

Symantec™ ApplicationHA Release Notes

Windows

5.1 Service Pack 2

Symantec™ ApplicationHA Release Notes

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Product Version: 5.1 SP2

Document Version: 5.1SP2.0

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Symantec ApplicationHA Release Notes

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Introduction

This document provides important information about Symantec ApplicationHA 5.1 SP2. Review this entire document before you install or upgrade ApplicationHA.

You can download the latest version of this document from the Symantec Operations Readiness Tools (SORT) website here:

<https://sort.symantec.com>

The information in the Release Notes supersedes the information provided in the product documents for ApplicationHA.

For the latest patches available for this release, go to:

<https://sort.symantec.com/patch/matrix>.

What is Symantec ApplicationHA

Symantec ApplicationHA provides monitoring capabilities for applications running inside virtual machines managed by a VMware vCenter Server. Symantec ApplicationHA adds a layer of application awareness to the core HA functionality offered by VMware virtualization technology.

Symantec ApplicationHA is based on Veritas™ Cluster Server (VCS) and uses similar concepts such as agents, resources, and service groups. However, it does not include the high availability cluster components such as the Global Atomic Broadcast (GAB) and Low Latency Transport (LLT). Symantec ApplicationHA has a lightweight server footprint that allows faster installation and configuration.

Key benefits include the following:

- Out of the box integration with the VMware vCenter Server HA
- Full visibility and control over applications with the ability to start, stop, and monitor applications running inside virtual machines
- Standardized way to manage applications using a single interface that is integrated with VMware vSphere Client
- Specialized Application Maintenance mode, in which ApplicationHA allows you to intentionally take an application out of its purview for maintenance or troubleshooting

Salient features

Following are the salient features of ApplicationHA:

- Support for enterprise applications such as Microsoft Exchange Server 2010, Microsoft Exchange Server 2007, Microsoft SQL Server 2008 and 2008 R2, Microsoft IIS, and Microsoft SharePoint Server 2010
- Simple workflow for installation and configuration
- Single sign-on across virtual machines in a vCenter
- Discretionary access control based on user privileges
- Single GUI for managing applications running on Windows and Linux platforms
- Ability to view component dependency of configured applications over the GUI
- A single dashboard interface that provides a consolidated view of the configured applications and makes it easy for administrators to monitor the applications in the VMware virtual environment

- vSphere Client integrated option to install ApplicationHA guest components, manage licenses and configure single sign-on for site recovery.
- Ability to configure graceful reboot of virtual machines in case of an application failure
- Ability to maintain application monitoring continuity in a VMware SRM controlled disaster recovery environment
- Continued updates and additional application support distributed via Symantec Agent Pack releases

What's new

The enhancements in this release of Symantec ApplicationHA are as follows:

ApplicationHA home page integrated as vSphere Client extension

ApplicationHA home page is now integrated with vSphere Client under its Solutions and Applications panel.

Using the ApplicationHA home page, you can perform the following tasks:

- Install the ApplicationHA guest components
- Manage ApplicationHA licenses
- Configure single sign-on in a VMware site recovery setup

Agent for Microsoft Exchange Server 2007

The Symantec ApplicationHA agents for Microsoft Exchange Server 2007 monitor various services corresponding to the Client Access, Hub Transport, and Mailbox server roles of Exchange 2007. The agents that monitor these roles are ExchService2007, GenericService, IIS, MountMonitor, and ServiceMonitor.

The agents start the required Exchange services if they are not running already, and monitor their status. Using the Symantec ApplicationHA Configuration Wizard, you can configure the Exchange Server 2007 agent to monitor Microsoft Exchange Server 2007.

For more information, refer to the *Symantec ApplicationHA Agent for Microsoft Exchange Server 2007 Configuration Guide*.

Agent for FileShare

The Symantec ApplicationHA agent for Fileshare makes file shares highly available. The agent for FileShare ensures high availability for multiple shared

folders including their subfolders. The agent enables computers to share multiple folders including their subfolders, making the shared folders highly available.

Using the FileShare agent, you can also do the following:

- Create hidden shares for a specific share or subfolders
- Dynamically share subfolders created after the resource is brought online

Using the Symantec ApplicationHA Configuration Wizard, you can configure the FileShare agent to monitor file shares.

For more information, refer to the *Symantec ApplicationHA Agent for FileShare Configuration Guide*.

