

Veritas™ High Availability Agent Pack 2Q2012 Release Notes

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- Version and patch level
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Documentation

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:

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Release Notes

This document includes the following topics:

- [Introduction](#)
- [Changes introduced in this release](#)
- [Fixed issues](#)
- [Known issues](#)
- [Documentation](#)

Introduction

This document provides important information about Veritas High Availability Agent Pack. Review this entire document before installing and configuring the agents.

For the latest information on updates, patches, and software issues regarding this release, see the following information on the Symantec Technical Support Web site: www.symantec.com/business/support/index.jsp.

For information about Veritas High Availability Agent Pack, refer to the Getting Started Guide, which is available on the Symantec Operations Readiness Tools (SORT) site: <https://sort.symantec.com/agents>.

For more information about documentation for Veritas High Availability Agent Pack, see [Documentation](#).

Changes introduced in this release

This section lists the new features and enhancements in this Agent Pack release. For a list of the issues that are fixed in this release, see [Fixed issues](#).

VCS application agents

VCS application agents include the following changes in Agent Pack 2Q2012.

JBoss Application Server

- A new agent for JBoss Application Server version 5.x on the Linux and Solaris operating systems.
The agent for JBoss Application Server monitors specific JBoss Application Server configurations to determine their status. The agent can start or stop the server configuration based on external events, such as failure or unavailability of other required resources.

PostgreSQL

- The agent for PostgreSQL now supports PostgreSQL 9.0 on the AIX, HP-UX, Linux, and Solaris operating systems.

WebLogic Server

- The agent for WebLogic Server now supports WebLogic Server 12c.
- The agent for WebLogic Server now supports Solaris 11.

Note: The agent for WebLogic Server does not support Solaris zones on Solaris 11.

WebSphere Application Server

The agent for WebSphere Application Server now supports WebSphere Application Server 8.0 on the AIX, HP-UX, Linux, and Solaris operating systems.

WebSphere MQ

- The agent for WebSphere MQ now supports WebSphere MQ 7.1 on the AIX, HP-UX, Linux, and Solaris operating systems.
For WebSphere MQ 7.1, the agent makes it possible to specify a custom installation path for each WebSphere MQ installation.

VCS database agents

VCS database agents include the following changes in Agent Pack 2Q2012.

- SQL Server

A new agent for SQL Server 2012 on the Windows operating system. The agent for SQL Server monitors the SQL Server 2012 instance and its services on a VCS cluster to ensure high availability.

The agent can start or stop the server configuration based on external events, such as failure or unavailability of other required resources.

VCS replication agents

VCS replication agents include the following changes in Agent Pack 2Q2012.

EMC MirrorView

- The agent for EMC MirrorView now supports fire drills in Veritas Storage Foundation for Oracle RAC (SFRAC) environments.

EMC SRDF

- The agent for EMC SRDF on Windows is now a part of the Agent Pack release.
- The agent for EMC SRDF now provides the ability to compute the Recovery Point Objective (RPO) in a disaster recovery scenario that employs asynchronous replication between the production site and the disaster recovery site. This feature is supported only on the Linux operating system.
- The agent for EMC SRDF has been enhanced to use SYMCLI commands optimally.

HP 3PAR Remote Copy

- The agent for HP 3PAR Remote Copy now supports the HP-UX operating system.
- The agent for HP 3PAR Remote Copy now supports the periodic mode of replication.

Oracle Data Guard

- The agent for Oracle Data Guard now supports replicated data clusters (RDCs) on the Solaris SPARC operating system.

SVCCopyServices

The IP address that is used to manage SVC can now be different from the cluster IP address. The agent uses the IP address specified in the SVCClusterIP attribute to communicate with and manage SVC.

Fixed issues

This section describes the issues that have been fixed in this quarter's Agent Pack. The number in parentheses is Symantec's internal tracking number.

