Veritas InfoScale™ Getting Started Guide

Windows

7.0

VERITAS™

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Product version: 7.0

Document version: 7.0 Rev 0

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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

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- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis

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

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:

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:

www.symantec.com/business/support/

Customer service

Customer service information is available at the following URL:

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_apj@symantec.com
Europe, Middle-East, and Africa	semea@symantec.com
North America and Latin America	supportsolutions@symantec.com

About Symantec Connect

Symantec Connect is the peer-to-peer technical community site for Symantec's enterprise customers. Participants can connect and share information with other product users, including creating forum posts, articles, videos, downloads, blogs and suggesting ideas, as well as interact with Symantec product teams and Technical Support. Content is rated by the community, and members receive reward points for their contributions.

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

Documentation

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

For information regarding the latest HOWTO articles, documentation updates, or to ask a question regarding product documentation, visit the Storage and Clustering Documentation forum on Symantec Connect.

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

Getting started with Veritas InfoScale

This document includes the following topics:

- About this document
- About the Veritas InfoScale product suite
- About Symantec Operations Readiness Tools
- Product workflows
- User interfaces
- Planning tools
- Technical assistance
- Documentation

About this document

The Veritas InfoScale products are used for enterprise data management and protection, high availability, and disaster recovery. This document provides an overview of the InfoScale products and their components that are available in the 7.0 release.

The following documents provide further information that is common to all the InfoScale products:

- *Veritas InfoScale Release Notes*
- *Veritas InfoScale What's New Guide*
- *Veritas InfoScale Installation and Upgrade Guide*

For information about the InfoScale product components and their capabilities, refer to the corresponding administrator's guides and agent guides.

For information about configuring and administering your applications with the InfoScale products, refer to the application-specific implementation guides and solutions guides.

See "Documentation" on page 23.

About the Veritas InfoScale product suite

Veritas InfoScale products address enterprise IT service continuity needs. They provides resiliency and software defined storage for critical services across your datacenter infrastructure.

The Veritas InfoScale product suite offers the following products:

- Veritas InfoScale Foundation
- Veritas InfoScale Availability
- Veritas InfoScale Storage
- Veritas InfoScale Enterprise
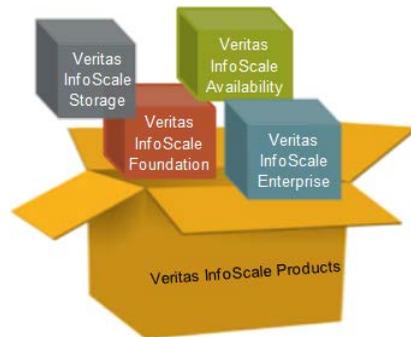
Veritas InfoScale Foundation

Veritas InfoScale Foundation simplifies the management of storage across the data center, with an efficient application-aware storage management solution. This product works across heterogeneous storage and server environments.

The following figure depicts the components that Veritas InfoScale Foundation offers.

Figure 1-1   Veritas InfoScale Foundation components
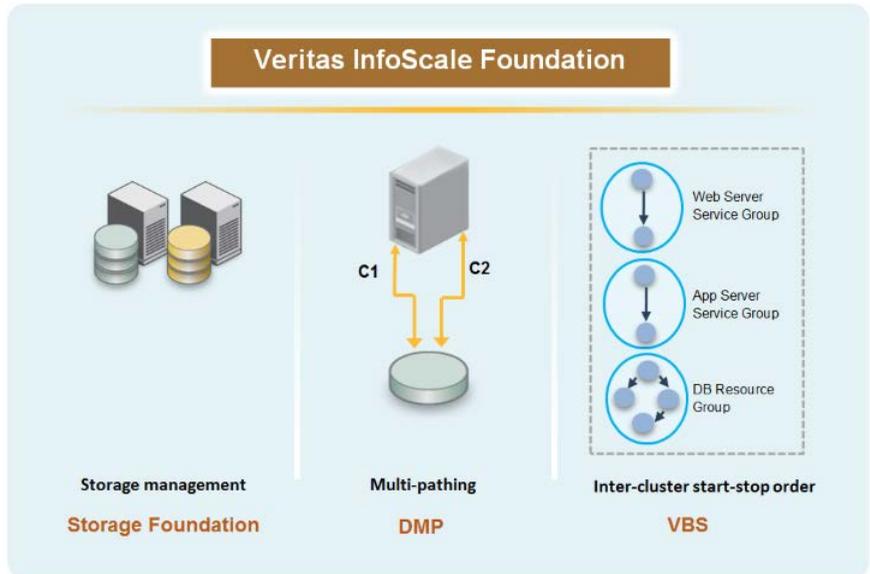
Veritas InfoScale Availability

Veritas InfoScale Availability is a comprehensive high availability and disaster recovery solution that protects critical business services from planned and unplanned downtime. The critical business services include individual databases, custom applications, and complex multi-tiered applications, which may span across physical and virtual environments and over any distance.

The following figure depicts the components that Veritas InfoScale Availability offers.

