

# Veritas™ Operations Manager Advanced 5.0 HSCCL Pack 1 Release Notes

November 2012



# Veritas™ Operations Manager Advanced Release Notes

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# Overview of this release

This chapter includes the following topics:

- [About Veritas Operations Manager Advanced 5.0 HSCL Pack 1](#)
- [What's new in Management Server?](#)
- [What's new in Enterprise Server?](#)
- [Documentation for Veritas Operations Manager Advanced 5.0 HSCL Pack 1](#)
- [Issues fixed on Enterprise Server](#)

## About Veritas Operations Manager Advanced 5.0 HSCL Pack 1

Veritas Operations Manager Advanced 5.0 HSCL Pack 1 includes two add-on packages for Veritas Operations Manager Advanced 5.0:

- HSCL Pack 1 Add-on for Management Server
- HSCL Pack 1 Add-on for Enterprise Server

Veritas Operations Manager Advanced 5.0 HSCL Pack 1 provides Oracle ASM support on the Management Server and Enterprise Server. It also includes fixed issues for Enterprise Server 5.0.

You must install Veritas Operations Manager Advanced 5.0 before installing HSCL Pack 1.

## What's new in Management Server?

Veritas Operations Manager HSCL Pack 1 Add-on for Management Server provides the following new feature on Management Server:

## Oracle Automatic Storage Management discovery

Veritas Operations Manager lets you discover Oracle ASM disk groups, association of ASM files with ASM disk group, and correlation of Oracle database with Oracle ASM. The discovery is supported on standalone instances of ASM and Real Application Clusters (RAC) configurations. For Solaris operating system, ASM instance discovery is supported in Global and local zones.

## What's new in Enterprise Server?

HSCL Pack 1 Add-on for Enterprise Server provides the following new features on Enterprise Server:

### Oracle ASM roll-up and reporting

You can use Veritas Operations Manager HSCL Pack 1 Add-on for Enterprise Server to roll up information about Oracle Automatic Storage Management (ASM) objects that are discovered by Veritas Operations Manager Management Server. These objects include ASM files, ASM disks, and ASM disk groups.

For more information on Oracle ASM support in Management Server, refer to *Veritas Operations Manager Management Server 5.0 Add-ons User's Guide*.

HSCL Pack 1 Add-on for Enterprise Server includes the following new functionality in support of ASM reporting.

- Enterprise Server business views now include support for disk group objects, which can include ASM disk groups.  
See [“New business view object for Oracle ASM”](#) on page 21.
- The following new sample reports are provided for Oracle ASM support:
  - Oracle Database Storage Usage Report
  - Oracle ASM Diskgroup Usage Report
  - Oracle ASM Used Capacity Forecast Report by Database Type  
For details see the following.  
See [“New sample reports for Oracle ASM”](#) on page 22.
- DB VM (database volume manager) capacity metrics have been added to support the general category of database volume managers, including Oracle ASM. You can use the DB VM metrics in custom reports on Oracle ASM objects.
- New capacities are provided for the Forecasting Report Wizard for Oracle ASM support. For details see the following.  
See [“New forecasting capacities for Oracle ASM”](#) on page 23.

- The following reporting packages have new metrics for Oracle ASM support:
    - Disk Group Analysis Metrics
    - Database Analysis Metrics
    - Host Consumption Capacity Metrics
- For details see the following.  
 See “[New reporting package metrics for Oracle ASM](#)” on page 24.

# Documentation for Veritas Operations Manager Advanced 5.0 HSCL Pack 1

The following table describes where to go for information on installing and using Veritas Operations Manager Advanced 5.0 HSCL Pack 1.

**Table 1-1** HSCL Pack 1 Documentation

Package	Where to go for more information
HSCL Pack 1 Add-on for Management Server	For instructions on using HSCL Pack 1 Add-on for Management Server, see the following: <i>Veritas Operations Manager 5.0 Management Server Add-Ons User's Guide</i>  Veritas Operations Manager Advanced documentation is available on SORT: <a href="https://sort.symantec.com/documents">https://sort.symantec.com/documents</a>  For all other information on HSCL Pack 1 Add-on for Management Server, including installation, see these release notes.
HSCL Pack 1 Add-on for Enterprise Server	These release notes cover the new features and enhancements, fixed issues, and any known issues and limitations for HSCL Pack 1 Add-on for Enterprise Server.  In addition, these release notes cover installation and uninstallation of HSCL Pack 1 Add-on for Enterprise Server and using the new features on the Enterprise Server.

