

# Veritas<sup>™</sup> High Availability Agent Pack 1Q09

## Getting Started Guide



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Symantec Corporation  
20330 Stevens Creek Blvd.  
Cupertino, CA 95014  
[www.symantec.com](http://www.symantec.com)

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# Veritas High Availability Agent Pack

## Overview

This Agent Pack software disc is the release vehicle for Veritas high availability agents. The Agent Pack disc includes the currently shipping agents for Veritas Cluster Server (VCS) and Veritas Cluster Server One (VCS One). The Agent Pack is released independently of the product release trains.

Agents on this disc are organized by platform into five directories: AIX, HP-UX, Linux, Solaris, and Windows. In the directory for each platform, the agents for a supported architecture or software distribution are further classified into three categories:

[Application agents](#) on page 13

[Database agents](#) on page 14

[Replication agents](#) on page 15

In addition:

- Agents that can be used with Veritas Cluster Server One are currently grouped in a separate directory under each platform. See “[Veritas Cluster Server One agents](#)” on page 16.
- An Agent Builder tool for building custom agents is available in the application agent directory for each UNIX platform.

For information about supported versions of VCS and VCS One, applications, and operating systems, see the Agent Support Matrix available at:

[http://www.symantec.com/business/products/agents\\_options.jsp?pcid=1019&pvid=20\\_1](http://www.symantec.com/business/products/agents_options.jsp?pcid=1019&pvid=20_1)

For the latest updates or software issues for agents on this release, see the following Technical Support TechNote:

<http://seer.entsupport.symantec.com/docs/282004.htm>

Contact your Symantec sales representative for details about the agents on this disc, additional agents under development, and agents available as part of Storage Foundation products or through Symantec Consulting Services.

## What's new in this release

This Agent Pack release includes:

- **Enhanced SAP NetWeaver agent on the Linux platform**  
The Veritas agent for SAP NetWeaver on the Linux platform has a new wizard for discovering and configuring service groups for SAP NetWeaver applications.
- **Enhanced SAP NetWeaver agent wizard on the Solaris platform**  
The SAP NetWeaver wizard on the Solaris platform now supports creation of service group dependency and addition or modification of more than one SAP NetWeaver resource in the service group.
- **Support for SAP Web Application Server 7.10 on the Linux and HP-UX platforms**
- **Support for Oracle Application Server 10.1.3 on the AIX, HP-UX, Linux, and Solaris platforms**
- **Enhanced Oracle Application Server agent on the AIX, HP-UX, Linux, and Solaris platforms**  
The Veritas agent for Oracle Application Server on the AIX, HP-UX, Linux, and Solaris platforms now supports the Enterprise Manager Console processes.
- **Support for VCS One 2.0 for the following Veritas agents:**
  - Siebel CRM on the Solaris SPARC and AIX platforms
  - Oracle Application Server on the AIX, HP-UX, Linux, and Solaris SPARC platforms
  - DB2 on the AIX platform
- **Support for clustering Sybase IQ**  
See [“Support for clustering Sybase IQ on the AIX, HP-UX, Linux, and Solaris platforms”](#) on page 9.
- **A new agent for IBM Global Mirror on the AIX, HP-UX, Linux, and Solaris platforms to support IBM DS 6000/8000 arrays**  
The new IBM Global Mirror agent is packaged along with the IBM Metro Mirror agent. The package is named VRTSvcsi.
- **Support for DB2 9.5 on the AIX, Linux, and Solaris platforms**

- I18N support for the following replication agents:
  - SAP NetWeaver
  - HTC (Hitachi TrueCopy; also includes Hitachi Universal Replicator)
  - MetroMirror (IBM Metro Mirror and IBM Global Mirror)
  - MirrorView (EMC Mirror View)
  - SnapMirror (Network Appliance SnapMirror)
  - SRDF (EMC Symmetrix Remote Data Facility)
  - SVCCopyServices (SVC Metro Mirror and SVC Global Mirror)

For information about the level of I18N support, see “[Internationalization \(I18N\) support](#)” on page 17.