Figure 1-2   Veritas InfoScale Availability components
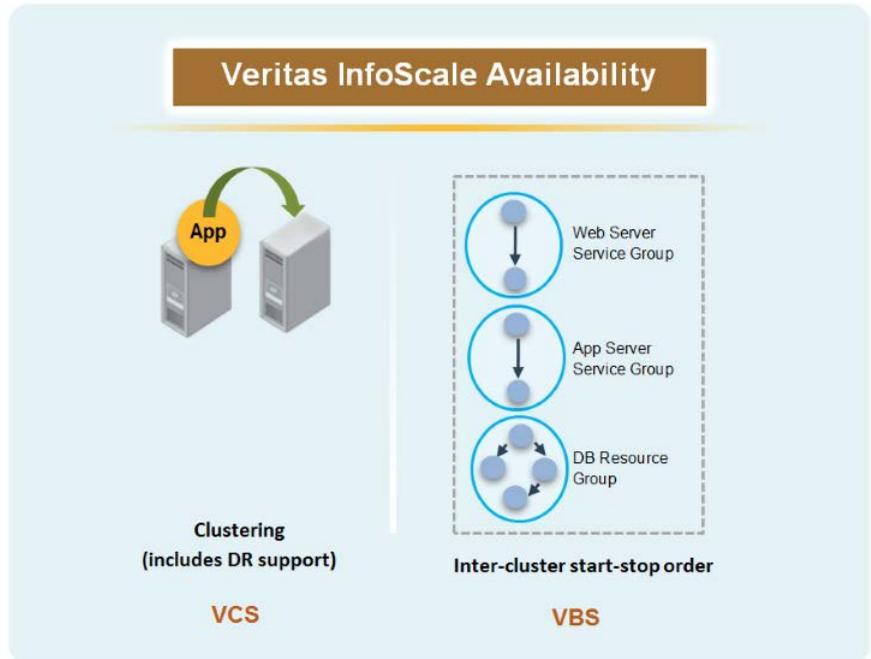
Veritas InfoScale Storage

Veritas InfoScale Storage provides a high-performance storage management solution that maximizes storage efficiency, data availability, operating system agility, and performance. This product works across heterogeneous server and storage environments.

The following figure depicts the components that Veritas InfoScale Storage offers.

Figure 1-3   Veritas InfoScale Storage components
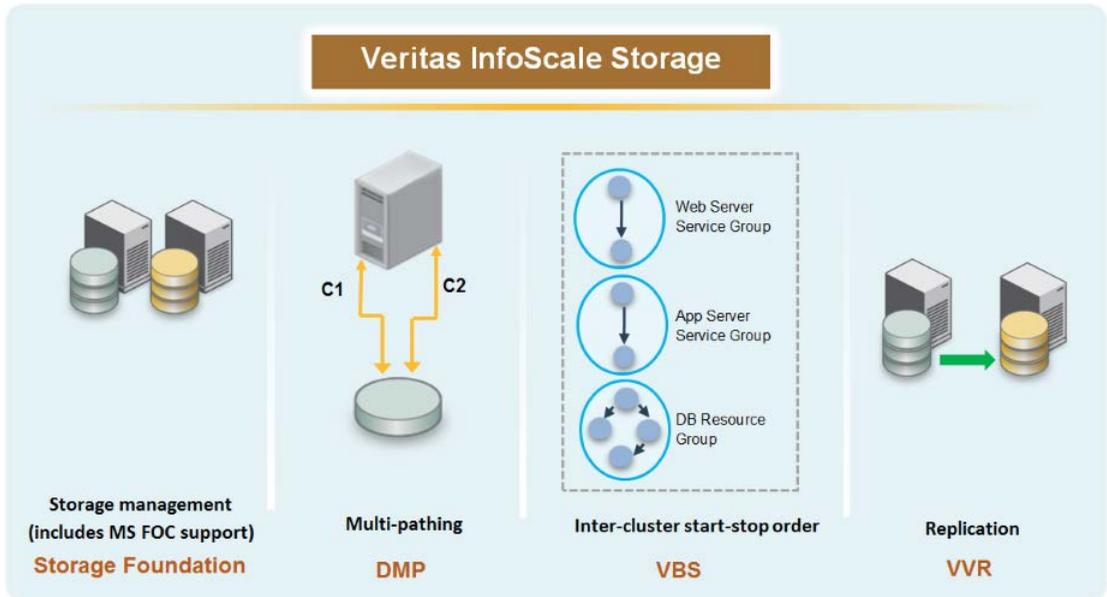
Veritas InfoScale Enterprise

Veritas InfoScale Enterprise provides a powerful combination of comprehensive storage management and application availability. This product helps you to increase performance, flexibility, and efficiency in your data center. With built-in application acceleration, Veritas InfoScale Enterprise lets you optimize data efficiently across heterogeneous storage or server environments and recover applications instantly from downtime. This product delivers unmatched performance and protection for business-critical applications across physical, virtual, or cloud deployments.

The following figure depicts the components that Veritas InfoScale Enterprise offers.

