Symantec™ VirtualStore Release Notes

Linux

5.1 Service Pack 1 Platform Release 3

✔Symantec™

Symantec™ VirtualStore Release Notes

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Product version: 5.1 SP1 PR3

Document version: 5.1SP1PR3.0

Legal Notice

Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
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- Upgrade assurance that delivers software upgrades
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- Premium service offerings that include Account Management Services

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

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

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

Contacting Technical Support

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

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

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

Documentation

Product guides are available on the media in PDF format. Make sure that you are using the current version of the documentation. The document version appears on page 2 of each guide. The latest product documentation is available on the Symantec Web site.

https://sort.symantec.com/documents

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions. Include the title and document version (located on the second page), and chapter and section titles of the text on which you are reporting. Send feedback to:

docs@symantec.com

About Symantec Connect

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

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

Symantec VirtualStore Release Notes

This document includes the following topics:

About this document

This document provides important information about Symantec VirtualStore (SVS) version for Linux. Review this entire document before you install or upgrade SVS.

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

This is Document version: 5.1SP1PR3.0 of the *Symantec VirtualStore Release Notes*. Before you start, ensure that you are using the latest version of this guide. The latest product documentation is available on the Symantec Web site at:

https://sort.symantec.com/documents

For the latest information on updates, patches, and known issues regarding this release, see the following TechNote on the Symantec Technical Support website:

http://www.symantec.com/docs/TECH141448

About Symantec Operations Readiness Tools

Symantec™ Operations Readiness Tools (SORT) is a set of Web-based tools and services that lets you proactively manage your Symantec enterprise products. SORT automates and simplifies administration tasks, so you can manage your data center more efficiently and get the most out of your Symantec products. SORT lets you do the following:

- Collect, analyze, and report on server configurations across UNIX or Windows environments. You can use this data to do the following:

  - Assess whether your systems are ready to install or upgrade Symantec enterprise products

  - Tune environmental parameters so you can increase performance, availability, and use

  - Analyze your current deployment and identify the Symantec products and licenses you are using

- Upload configuration data to the SORT Web site, so you can share information with coworkers, managers, and Symantec Technical Support

- Compare your configurations to one another or to a standard build, so you can determine if a configuration has "drifted"

- Search for and download the latest product patches

- Get notifications about the latest updates for:

  - Patches

  - Hardware compatibility lists (HCLs)

  - Array Support Libraries (ASLs)

  - Array Policy Modules (APMs)

  - High availability agents

- Determine whether your Symantec enterprise product configurations conform to best practices

- Search and browse the latest product documentation

■ Look up error code descriptions and solutions

Note: Certain features of SORT are not available for all products.

To access SORT, go to:

http://sort.symantec.com

Important release information

■ The latest product documentation is available on the Symantec Web site at:
   https://sort.symantec.com/documents

■ For important updates regarding this release, review the Late-Breaking News
   TechNote on the Symantec Technical Support website:
   http://www.symantec.com/docs/TECH141448

■ For the latest patches available for this release, go to:
   http://sort.symantec.com/

Changes in this release

The following sections describe changes in product behavior in this release.

Added support for Red Hat Enterprise Linux 6

Added support for Red Hat Enterprise Linux (RHEL6) in this release.

See "System Requirements" on page 10.

Simplifying Install and Configuration

The VirtualStore installer has been simplified to allow a typical mode of install.
Also it is no longer required to install the VMware PERL SDK on all VirtualStore
nodes.

VMware View Integration

The Cloning Wizard has the option to automatically import the virtual machine
clones into a VMware View pool.

Ability to power on virtual machines after cloning

The Cloning wizard has the option to power on the virtual machine clones after they have been created.

Support for Multiple VirtualStore clusters

Multiple VirtualStore clusters registered with a single vCenter Server is supported.

System Requirements

This section describes the system requirements for this release.

Supported Linux operating systems

This section lists the supported operating systems for this release of Symantec VirtualStore.

- Red Hat Enterprise Linux 5 (RHEL 5) with Update 3 or later

- Red Hat Enterprise Linux 6 (RHEL 6)

Note: 64-bit operating systems are only supported.

If your system is running an older version of either Red Hat Enterprise Linux, you must upgrade it before attempting to install the Symantec software. Consult the Red Hat documentation for more information on upgrading or reinstalling your system.

Symantec supports only Red Hat distributed kernel binaries.

Symantec products operate on subsequent kernel and patch releases provided the operating systems maintain kernel ABI (application binary interface) compatibility.

Information about the latest supported Red Hat errata and updates are available in the following TechNote. Read this TechNote before you install Symantec products.

http://www.symantec.com/docs/TECH141448

Supported VMware software versions

- VMware vSphere 4 (ESX 4.0 Update 1 and later with vCenter Server 4.0 Update 1 and later)

- VMware vSphere 4 (ESX 4.1 and later with vCenter Server 4.1 and later)

Supported guest operating system for guest operating system customization while cloning

- Windows 7

- Windows Server 2003 (32 and 64-bit)

- Windows Server 2008

- Windows XP (64-bit)

- Red Hat Enterprise Linux (RHEL 5)

- Red Hat Enterprise Linux (RHEL 6)

- SUSE Linux Enterprise Server (SLES 10)

- SUSE Linux Enterprise Server (SLES 11)

Note: Static IP address assignment is not supported for Windows 7 or Windows Server 2008 virtual machine clones.