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**Note:** For detailed information about the enhancements and support information, see the *Installation and Configuration Guide* for the respective agent. These guides are available on the Agent Pack software disc.

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## High availability and clustering solutions

High availability and clustering solutions are available for the applications that do not have individual agents. Information about these solutions is available in the form of white papers, application notes, and TechNotes.

The solutions that are currently available are as follows:

- Symantec Data Center Availability Solution for SAP  
This solution is provided in the form of a technical white paper which describes the overall SAP availability environment and the Symantec Data Center Availability Solution. The white paper offers a technical overview of both the local availability and global availability in the SAP environment, and describes a few scenarios using the Symantec solution.  
The white paper is available at the following location:  
<http://score.corp.symantec.com/download/25160>
- Symantec High Availability Solution for WebSphere Commerce  
This solution is provided in the form of an application note which describes the overall WebSphere Commerce availability environment and the Symantec High Availability Solution. The application note also provides a technical overview of local availability in the WebSphere Commerce environment, and describes a few scenarios using the Symantec solution.  
The application note is available as a PDF document on the Agent Pack disc in the following directory:  
`agentpack_topdir/platform/application/websphere_commerce/`

- Symantec High Availability Solution for TIBCO Enterprise Message Service  
This solution is provided in the form of an application note which describes the overall TIBCO Enterprise Message Service availability environment and the Symantec High Availability Solution.  
The application note is available as a PDF document on the Agent Pack disc in the following directory:  
*agentpack\_topdir/platform/application/tibco/*
- Support for clustering Sun Proxy Server  
The Agent Pack provides support for clustering Sun Proxy Server in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/295001.htm>
- Support for clustering Sybase License Manager  
For more information, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/295003.htm>
- Support for clustering MySQL on UNIX  
The Agent Pack provides support for clustering MySQL on the UNIX platform in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301380.htm>
- Support for clustering Siebel on Windows  
The Agent Pack provides support for clustering Siebel on the Windows platform in a Veritas Cluster Server environment using the Generic Service. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301382.htm>
- Support for clustering Lotus Domino on Windows  
The Agent Pack provides support for clustering Lotus Domino on the Windows platform in a Veritas Cluster Server environment using the Generic Service. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301383.htm>
- Support for clustering JBoss Application Server on the AIX, HP-UX, Linux, and Solaris platforms  
The Agent Pack provides support for clustering JBoss Application Server on the AIX, HP-UX, Linux, and Solaris platforms in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://entsupport.symantec.com/docs/315023>



- Support for clustering WebSphere Message Broker on the AIX, HP-UX, Linux, and Solaris platforms  
The Agent Pack provides support for clustering WebSphere Message Broker on the AIX, HP-UX, Linux, and Solaris platforms in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://entsupport.symantec.com/docs/315679>
- Support for clustering Sybase IQ on the AIX, HP-UX, Linux, and Solaris platforms  
The Agent Pack provides support for clustering Sybase IQ on the AIX, HP-UX, Linux, and Solaris platforms in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://support.veritas.com/docs/320476>

## Disc directory structure

The Agent Pack disc is organized by platform, and platform directories may be further subdivided by software distribution, architecture, or VCS version. For example, the agent for WebLogic that is appropriate for use with VCS 4.1 on Solaris is located in the directory:

solaris/sparc/application/weblogic\_agent/4.1/5.1.5.0\_agent.

The following table summarizes, by category, the VCS agents and VCS One agents that are included on this disc.