VCS application agents

SAP Netweaver

Fixed an issue that caused the SAP Netweaver agent to bypass some of the contents, such as `ensmon` and `jsmon` of the `SAPMonHome` attribute. This fix is applicable to the AIX, HP-UX, Linux, and Solaris operating systems.

[2732460]

SAP Web Application Server

The preonline trigger now accommodates localized values for the `InstProfile` attribute. This fix is applicable to the AIX, HP-UX, Linux, and Solaris operating systems.

[2755094]

WebLogic Server

In a Node-Manager-based configuration, the agent for WebLogic Server now supports multiple Administrative Servers with different domains. This fix is applicable to the WebLogic Server agent on the AIX, HP-UX, Linux, and Solaris operating systems.

[2793516]

Known issues

This section describes some of the known issues that are part of this quarter's Agent Pack. For a detailed list of known issues for each agent, see the *Installation and Configuration Guide* for the respective agent.

VCS application agents

IMF-aware agents

This issue is applicable to IMF-aware VCS application and database agents.

An error message might appear when you run the `hares -offline` command to take a resource offline.

When a resource is taken offline, it is unregistered from the AMF module. However, the `imf_register` function attempts to unregister the resource again. This results in an error message from the engine log.

It is safe to ignore this error message.

VCS database agents

SQL Server

If you configure a secure cluster, the VCS Cluster Configuration Wizard (VCW) sets the Startup Type of the VCS Authentication Service (`vcsauthserver`) to Automatic. However, after installing the 2Q2012 agent pack, the Startup Type of the VCS Authentication Service is reset to Manual. The service fails to start automatically after it is stopped for some reason or after the system restarts. As a result, the Java GUI fails to connect to the server and the following error is reported: “Could not connect to the server using default credentials.”

You need to start the VCS Authentication Service manually.

Resolution

To address this issue, set the Startup Type of the VCS Authentication Service to Automatic by using the Services administrative tool.

Optionally, you may use the following CLI:

To set the Startup Type of the service:

```
sc config vcsauthserver start= auto
```

To start the service:

```
net start vcsauthserver
```

VCS replication agents

Multiple replication agents

- In Silver configurations, fire drill might fail with the error: 'Cannot import disk group *DiskGroup* in pitc silver; exiting'. A mismatch in the parameters sent to the `diskgroup import` command causes this error to occur. This problem occurs on the AIX, HP-UX, Linux, and Solaris operating systems. Resolution: To resolve this issue, upgrade to VCS 5.1 Service Pack 1 RP2.

- On AIX 6.1 or later with VxVM 5.1 SP1 or later, the service group containing a replication resource, such as SRDF or Hitachi TrueCopy, might fail and display the following error: 'Could not import Diskgroup'.
Resolution: To resolve this issue, perform the following steps:
 - Run the `vxdisk rm vxdisk names` command to delete any VxVM subdisks that are participating in the concerned VxVM DiskGroup.
 - Run the `vxdisk scandisks` to rescan the VxVM subsystem.
 - Import the concerned VxVM DiskGroup.
- The replication agents currently ship action entry points on the CVMVolDg resource which is part of the VRTScavf package. This package is part of the SFCFS package set. The VRTScavf package also ships the same action entry points. As a result, while installing the replication agent package in an SFCFS environment, the installer might display file conflict error messages. This problem occurs on the AIX, HP-UX, Linux, and Solaris operating systems.
Resolution: Symantec recommends installing the replication agent package with the appropriate force option so as to overwrite the conflicting files installed by the VRTScavf package.

EMC MirrorView

The MirrorviewSnap resource might fail to come online.

VxVM does not assign the “_1” suffix to the MirrorView snapshot LUN. As a result, the LUN is not identified as a snapshot LUN and the VCS MirrorViewSnap agent cannot proceed to tag this Snapshot LUN and import the diskgroup.

Resolution

To address this issue, run the `vxconfigd -kr reset` command.

If, on running this command the disk access records are not refreshed, contact Symantec Technical Support.