## Issues fixed on Enterprise Server

[Table 1-2](#) lists the issues that have been fixed on Enterprise Server in the 5.0 HSCL Pack 1 release.

**Table 1-2** List of fixed issues on Enterprise Server in 5.0 HSCL Pack 1

Incident	Description
2887210	Host storage utilization shows more than 100 percent.
2943948	Add data source fails if password entered for VOM Management Server contains an ampersand (&).
2941938	Rollup fails while extracting the licensing data.
2907153	Double counting in trend data summarization for periodical samples.
2893288	Forecasted values are well below the historical values.
2893292	Incorrect forecasted value is displayed for individual array object.
2893295	Forecasted value for Enterprise scope array allocated capacity is outside the upper and lower limits.
2884892	In Filesystem Used Capacity forecasting report, the top two file systems have one more period forecasted than the rest of the file systems.
2967171	The Forecasting Report wizard does not show correct data when scoped on business view.
2967147	Volume attribute filters do not work properly with chargeback analysis package.

# Installing HSCL Pack 1 Add-on for Management Server

This chapter includes the following topics:

- [HSCL Pack 1 Add-on for Management Server installation pre-requisites](#)
- [Installing HSCL Pack 1 Add-on for Management Server](#)

## HSCL Pack 1 Add-on for Management Server installation pre-requisites

The HSCL Pack 1 Add-on for Management Server installation is supported on the following operating systems:

- Veritas Operations Manager Management Server 5.0: Linux, Solaris, and Windows
- Veritas Operations Manager managed host 5.0: Solaris, Linux, AIX, and HP-UX

---

**Note:** Installing the HSCL Pack 1 Add-on for Management Server automatically restarts the Web server, and logs you out. Log on again to use the add-on.

---

## Installing HSCL Pack 1 Add-on for Management Server

HSCL Pack 1 Add-on for Management Server should be first installed on Management Server and then on the managed hosts.

**To install HSCL Pack 1 Add-on for Management Server**

- 1** Download HSCL Pack 1 Add-on for Management Server to a temporary directory on your computer from the following location:  
<https://sort.symantec.com/vom>  
The add-on is also available for download from Symantec FileConnect and Trialware sites.
- 2** In the Management Server console, select **Settings > Deployment**.
- 3** To upload the add-on to the repository, use **Actions > Upload** in the **Deployment Management** view.
- 4** Select HSCL Pack 1 Add-on for Management Server and click **Actions > Install**.
- 5** In the **Install Solution** panel, select the option to install the add-on.
- 6** Log out of Management Server.
- 7** Log in to Management Server. The Web server is restarted automatically.

# Installing and uninstalling HSCL Pack 1 Add-on for Enterprise Server

This chapter includes the following topics:

- [Installing HSCL Pack 1 Add-on for Enterprise Server](#)
- [Backing up and restoring Veritas Operations Manager Enterprise Server](#)
- [Uninstalling HSCL Pack 1 Add-on for Enterprise Server](#)

## Installing HSCL Pack 1 Add-on for Enterprise Server

Before installing HSCL Pack 1 Add-on for Enterprise Server, make sure that HSCL Pack 1 Add-on for Management Server is installed on Veritas Operations Manager Management Server and on managed host.

You need to back up the database before installing HSCL Pack 1 Add-on for Enterprise Server. Use the Enterprise Server backup script to back up your database files.

See [“Backing up and restoring Veritas Operations Manager Enterprise Server”](#) on page 16.