Platform	Category	Agent	
aix	application	apache_agent powercentersvcmgr_agent oracleapps_agent oracleas_agent saphotstandby_agent saplivecache_agent	sapnw_agent siebel_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent pprc_agent srdf_agent srdfstar_agent svccopyservices_agent
	high_availability_agents	db2_agent oracle_agent oracleas_agent siebel_agent	sybase_agent weblogic_agent websphere_agent webspheremq_agent

Platform	Category	Agent	
hpux	application	apache_agent powercentersvcmgr_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent	sapwebas_agent siebel_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent srdf_agent srdfstar_agent svccopyservices_agent
	high_availability_agents	oracle_agent oracleas_agent sybase_agent	weblogic_agent websphere_agent webspheremq_agent
linux	application	apache_agent powercentersvcmgr_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent	sapwebas_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent srdf_agent srdfstar_agent svccopyservices_agent
	high_availability_agents	oracle_agent oracleas_agent sybase_agent	weblogic_agent websphere_agent webspheremq_agent

Platform	Category	Agent	
sol	application	apache_agent powercentersvcmgr_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent sapwebas_agent	siebel_agent sunjes_agent sunone_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent pprc_agent srdf_agent srdfstar_agent svccopyservices_agent
	high_availability_agents	oracle_agent oracleas_agent siebel_agent sybase_agent	weblogic_agent websphere_agent webspheremq_agent
windows	application	sapnw_agent siebel_agent weblogic_agent	websphere_agent webspheremq_agent
	high_availability_agents	oracle_agent sybase_agent weblogic_agent	websphere_agent webspheremq_agent

## Application agents

Review the installation information that accompanies an agent before starting the installation of the agent. Note, however, that installation guides for some application agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Application Agent	Application or Resource	Platform				
		AIX	HP-UX	Linux	Solaris	Windows
Apache	Apache HTTP	✓	✓	✓	✓	
PowerCenterSvc Mgr	Informatica PowerCenter Service Manager	✓	✓	✓	✓	
Oracle Applications	Oracle e-Business Suite	✓	✓	✓	✓	
Oracle AS	Oracle Application Server	✓	✓	✓	✓	
SAP HotStandby	SAP liveCache HotStandby	✓				
SAP liveCache	SAP liveCache	✓	✓	✓	✓	
SAP NetWeaver	SAP NetWeaver, R/3	✓	✓	✓	✓	✓
SAP Web AS	SAP Web Application Server		✓	✓	✓	
Siebel	Siebel CRM	✓	✓		✓	✓ †
SunJES	Sun Java System Messaging Server, Directory Server, Administration Server				✓	
Sun ONE	Sun ONE				✓	
Tuxedo	BEA Tuxedo	✓	✓	✓	✓	
WebLogic	WebLogic Server	✓	✓	✓	✓	✓
WebSphere	WebSphere Application Server	✓	✓	✓	✓	✓
WebSphere MQ	WebSphere MQ	✓	✓	✓	✓	✓

**Note:** † There is no separate agent available for Siebel on the Windows platform, however, support for Siebel is provided through a generic service on Windows. For additional information, see the following Technical Support TechNote: <http://seer.entsupport.symantec.com/docs/301382.htm>

## Database agents

Review the installation information that accompanies an agent before starting the installation of the agent. Note, however, that installation guides for some database agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Database Agent	Application	Platform				
		AIX	HP-UX	Linux	Solaris	Windows
DB2	DB2 Enterprise Server Edition 7.2, 8.1, 8.2, 9.5	✓		✓	✓	
Informix	Informix Dynamic Server 7.31-11.50	✓	✓	✓	✓	
Oracle	Oracle 9i R2 10g, 11g	✓	✓	✓	✓	
SAP MaxDB	SAP MaxDB 7.5, 7.6, 7.7	✓	✓	✓	✓	
Sybase	Sybase Adaptive Server 11.x-11.9.2 12.0, 12.5 15.0	✓	✓	✓	✓	

