

Veritas™ Dynamic Multi-Pathing for Windows Getting Started Guide

Windows Server 2003, Windows Server
2008

5.1

Veritas™ Dynamic Multi-Pathing for Windows Getting Started Guide

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Document version: 5.1.0

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Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or web-based support that provides rapid response and up-to-the-minute information
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For information about Symantec's support offerings, you can visit our web site at the following URL:

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

All support services will be delivered in accordance with your support agreement

and the then-current enterprise technical support policy.

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

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

When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information
- Operating system
- Version and patch level

- Network topology
- Router, gateway, and IP address information
- Problem description:
 - Error messages and log files
 - Troubleshooting that was performed before contacting Symantec
 - Recent software configuration changes and network changes

Licensing and registration

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

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

www.symantec.com/business/support/

Customer Service is available to assist with non-technical questions, such as the following types of issues:

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

Support agreement resources

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

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

Getting started with Dynamic Multi-Pathing for Windows

This document includes the following topics:

- [Getting started](#)
- [What's included](#)
- [About Veritas Dynamic Multi-Pathing for Windows](#)
- [Symantec Licensing Portal](#)
- [Installation](#)
- [Getting help](#)
- [Documentation](#)

Getting started

The Veritas Dynamic Multi-Pathing for Windows (DMPW) adds additional fault tolerance to disk storage by making use of multiple paths between a server/host computer and a disk in a storage array. DMPW manages the multiple paths so that the data on each of the array's disks is accessible to the server/host computer. If a path to a disk fails, DMPW automatically transmits data to and from the disk over an alternate path.

This guide provides an overview of the about this release and the contents of the product software disks. It also provides information about the product license and installation options and methods.

What's included

The Veritas Dynamic Multi-Pathing for Windows (DMPW) media kit includes a software disk. The disk label describes the contents of the disk.

Table 1-1 describes the media kit contents.

Table 1-1 Media kit contents

Disk	Contents
Veritas Dynamic Multi-Pathing	Install bits (32-bit and 64-bit) for the 5.1 version of Veritas Dynamic Multi-Pathing for Windows.

Note: If you have not purchased a license, an evaluation license key is embedded in the product. To use this key, click the **Use embedded 2-month evaluation key** option on the License Agreement page during installation. This license key is valid for a period of 60 days only.

About Veritas Dynamic Multi-Pathing for Windows

Veritas Dynamic Multi-Pathing for Windows (DMPW) contains the following components.

Overview

Veritas Dynamic Multi-Pathing for Windows (DMPW) adds additional fault tolerance to disk storage by making use of multiple paths between a server/host computer and a disk in a storage array. DMPW manages the multiple paths so that the data on each of the array's disks is accessible to the server/host computer. If a path to a disk fails, DMPW automatically transmits data to and from the disk over an alternate path. The paths on an array are set up to work in two ways—either in Active/Active mode, which provides load balancing of the data between multiple paths, or in Active/Passive mode, in which only one path is active and any remaining paths are backups.

DMPW is implemented through Dynamic Multi-Pathing Device Specific Modules (DMP DSMs).

Graphical user interfaces

Veritas Dynamic Multi-Pathing for Windows (DMPW) offers the following graphical user interface (GUI):

Veritas Enterprise Administrator (VEA) console

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

Planning tools

Veritas Dynamic Multi-Pathing for Windows (DMPW) offers the following planning tool:

Configuration Checker

The Configuration Checker enables you to verify your configuration before you install DMPW.

Symantec Licensing Portal

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

<https://licensing.symantec.com>

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

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

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

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

license@symantec.com.

See the *Veritas Dynamic Multi-Pathing for Windows Installation and Upgrade Guide* for more information about product licensing.

Installation

The product installer enables you to install Veritas Dynamic Multi-Pathing for Windows. You may select applicable options during the installation.

If you have not purchased a license, an evaluation license key is embedded in the product. To use this key, click the **Use embedded 2-month evaluation key** option on the License Agreement page during installation. This license key is valid for a period of 60 days only.

Review the system requirements before installing or upgrading the product.

See the *Veritas Dynamic Multi-Pathing for Windows Installation and Upgrade Guide*.

Installation options

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

- The Complete/Custom option installs the server components and allows you to customize the installation by choosing to install the client components and other product options.
- The Administrative Console option installs the client components to manage servers from a remote system.

Installation methods

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

Getting help

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

<http://entsupport.symantec.com>

This site also provides access to resources such as TechNotes, product alerts, software downloads, hardware compatibility lists, and the Symantec customer email notification service. Use the Knowledge Base Search feature to access additional product information, including current and past releases of product documentation.

Documentation

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

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

<http://www.adobe.com>

Where to find the documentation

Product documentation of Veritas Dynamic Multi-Pathing for Windows (DMPW) is available at the following locations:

- On the software disks in the `\Docs` directory and, in some cases, at the root of the disk directory structure. To view a document, explore the software disk and double-click the file name.
- On the Symantec Support web site at:
<http://entsupport.symantec.com>

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

<http://www.symantec.com/docs/TECH59755>

Documentation set

[Table 1-2](#) lists the product documentation available with Veritas Dynamic Multi-Pathing for Windows (DMPW) 5.1.

Table 1-2 Veritas Dynamic Multi-Pathing for Windows documentation set

Title	File Name	Description
Veritas Dynamic Multi-Pathing for Windows Getting Started Guide	dmp_gettingstarted_51_win.pdf	Provides an overview of the product and the contents of the software disk.

Table 1-2 Veritas Dynamic Multi-Pathing for Windows documentation set
(continued)

Title	File Name	Description
Veritas Dynamic Multi-Pathing for Windows Installation and Upgrade Guide	dmp_install_51_win.pdf	Describes the steps for installing and upgrading DMPW. It also provides information about migrating from EMC PowerPath and Hitachi Data Link Manager (HDLM) to DMPW.
Veritas Dynamic Multi-Pathing for Windows Release Notes	dmp_relnotes_51_win.pdf	Provides information about the features and software and hardware requirements.
Veritas Dynamic Multi-Pathing for Windows Administrator's Guide	dmp_admin_51_win.pdf	Provides information about how to set up and administer DMPW. It also gives basic information on DMPW and its working. Some of the most common troubleshooting steps are also documented in this guide.

Providing feedback about the documentation

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

sfwha_docs@symantec.com

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