### To install HSCL Pack 1 Add-on for Enterprise Server

- 1 Download HSCL Pack 1 Add-on for Enterprise Server to a temporary directory on your computer from the following location:

<https://sort.symantec.com/vom>

- 2 Type the following command to change your working directory:

```
cd installDir \VRTSsfmh\bin, where InstallDir is your installation directory.
```

- 3 Type the following command to install the pack:

```
perl.exe vomadm hotfix --install sfa path \VRTSvomeshsclpack1-5.0.405.0.sfa, where sfa path is the location of the sfa.
```

You can use the log file `VRTSvomeshsclpack1-5.0.405.0_Install.log` at `C:\ProgramData\Symantec\VRTSvomer\logs` to monitor the status of sfa installation.

## Backing up and restoring Veritas Operations Manager Enterprise Server

You can use the Veritas Operations Manager Enterprise Server backup script to back up your database files, important configuration files, and Cognos report definitions.

### To back up the Veritas Operations Manager Enterprise Server

- 1 On the Enterprise Server, open an operating system console and log in as a user with administrator-level privileges.
- 2 Change to the following directory:

```
C:\Program Files\Veritas\VRTSsfmh\bin>
```

- 3 Run the following script for backing up your configuration:

```
# perl.exe vomadm vomesbackup [--validate] --backup directoryname  
where
```

`--validate` validates the database backup files, and *directoryname* is the name of the directory you want to store the backup files in.

For example: `perl.exe vomadm vomesbackup --backup C:\vomesbackup`

Restoring the Veritas Operations Manager Enterprise Server involves the following:

- Restoring the database backup



■ Restoring the report definitions

**To restore the database backup**

1 On the Enterprise Server, open an operating system console and log in as a user with administrator-level privileges.

2 Change to the following directory:

```
C:\Program Files\Veritas\VRTSsfmh\bin>
```

3 Stop the database service. Enter the following:

```
# perl.exe vomadm vomessc --stop Database
```

4 Go to the the database directory. For example, enter the following:

```
# cd C:\ProgramData\Symantec\VRTSvomer\db
```

5 Back up the database file. Enter the following commands:

```
# move vomer.db vomer.db.old
# move vomer_data vomer_data.old
# move vomer_index vomer_index.old
# move vomer.log vomer.log.old
```

6 Copy the database files from the backup directory to database directory. For example, enter the following:

```
# cd C:\ProgramData\Symantec\VRTSvomer\db
# copy backup_directory\db\vomer
```

7 Start the database service. Enter the following:

```
cd C:\Program Files\Veritas\VRTSsfmh\bin>
# perl.exe vomadm vomessc --start Database
```

**To restore the report definition**

1 Locate the zip file from the backup directory. Make sure the extension is .zip.

2 Import the zip file into the *installdir/Cognos/deployment* directory. Enter the following:

```
# copy backup_directory\cognos\er-5.0-reportsbkp.zip
installdir\Cognos\deployment
```

3 In the target environment, open IBM Cognos Connection by clicking the **Manage Reports** icon on the Veritas Operations Manager Enterprise Server Home page.

- 4 In the upper-right corner, click **Launch IBM Cognos Administration**.
- 5 On the **Configuration** tab, click **Content Administration**.
- 6 On the toolbar, click the **New Import** button. You see the New Import wizard.
- 7 In the **Deployment archive** box, click the deployment archive that you want to import.
- 8 Click **Next**.
- 9 Type a unique name, an optional description, and a screen tip for the deployment specification.
- 10 Select the folder where you want to save the deployment specification, and click **Next**.
- 11 Review the summary information and click **Next**.
- 12 Do one of the following:
  - To run the report once (now or later), click **Save and run once** and click **Finish**. Specify the time and date for the run, and click **Run**. Review the run time and click **OK**.
  - To schedule a recurring time, click **Save and schedule** and then click **Finish**. Then, select frequency and start and end dates, and click **OK**.

When you run the import, you have the option of upgrading the deployment specification. If you choose not to upgrade the deployment specification at this time, you can upgrade it later.

See “[Installing HSCL Pack 1 Add-on for Enterprise Server](#)” on page 15.

## Uninstalling HSCL Pack 1 Add-on for Enterprise Server

You can uninstall HSCL Pack 1 Add-on for Enterprise Server from a host.