## Replication agents

Review the installation information that accompanies an agent before starting the installation of the agent. Note, however, that installation guides for some replication agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Replication Agent	Application	Platform			
		AIX	HP-UX	Linux	Solaris
DataGuard	Oracle Data Guard	✓	✓	✓	✓
DB2 HADR	IBM DB2 HADR	✓		✓	✓
HTC	Hitachi TrueCopy	✓	✓	✓	✓
MetroMirror	IBM Metro Mirror IBM Global Mirror	✓	✓	✓	✓
MirrorView	EMC MirrorView	✓	✓	✓	✓
NetApp	Network Appliance SnapMirror	✓	✓	✓	✓
PPRC	IBM Peer-to-Peer Remote Copy	✓			✓
SRDF	EMC Symmetrix Remote Data Facility	✓	✓	✓	✓
SRDFStar	EMC SRDF/Star	✓	✓	✓	✓
SVCopyServices	SVC Metro Mirror SVC Global Mirror	✓	✓	✓	✓

## Veritas Cluster Server One agents

Review the documentation for installing an agent with Veritas Cluster Server One before starting the installation of the agent.

The common installer for all VCS One agents is located in the following directory: *agentpack\_topdir/platform/distribution/high\_availability\_agents/*. For example, the installer for VCS One agent for Solaris x64 is located in the directory *cd1/solaris/sol\_x64/high\_availability\_agents*, while the installer for VCS One agent for RHEL4\_i686 is located in the directory *cd1/linux/rhel4\_i686/high\_availability\_agents*.

Cluster Server One Agent	Application or Resource	Platform			
		AIX	HP-UX	Linux	Solaris
DB2	DB2 Enterprise Server Edition	✓			
Oracle	Oracle 9i, 10g	✓	✓	✓	✓
Oracle AS	Oracle Application Server	✓	✓	✓	✓
Siebel	Siebel CRM	✓			✓
Sybase	Sybase ASE 12.5, 15	✓	✓	✓	✓
WebLogic	WebLogic Server	✓	✓	✓	✓
WebSphere	WebSphere Application Server	✓	✓	✓	✓
WebSphere MQ	WebSphere MQ	✓	✓	✓	✓



## Internationalization (I18N) support

The following tables lists the Veritas agents that have been internationalized. For a definition of the various levels, see “[About I18N levels](#)” on page 18.

Application Agent	I18N Level
SAP NetWeaver	Level 1
SunJES	Level 0
WebSphere	Level 0
WebSphere MQ	Level 0

Database Agent	I18N Level
Oracle	Level 1
Sybase	Level 2

Replication Agent	I18N Level
GlobalMirror	Level 0
MetroMirror	Level 0
MirrorView	Level 0
SnapMirror	Level 0
SRDF	Level 0
SVCCopyServices	Level 0
TrueCopy	Level 0

## About I18N levels

Internationalization support for the agents is available in various levels. This section provides a definition of each level.

- **Level 0: Base product (the English version) functions correctly on the local operating system**  
All features on the base product work correctly with the local operating system (OS) such as Japanese Windows or German Solaris without causing functional problems due to running on a local OS. However, the international characters such as double byte characters, accented characters or Unicode are not supported. Regional formats such as European Date formats or Japanese Time formats are not supported.
- **Level 1: Level 0 + Regional format and International character support**  
Level 0 plus, support for the regional formats such as European Date formats or Japanese Time formats. Additionally, support for the international characters such as double byte characters, accented characters or Unicode as input and output data.
- **Level 2: Level 1 + Localization ready (excluding Bi-Directional UI)**  
Level 1 plus, localizability engineering is complete except for the user interfaces (UIs) that have Bi-Directional architecture (such as Arabic and Hebrew).

## Additional product information

The following sections contain useful information about the Veritas high availability agents that are distributed on this Agent Pack software disc.

### Locating and displaying documentation

Documents are in Adobe Portable Document Format (PDF) on the enclosed disc. To access agent documentation, mount the software disc and go to the *agent\_name/docs* directory.

### Getting help

Visit [http://www.symantec.com/business/support/assistance\\_care.jsp](http://www.symantec.com/business/support/assistance_care.jsp) for product assistance. Use the Knowledge Base search feature to access resources such as TechNotes, product alerts, software downloads, hardware compatibility lists, and our customer email notification service. If you encounter an error when using a product, include the error number preceding the message when contacting Technical Services. You can also use the error number to search for information in TechNotes or documents on the Web site.

