

Symantec™ Disaster Recovery Advisor Support Requirements

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

6.3

Symantec Disaster Recovery Advisor Support Requirements

Legal Notice

Copyright © 2014 Symantec Corporation. All rights reserved.

Product version: 6.3

Document version: 6.3 Rev 1

Symantec, the Symantec Logo, Veritas and Veritas Storage Foundation are trademarks or registered trademarks of Symantec Corporation or its affiliates in the U.S. and other countries. Other names may be trademarks of their respective owners.

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation/reverse engineering. No part of this document may be reproduced in any form by any means without prior written authorization of Symantec Corporation and its licensors, if any.

THE DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID. SYMANTEC CORPORATION SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES IN CONNECTION WITH THE FURNISHING, PERFORMANCE, OR USE OF THIS DOCUMENTATION. THE INFORMATION CONTAINED IN THIS DOCUMENTATION IS SUBJECT TO CHANGE WITHOUT NOTICE.

The Licensed Software and Documentation are deemed to be commercial computer software as defined in FAR 12.212 and subject to restricted rights as defined in FAR Section 52.227-19 "Commercial Computer Software - Restricted Rights" and DFARS 227.7202, "Rights in Commercial Computer Software or Commercial Computer Software Documentation", as applicable, and any successor regulations. Any use, modification, reproduction release, performance, display or disclosure of the Licensed Software and Documentation by the U.S. Government shall be solely in accordance with the terms of this Agreement.

Symantec Corporation
350 Ellis Street
Mountain View, CA 94043
<http://www.symantec.com>

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 maintenance 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 Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers automatic software upgrade protection
- Global support that is available 24 hours a day, 7 days a week
- Advanced features, including Account Management Services

For information about Symantec's Maintenance Programs, you can visit our Web site at the following URL:

www.symantec.com/techsupp

Contacting Technical Support

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

http://www.symantec.com/business/support/assistance_care.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:

www.symantec.com/techsupp

Customer service

Customer service information is available at the following URL:

www.symantec.com/techsupp

Customer Service is available to assist with 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 maintenance 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

Documentation feedback

Your feedback on product documentation is important to us. Send suggestions for improvements and reports on errors or omissions to storage_management_docs@symantec.com.

Include the title and document version (located on the second page), and chapter and section titles of the text on which you are reporting.

Maintenance agreement resources

If you want to contact Symantec regarding an existing maintenance agreement, please contact the maintenance 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

Additional enterprise services

Symantec offers a comprehensive set of services that allow you to maximize your investment in Symantec products and to develop your knowledge, expertise, and global insight, which enable you to manage your business risks proactively.

Enterprise services that are available include the following:

Symantec Early Warning Solutions	These solutions provide early warning of cyber attacks, comprehensive threat analysis, and countermeasures to prevent attacks before they occur.
Managed Security Services	These services remove the burden of managing and monitoring security devices and events, ensuring rapid response to real threats.
Consulting Services	Symantec Consulting Services provide on-site technical expertise from Symantec and its trusted partners. Symantec Consulting Services offer a variety of prepackaged and customizable options that include assessment, design, implementation, monitoring, and management capabilities. Each is focused on establishing and maintaining the integrity and availability of your IT resources.
Educational Services	Educational Services provide a full array of technical training, security education, security certification, and awareness communication programs.

To access more information about Enterprise services, please visit our Web site at the following URL:

www.symantec.com

Select your country or language from the site index.

Contents

Chapter 1	Disaster Recovery Advisor support requirements	
Host requirements	10
Scanned entities	12
Servers	12
Storage arrays	13
Management Consoles	14
Databases	14
Multipath programs	15
Logical volume managers	15
Clusters	16
Application Servers	16

Disaster Recovery Advisor support requirements

This document includes the following topics:

- [“Host requirements”](#) on page 10
- [“Scanned entities”](#) on page 12

Host requirements

This section describes the system requirements for hosts that are installing Disaster Recovery Advisor (DRA).

The recommended server configuration is as follows:

Table 1-1 DRA server requirements

# of scanned hosts	CPUs/cores	RAM	Free disk space	Operating system
Up to 100	2 Intel / AMD (4 recommended)	8 GB	80 GB	Windows Server 2008 R2 ¹ Standard or Enterprise Edition 64-bit
100-500	2 Intel/ AMD (4 recommended)	16 GB	100 GB	
500-1,000	4 Intel / AMD	32 GB	120 GB	
Above 1,000	Specific sizing required			

The following server requirements also apply:

- Database: Oracle 11g Standard or Enterprise installed with full database administrator rights.
- Server: Apache Tomcat 7.0 (the only supported version). Product is automatically installed if not already on your system.
- Web client access:
 - Internet Explorer 6 or later with Java client 1.7 or later.
 - HTTP/HTTPS access from clients to the DRA server through port 8080/8443 (configurable).

DRA requires administrator rights on the DRA application server.

1: If your organization does not plan to use Windows Remote Management (WinRM) to collect data from Windows servers, you can also use Windows Server 2003/2008 64-bit.