Agent for SAP NetWeaver

The Symantec ApplicationHA agent for SAP NetWeaver provides monitoring and control for SAP R/3 and SAP NetWeaver in a virtual machine. The agent is designed to support a wide range of SAP environments, including the traditional Basis architecture and the SAP J2EE Web Application server architecture (NetWeaver).

The agent for SAP NetWeaver brings SAP instances online, monitors them, and bring them offline. The agent monitors the system processes and server states, and can shut down the instance in case of a fault.

The SAP instances are as follows:

- Central instance
- Dialog instance

Using the Symantec ApplicationHA Configuration Wizard, you can configure the SAP NetWeaver agent to monitor SAP.

For more information, refer to the *Symantec ApplicationHA Agent for SAP NetWeaver Configuration Guide*.

Support for 32-bit operating systems

In this release Symantec ApplicationHA introduces support for 32-bit operating systems. You can now install ApplicationHA guest components and then configure application monitoring on 32-bit virtual machines.

Note: The ApplicationHA Console is supported on 64-bit systems only.

ApplicationHA-initiated virtual machine reboot

ApplicationHA introduces another layer of application control wherein you can configure ApplicationHA itself to restart a virtual machine using native operating system commands. It is useful in cases where there is a need to first bring down other healthy applications and dependent components before actually restarting the virtual machine and also in VMware virtualization environments where VMware HA is not available.

ApplicationHA-initiated reboot works independently of VMware HA functionality. It is not intended to replace VMware HA. ApplicationHA-initiated reboot complements VMware HA by offering an additional layer of control that helps in building customized application management and recovery plans in virtualization environments.

Refer to the *Symantec ApplicationHA User's Guide* for more information.

vSphere Client integrated option for installing ApplicationHA guest components

ApplicationHA introduces a vSphere Client integrated option to install the guest components on multiple virtual machines.

Using this option, you can choose to install the ApplicationHA guest components at the VMware data center, cluster or individual virtual machine level.

Support for VMware vCenter Site Recovery Manager (SRM)

Symantec ApplicationHA provides an added support for VMware SRM, a disaster recovery solution for virtual machines.

Symantec ApplicationHA provides components that must be installed on the SRM Server. These components perform the following functions and help to initiate the application monitoring capability after the virtual machines are started on the recovery site.

- Deploys the recovery site ApplicationHA Console credentials on to the SRM Server at the recovery site.
- Enables to configure single sign-on between the recovery site ApplicationHA Console and the virtual machines at the protected site. This SSO configuration enables communication between the protected site virtual machines and the ApplicationHA Console and SRM Server at the recovery site.
- Provides the recovery step result in the VMware history status report.

Note: In this release, ApplicationHA does not support 32-bit Windows Server 2003 R2 guest virtual machines deployed in a VMware SRM environment. This restriction is limited only for SRM environments; you can configure ApplicationHA on 32-bit Windows Server 2003 R2 guest virtual machines in a local site configuration.

ApplicationHA however supports 64-bit Windows Server 2003 R2 and other supported operating systems on guest virtual machines in an SRM environment.

For the list of supported operating systems refer to *Symantec ApplicationHA Installation and Upgrade Guide*.

Single dashboard for administering applications on both Windows and Linux

Symantec ApplicationHA introduces a dashboard interface that enables you to monitor applications in a VMware virtualization environment. You can use the dashboard to monitor applications on both Windows and Linux. The ApplicationHA dashboard is integrated into the ApplicationHA tab of the VMware vSphere client GUI.

You can use the dashboard to review the aggregate health of an application across a VMware vCenter-administered datacenter or a VMware cluster. You can also drill down to a virtual machine and perform administrative tasks.

You can use the dashboard to perform the following administrative tasks:

- Start an application
- Stop an application
- Start application monitoring
- Stop application monitoring
- Enter an application into maintenance mode
- Remove an application from maintenance mode

In this release, ApplicationHA dashboard feature support for the datacenter-level view in the vSphere client is 'experimental only.' If you select a datacenter in the inventory view of the vSphere client and then click the ApplicationHA tab, then the datacenter view of the dashboard appears. The tab name changes to ApplicationHA (Experimental).

The dashboard displays accurate information about the applications configured on the virtual machines that are part of a datacenter. However, you may experience delays in the data refresh. The refresh time may depend on the number of virtual machines that are configured with ApplicationHA.