### To uninstall HSCL Pack 1 Add-on for Enterprise Server

- 1 Type the following command to change your working directory:

```
cd installDir \VRTSsfmh\bin, where InstallDir is your installation directory.
```

- 2 To verify the name of the pack that you want to uninstall, type the following command:

```
perl.exe vomadm hotfix --list
```

- 3 Type the following command to uninstall the pack:

```
perl.exe vomadm hotfix --uninstall \VRTSvomeshsclpack1-5.0.405.0
```

**You can use the log file** `VRTSvomesclpack1-5.0.405.0_Uninstall.log` **at**  
`C:\ProgramData\Symantec\VRTSvomer\logs` **to monitor the status of the**  
**uninstallation.**



# Using the Oracle ASM reporting features of HSCL Pack 1 Add-on for Enterprise Server

This chapter includes the following topics:

- [New business view object for Oracle ASM](#)
- [New sample reports for Oracle ASM](#)
- [New forecasting capacities for Oracle ASM](#)
- [New reporting package metrics for Oracle ASM](#)

## New business view object for Oracle ASM

HSCL Pack 1 Add-on for Enterprise Server adds support for Oracle ASM disk groups in Enterprise Server business views.

Disk group objects are included in the objects available for assignment when you create business views in the Enterprise Server console.

You can also assign disk group objects using CSV files.

For the columns in the CSV file for disk group objects, either define both the host name and disk group name, or specify the unique ID, as follows:

- **Host name:** The name of host to which the disk group belongs
- **Disk group name:** The name of the disk group

- `object_unique_id`: A unique identifier that Veritas Operations Manager generates

For information on assigning objects to business views, see the *Veritas Operations Manager Enterprise Server Administrator's Guide*.

## New sample reports for Oracle ASM

HSCL Pack 1 Add-on for Enterprise Server adds new sample reports for Oracle ASM support. You can view sample reports from the Reports tree on the Enterprise Server console Home page.

**Table 4-1**      New sample reports

Report folder name	Report name	Description
Host Utilization	<b>Oracle Database Storage Usage Report</b>	Shows the used and unused amount of storage capacity allocated to Oracle databases including the capacity from Oracle ASM and Non-ASM. The report also shows the details of the database including database version, host, database state, database capacity, unused capacity, used capacity, percent used, Capacity from ASM and Capacity From Non-ASM for each Oracle database.
Host Utilization	<b>ASM Diskgroup Usage Report</b>	Shows the amount of storage in Oracle ASM that is unused, used, utilized in overhead, and the amount that is used in storing metadata and book-keeping information. The reports also shows the information for each Oracle ASM disk group.

**Table 4-1** New sample reports (*continued*)

Report folder name	Report name	Description
Forecasting	<b>Oracle ASM Used Capacity Forecast Report by Database Type</b>	Provides actual and forecasted growth of Oracle ASM storage that is used by the Oracle databases, grouped by database type. The report shows, by database type, the total ASM capacity, used capacity, % used, and forecasted date to zero (the predicted date when the used capacity will be equal to the total capacity). The forecasted date to zero is shown only if the used capacity is predicted to be equal to the total ASM capacity in the selected forecasting period selected, otherwise the value will be blank. The forecast period available options will depend on past rollup data available.

## New forecasting capacities for Oracle ASM

HSCL Pack 1 Add-on for Enterprise Server adds the following new forecasting capacities for Oracle ASM support. You can use the capacities when creating reports with the Forecasting Report Wizard. The wizard is available from the Forecasting folder under Sample Reports on the Enterprise Console Home page.

For information on using the Forecasting Report Wizard, see the *Veritas Operations Manager Enterprise Server User's Guide*.

**Table 4-2** New capacities for the Forecasting Report Wizard

<b>Object for Forecasting</b>	<b>New Capacity</b>	<b>Description</b>
<b>Database</b>	<b>Used From DB VM</b>	The amount of storage that is used by database that is based on a database volume manager, for example Oracle ASM.
	<b>Capacity From DB VM</b>	The amount of storage from database files deriving storage from a database volume manager, for example Oracle ASM.
	<b>Available From DB VM</b>	The amount of storage available for database that is based on a database volume manager, for example Oracle ASM.
<b>Disk Group</b>	<b>Overhead Capacity</b>	The capacity of disk groups used for mirroring.
<b>Host</b>	<b>DB VM Capacity</b>	Amount of storage in database volume manager, for example Oracle ASM, on the host.
	<b>DB VM Free Capacity</b>	Amount of storage available for use in database volume manager on the host.
	<b>DB VM Used Capacity</b>	Amount of storage used in database volume manager on the host.
	<b>DB VM Overhead Capacity</b>	Amount of storage in database volume manager, that is used in overhead like mirroring.

