

Symantec™ High Availability Console Release Notes

Windows

6.2

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- Version and patch level
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 - Troubleshooting that was performed before contacting Symantec
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Symantec High Availability Console Release Notes

This document includes the following topics:

- [About this document](#)
- [Getting started with ApplicationHA](#)
- [Getting started with Symantec High Availability solution](#)
- [What's new](#)
- [Software limitation](#)
- [Known issues](#)

About this document

This document provides information about the Symantec High Availability Console 6.2.

Review this document before installing the Console Server.

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

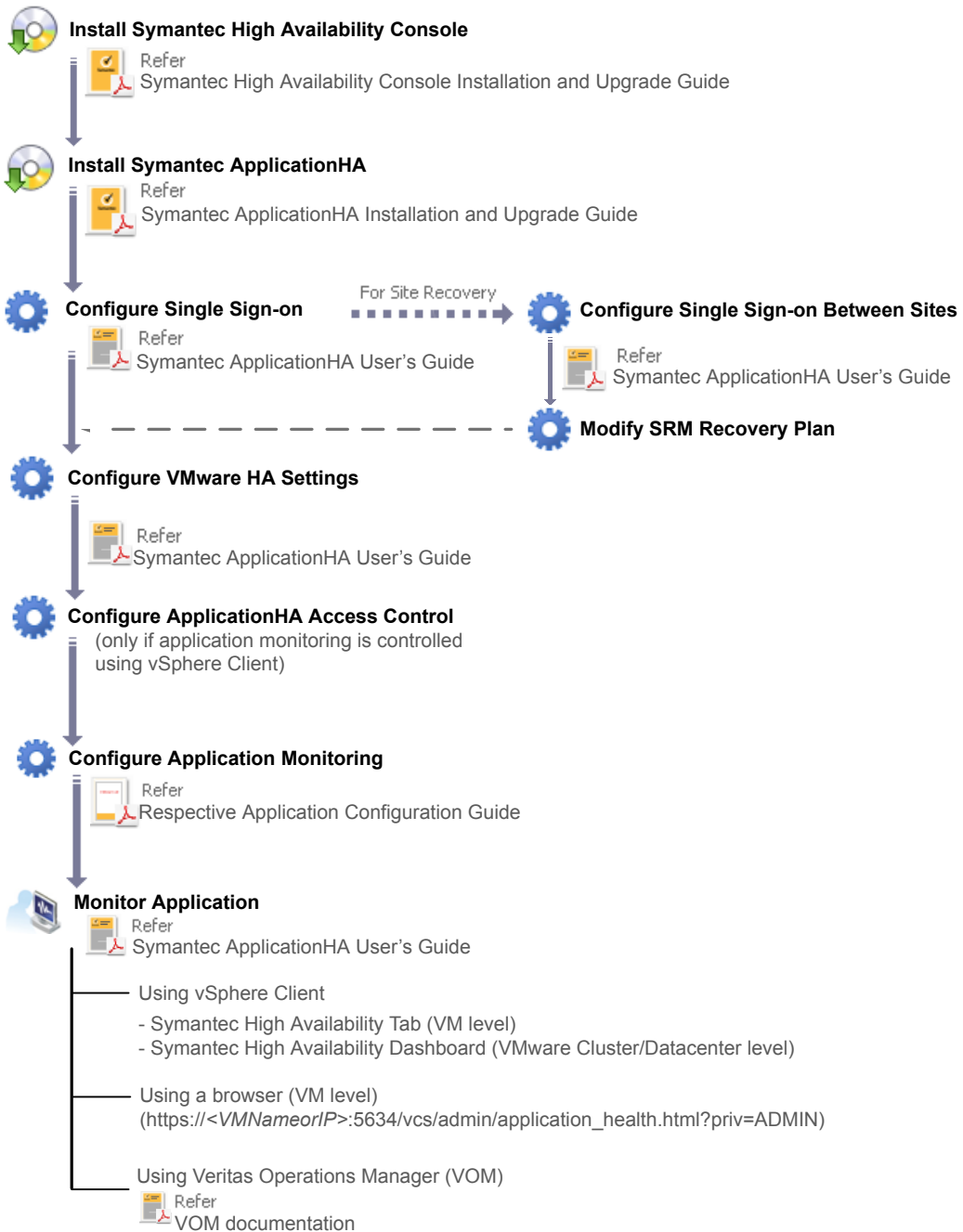
You can download the latest version of this document from the Symantec SORT website.

