

# Veritas™ Disaster Recovery Advisor Release Notes

AIX, ESX, HP-UX, Linux, Solaris,  
Windows Server

6.1.2HF1



# Veritas Disaster Recovery Advisor Release Notes

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Product version: 6.1.2HF1

Document version: 6.1.2 Rev 1

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j-Interop: Pure Java - COM Bridge

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- 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
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## Introduction

This document provides important information about Veritas Disaster Recovery Advisor (DRA) by Symantec.

Before you install DRA, review this entire document and read the Late Breaking News TechNote for the latest information on updates, patches, and software issues for this release:

[www.symantec.com/docs/TECH68401](http://www.symantec.com/docs/TECH68401)

## DRA features

DRA is a data protection risk assessment solution that lets you diagnose high availability (HA) and disaster recovery (DR) problems (also called gaps) and optimize data protection. DRA enables enterprises to effectively manage business continuity implementations, to ensure that their critical business data is protected. DRA automatically detects and alerts you to any potential gaps, best practice violations, or service level agreement (SLA) breaches.

DRA is an agentless enterprise discovery and monitoring tool that automatically scans your infrastructure and detects gaps and infrastructure vulnerabilities in your HA/DR implementation.

DRA gathers information about your environment and does the following:

- Provides automated insight into your data replication environment to create an online, detailed, and up-to-date HA/DR topology
- Automatically detects and analyzes gaps and unprotected production areas using a signature knowledge base of over 5,000 signatures
- Discovers the current data protection status of your critical applications and compares it to the state needed to comply with HA/DR SLAs

DRA uses this information to provide the following:

- Detailed recommendations on how you can improve your environment, based on best practices and recovery objectives.
- Detailed lists and information about current data protection and HA/DR risks and the prioritized actions for fixing them. DRA also provides a variety of tools that let you drill down and analyze your environment using detailed tables and topology maps. You can use this information to fix the problems that DRA detects.
- Auditing and compliance documentation, including a map of your production environment, disaster recovery configuration, and dependencies.
- Identify differences between production, standby, and DR hosts.

## System requirements and software limitations

Upgrading the DRA database to Oracle 11g is mandatory.

For more information about system requirements and software limitations, see *Veritas Disaster Recovery Advisor Support Requirements*.

## Patch 6.1.2HF1

Patch 6.1.2HF1 corrects two issues found in DRA since release 6.1.2. For more information on these issues, “[Known issues](#)”.

## Installing the patch

- 1 Download patch `DRA6.1.2HF1.exe`.

- 2 On the master DRA server, stop the web server software. Make sure you have administrator privileges and enter:  

```
# net stop TomcatWatchDog  
# net stop tomcat6
```
- 3 Locate the DRA folder. By default, it's on the path:  
C:\Program Files\Apache Software Foundation\Tomcat  
6.0\webapps\  
4 Make a copy of the DRA folder and store it in another location (do not store the copy under the webapps folder). The patch updates files in this folder, so if you need to revert to the unpatched version of DRA, you will need the original folder.
- 5 Go to the folder where you downloaded the patch. Find DRA6.1.2HF1.exe and double-click it.
- 6 Follow the steps in the wizard to install the patch.
- 7 After a successful patch install, start the web server. Enter:  

```
# net start tomcat6  
# net start TomcatWatchDog
```
- 8 Login to DRA.
- 9 Verify that the build number is correct. On the DRA main screen, click "About." The build number should be 33573.

## Uninstalling the patch

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**Note:** Symantec strongly recommends that you install the patch. However, if you need to revert to the unpatched version of DRA 6.1.2, do the following:

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- 1 On the DRA master server, stop the web server software. Make sure you have administrator privileges and enter:  

```
# net stop TomcatWatchDog  
# net stop tomcat6
```
- 2 Locate the DRA folder. By default, it's on the path:  
C:\Program Files\Apache Software Foundation\Tomcat  
6.0\webapps\  
3 Delete the DRA folder
- 4 Locate the original (unpatched) DRA folder that you backed up.
- 5 Copy the folder back to its original location.

```
6 Start the web server. Enter:  
# net start tomcat6  
# net start TomcatWatchDog
```

## Known issues

This DRA release has the following known issues. They should be fixed in future releases.

If you contact Symantec Technical Support about one of these issues, refer to the incident number in brackets.

### Oracle OEM server issues

#### Oracle OEM server display and scanning issue

If you have an Oracle OEM server with many databases, and you configure the server in DRA, discovery or scanning fails. [6771]

**Workaround:** Install DRA 6.1.2 Hot Fix 1.

#### An Oracle database scan might consume a lot of memory

When scanning huge Oracle databases, the scan can consume a lot of memory, which might result in out of memory issues. [6761]

**Workaround:** Install DRA 6.1.2 Hot Fix 1.

### Ticketing and reporting issues

#### For Windows hosts, the HBA Summary report may show used HBAs as unused

For Windows hosts, the Host Bus Adapter (HBA) Summary report may show that HBAs are not in use when they actually are. [6654]

**Workaround:** None.

#### DRA may generate false tickets about database files stored on a mixture of RAID types

When rollback segments and data files are separated, DRA may generate false tickets about database files stored on a mixture of RAID types. [3314]