## New reporting package metrics for Oracle ASM

HSCL Pack 1 Add-on for Enterprise Server adds new metrics for creating custom reports that include ASM objects.



New metrics are added to the following packages:

- The Disk Group Analysis package contains a new metric in the Disk Group Analysis folder and also now includes a folder for Database Metrics.
- The Database Analysis Metrics folder in the Advanced Report Package, includes new metrics.
- The Host Consumption package now includes a folder for DB VM Metrics under Host Consumption Capacity Metrics.

New metrics are described in the following tables.

For more information on Enterprise Server metrics and reporting packages, see the *Veritas Operations Manager Enterprise Server User's Guide*.

**Table 4-3** New Disk Group Analysis metric

Metric	Description
Overhead capacity	Capacity of disk groups used for mirroring.

**Table 4-4** New Disk Group Analysis Metrics folder (DB VM Metrics)

Metric	Description
Unknown Capacity	Capacity of disk groups used for storing metadata and other book-keeping information.
Used capacity by DB	Capacity of database volume manager's disk groups used by databases.
Used Capacity By Clustered DB	Capacity of database volume manager's disk groups used by clustered databases like Oracle RAC.

**Table 4-5** New Database Analysis metrics

Metric folder	Description
Capacity From DB VM	Capacity from database files deriving storage from database volume manager like Oracle ASM.
Available From DB VM	Capacity available for database, based on database volume manager like Oracle ASM
Used From DB VM	Capacity used by database, based on database volume manager like Oracle ASM.

**Table 4-6** New Host Consumption Capacity Metrics folder (DB VM Metrics)

Metric	Description
DB VM Capacity	Amount of storage in database volume manager, for example, Oracle ASM, on the host.
DB VM Used Capacity	Amount of storage used in database volume manager on the host.
DB VM Free Capacity	Amount of storage available for use in database volume manager on the host.
DB VM Overhead Capacity	Amount of storage in database volume manager, that is used in overhead like mirroring.
DB VM Used Capacity Allocated to Applications	Amount of database file storage, based on database volume manager on the host. For shared storage, same storage is considered across hosts.
DB VM Used Capacity Allocated to Applications on other Hosts	For shared storage, amount of storage in standalone database files on other hosts, when storage is based on database volume manager.
DB VM Used Capacity Used by Applications	Amount of used storage in databases that are based on database volume manager on the host. For shared storage, same storage is considered across hosts.
DB VM Used Capacity Used by Applications on other hosts	For shared storage, amount of used storage in standalone databases on other hosts, when storage is based on database volume manager's disk groups.
DB VM Unknown Capacity	Amount of storage in database volume manager, that is used to store metadata and other book-keeping information.

# Software limitations

This chapter includes the following topics:

- [Software limitations for HSCL Pack 1 Add-on for Management Server](#)

## Software limitations for HSCL Pack 1 Add-on for Management Server

The following software limitations apply to 5.0 HSCL Pack 1 Add-on for Management Server.

### ASM Cluster File System (ACFS) discovery is not supported

Veritas Operations Manager HSCL Pack 1 Add-on for Management Server does not support the discovery of ASM Cluster File System (ACFS).

### Oracle ASM disk group to disk correlation is not discovered if the ASM disk is created using ASMLib

Oracle ASM disk group to disk correlation is not discovered if the ASM disk is created using ASMLib. ASMLib is an optional support library for the Automatic Storage Management feature. However, this limitation is only for Linux platform (SUSE and Red Hat).



