

Symantec High Availability Console 6.0.1 Readme

Windows Server 2008 (x64), Windows
Server 2008 R2 (x64)

6.0.1

Symantec™ High Availability Solution Installation and Configuration Guide for VMware

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Product version: 6.0.1

Document version: 6.0.1 Rev 1

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Symantec Corporation
350 Ellis Street
Mountain View, CA 94043

<http://www.symantec.com>

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- Available memory, disk space, and NIC information
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- Version and patch level
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- Router, gateway, and IP address information
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 - Troubleshooting that was performed before contacting Symantec
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Symantec High Availability Console 6.0.1 Readme

This document includes the following topics:

- [About this document](#)
- [About the Symantec High Availability Console](#)
- [Getting started with Symantec High Availability solution](#)
- [Software limitation](#)
- [Known issues](#)
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About this document

This document provides information about the Symantec High Availability Console 6.0.1. Review this document before installing the Console Server.

Note: You must install the Console Server only if you plan to configure application monitoring in a VMware virtual environment.

You can download the latest version of this document from the Symantec SORT website.

<https://sort.symantec.com>

Refer to the *Symantec High Availability Console Installation and Upgrade Guide* for more details on the Console installation requirements, installation workflow and the supported VMware versions and the operating systems.

For more details on configuring the Symantec High Availability solution refer to the *Symantec High Availability Solutions Guide for VMware*.

About the Symantec High Availability Console

You must install the Symantec High Availability Console, if you plan to configure application monitoring in a VMware virtual environment.

You can install the Console server on a system that runs Windows operating system only.

The Symantec High Availability Console enables integration with vSphere Client and configures access control for vCenter Server users to perform the following tasks:

- Install the Symantec High Availability guest components
- Manage the Symantec High Availability guest components licenses
- Configure application monitoring

As part of the Symantec High Availability Console installation, the installer registers the Symantec High Availability plugin for VMware vCenter Server. This plugin is required to view the Symantec High Availability tab, the Symantec High Availability dashboard and the Symantec High Availability home page, in the vSphere Client.

Use the Symantec High Availability tab to configure and control application monitoring on an individual virtual machine.

Use the Symantec High Availability Dashboard to administer application monitoring at a VMware datacenter/cluster level.

Use the Symantec High Availability home page to install the Symantec High Availability guest components and to manage the licenses.

Getting started with Symantec High Availability solution

The Symantec High Availability solution can be deployed by following five simple steps.

The following figure represents the workflow for getting started with the Symantec High Availability solution and the corresponding document you must refer for details.

1.  **Install Symantec High Availability Console**
 Refer
Console Installation and Upgrade Guide
2.  **Install Symantec High Availability Guest Components**
 Refer
Symantec High Availability Solutions Guide for VMware
3.  **Configure Single Sign-on (SSO)**
 Refer
Symantec High Availability Solutions Guide for VMware
4.  **Configure Application Monitoring**
 Refer
Respective Application Configuration Guide
5.  **Monitor Application**
 Refer
Symantec High Availability Solutions Guide for VMware

Software limitation

This section lists the limitations of Symantec High Availability Console 6.0.1

Symantec High Availability Console does not support pure IPv6 protocol

If you are installing the Symantec High Availability Console 6.0.1, the selected system must either have IPv4 or have both IP versions; IPv4 and IPv6 enabled. (2857435)

The Symantec High Availability Console 6.0.1 cannot be installed on a system that has only IPv6 enabled.

Known issues

Lists the Console Server known issues.

Symantec High Availability Console fails to connect to the vCenter Server

While installing the Symantec High Availability Console 6.0.1, you may experience that the Symantec High Availability Console is unable to connect to the VMware vCenter Server. (2826518)

This issue may occur if you are installing the Symantec High Availability Console 6.0.1 on a system that has only IPv6 enabled.

Workaround:

Install the Symantec High Availability Console on a system that has both; IPv4 and IPv6 enabled.

The Symantec High Availability Console installer may display error while installing or repairing the installation

While installing or repairing the Console installation, the installer may display the following error after you click Next on the Post-install Summary page:

```
Unable to configure Symantec ApplicationHA Authentication Service  
due to the following reason-  
Failed to setup agent directory.
```

Even though the wizard displays this error, the installation or repair operation completes successfully.(2924020)

Workaround: Perform the following steps to rectify the issue:

1. Click **OK** on the error message. The wizard proceeds with the remaining tasks and then moves to the Finish page.
2. On the Finish page click **Finish**.
3. From the Microsoft services panel, restart the Veritas Storage Foundation Messaging service.
4. From the command prompt, run the following command:

```
"%INSTALLDIR%\VRTSsfmh\bin\perl.exe"  
"%INSTALLDIR%\ApplicationHA\bin\create_cert.pl"  
AppHAConsoleIP=ConsoleIP
```

Where,

INSTALLDIR is the installation directory where the Console is installed. By default the installation directory is `c:\Program Files\Veritas`.

5. From the Microsoft services panel, restart the Symantec ApplicationHA Service.

Documentation errata

The information in this section updates the information provided in the product documentation (available in the software disc) for Veritas Storage Foundation and High Availability 6.0.2 Solution for Windows, Veritas Cluster Server 6.0.2 for Windows and Symantec High Availability Solution 6.0.2 for VMware.

Symantec High Availability Console Installation and Upgrade Guide

The existing guide (available in the software disc) mentions the following on page 1 and 2, and the pdf file name:

- Supported Windows operating system: Windows Server 2012 (x64)
- Product version: 6.0.2
- Document version: 6.0.2.Rev 0
- PDF file name: sha_console_install_6.0.2.pdf

These details are incorrect.

Release 6.0.2 is a platform release to support Windows Server 2012. It includes Symantec High Availability Guest Components version 6.0.2. However, Symantec High Availability Console Server version continues to be 6.0.1.

There is no Symantec High Availability Console Server version 6.0.2.

The Symantec High Availability Guest Components 6.0.2 support Windows Server 2012. However, the Symantec High Availability Console Server 6.0.1 does not support Windows Server 2012. You must install the Console Server on a system running Windows Server 2008 (x64) or Windows Server 2008 R2 (x64) operating system.

The correct versions, operating system and the pdf file name should be as follows:

- Supported Windows operating system: Windows Server 2008 (x64), Windows Server 2008 R2 (x64)

- Product version: 6.0.1
- Document version: 6.0.1.Rev 1
- PDF file name: sha_console_install_6.0.1.pdf

Symantec High Availability Console Readme

The existing readme (available in the software disc) mentions the following on page 1 and 2, and the pdf file name:

- Supported Windows operating system: Windows Server 2012 (x64)
- Product version: 6.0.2
- Document version: 6.0.2.Rev 0
- Document title: Symantec High Availability Console 6.0.2 Readme
- PDF file name: sha_console_readme_6.0.2.pdf

These details are incorrect.

Release 6.0.2 is a platform release to support Windows Server 2012. It includes Symantec High Availability Guest Components version 6.0.2. However, Symantec High Availability Console Server version continues to be 6.0.1.

There is no Symantec High Availability Console Server version 6.0.2.

The Symantec High Availability Guest Components 6.0.2 support Windows Server 2012. However, the Symantec High Availability Console Server 6.0.1 does not support Windows Server 2012. You must install the Console Server on a system running Windows Server 2008 (x64) or Windows Server 2008 R2 (x64) operating system.

The correct versions, operating system, document title and the pdf file name should be as follows:

- Supported Windows operating system: Windows Server 2008 (x64), Windows Server 2008 R2 (x64)
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