

# Symantec High Availability Console Release Notes

Windows Server 2008 R2, Windows  
Server 2012, Windows Server 2012 R2

6.1

# Symantec™ High Availability Console Release Notes

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Product version: 6.1

Document version: 6.1 Rev 0

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# Symantec High Availability Console Release Notes

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## About this document

This document provides information about the Symantec High Availability Console 6.1.

Review this document before installing the Console Server.

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

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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 operating systems.

## 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.

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**Note:** You can configure application monitoring on the Windows as well as Linux systems. However, you can install the Console on a system that runs Windows operating system only.

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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 and ApplicationHA guest components
- Manage the Symantec High Availability and ApplicationHA licenses
- Configure application monitoring
- In case of ApplicationHA, configure cross-site single sign-on for site recovery and register the virtual machines for auto recovery

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, using 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.

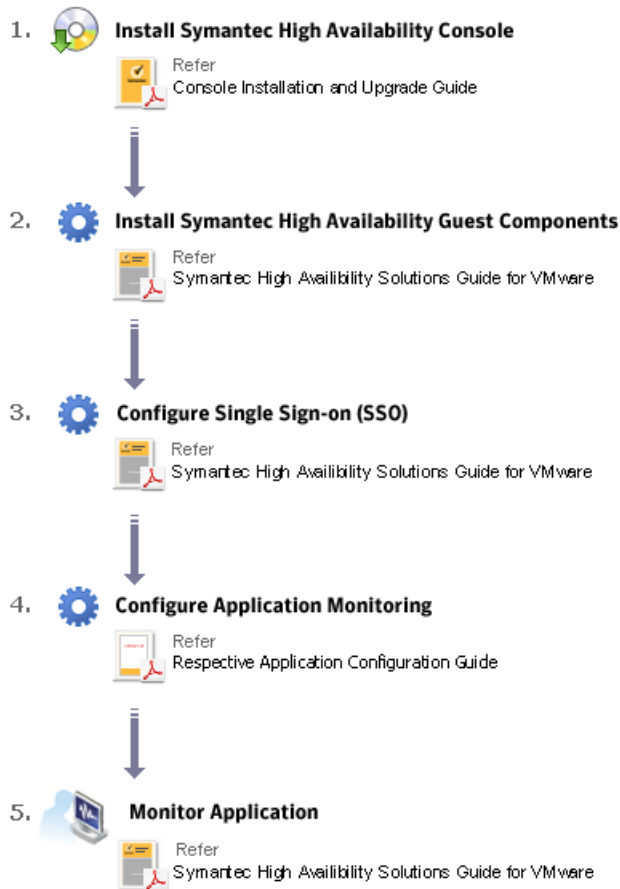
Use the Symantec High Availability home page to install guest components, manage licenses and to configure cross-site single sign-on for site recovery (only in case of ApplicationHA).



# 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.



## Getting started with ApplicationHA

The following figure represents the workflow for getting started with ApplicationHA and the corresponding document you must refer for details:



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**Note:** The Symantec High Availability Console enables ApplicationHA integration with VMware vSphere Client to perform the following ApplicationHA tasks:

- Install ApplicationHA
- Configure cross site single sign-on for site recovery configuration
- Register virtual machine for auto recovery, if virtual machine auto recovery is configured
- Administer application monitoring

If you do not want to configure site recovery, register the virtual machine for auto recovery, or use the VMware vSphere Client to install ApplicationHA and administer application monitoring, then you need not install Symantec High Availability Console.

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## What's new

This section describes the new features and changes introduced in this release.

### Windows Server 2012 and 2012 R2 support for Console

With this release, Symantec High Availability Console introduces support for Windows Server 2012 and Windows Server 2012 R2.

You can thus install the Symantec High Availability Console 6.1 on the systems running Windows Server 2012 and Windows Server 2012 R2 operating system.

For more information, see the *Symantec High Availability Console Installation and Upgrade Guide*.

### vSphere integrated option allows guest installation on Windows Server 2012 and 2012 R2 systems

The vSphere integrated option that is available to install the Symantec High Availability guest components now enables you to install the guest components on systems running Windows Server 2012 and Windows Server 2012 R2 operating system. You can now install these components without executing the ApplyPatch.bat file.

The Symantec High Availability Console 6.0.1 did not support Windows Server 2012. As a result, installation of 6.0.2 Guest Components failed with an unsupported OS error, on Windows Server 2012 systems. This occurred when you launched the installer from vSphere integrated option.

As a resolution, the ApplyPatch.bat file was used to take a back up of the existing xml file and replace it with the updated file. The updated file included Windows Server 2012 as a supported OS for installing 6.0.2 Guest Components.

Since the Console now supports Windows Server 2012 and Windows Server 2012 R2, you can install the guest components without executing the ApplyPatch.bat file.

## No longer supported

This section lists the features deprecated in this release.

### Windows Server 2008

Symantec High Availability Console is no longer supported on Windows Server 2008.

## 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, the selected system must either have IPv4 or have both IP versions; IPv4 and IPv6 enabled. (2857435)

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

## Known issues

Lists the Console Server known issues.

### Symantec High Availability Console uninstallation fails to remove the "ApplicationHA" folder

After you uninstall Symantec High Availability Console, you may experience that the "ApplicationHA" folder is still retained at the following location (3414969):

%programdata%\Symantec

The existence of this "ApplicationHA" folder does not cause any issue during Console reinstall. However, the SSO configuration may fail when you attempt to configure SSO after reinstalling the Symantec High Availability Console.

Workaround: To resolve the issue, perform the following steps:

1. Before reinstalling Console, stop the Veritas Messaging Service.
2. On the machine where you want to reinstall Console, navigate to the following path and delete the "ApplicationHA" folder:  
`%programdata%\Symantec`
3. Reinstall Console and then configure SSO.

## Re-installation of earlier version of Console may fail even if the latest version is uninstalled

You may experience that the Console installation fails if you attempt to reinstall the earlier version of Console after uninstalling its latest version. (3225809)

This issue occurs if you do not reboot the system after uninstalling the latest Console version.

Workaround: If you plan to uninstall the latest Console version and reinstall its earlier version, then you must reboot the system after uninstalling the Console. After the reboot you can reinstall the earlier version of Console.

## Symantec High Availability Console fails to connect to the vCenter Server

While installing the Symantec High Availability Console, 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 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.