# Known issues

This chapter includes the following topics:

- [Known issues for HSCL Pack 1 Add-on for Management Server](#)
- [Known issues for HSCL Pack 1 Add-on for Enterprise Server](#)
- [Documentation changes for HSCL Pack 1 Add-on for Enterprise Server online help](#)

## Known issues for HSCL Pack 1 Add-on for Management Server

This section covers known issues for 5.0 HSCL Pack 1 Add-on for Management Server.

### Incorrect total and allocated sizes are displayed for dismounted Oracle ASM disk groups (2978423)

This issue is observed when an Oracle ASM disk group is dismounted on a RAC node. Management Server console displays total and allocated capacities as zero until the discovery on any other node with the ASM disk group happens. This issue is not applicable to standalone ASM discovery.

Workaround:

Using Management Server console, refresh any other node, which is the part of RAC configuration, and has the disk group in the mounted state.

## LUN tab does not show any record on Management Server console if a volume is used as disk to create Oracle ASM disk group (2985331)

This issue is observed when a volume is used as a disk for creating the ASM disk group. The **LUN** tab does not show any record, and LUN details are displayed in the **Disk** tab.

Workaround

No workaround is available.

## Management Server console displays a disk as a part of an Oracle ASM disk group even after it is removed from the disk group

If a disk is removed from an Oracle ASM disk group, Veritas Operations Manager console continues to show the disk as a part of the disk group until one of the following occurs:

- You add the disk to another disk group.
- The disk is no longer accessible to the ASM instance.

Workaround:

No workaround is available.

## Mismatch in the available capacity discovered by Oracle and Management Server for Oracle ASM disk group

Oracle calculates the available capacity for an ASM disk group based on the capacity of the smallest failure group. Oracle recommends that all failure groups should have the same capacity for better utilization and performance. Management Server calculates the available capacity for an ASM disk group by taking the total capacity of all failure groups and dividing it by the redundancy level. Because of this calculation, when all failure groups do not have the same capacity, Management Server displays different available capacity for an Oracle ASM disk group.

Workaround:

No workaround is available.

## Storage correlation is missing when a database consuming storage from an ASM disk group is used as a base object in a business entity (2970665)

This issue is applicable when a database that consumes storage from the Oracle ASM disk group, is added as a base object in the business entity. The **Server** tab in the business entity details view does not list ASM disk groups. All the enclosures that are consumed by ASM disk group are also not displayed in the **Storage** tab of business entity details view.

Workaround:

No workaround is available.

## For an ASM disk group, the Disk tab on the Management Server console displays LUN VDID instead of LUN name when Storage Insight Add-on is installed (3005496)

This issue is applicable when the Oracle ASM disk groups are created using raw disks, and deep array discovery is enabled using Storage Insight Add-on.

The **Disk** tab on the Management Server console, instead of showing LUN name, displays LUN VDID. The **LUN** tab shows the LUN name correctly.

If the deep discovery of arrays is not enabled, **Disk** and **LUN** tabs will be consistent, and both tabs display LUN VDID.

Workaround:

No work-around is available.

# Known issues for HSCL Pack 1 Add-on for Enterprise Server

This section covers known issues for 5.0 HSCL Pack 1 Add-on for Enterprise Server.

## New reports do not get removed after uninstallation of HSCL Pack 1 Add-on for Enterprise Server (2968699)

If you uninstall the HSCL Pack 1 Add-on for Enterprise Server 5.0, the new reports that are added as part of HSCL Pack 1 for Enterprise Server do not get removed.

## After uninstallation of HSCL Pack 1 Add-on for Enterprise Server, a business view Assignments page may be unusable (3000739)

If a business view is created with only the disk group object type, and HSCL Pack 1 Add-on for Enterprise Server is then uninstalled, the business view no longer has any object type associated with it. Therefore, in the Enterprise Server console, the Assignments page for that business view may not work correctly.

Workaround:

Either delete the business view or associate it with a supported object type. You can associate another object type on the Hierarchies page (**Manage > Business Views > Hierarchies**).

## Documentation changes for HSCL Pack 1 Add-on for Enterprise Server online help

The online help included with HSCL Pack 1 Add-on for Enterprise Server contains the following errors in the topics on installing and uninstalling HSCL Pack 1 Add-on for Enterprise Server.