You may use this feature in production environments. There is absolutely no risk to the data, the applications, and the application monitoring configuration and functionality.

Note that this does not affect the dashboard feature support at the VMware cluster-level view in the vSphere client.

Please contact Symantec Technical Support to share feedback or report any issues that you encounter with this 'experimental only' feature. Symantec does not commit to troubleshoot or provide fixes for issues related to data refresh times. For any other issues encountered, Symantec will provide support as usual.

To optionally disable the dashboard at a datacenter level, perform the following steps:

1. On the system that hosts the ApplicationHA Console, navigate to the following folder:

```
<SystemDrive>:\Program Files\Veritas\VRTSsfmh\bin
```

2. Perform one of the following steps:

- To disable the ApplicationHA (Experimental) tab for a datacenter, run the following command:

```
InstallPath\ApplicationHA\bin\ExperimentalFeatures.pl -disable
```

Where, typically the *InstallPath* is:

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

- To enable the ApplicationHA (Experimental) tab for a datacenter, run the following command:

```
InstallPath\bin\ExperimentalFeatures.pl -enable
```

Where, typically the *InstallPath* is:

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

The ApplicationHA (Experimental) tab is enabled by default.

3. Restart the vSphere Client.

Ability to visualize component dependencies for monitored applications

The Symantec ApplicationHA provides a graphic utility to view dependencies between the various configured applications and their components. The Component Dependency utility appears as a button in the ApplicationHA tab of the VMware vSphere client GUI. If you click the button, the graph displays the applications in terms of monitored service groups, and the components of the monitored application in terms of resources. Tool tips highlight the state of each resource or service group.

Software limitations

The following limitations apply to this release of the product.

ApplicationHA guest components installation path always defaults to C: drive

This is applicable if you are installing the ApplicationHA guest components from the vSphere client menu.

The guest components installer is unable to detect the drive on which the operating system is installed. The installer always populates the default installation path to C:\Program Files\Veritas. No matter what the %SystemDrive% is, D: or E: or any other drive letter, the installer always defaults to the C: drive.

You can however edit the installation path in the installation wizard. Please ensure that you specify the correct installation path for systems where C: is not the system drive. (2388827)

ApplicationHA Dashboard supports up to 30 (application) component groups per virtual machine

Symantec ApplicationHA introduces a dashboard interface that enables you to monitor the configured applications. In this release, the dashboard supports only 30 (application) component groups per virtual machine.

DBCS characters are not supported

This release does not support Double Byte Character Set (DBCS) characters. Objects such as user names, systems names, directory paths, application instance names, and application component names should not contain DBCS characters. If the system names and directory paths specified while installing the Symantec ApplicationHA Console and guest components contain DBCS characters, the installation may complete successfully. However, you may not be able to configure the virtual machine administrator account on the ApplicationHA Console. The Symantec ApplicationHA Configuration Wizard may fail to configure application monitoring and the ApplicationHA view in the VMware vSphere Client may not display the status of the virtual machine. (2124936)

Application monitoring is not supported for mounts configured on cluster disk groups

This release does not support application monitoring for volumes and mounts created on cluster disk groups. If you wish to monitor storage managed using Storage Foundation for Windows (SFW), use dynamic disk groups. (2126853)

Application monitoring is not supported for mapped network drives

Symantec ApplicationHA does not support application monitoring for mapped network drives.

Known issues

The following known issues exist in this release of the product.

Application monitoring configuration freezes

This issue occurs if you configure application monitoring on systems where host names start with a hyphen. (2038685)

The application monitoring configuration may freeze and the ApplicationHA view in the vSphere Client may not display the status of the application. If the configured application fails, ApplicationHA takes no action.

Symantec recommends that you rename systems whose host names start with a hyphen before installing ApplicationHA and configuring application monitoring on those systems.