Note: If VMware is used, it is recommended that you reserve the required CPU and memory.

The recommended collector configuration is as follows:

Table 1-2 Collector requirements

# of scanned hosts	CPUs/cores	RAM	Free disk space	Operating system
Up to 100	2 Intel / AMD	4 GB	40 GB	Windows Server 2008 R2 ¹ Standard or Enterprise Edition 64-bit
100-500	2 Intel/ AMD	8 GB	50 GB	
500-1,000	4 Intel / AMD	16 GB	60 GB	
Above 1,000	Specific sizing required			

DRA collectors require administrator rights on the server.

1: If your organization does not plan to use Windows Remote Management (WinRM) to collect data from Windows servers, you can also use Windows Server 2003/2008 64-bit.

Note: If VMware is used, it is recommended that you reserve the required CPU and memory.

Scanned entities

This section describes the various servers, storage arrays, and databases that DRA can scan, as well other DRA support requirements.

Servers

[Table 1-3](#) describes the servers that DRA can scan.

Table 1-3 Servers that DRA can scan

Server	Operating system version	Processor architecture
AIX	4 and above	Power3 series and later
HP-UX	11 and above	PA8700/8800/8900, IA64, IA64 Dual Core Montecito
Linux Red Hat/SUSE	RedHat Advanced Server, SUSE	Intel EM64T, AMD Opteron
Solaris	8 and above	UltraSPARC II/III/IV/T1/T2/T2+, SPARC64-V/VI /VII series
Solaris x64	8 and above	Intel EM64T, AMD Opteron
Windows	Windows XP/2000/2003/2008/2008 R2	Intel EM64T, AMD Opteron
ESX, ESXi	3.5 and above	

Storage arrays

[Table 1-4](#) describes the storage arrays that DRA can scan.

Table 1-4 Storage arrays that DRA can scan

Storage array	Supported replications	Comments
EMC Symmetrix (all series) Note: EMC Celleria is not supported.	SRDF, BCV, Clone, Snap	Using SymCLI Note: You must install SymCLI on at least one host.
EMC CLARiiON/VNX Note: CLARiiON/VNX devices connected to hosts via iSCSI are not supported.	SnapView, MirrorView, SAN Copy, RecoverPoint	NaviSecCLI 6.24 and above RecoverPoint 3.X
EMC Isilon	Remote Sync, Snapshot	
EMC DataDomain		
Hitachi HDS/HP XP (all series)	TrueCopy, UniversalReplicator, ShadowImage, QuickShadow	Using Hitachi HiCommand/HP Command View 4 and above
NetApp Filer	SnapMirror, SnapVault	Using Ontap 6 and above
IBM DS (6000, 8000)	FlashCopy, MetroMirror, GlobalCopy, GlobalMirror	Using DSCLI
IBM XIV	Snapshot, RemoteMirror	Using XCLI
IBM SVC	FlashCopy, MetroMirror, GlobalMirror	

Management Consoles

[Table 1-5](#) describes the console applications that DRA can scan.

Table 1-5 Console applications that DRA can scan

Application	Version	Comments
ECC (by EMC)	5 and above	Used only for SAN attached hosts discovery
HiCommand (by Hitachi)	4 and above	
Command View (by HP)	4 and above	
vCenter (by VMware)	3.5 and above	Including SRM
HMC (by IBM)	7 and above	
Oracle Enterprise Manager	11 and above	
NetApp OnCommand Unified Manager Core	5 and above	

Databases

[Table 1-6](#) describes the databases that DRA can scan.

Table 1-6 Databases that DRA can scan

Database	Version	Comments
Oracle	8 and above	Including RAC and ASM Scanned either directly or via OEM
Microsoft SQL Server	2000 and above	
Sybase	12.5 and above	
IBM UDB	8 and above	

Multipath programs

[Table 1-7](#) describes the multipath programs that DRA supports.

Table 1-7 Multipath programs that DRA supports

Software	Comments
AIX MPIO	
EMC PowerPath	
Hitachi Dynamic Link Manager (HDLM)	
HP-UX PVLlinks	
IBM Subsystem Device Driver (SDD)	
Linux MPIO	
NetApp DSM	
Solaris MPxIO	
Symantec Dynamic Multi-Pathing	
Windows 2008 MPIO	

Note: Unless explicitly noted in [Table 1-7](#), all versions of the multipath software are supported.

Logical volume managers

DRA can scan the following logical volume managers (LVMs):

- AIX-native LVM
- HP-UX-native LVM
- Linux LVM2
- Oracle ASM
- Solaris ZFS
- Veritas Volume Manager (VxVM)
- Windows Logical Disk Management

Clusters

DRA supports the following clusters:

- HP Serviceguard (MC/SG)
- HP PolyServe
- IBM PowerHA
- Microsoft Cluster
- Oracle RAC
- Symantec Cluster Server 5.0 and later; prior to release 6.1, this product was known as Veritas Cluster Server
- VMware ESX Cluster

Application Servers

DRA supports the following application servers:

- Apache Tomcat
- IBM WebSphere
- Oracle WebLogic