The following file names have been changed:

VRTSvomerhsclpack1-5.0.405.0.sfa

VRTSvomerhsclpack1-5.0.405.0\_Install.log

VRTSvomerhsclpack1-5.0.405.0\_Uninstall.log

The correct file names are as follows:

VRTSvomeshsclpack1-5.0.405.0.sfa

VRTSvomeshsclpack1-5.0.405.0\_Install.log

VRTSvomeshsclpack1-5.0.405.0\_Uninstall.log

The installation and uninstallation topics in these release notes are updated to show the correct file names:

See [“Installing HSCL Pack 1 Add-on for Enterprise Server”](#) on page 15.

See [“Uninstalling HSCL Pack 1 Add-on for Enterprise Server”](#) on page 18.



# Getting help

This chapter includes the following topics:

- [Veritas Operations Manager Advanced on the Web](#)
- [Getting help](#)
- [About Symantec Operations Readiness Tools](#)
- [Using the Veritas Operations Manager Advanced product documentation](#)

## Veritas Operations Manager Advanced on the Web

For comprehensive, up-to-date information about Veritas Operations Manager Advanced, visit the Symantec Web site:

<http://go.symantec.com/vomadvanced>

## Getting help

If an issue arises while you use the products, refer to the product documentation and online Help. If necessary, report it to Symantec.

For technical assistance, visit

[www.symantec.com/enterprise/support/index.jsp](http://www.symantec.com/enterprise/support/index.jsp)

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

## About Symantec Operations Readiness Tools

[Symantec Operations Readiness Tools \(SORT\)](#) is a website that automates and simplifies some of the most time-consuming administrative tasks. SORT helps you manage your datacenter more efficiently and get the most out of your Symantec products.

SORT can help you do the following:

- |   |  |
|---|--|
| Prepare for your next installation or upgrade | <ul style="list-style-type: none"><li>■ List product installation and upgrade requirements, including operating system versions, memory, disk space, and architecture.</li><li>■ Analyze systems to determine if they are ready to install or upgrade Symantec products.</li><li>■ Download the latest patches, documentation, and high availability agents from a central repository.</li><li>■ Access up-to-date compatibility lists for hardware, software, databases, and operating systems.</li></ul> |
| Manage risks                                  | <ul style="list-style-type: none"><li>■ Get automatic email notifications about changes to patches, array-specific modules (ASLs/APMs/DDIs/DDDs), and high availability agents from a central repository.</li><li>■ Identify and mitigate system and environmental risks.</li><li>■ Display descriptions and solutions for hundreds of Symantec error codes.</li></ul>   |
| Improve efficiency                            | <ul style="list-style-type: none"><li>■ Find and download patches based on product version and platform.</li><li>■ List installed Symantec products and license keys.</li><li>■ Tune and optimize your environment.</li></ul>  |

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**Note:** Certain features of SORT are not available for all products. Access to SORT is available at no extra cost.

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To access SORT, go to:

<https://sort.symantec.com>

## Using the Veritas Operations Manager Advanced product documentation

The following guides provide information about Veritas Operations Manager Enterprise Server:

- *Veritas Operations Manager Enterprise Server Getting Started Guide*
- *Veritas Operations Manager Enterprise Server Installation Guide*
- *Veritas Operations Manager Enterprise Server Administrator's Guide*
- *Veritas Operations Manager Enterprise Server User's Guide*

The following guides provide information about Veritas Operations Manager Management Server:

- *Veritas Operations Manager Management Server Getting Started Guide*
- *Veritas Operations Manager Management Server Installation Guide*
- *Veritas Operations Manager Management Server Administrator's Guide*

For complete host operating system and system resource specifications for Enterprise Server and Management Server, as well as any known limitations or issues in this release, see the *Veritas Operations Manager Advanced 5.0 Release Notes*.

For information about the third-party software that this product uses, see the *Veritas Operations Manager Advanced Third-Party License Agreements*.

The latest version of the product documentation is available on the SORT Web site at the following URL:

<https://sort.symantec.com/documents>

For the late breaking news that is related to VOM Advanced 5.0 HSCL Pack 1, use the following Technote:

<http://www.symantec.com/docs/TECH190011>