Issues while working with VMware snapshots and migrating virtual machines

The following issues may occur while you are performing virtual machine administration on systems where Symantec ApplicationHA is actively monitoring applications:

- While working with virtual machine snapshots
While taking a virtual machine snapshot, the ApplicationHA view may freeze momentarily and may not display the current state of the applications being monitored. Also, after you revert a snapshot, the virtual machine may reboot after the operation completes.
The Events view on the Tasks & Events tab in the vSphere Client displays the following warning messages:

Application heartbeat **failed** for <virtualmachinedisplayname> on <ESX host> in cluster <clustername> in <datacentername>

Application heartbeat status changed to **appStatusRed** for <virtualmachinedisplayname> on <ESX host> in cluster <clustername> in <datacentername>

Application heartbeat status changed to **appStatusGreen** for <virtualmachinedisplayname> on <ESX host> in cluster <clustername> in <datacentername>

- While migrating virtual machines to an alternate ESX host
When you initiate a virtual machine migration, the ApplicationHA view may freeze momentarily and may not display the current state of the applications that is being monitored.

The Events view on the Tasks & Events tab in the vSphere Client displays multiple instances of the following warning messages:

Application heartbeat status changed to **appStatusGray** for <virtualmachinedisplayname> on <ESX host> in cluster <clustername> in <datacentername>

Application heartbeat status changed to **appStatusGreen** for <virtualmachinedisplayname> on <ESX host> in cluster <clustername> in <datacentername>

Workaround

This is a known issue with VMware HA. Check the following VMware knowledge base article for more information about the hot fix for this issue:

<http://kb.vmware.com/kb/1027413>

Symantec recommends that you disable the application heartbeat (Disable Application Heartbeat button in the ApplicationHA view) on the virtual machine before working with snapshots or migrating the virtual machine. After the virtual machine administration activity is complete, enable the application heartbeat (Enable Application Heartbeat button in the ApplicationHA view) again.

Symantec ApplicationHA commands do not display the time as per the locale settings

This issue occurs with all the ApplicationHA commands that display the date and time stamp in the output. The date and time stamp do not display as per the locale settings on the system. They are displayed only in English. (2142740)

ApplicationHA tab may freeze

The ApplicationHA tab in the vSphere Client console may freeze if ApplicationHA is unable to establish a connection with the virtual machine. The application status in the ApplicationHA view appears to be in a hung state and does not refresh. (2125902)

Workaround

This may occur if the virtual machine fails to respond to ApplicationHA http requests. Either the virtual machine has moved to a suspended state or is in the process of migrating to an alternate ESX host.

Perform the following actions:

- Verify that the virtual machine is powered on and accessible over the network.
- Close the ApplicationHA tab and open it again.
In the vSphere Client, click another virtual machine, then click the original virtual machine again and then select the ApplicationHA tab, or exit the vSphere Client and launch it again.

ApplicationHA Console installation gives an error and the plugin registration fails if the installation directory contains multiple "%" characters

This issue occurs while installing ApplicationHA Console using the Symantec ApplicationHA Console Installer. On the System Validation panel, if you customize the installation directory to a path that contains consecutive multiple "%" characters, the wizard successfully completes the verification checks and allows you to proceed further. However, when you click **Next** on the Post-install Summary panel the wizard displays a "Failed to create private domain. The system cannot find the path specified" error. You can click **Ok** on the error message and proceed with the installation. However, after the installation workflow is complete the wizard fails to register the ApplicationHA plugin on the vCenter Server.

If you verify the plugin registration using the PluginMgmt.bat utility available on the Console server, the plugin status reflects that the plugin is already registered. However, if you verify the plugin status on the Plug-in Manager available on the vCenter Server, the plugin status reflects "Download & Install".

Workaround

Launch the ApplicationHA Console installation wizard again and provide a valid path that does not contain multiple "%" characters.

ApplicationHA fails to work if Veritas Operations Manager is uninstalled

The Managed Host components of Veritas Operations Manager (VOM) are installed on the Console Server and the guest virtual machines, during the ApplicationHA installation. A separate entry is created for VOM in the Windows Add Remove Programs. (2361128, 2323516)

Uninstallation of VOM removes the VRTSsfmh package which breaks the ApplicationHA functionality. The sfmh package contains the 'Veritas Storage Foundation Messaging Service' (xprtle) that is used by both, ApplicationHA and VOM.

Note: This issue also occurs when you uninstall the Veritas Operations Manager Central Server.

Workaround

Perform the following steps

- 1 Insert the ApplicationHA software disc into your system drive and navigate to the Pkgs\Common directory.

If you have uninstalled the Veritas Operations Manager Central Server, you must navigate to the Pkgs\Common\x64 directory.

- 2 Run the VRTSsfmh.msi
- 3 Repair ApplicationHA guest installation.

