

# Symantec<sup>™</sup> Disaster Recovery Advisor Getting Started Guide

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

6.3

# Symantec Disaster Recovery Advisor Getting Started Guide

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j-Interop: Pure Java - COM Bridge

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# Technical Support

Symantec Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within Symantec to answer your questions in a timely fashion. For example, the Technical Support group works with Product Engineering and Symantec Security Response to provide alerting services and virus definition updates.

Symantec's support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

For information about Symantec's support offerings, you can visit our website at the following URL:

<http://www.symantec.com/business/support/index.jsp>

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

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

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

When you contact Technical Support, please have the following information available:

- Product release level
- 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
  - Recent software configuration changes and network changes

## Licensing and registration

If your Symantec product requires registration or a license key, access our technical support Web page at the following URL:

<http://www.symantec.com/business/support/>

## Customer service

Customer service information is available at the following URL:

<http://www.symantec.com/business/support/>

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- 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](mailto:customercare_apac@symantec.com)

Europe, Middle-East, and Africa [semea@symantec.com](mailto:semea@symantec.com)

North America and Latin America [supportsolutions@symantec.com](mailto:supportsolutions@symantec.com)

## Documentation

Product guides are available on the media in PDF format. Make sure that you are

using the current version of the documentation. The document version appears on page 2 of each guide. The latest product documentation is available on the Symantec website.

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

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:

[doc\\_feedback@symantec.com](mailto:doc_feedback@symantec.com)



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## Symantec Disaster Recovery Advisor

### What's included

This guide provides an overview of the software that is included in this release. It also explains how to obtain a product license and describes the method for installing Symantec™ Disaster Recovery Advisor (DRA) by Symantec.

Topics include:

- [“Overview”](#) on page 10.
- [“Licensing”](#) on page 10.
- [“About this release”](#) on page 10.
- [“Supported platforms”](#) on page 11.
- [“Release contents”](#) on page 12.
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- [“Documentation feedback”](#) on page 13.

## Overview

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

For the latest information on updates and software issues for this release, see the Late-Breaking News TechNote:

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

## Licensing

DRA is a licensed product. Your DRA license controls the number of hosts that you can scan and is perpetual. DRA comes with a 14-day trial period.

For information on activating your DRA license, see the *Symantec Disaster Recovery Advisor User's Guide*.

## About this release

DRA is a data protection risk assessment solution that lets you diagnose disaster recovery problems (also called gaps) and optimize data protection. DRA enables enterprises to effectively manage business continuity implementations to ensure that 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 Disaster Recovery 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 disaster recovery 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 Disaster Recovery 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 disaster recovery 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.

## Supported platforms

DRA runs on Windows Server 2008 R2 Standard Edition 64-bit. DRA requires administrator rights on the DRA application server.

[Table 1-1](#) lists the servers that DRA can scan.

**Table 1-1** Servers that DRA can scan

Server	Operating system version	Processor architecture
AIX	4 and later	POWER3 series and later
HP-UX	11 and later	PA8700/8800/8900, IA64, IA64 Dual Core Montecito
Linux Red Hat/SUSE	Red Hat Advanced Server, SUSE	Intel EM64T, AMD Opteron
Solaris	8 and later	UltraSPARC II/III/IV/T1/T2/T2+, SPARC64-V/ VI / VII series
Solaris x64	8 and later	Intel EM64T, AMD Opteron
Windows	Windows Server XP Windows Server 2000 Windows Server 2003 Windows Server 2008 Windows Server 2008 R2	Intel EM64T, AMD Opteron
ESX, ESXi	3.5 and later	

For detailed information about supported hardware and software, and the other entities DRA can scan, see *Symantec Disaster Recovery Advisor Support Requirements*.

## Release contents

[Table 1-2](#) lists the directories and files that are included in this release.

**Table 1-2** Release contents

Directory or File	Contents
copyright	Copyright statement
documentation	Directory containing the DRA guides
getting_started.pdf	This document
dra_3rdpartyattributions.pdf	Third-party legal notices
DRA_6.3.exe	DRA executable file

## About installation

The DRA installation wizard leads you step-by-step through the process of installing or upgrading to this release of DRA.

Before you install, be sure to read:

- The *Symantec Disaster Recovery Advisor Release Notes*
- The *Symantec Disaster Recovery Advisor Deployment Guide*
- The “Installing or upgrading DRA” chapter of the *Symantec Disaster Recovery Advisor User’s Guide*

## About the guides

Product guides are in Adobe Portable Document Format (PDF) and included in the `documentation` directory.

[Table 1-3](#) lists the titles and file names of the DRA guides.

**Table 1-3** Symantec Disaster Recovery Advisor guides

Title	File name
<i>Symantec Disaster Recovery Advisor Getting Started Guide</i>	getting_started.pdf
<i>Symantec Disaster Recovery Advisor Release Notes</i>	dra_notes.pdf
<i>Symantec Disaster Recovery Advisor Support Requirements</i>	dra_support.pdf

**Table 1-3** Symantec Disaster Recovery Advisor guides

Title	File name
<i>Symantec Disaster Recovery Advisor Deployment Requirements</i>	dra_deployment.pdf
<i>Symantec Disaster Recovery Advisor User's Guide</i>	dra_users.pdf
<i>Symantec Disaster Recovery Advisor Third-party Legal Notices</i>	dra_3rdpartyattributions.pdf

## Documentation feedback

Email comments about the product guides to:

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Please include the title and product version of the guide you are commenting on.

