

# Symantec™ ApplicationHA Release Notes

Linux on VMware

6.0

# Symantec™ ApplicationHA Release Notes

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# Symantec ApplicationHA Release Notes

This document includes the following topics:

- [Introduction](#)
- [What is Symantec ApplicationHA](#)
- [What's new](#)
- [Software limitations](#)
- [Known issues](#)
- [Software fixes and enhancements in 6.0](#)

## Introduction

This document provides important information about Symantec ApplicationHA 6.0. Review this entire document before you install or upgrade ApplicationHA.

This is Document Version: 6.0.0.0.

Before you start, make sure that you refer to the latest version of this document. You can find the latest version 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 Group Membership and Atomic Broadcast (GAB), Low Latency Transport (LLT), Asynchronous Monitoring Framework (AMF), and Veritas Fencing (VxFEN). 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.
- Integration with VMware SRM Server that provides the capability to resume application monitoring after the virtual machines are started on the recovery site.

## Salient features

Following are the salient features of ApplicationHA:

- Support for enterprise applications such as SAP NetWeaver, Oracle Database, WebLogic Server, WebSphere Application Server, WebSphere MQ, and DB2.
- 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:

### Added support for VMware versions

Symantec ApplicationHA provides an added support for the following VMware versions:

- vSphere Client 5.0
- vCenter Server 5.0
- VMware ESXi Server 5.0

### Ability to manage ApplicationHA licenses for a virtual machine through ApplicationHA tab

You can now choose to manage the ApplicationHA licenses on an individual virtual machine.

Using the vSphere Client, connect to the VMware vCenter Server and select the virtual machine on which you want to update the licenses. The ApplicationHA tab provides an option to update the license.

### Support for VMware Fault Tolerance

VMware provides a host of features to perform the virtual machine administrative tasks such as suspending or stopping virtual machines, taking snapshots, reverting to snapshots, migrating virtual machines to alternate hosts, creating virtual machine templates and so on. Symantec ApplicationHA supports these features

while it is actively monitoring applications on the virtual machines. These operations do not affect the ApplicationHA functionality.

ApplicationHA now provides added support for VMware Fault Tolerance that provides continuous application availability, prevents downtime and data loss in the event of server failures.

## Support for Mozilla Firefox

ApplicationHA now provides support for Mozilla Firefox browser. You can now use Mozilla Firefox to view the ApplicationHA tab by using the following URL.

[https://<HostName\\_or\\_IP>:5634/vcs/admin/application\\_health.html?priv=ADMIN](https://<HostName_or_IP>:5634/vcs/admin/application_health.html?priv=ADMIN)

Where *HostName\_or\_IP* is the virtual host name or the IP address.

For more details on the supported Firefox versions, refer to *Symantec™ ApplicationHA Installation and Upgrade Guide*.

## Software limitations

The following limitations apply to this release of the product.

### Dashboard does not detect virtual machines running ApplicationHA guest components of version 5.1 or 5.1 SP1

You cannot use the ApplicationHA dashboard to administer application monitoring on virtual machines that run either ApplicationHA 5.1 on Linux or ApplicationHA 5.1 SP1 on Windows. This is because the dashboard feature was introduced in ApplicationHA 5.1 SP2 and ApplicationHA guest components from the older release do not support the dashboard feature. You can, however, continue to administer application monitoring on such virtual machines through the ApplicationHA tab.

**Workaround:**

Upgrade the ApplicationHA guest components from 5.1 or 5.1 SP1 to ApplicationHA 5.1 SP2 or later.

### Configuration wizard does not support hardware monitoring

You cannot configure hardware components such as storage and network, using the ApplicationHA wizard.

**Workaround**

- You can ensure that these components do not require monitoring. For example, for storage, you can add appropriate entries in the `/etc/fstab` file.
- Alternately, you can configure hardware components by using the Command Line Interface of Veritas Cluster Server (VCS) or Veritas Operations Manager (VOM).

## ApplicationHA supports only one application per virtual machine

You can use the Symantec ApplicationHA Configuration wizard to monitor only one application per virtual virtual machine.

### **Workaround**

If you are familiar with underlying VCS and VOM concepts, you can add more applications or application components for monitoring.

For more information on how to use VCS commands or VOM to configure additional applications, see the following technical note:

<http://www.symantec.com/docs/TECH159846>

## You cannot edit an application monitoring configuration

Once you configure an application, ApplicationHA does not support edits or additions to the configuration.

### **Workaround**

Remove existing configuration and then re-configure

## Simultaneous multiple installations may be slow

If you try to install ApplicationHA guest components on a large number of systems, the process may take a long time.

### **Workaround**

Specify smaller batches of systems while using the ApplicationHA install program or response file for multi-system installations.