If you have uninstalled the Veritas Operations Manager Central Server, you must repair the ApplicationHA Console installation.

Repairing ApplicationHA Console or guest installation does not affect the application configuration. It thus does not require you to re-configure the applications, after you repair the Console and guest installation.

Note: If you have configured application monitoring for ApplicationHA Console, then you must unconfigure the same before repairing the installation. After the installation repair is complete, you must reconfigure it again for application monitoring.

VOM CS installation is aborted if ApplicationHA SSO is configured

VOM Central Server installation is aborted if you install the Central Server on a virtual machine where ApplicationHA guest components are installed and a single sign-on is configured with ApplicationHA Console. (2376384)

Workaround:

Skip to configure single sign-on during the ApplicationHA guest components installation. After the guest components installation is complete, install VOM CS and then configure ApplicationHA single sign-on, using the ApplicationHA tab.

Alternatively, first install VOM CS and then install ApplicationHA guest components. In case of this workaround you can configure the single sign-on during the guest components installation.

ApplicationHA guest components installation using the vSphere Client integrated menu may fail with "Failed to log-on..." error

While installing the ApplicationHA guest components using the vCenter integrated menu, the installation workflow completes successfully. However, the installation may fail with the "Failed to log-on" error on some virtual machines after the tasks are queued for installation. (2361891)

Also, a "MKS error..." may appear if you try to connect to these virtual machines using the vSphere client.

Workaround

- Refer to the VMware KB at the following location:

```
http://kb.vmware.com/selfservice/microsites/search.do?  
language=en\_US&cmd=displayKC&externalId=749640
```

- Restart the virtual machines on which the installation has failed.
- If the problem continues, contact your network administrator.

vMotion causes delay in health view and dashboard refresh

If you have configured application monitoring on a virtual machine with VMware vMotion enabled, the vMotion process gets triggered if the application faults and the virtual machine reboots. (2363462)

Due to vMotion, after a reboot the virtual machine starts and the application comes online on a failover virtual machine on a new ESX host. Even if the application is online, the ApplicationHA health view and the dashboard reflects the application status after a slight delay.

After a vMotion application heartbeat status shows "appStatusGreen" even if the application is faulted

After the application faults if you trigger VMware vMotion instead of VM reboot, the Tasks and Events of a virtual machine reflects the application status as "appStatusGreen", even if the application is faulted. (2363487)

This issue is observed if you are using the VMware vSphere Client 4.0 and 4.1.

During a test recovery ApplicationHA dashboard at both the sites show the updates

If your VMware cluster network settings for test recovery are such that the failed over virtual machines are able to communicate with the protected site ApplicationHA Console (due to the MAC address being the same as that of the protected site), then the updates due to the administrative tasks performed for application monitoring are reflected on the ApplicationHA dashboard at both the sites. (2363496)

Guest installation fails with an error "Failed to launch the guest installer process"

This issue is observed while installing the ApplicationHA guest components using the vSphere Client menu.

After the installation workflow is complete the virtual machine is queued for installation. However, the installation process may fail to start with a "Failed to launch the guest installer process" error in the vSphere Client tasks.

Workaround

On the virtual machine where the installation has failed run the installation wizard again.

Refreshing the ApplicationHA view multiple times displays a network connectivity error

This issue is typically observed in case of IE7 browser.

ApplicationHA view refreshes the application status every 60 seconds. However, in case of network failure if you manually refresh the ApplicationHA view multiple times, IE displays a network connectivity error. (2379946, 2379707)

If you click Ok on the error message and then click another virtual machine in the vSphere Client, then the ApplicationHA tab displays the application status of an unknown application.

This issue also occurs if you refresh the ApplicationHA view and simultaneously reset the virtual machine.

Workaround

For details, refer to the following knowledge base article from Microsoft.

http://support.microsoft.com/kb/927917#more_information

Field selection using the Tab key may not work on the vCenter Server User Details panel

This issue occurs on the vCenter Server User Details panel during the ApplicationHA guest components installation, using the vSphere Client menu. The issue is typically observed if you have Adobe FlashPlayer version 10.1 installed on your system. (2362878)

Workaround

You have to click each field to specify the inputs.