EMC RecoverPoint

If you stop HAD on a system that has configured RecoverPoint resources and then uninstall the RecoverPoint agent, HAD might not start on that system. In such a case, the system transitions to the state of STALE_ADMIN_WAIT. This issue is applicable only to the Windows operating system.

Resolution: Unconfigure RecoverPoint resources before you uninstall the RecoverPoint agent.

EMC SRDF

- The DiskGroup resource may not come online on an AIX LPAR with SYMAPI servers configured.

If the host on which the SRDF agent is running is an AIX LPAR, then SymapiServer is required for managing the replication since the Gatekeeper devices cannot be mapped to the LPARs. If the LPAR is rebooted while the underlying SRDF devices are in R2 (secondary) mode, and the VCS service group is subsequently switched to go online on the same LPAR, the DiskGroup resource may not go online. This problem occurs only on the AIX operating system.

Resolution: To resolve this issue, perform the following steps:

- After the reboot, log on to the AIX LPAR.
- Find the disks that correspond to the SRDF R2 luns, and run the `vxdisk path` command to find the corresponding VxVM disks.
- Run the `vxdisk rm disk1 disk2...` command to delete the selected vmdisks.
- Use the `vxdisk scandisks` command to rescan VxVM disks.

IBM SVCCopyServices

- In some cases, the `recreatevg` command fails to create a volume group on the IBM FlashCopy target disks. As a result, the SVCCopyServicesSnap resource fails to come online.

Resolution: None

- After you run the Silver fire drill, the application service group fails to come online at the disaster recovery site.

Resolution: After running the Silver fire drill for SVCCopyServices at the disaster recovery site, the replication target is resynchronized from the primary when the fire drill service group is taken offline. If a disaster happens before the resynchronization is complete, restore the replication target from the snapshot. After the resynchronization from the primary or restore from the snapshot is complete, you must discard the snapshot to bring the application service group online at the disaster recovery site.

VCS One replication agent

Oracle Data Guard

While bringing the Composite Service Group (CSG) online, if the primary cluster is not available, then the online operation of the CSG fails.

Resolution: To avoid this problem, follow the below procedure after the Oracle Data Guard resource has been configured. Oracle Data Guard resource is a part of the CSG. Assign an additional role for the VCSOne client user to view the cluster objects and for proper working of the Oracle Data Guard resource.

To assign an additional role for the VCS One client user:

- 1 Log on to the Policy Master (PM) server. Run the following command to list the system users that are configured on the PM:

```
Policy_Master# hauser -list -sys
```

- 2 Run the following command to display the object roles assigned to the VCS One client user:

```
Policy_Master#hauser -value -sys
<vcsone_client_hostname>@VCSONE_USERS@<cluster_name> ObjectRoles
```

- 3 If the output is blank, then run the following command to set the object role (ServerFarmObjectGuest) for the user:

```
Policy_Master# hauser -addrole
<vcsone_client_hostname>@VCSONE_USERS@<cluster_name>
ServerFarmObjectGuest
```

- 4 Run the following command to verify that the role is set:

```
Policy_Master# hauser -value -sys
<vcsone_client_hostname>@VCSONE_USERS@<cluster_name> ObjectRoles
```

Note: `vcsone_client_hostname` is the hostname of the VCS One client and `cluster_name` is the cluster name to which the VCS One client belongs.

Documentation

The following sections contain useful information about the Veritas high availability agents documentation.

Locating and displaying documentation

Documents on the Agent Pack are in Adobe Portable Document Format (PDF). To access the agent documentation, go to the following directories after uncompressing the tarball or ZIP file.

- For VCS agents:
 - `platform/dist_arch/vcs/category/agent/vcs_ver/ag_ver/docs`, where, category is application, database, or replication.

- For VCS One agents:platform/dist_arch/vcsone/vcsone_ver/docs
- For Symantec ApplicationHA agents: The latest version of the product documentation is available on the Symantec Operations Readiness Tools (SORT) Web site here:<https://sort.symantec.com/agents>.

Getting help

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

