Symantec ApplicationHA Getting Started Guide

Windows on Hyper-V

6.1

Symantec™ ApplicationHA Deployment Guide

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www.symantec.com/business/support/contact_techsupp_static.jsp

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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:
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  - Troubleshooting that was performed before contacting Symantec
  - Recent software configuration changes and network changes

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www.symantec.com/business/support/

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www.symantec.com/business/support/

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- Product registration updates, such as address or name changes
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- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Information about the Symantec Buying Programs
- Advice about Symantec's technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs or manuals

Support agreement resources

If you want to contact Symantec regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Asia-Pacific and Japan	customercare_apac@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

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http://www.symantec.com/connect/storage-management

Documentation

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doc_feedback@symantec.com

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https://www-secure.symantec.com/connect/storage-management/
forums/storage-and-clustering-documentation

Introducing Symantec ApplicationHA

This document includes the following topics:

- What is ApplicationHA

- How ApplicationHA works in Hyper-V environment

- About ApplicationHA licenses

- Supported software

- Getting started with ApplicationHA in Hyper-V environment

- Documentation

What is ApplicationHA

ApplicationHA is one of the application availability management solution from Symantec.

ApplicationHA provides monitoring capabilities for applications running inside virtual machines that are configured on a Hyper-V host. It monitors an application in a start/stop mode on a single virtual machine and adds a level (virtual machine restart) of recovery feature to that provided by Microsoft Failover Cluster.

ApplicationHA employs the agent framework to monitor the state of applications and their dependent components running on the virtual machines. Specific agents are available to monitor the application, storage, and network components. Together, these agents monitor the overall health of the configured applications by running specific commands, tests, or scripts.

How ApplicationHA works in Hyper-V environment

Symantec ApplicationHA uses the agent framework to monitor the state of the applications and their dependent components running on the virtual machines. These agents monitor the overall health of the configured applications by running specific commands, tests, or scripts. The agents are installed when you install ApplicationHA.

When you configure application monitoring, the ApplicationHA Heartbeat agent begins to monitor the application components and conveys its status to the Hyper-V host in form of a heartbeat.

If an application fails, ApplicationHA performs the following actions in the specified sequence:

1. The ApplicationHA agents attempt to restart the components for a configurable number of times.

2. If you have configured ApplicationHA-initiated virtual machine restart, ApplicationHA gracefully restarts the virtual machine. This action is not performed if you have not configured ApplicationHA-initiated virtual machine restart. ApplicationHA then skips this action and proceeds to step 3.

3. If the application fails to start, ApplicationHA sends an "Applications Critical" heartbeat to the Hyper-V host.

4. Depending on the VM Monitoring configuration, the Recovery features of the application take action.

About ApplicationHA licenses

Symantec ApplicationHA is a licensed product. Licensing for Symantec ApplicationHA are applicable on a per virtual machine basis.

During installation, the product installer provides the following options to specify the license details:

■ Keyless
   A keyless license installs the embedded keys.
   You can use the keyless license for 60 days. If you install the product using the keyless option, a message is logged everyday in the Event Viewer indicating that you must perform any one of the following tasks, within 60 days of product installation. Failing this, a non-compliance error is logged every four hours.

   ■ Add the system as a managed host to a Veritas Operations Manager (VOM) Management Server.

■ Add an appropriate and valid license key on this system using the Symantec product installer from Windows Add/Remove Programs.

■ User Entered Key
In case of an User Entered Key license, you must procure an appropriate license key from the Symantec license certificate and portal.
https://licensing.symantec.com/

Supported software

For the latest information on the supported hardware and software, refer to the hardware and software compatibility lists at the following location:
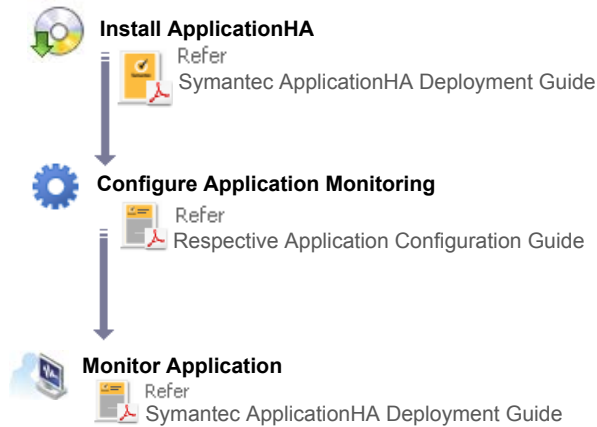
For Software Compatibility List (SCL):

http://www.symantec.com/docs/TECH209010

For Hardware Compatibility List (HCL):

http://www.symantec.com/docs/TECH208993

Getting started with ApplicationHA in Hyper-V environment

The following figure represents the workflow for getting started with Symantec ApplicationHA in a Hyper-V environment. It also shows the corresponding document you must refer to for details.

Figure 1-1   Getting started with ApplicationHA in Hyper-V environment

Install ApplicationHA

Refer
Symantec ApplicationHA Deployment Guide

Configure Application Monitoring

Refer
Respective Application Configuration Guide

Monitor Application

Refer
Symantec ApplicationHA Deployment Guide

Documentation

All product documentation is available in Adobe Portable Document Format (PDF).

You can view and print the PDF documents with Adobe Acrobat Reader. For more information on the latest version of Acrobat Reader, or for help with the Acrobat Reader installation, visit the Adobe web site at:

http://www.adobe.com

Where to find the documents

The product documentation is available at the following locations:

■ On the software disks in the \Docs directory and, in some cases, at the root of the disk directory structure. To view a document, explore the software disk and double-click the file name.

■ On the Symantec Support web site at:
http://www.symantec.com/business/support/index.jsp

■ On the Symantec Operations Readiness Tools (SORT) website at:
https://sort.symantec.com

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Include the title of the document and chapter and section titles of the text on which you are reporting. Our goal is to ensure customer satisfaction by providing effective, quality documentation.