## 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.

## Symantec ApplicationHA does not support Symantec Backup Exec on Linux guests

Symantec Backup Exec lets you configure "Virtual Machine Auto Recovery" settings for the virtual machines under ApplicationHA control. From release 6.0, ApplicationHA supports Symantec Backup Exec on virtual machines running Windows. However, Symantec ApplicationHA does not support Symantec Backup Exec on virtual machines running Linux.

## Known issues

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

### App.RestartAttempts setting does not take effect if value is set to 2 or more

App.RestartAttempts configuration option defines the number of times Symantec ApplicationHA tries to restart a failed application or its component. Its value can range from 1 to 6.

For certain application configurations, this setting fails to take effect if its value is set to 2 or more. After successfully configuring an application, if there is a fault in the application or its dependent component, ApplicationHA attempts to restart it once. If the application fails to start, ApplicationHA reports the application state as faulted. (2508392)

This issue is applicable only for the following applications/components:

On Windows

- Custom Application (includes services, processes, and storage mounts)

On Linux

- Custom Application
- SAP Netweaver
- SAP Web Application Server
- WebLogic Server
- WebSphere Application Server
- WebSphere MQ

#### **Workaround**

Currently there is no workaround to resolve this issue.

Symantec recommends that for applications mentioned earlier, you set the `App.RestartAttempts` value to 1.

This ensures that ApplicationHA makes at least one attempt to restart the failed component. If the component still fails to start, ApplicationHA then declares it as faulted and takes further action as per the configuration settings (for example, a graceful reboot of the virtual machine).

## SSO configuration fails if the ApplicationHA guest components installation directory includes a special character (\$)

The SSO configuration fails if the custom location path specified during the ApplicationHA guest components installation includes the special character—"\$. (2556996)

## Compatibility with other clustering products

Symantec ApplicationHA runs on Veritas Cluster Server (VCS). The version of VCS used by ApplicationHA is a customized version of VCS. Many components have been removed in order to provide a lighter footprint inside the virtual machine. You cannot run both ApplicationHA and VCS together inside the same virtual machine. There is no method to upgrade from ApplicationHA to VCS.

Additionally ApplicationHA does not co-exist with other clustering solutions offered by Symantec. These include, Veritas Storage Foundation High Availability, Clustered File System, Clustered File System High Availability and Clustered Volume Manager.

## Errors in Veritas Storage Foundation installation

When you install ApplicationHA on a virtual machine, and then try to install Veritas Storage Foundation (SF), you may notice errors in the SF installation. (2141382)

### **Workaround**

To install ApplicationHA and SF on the same virtual machine, first install SF, and then install ApplicationHA.

## ApplicationHA tab issue

If you install both Veritas Storage Foundation (SF) and ApplicationHA on the same virtual machine, and then remove SF, the ApplicationHA tab on the vSphere client stops working. (2136077)

### **Workaround**

When you install ApplicationHA on a virtual machine, and then try to install Veritas Storage Foundation (SF), you may notice errors in the SF installation.

When you remove SF, you automatically remove the VRTSsfmh rpm from the system. The vSphere client needs the VRTSsfmh rpm to communicate with the virtual machine.

**To reinstate VRTSsfmh, perform the following steps:**

**1** Install VRTSspt and VRTSsfmh rpms from the ApplicationHA install media.

**2** Stop the xprtld service:

```
# /etc/init.d/xprtld stop
```

**3** Add following line to the `/etc/opt/VRTSsfmh/xprtld.conf` file, if not present:

```
namespaces vcs=/opt/VRTSvcS/portal
```

**4** Start the xprtld service:

```
# /etc/init.d/xprtld start
```

## 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. (2361128, 2323516)

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

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

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### Workaround

#### Perform the following steps

- 1 Insert the ApplicationHA software disc into your system drive and navigate to the directory that contains the RPM for the required operating system:

Operating system	Directory
Oracle Enterprise Linux 5	linux-x86_64-vmware/rhel5_x86_64
Red Hat Enterprise Linux 5	linux-x86_64-vmware/rhel5_x86_64
Red Hat Enterprise Linux 6	linux-x86_64-vmware/rhel6_x86_64
SUSE Linux Enterprise Server 10	linux-x86_64-vmware/sles10_x86_64
SUSE Linux Enterprise Server 11	linux-x86_64-vmware/sles11_x86_64

For example, to install ApplicationHA on a machine running the RHEL 5 operating system,

```
# cd cdrom_root/linux-x86_64-vmware/rhel5_x86_64/rpms
```

- 2 Run the following command:

```
# rpm -ivh VRTSsfmh-*.rpm
```

Where \* is the version of the Linux rpm. For example, version 3.1.830.0 for ApplicationHA 5.1 SP2 and 4.1.119.0 for ApplicationHA 6.0.

- 3 Stop the xpirtld service.

```
# /etc/init.d/xpirtld stop
```

- 4 Ensure that the file `/etc/opt/VRTSsfmh/xprtld.conf` contains the following text:

```
namespaces vcs=/opt/VRTSvcs/portal
```

- 5 Start the `xprtld` service.  

```
# /etc/init.d/xprtld start
```
- 6 From the ApplicationHA tab on the vSphere client, configure single sign-on (SSO).