**Workaround:** Suppress the tickets.

### **DRA may generate false tickets about an EMC Symmetrix device**

DRA may generate false tickets about EMC Symmetrix device ID 000. [4440]

**Workaround:** Suppress the tickets.

### **When the Oracle DataGuard standby server is scanned, DRA may generate false tickets**

When both the primary and standby Oracle DataGuard servers are scanned, DRA may generate false tickets about the standby database server. [6411]

**Workaround:** Suppress the tickets.

### **After an Oracle failover, DRA may generate false tickets**

When an Oracle failover occurs, DRA may generate false tickets about image storage replication errors. [6342]

**Workaround:** Suppress the tickets.

### **If the collector's time is not synchronized, DRA may generate false tickets**

When cluster nodes are scanned using different collectors, DRA may generate false tickets if the collector's time is not synchronized. [6141]

**Workaround:** Suppress the tickets.

## Cycle issues

### **In specific scenarios, when a replication source becomes the target and the target becomes the source, DRA does not calculate the data age for the replication**

This error may occur when, between two scans, the source is changed to be the target and the target was changed to be the source. [4410]

**Workaround:** None.

## Topology view issues

### **The Topology search for relationships may take too long to complete**

When DRA searches for *stored on* between a physical volume and a Symmetrix device, the results may not appear for 15 minutes. [2757]

**Workaround:** Symantec recommends that you use the Topology module, browse to the selected host, and review the associations between the host's physical volumes and Symmetrix devices. This process is more focused, efficient, and significantly shorter.

## Service Level Agreement (SLA) issues

### **In certain circumstances, the SLA module is only partially updated**

Adding a business entity partially updates the SLA module. [4172]

**Workaround:** After you add a business entity, run a full cycle so the changes take effect.

## Configuration issues

### **Setting an SLA in the Edit Business Entity wizard might fail in Internet Explorer (IE) 6**

JavaScript errors may pop up when setting an SLA in the Edit Business Entity wizard using Internet Explorer 6. [5819]

**Workaround:** Try again or use the **Edit Role & SLA Definition** button.

## Scanning issues

### **When DRA scans a suspended DB2 database, queries may fail**

If DRA scans a database when the database is suspended, most queries may fail. [4439]

**Workaround:** None.

### **DB2 discovery fails on a host scanned using a proxy**

DRA cannot discover DB2 on a UNIX host that is scanned through a proxy. [5201]

**Workaround:** Scan the host directly and not through the proxy.

### **DRA may identify unsupported devices incorrectly**

DRA shows unsupported storage array devices as direct-attached storage (DAS) devices, which may open false tickets. [4310]

**Workaround:** Ignore or remove the tickets, or avoid scanning hosts that use storage that DRA does not support.

### **While a scan operation is running, users are not blocked from certain operations**

While a scan operation (connectivity verification, discovery, or scan) is running, a user can edit and delete a host or database. [4312]

**Workaround:** While you run a scan, do not delete or edit the host or database.

### **Only active network interface cards (NICs) are collected on Solaris**

DRA does not collect NICs which are unplumbed. [6100]

**Workaround:** None.

### **HBAs are not collected for HP-UX hosts**

DRA does not collect HBA data for HP-UX hosts. [6653]

**Workaround:** None.

### **IBM DS GlobalMirror replication might not be presented correctly**

DRA may fail to present IBM DS GlobalMirror replication. [6652]

**Workaround:** None.

### **IBM DS/XIV LUN discovery might be incorrect for UNIX hosts**

DRA may fail to discover the correct LUN for UNIX hosts accessing IBM DS or XIV storage. [6651]

**Workaround:** None.

## The collector configuration file is not updated

When you update the DRA server configuration file, the change might not populate to all the collectors. [6650]

**Workaround:** Restart the DRA server and then restart all the collectors.

## Notes

- To avoid false positive tickets about storage access or storage area network (SAN) I/O configuration inconsistency that involves backup servers, configure the backup servers inside a business entity and assign the role Backup.
- After an upgrade, some tickets may be closed and reopened in a different form.

## Limitations

### Oracle database discovery

To discover Oracle databases, start the Oracle process or make sure that the `/etc/oratab` or `/var/opt/oracle/oratab` file should be present.

### Recovery point objective (RPO)/service level agreement (SLA)

DRA also has the following RPO/SLA limitations:

- RPO/SLA is not supported in Hitachi Data System (HDS)
- RPO/SLA for NetAPP works only for direct replication from primary devices
- RPO/SLA for CLARiiON works only for direct replication from primary devices
- RPO/SLA is not calculated for EMC CLARiiON MirrorView/S
- RPO/SLA is not calculated for IBM DS and XIV

### No topology images in Ticket Details report

Ticket Details report might be generated without topology images if many tickets are included. [3690]

**Workaround:** Run the report on selective tickets or increase the `Ticket details report topology number of tickets limitation system` property.



## Getting help

If you have a current support agreement, you may access Symantec Technical Support information here:

[www.symantec.com/business/support/contact\\_techsupp\\_static.jsp](http://www.symantec.com/business/support/contact_techsupp_static.jsp)

Customer service information is available here:

[www.symantec.com/support/assistance\\_care.jsp](http://www.symantec.com/support/assistance_care.jsp)

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**Note:** If you forget or lose the DRA administrator password, contact Symantec Technical Support.

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