<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.

Getting started with ApplicationHA

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



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.

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.

-  **1. Install Symantec High Availability Console**
 Refer
Console Installation and Upgrade Guide
-  **2. Install Symantec High Availability Guest Components**
 Refer
Symantec High Availability Solutions Guide for VMware
-  **3. Configure Single Sign-on (SSO)**
 Refer
Symantec High Availability Solutions Guide for VMware
-  **4. Configure Application Monitoring**
 Refer
Respective Application Configuration Guide
-  **5. Monitor Application**
 Refer
Symantec High Availability Solutions Guide for VMware

Note: The document references specified in this workflow are applicable if you configure the Symantec High Availability solution using any of the following versions of the guest components:

- 6.0.x and 6.x guest components on both Windows and Unix platform
- 7.0 guest components on Unix platform only

To configure the Symantec High Availability solution using the 7.0 guest components on Windows platform, refer to the *InfoScale Installation and Upgrade Guide* to perform the task 2 and the respective application configuration guides to perform the task 3 through task 5.

For the 7.0 release, the *Symantec High Availability Solutions Guide for VMware* is deprecated on the Windows platform.

What's new

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

Modified packaging and updates on supported guest components

The Symantec High Availability Console is not available as part of the 7.0 release of Symantec Storage Foundation and High Availability Solution. The Symantec Storage Foundation and High Availability products are now repackaged under the Veritas InfoScale family.

To install the Console you must either download the install package from the following location or use the Symantec Storage Foundation and High Availability Solution 6.2 software disc:

<https://fileconnect.symantec.com>

In addition to the packaging changes, the following supportability changes apply:

- You cannot install the Veritas InfoScale products using the vSphere Client integrated menu.
The installation option continues to appear in the right context menu. However, the wizard does not list the InfoScale products on the Product Selection panel.
- You can use the Symantec High Availability Console 6.2 to manage the applications that are configured for monitoring using InfoScale Availability and InfoScale Enterprise.
- You can use the Symantec High Availability Console 6.2 to manage the licenses of InfoScale Availability and InfoScale Enterprise on the virtual machines where they are installed.

Note: The Symantec High Availability Console will be deprecated from the next release of Veritas InfoScale.

Modified installation files to address the security bug (The HeartBleed Bug)

Symantec has modified the code to fix the security bug (The HeartBleed Bug) vulnerability. The Console now uses the unaffected version of OpenSSL and is not vulnerable to the HeartBleed bug.

The Console uses OpenSSL in the following scenarios:

- If the VCS or ApplicationHA installation is invoked from within the vSphere Client menu, the High Availability Console uses OpenSSL to exchange information with the systems selected for installation.
- If the “Virtual Machine Auto Recovery” feature is configured for virtual machines that are under ApplicationHA control, the High Availability Console uses OpenSSL to communicate with the Backup Exec Media Server that hosts the virtual machine backup information.

Software limitation

This section lists the limitations of Symantec High Availability Console 6.2

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 plugin is disabled after upgrading the ApplicationHA console or the Symantec High Availability console

The process for downloading the Symantec High Availability plugin in the vSphere Client fails and the plugin appears to be disabled after you upgrade the Console

from any of the following base versions to the Symantec High Availability Console 6.2. (3645048)

- ApplicationHA Console 6.0
- Symantec High Availability Console 6.0.1
- Symantec High Availability Console 6.1

This issue occurs due to an internal error.

As a result of this issue, the following interfaces are not added to the vSphere Client:

- Symantec High Availability tab
- Symantec High Availability dashboard
- Context menu to install Symantec High Availability guest components

Workaround

To resolve the issue, you must repair the Console installation after the upgrade is complete.

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.