SSO configuration fails if the virtual machine administrator account credentials include special characters

Single sign-on (SSO) configuration between the virtual machine and the Console host involves specifying the virtual machine administrator account to set up single sign-on for the virtual machine. This configuration fails if the administrator account credentials includes the following special characters:

- & (ampersand)
- * (asterisk)
- % (percent)
- + (plus)

A syntax error dialog is displayed when you try to log on to the virtual machine from the ApplicationHA tab in the vSphere client. (2385156)

ApplicationHA view shows the mount point status as green even if there is a storage disconnect

This issue may occur if the application monitoring configuration contains mount points that reside on shared storage. The ApplicationHA view displays the mount point status as mounted and accessible even if there is a network disconnect between the shared storage and the virtual machine ESX host.

The Events view on the Tasks and Events tab in the vSphere Client may display the following message that confirms the storage disconnect:

```
Lost access to volume <vol> (SharedDataStore) due to connectivity issue.  
Recovery attempt is in progress and outcome will be reported shortly.
```

The Symantec ApplicationHA MountMonitor agent that monitors the configured mount points is unable to detect the storage unavailability.

When the storage is connected, application monitoring is restored back to normal.

Symantec ApplicationHA installer fails to discover systems in a workgroup

This issue occurs while installing guest components on Windows systems belonging to a workgroup.

The installer fails to discover the workgroup systems if the name of the workgroup is not “Workgroup”. The browse systems dialog box on the System Selection page does not show such systems. (2110460)

Workaround

You can add such workgroup systems using any of the following methods:

- Add each workgroup system manually using the Add button on the System Selection page.
- To add multiple workgroup systems simultaneously, specify systems using their virtual machine display names. The installer provides an option to discover systems in the vCenter inventory.

VRTSPerl issue after uninstalling Storage Foundation for Windows (SFW)

This issue occurs if Symantec ApplicationHA is configured on systems where Storage Foundation for Windows (SFW) is installed. If you uninstall SFW from the systems, it also removes the Perl components (VRTSPerl) that are used by Symantec ApplicationHA. (2140464, 2137991)

Workaround

After removing SFW, repair the Symantec ApplicationHA installation on the system.

From Windows Add or Remove Programs, select the ApplicationHA component and then click Change to launch the installer. Select the Repair option and complete the wizard.

Refer to the *Symantec ApplicationHA Installation and Configuration Guide* for more information on repairing the installation.

Configuration wizard may fail if folder mount path contains ampersand (&)

This issue occurs while configuring application monitoring using the Symantec ApplicationHA Configuration Wizard. If you select folder mounts that contain the ampersand (&) character in the path, the wizard may fail while performing the application monitoring configuration tasks. (2132797)

The wizard's Implementation panel may display the following error:

```
Invalid name in entity. [Ln: #, Col: #]
```

Workaround

Do not use the ampersand character (&) in folder mount paths if you wish to configure application monitoring using the Symantec ApplicationHA Configuration Wizard.

If you wish to use this character, configure the MountMonitor agent resource using the VCS commands from the command line.

FileShare agent does not monitor users with denied permissions on shares

This issue occurs after you have configured a file share for application monitoring using the Symantec ApplicationHA Configuration Wizard. If a user has been denied one or more permissions for the configured share, then the FileShare agent does not monitor such user. However, the wizard successfully monitors the share. (2321053)

Workaround

There is no workaround for this issue.

FileShare agent does not support CD-ROM and DVD-ROM drive shares

This issue occurs while configuring file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. If you are configuring monitoring for CD-ROM or DVD-ROM drive shares, then the wizard cannot configure such shares for monitoring. (2311779)

Workaround

There is no workaround for this issue.

ApplicationHA Configuration Wizard does not support certain special characters and symbols in the names of Mailbox databases

This issue occurs while configuring Exchange 2007 Mailbox databases for application monitoring using the Symantec ApplicationHA Configuration Wizard. If any of the database's name contains special characters or symbols other than the ones listed below, then the wizard fails to configure the databases for monitoring. The wizard supports all the alphanumeric characters and the following special characters and symbols: (2281068)

~	tilde	*	asterisk	}	closing brace
!	exclamation point	(opening parenthesis		pipe, vertical bar
@	at sign)	closing parenthesis	:	colon
#	number sign	_	underscore	?	question mark
\$	dollar sign	+	plus sign	[opening bracket
%	percent	-	minus sign]	closing bracket
&	ampersand	{	opening brace	.	period, full stop

Workaround

There is no workaround for this issue.

