launch the Symantec High Availability tab is not part of the list of failover target systems for that application, the Add Failover System link is dimmed. (2932281)

Workaround: In the vSphere Client GUI inventory view, click a system from the existing list of failover target systems for the application, to launch the Symantec High Availability tab. The Add Failover System link that appears in the drop down list if you click **More**, is no longer dimmed.

An alert icon appears in the Symantec High Availability tab

An Alert icon appears in the title bar of the Symantec High Availability tab of the vSphere Client GUI only if the communication between Symantec High Availability Console and a failover system fails. As a result, the Symantec High Availability dashboard fails to display the system, or displays stale application health data for the system.

Workaround:

Perform the following steps

- 1 Configure single sign-on between the Symantec High Availability Console host and the system.

For information on configuring single sign-on, see the *Symantec High Availability Console Installation and Configuration Guide*.

- 2 Bring the VCSInfraSG group online:

```
# hagrps -online VCSInfraSG -any
```