Disk space requirements

Before installing any of the Veritas Storage Foundation products, confirm that your system has enough free disk space.

Use the "Perform a Preinstallation Check" (P) menu or the `-precheck` option of the product installer to determine whether there is sufficient space.

```
# ./installer -precheck
```

Number of nodes supported

SVS supports cluster configurations with up to 64 nodes. Symantec has tested and qualified configurations of up to 32 nodes at the time of release.

For more updates on this support, see the Late-Breaking News TechNote on the Symantec Technical Support website:

http://entsupport.symantec.com/docs/335001

Fixed issues

This section describes the incidents that are fixed in VirtualStore.

Table 1-1   VirtualStore fixed issues

Incident	Description
2316752	Fixed an issue with sysprep and VirtualStore.
2277467	Fixed an issue with the Symantec Quick Clone Virtual Machine Wizard not completing.

Known issues

The following are the VirtualStore issues that are known in this release.

FileSnap wizard may have issues if the subdirectory is exported as an NFS datastore (2360960)

The FileSnap wizard expects that a file system is NFS exported as a datastore in your vSphere environment. The FileSnap wizard may run into an unknown problem, if a subdirectory under the file system is exported as an NFS datastore.

Best practice is to export an NFS share at the root mount point of the CFS file system.

Workaround

To recover

1   Remove the NFS datastore from the ESX Server.

2   Export an NFS share at the root mount point of the CFS file system.

3   Add the newly created NFS share to the ESX Server.

FileSnap wizard may not behave as expected when multipule instances are open (2309702)

The FileSnap wizard may not behave as expected, if you invoke multiple parallel session of the FileSnap wizard from a single vSphere Client at the same time.

For example, if you do the following:

■   Right-click **wingoldvm1** and invoke FileSnap.

■   Then soon after right-click **slesgoldvm1** and invoke FileSnap.

This causes you to have two instances of FileSnap running from the same vSphere Client and can cause unexpected behavior.

Workaround

To resolve this issue

1   Close both instances of the FileSnap wizard.

2   Reopen a new instance of the FileSnap wizard.

CFS resources may fail when adding a node (2328752)

While using the `addnode` option to add nodes to a Symantec VirtualStore (SVS) cluster, on the newly added nodes, some CFSMount resources may fail to mount and their service groups are in `PARTIAL` state.

Workaround

To resolve this issue

◆   Manually online the service groups that are in `PARTIAL` state:

```
# hastatus -sum
# hagrp -online service_group -sys nodename
```

Virtual machines created by the FileSnap wizard might not boot correctly if during the FileSnap process the VirtualStore cluster node, the ESX Server, or the vCenter Server reboots (2164664, 2374229)

In some cases when you clone using FileSnap, and one of the following servers crashes or reboots while the clone process is in progress, the clones might not get created correctly:

■   SVS nodes

■   ESX host on which the clones are being created

■   vCenter Server

Even if the clones appear in the vCenter inventory as created, the clones GuestOS might not be able to boot.

Workaround

Delete all of the clones that were created when the servers crashed or were rebooted, and redo the FileSnap operation.

Error message does not always display when you select an incorrect cluster to clone (2372713)

In cases where multiple VituralStore clusters are registered with the same Virtual Center, the FileSnap wizard might not provide a warning that you selected an

incorrect cluster to clone a golden image. This could happen if all of the VituralStore clusters are exporting the same file system path, such as /mnt. Instead of a warning upfront that you selected the wrong cluster, you instead see an error on the final page of the FileSnap wizard when the wizard attempts to clone the disks (vmdks) of the golden image. The error that displays is similar to the following example:

```
/mnt/goldvm/goldvm.vmdk no such file or directory...
```

Workaround

There is no workaround for this issue.

Software limitations

The following are the VirtualStore software limitations that are known in this release.

F5 usage is not supported for wizard refreshing (2362940)

F5 usage is not supported for wizard refreshing.

Workaround

In order to get a new or refresh data, it is important to restart the wizard and not use F5 key.

Cloning may not work (2348628)

If you cannot clone and you are using the VMware vAPP and OVF templates, then you must disable the vApp.

To disable the vAPP

1   In VI Client, right-click on the virtual machine > **Edit Settings** > **Options** > **vApp Options**.

2   Click **Disable**.

Documentation

Product guides are available at the following location in PDF formats:

```
/product_name/docs
```

Symantec recommends copying the files to the /opt/VRTS/docs directory on your system.

Documentation set

Table 1-2 lists the documentation for Symantec VirtualStore.

Table 1-2   Symantec VirtualStore documentation

Document title	File name
Symantec VirtualStore Release Notes	virtualstore_notes_51sp1pr3_lin.pdf
Symantec VirtualStore Installation and Configuration Guide	virtualstore_install_51sp1pr3_lin.pdf
Symantec VirtualStore Administrator's Guide	virtualstore_admin_51sp1pr3_lin.pdf