For more information on configuring SSO, refer to the *Symantec ApplicationHA User's Guide*

## 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](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.

## Application restart attempt may enter infinite loop

This behavior occurs only if you upgrade from Symantec ApplicationHA 5.1 to Symantec ApplicationHA 6.0.

Symantec ApplicationHA makes a configurable number of attempts to restart a failed application. If the application restarts successfully before the last possible restart attempt, then ApplicationHA waits for a certain period of time before resetting the count of attempted restarts to zero. The `OnlineRetryInterval` attribute defines this time period. If the application faults again within this time period, ApplicationHA does not attempt to restart it. Instead, ApplicationHA declares the application faulted, and takes further fault-management action as configured. For example, a graceful internal reboot of the virtual machine.

In ApplicationHA 5.1, the default value of `OnlineRetryInterval` is 0. Therefore, if an application repeatedly fails after restarting, ApplicationHA continues to restart it each time, instead of attempting the next configured fault-management action (such as a graceful internal reboot).

This was a known issue in release 5.1, and was fixed in the subsequent agent pack release. However, when you directly upgrade from ApplicationHA 5.1 to 6.0, the issue persists. (2611051)

#### **Workaround**

Modify the `OnlineRetryInterval` attribute by using the following commands:

1. `# haconf -makerw`

```
2. # hagrps -modify applicationname OnlineRetryInterval 120
```

Where *applicationname* is the name of the application that you have configured for monitoring.

```
3. # haconf -dump -makero
```

## Configuration option of ApplicationHA installer malfunctions

When you run the Symantec ApplicationHA installer, it displays the following option to configure ApplicationHA: **Configure an Installed Product**.

If you specify this option, the installer fails to configure ApplicationHA. Instead, the installer starts stopping certain ApplicationHA processes. (2621468 )

### Workaround

Do not use the installer option to configure an application. Instead, to configure Symantec ApplicationHA for monitoring an application, use one of the following methods:

- If you have already installed ApplicationHA, navigate to the following URL, and use the **Configure Application Monitoring** link to launch the Symantec ApplicationHA Application Monitoring Configuration Wizard:

```
https://<virtualmachineNameorIPAddress>:5634/vcs/admin/  
application_health.html?priv=ADMIN
```

- You can launch the Symantec ApplicationHA Application Monitoring Configuration Wizard from the ApplicationHA tab of the VMware vSphere client GUI.

For more information, see the *Symantec ApplicationHA User's Guide*

## Single sign-on with ApplicationHA console on recovery site fails

An ApplicationHA configuration in an SRM environment involves a single sign-on (SSO) configuration between the virtual machines at the protected site and the ApplicationHA Console at the recovery site.

If the ApplicationHA Console server is installed on a virtual machine or a physical system that runs a Japanese locale operating system, the single sign-on configuration between the sites fails.

For a workaround, contact Symantec support.

## Dashboard does not work

If you upgrade a virtual machine from Symantec ApplicationHA 5.1, then after the upgrade, the ApplicationHA dashboard may not display the virtual machine, if the following condition occurs:

- At the time of the upgrade, ApplicationHA guest components are not running (2581676)

### Workaround

Perform the following steps:

1. `# /etc/init.d/vcs start`
2. Wait for VCS to start (approximately two minutes)
3. `#/opt/VRTSvcs/portal/admin/synchronize_guest_config.pl`

## Storage Foundation uninstallation leads to warning

If you uninstall Storage Foundation 6.0 from a virtual machine where you have unconfigured and uninstalled ApplicationHA, the following CPI warning appears:

```
CPI WARNING V-9-40-3866 The VRTSsfmh rpm on <system_name> will be
uninstalled. Note that the system <system_name >is reporting to
the following management servers: appha://192.168.10.140
```

You can safely ignore this warning.

## Software fixes and enhancements in 6.0

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

Incident number	Description
2385156	<p data-bbox="571 281 1233 421">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 credential includes the following special characters:</p> <ul data-bbox="571 440 745 564" style="list-style-type: none"><li data-bbox="571 440 745 463">■ &amp; (ampersand)</li><li data-bbox="571 473 745 496">■ * (asterisk)</li><li data-bbox="571 506 745 529">■ % (percent)</li><li data-bbox="571 539 745 562">■ + (plus)</li></ul> <p data-bbox="571 585 1233 638">A syntax error dialog is displayed when you try to log on to the virtual machine from the ApplicationHA tab in the vSphere client.</p>
2376384	<p data-bbox="571 666 1233 749">You may be unable to install VOM Management Server on a virtual machine where ApplicationHA guest components are installed and a single sign-on is configured with ApplicationHA Console.</p>