ApplicationHA Configuration Wizard cannot configure monitoring for a large number of file shares

This issue occurs while configuring a large number of file shares for application monitoring using the Symantec ApplicationHA Configuration Wizard. The wizard fails to configure the shares while performing the **Configure application monitoring** task on the ApplicationHA Configuration panel. (2321442)

Workaround

Use this workaround only after the Symantec ApplicationHA Configuration Wizard has failed to configure shares.

Using the command-line interface (CLI) of the guest computer, type the following commands at the command prompt:

```
%ProgramFiles%\Veritas\VRTSsfmh\bin\xprt1c.exe -l "https://localhost:5634/vcs/admin/createAppMonHBSG.pl?&ID=CustomApplication&params=<Cmd><ID>CreateVMWHBSG</ID><ServiceGroups><Name>FileShare_SG</Name></ServiceGroups></Cmd>";
```

MountMonitor resource is not created for application installation path

This issue occurs when:

- A supported third-party application (such as Microsoft Exchange Server 2007 and SQL Server 2008) is installed on a drive other than the local drive,
- The application is configured for monitoring using the Symantec ApplicationHA Configuration Wizard, and
- The installation path of the application becomes inaccessible.

In such cases, the MountMonitor resource is not created for the application's installation path. (2325795)

Workaround

You need to manually create the MountMonitor resource for the application's installation path.

Memory leak in ApplicationHA agent for SharePoint Server 2010

A memory leak occurs in Symantec ApplicationHA agent for SharePoint Server 2010. This issue occurs if you are using IIS 7.0 because the Windows Management Instrumentation (WMI) provider for IIS 7.0 leaks memory. (2210349)

You may receive an error message similar to one of the following:

```
provider not found
```

or

```
provider initialization fail
```

Workaround

Remove IIS 7.0 and use IIS 6.0 instead.

ApplicationHA Configuration Wizard fails to discover a SQL instance if a database name contains double quotation marks

This issue occurs while configuring application monitoring for SQL Server 2008 or 2008 R2 if the database name of an instance contains double quotation marks. In such cases, SQL Server fails to discover the instance, not only the database. (2208925)

Workaround

Either remove the double quotation marks from the database name or configure application monitoring for SQL Server 2008 or 2008 R2 using the command-line interface.

SharePoint Server 2010 applications and services remain online even if the underlying SQL Server faults

Symantec ApplicationHA agent for SharePoint Server 2010 provides monitoring support for SharePoint Server applications and services. This agent does not provide monitoring support for the underlying SQL Server database.

Thus, even if SQL Server faults, the SharePoint Server applications and services remain online. (2212860)

SharePoint Server 2010 applications and services remain online even if the Farm User credentials are changed

If you change the FarmAdminAccount and FarmAdminPassword attribute values, after you have configured the SharePoint Server applications and services, the configured applications and services continue to remain online.

If you want the changed credentials to take effect, you must unconfigure and then reconfigure the applications and services. (2212853)

Memory leak occurs in WMI when monitoring IIS sites using ApplicationHA

On Windows Server 2008 operating systems, a memory leak occurs in Windows Management Instrumentation (WMI) when monitoring the IIS-hosted sites using Symantec ApplicationHA. This issue occurs if IIS 7.0 WMI provider is installed on the IIS server. (2077342)

Workaround

This is a known Microsoft problem. To resolve this issue, do the following:

- Ensure that only IIS 6.0 WMI provider is installed on the IIS server.
- Under the Web Server (IIS) role, ensure that the **IIS 6 WMI Compatibility** role service is installed, and the **IIS Management Scripts and Tools** role service is not installed.

Software fixes and enhancements in 5.1 SP2

This section provides information about the Symantec ApplicationHA for Windows incidents that have been fixed in the Symantec ApplicationHA 5.1 SP2 release.

[Table 1-1](#) describes the fixed issues and software enhancements in the Symantec ApplicationHA 5.1 SP2 release.

The issues are referenced by the corresponding incident number.

Table 1-1 ApplicationHA 5.1 SP2 fixed issues and enhancements

Incident Number	Description
2266698	<p>This issue occurs while configuring services for application monitoring using the Symantec ApplicationHA Configuration Wizard.</p> <p>If any of the service's name contains "&" (ampersand), then the wizard fails to configure the services for monitoring.</p>