**Figure 1-4**   Veritas InfoScale Enterprise components
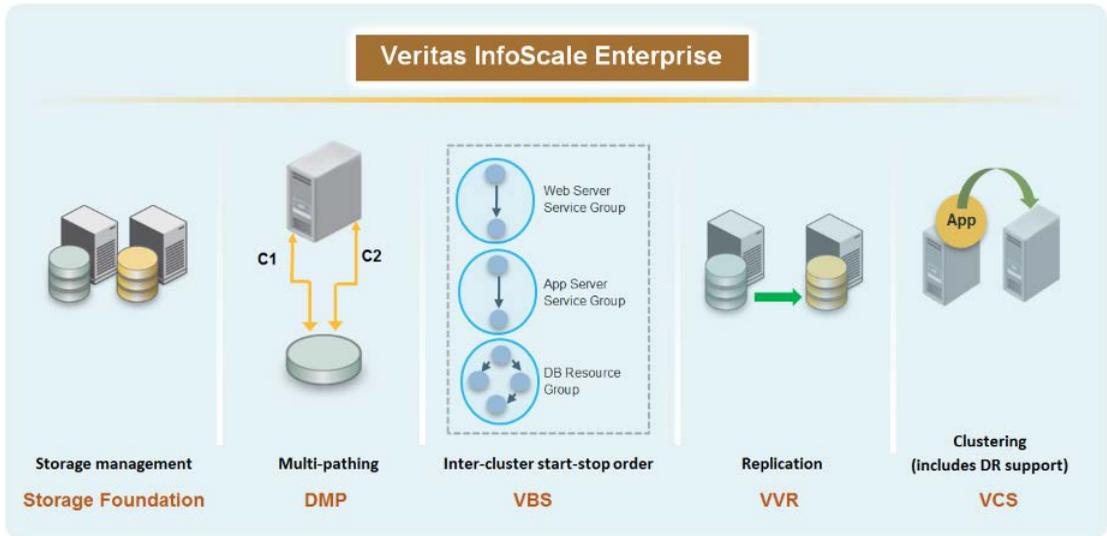
About Symantec Operations Readiness Tools

Symantec Operations Readiness Tools (SORT) is a website that automates and simplifies some of the most time-consuming administrative tasks. It helps you identify risks in your datacenters and improve operational efficiency, enabling you to manage the complexity that is associated with datacenter architectures and scale.

Table 1-1 lists three major datacenter tasks and the SORT tools that can help you accomplish them.

Table 1-1   Datacenter tasks and the SORT tools

Task	SORT tools
Prepare for installations and upgrades	■ Installation and Upgrade checklists Display system requirements including memory, disk space, and architecture. ■ Installation and Upgrade custom reports Create reports that determine if you're ready to install or upgrade a Veritas InfoScale product. ■ Array-specific Module Finder List the latest Array Support Libraries (ASLs) and Array Policy Modules (APMs) for UNIX servers, and Device Driver Installers (DDIs) and Device Discovery Layers (DDLs) for Windows servers. ■ High Availability Agents table Find and download the agents for applications, databases, replication, and Symantec partners.
Identify risks and get server-specific recommendations	■ Patch notifications Receive automatic email notifications about patch updates. (Sign in required.) ■ Risk Assessment check lists Display configuration recommendations based on your Veritas InfoScale product and platform. ■ Risk Assessment custom reports Create reports that analyze your system and give you recommendations about system availability, storage use, performance, and best practices. ■ Error code descriptions and solutions Display detailed information on thousands of error codes.

Table 1-1   Datacenter tasks and the SORT tools *(continued)*

Task	SORT tools
Improve efficiency	■ Patch Finder List and download patches for your Veritas InfoScale enterprise products. ■ License/Deployment custom reports Create custom reports that list your installed Veritas InfoScale products and license keys. Display licenses by product, platform, server tier, and system. ■ Symantec Performance Value Unit (SPVU) Calculator Use the calculator to assist you with the pricing meter transition. ■ Documentation List and download Veritas InfoScale product documentation, including manual pages, product guides, and support articles. ■ Related links Display links to Veritas InfoScale product support, forums, customer care, and vendor information on a single page.

SORT is available at no additional charge.

To access SORT, go to:

https://sort.symantec.com

Product workflows

Veritas InfoScale products can be installed and configured in many different ways depending on the complexity of your IT environment. The following figures depict the basic implementation workflows for each of the InfoScale products, so that you can get started quickly.

**Figure 1-5**   Getting started with InfoScale Foundation

1 Review requirements and install product

Install the product on all the systems on which you want to configure storage. Use the product installer or CLI.

Veritas InfoScale™ Installation and Upgrade Guide

2 Configure multi-pathing

This is an optional step.

Configure multiple paths between a server or a host and a disk in a storage array to add fault tolerance to disk storage.

P1   P2

Dynamic Multi-Pathing for Windows Administrator's Guide

Getting Started with InfoScale Foundation

3 Configure storage components

Use Veritas Enterprise Administrator (VEA) Console to configure the storage components.

Storage Foundation Administrator's Guide

4 Configure VBS

This is an optional step.

Configure inter-cluster dependency to define the start-stop order for multi-tier applications.

Virtual Business Service-Availability User's Guide

**Figure 1-6**   Getting started with InfoScale Storage
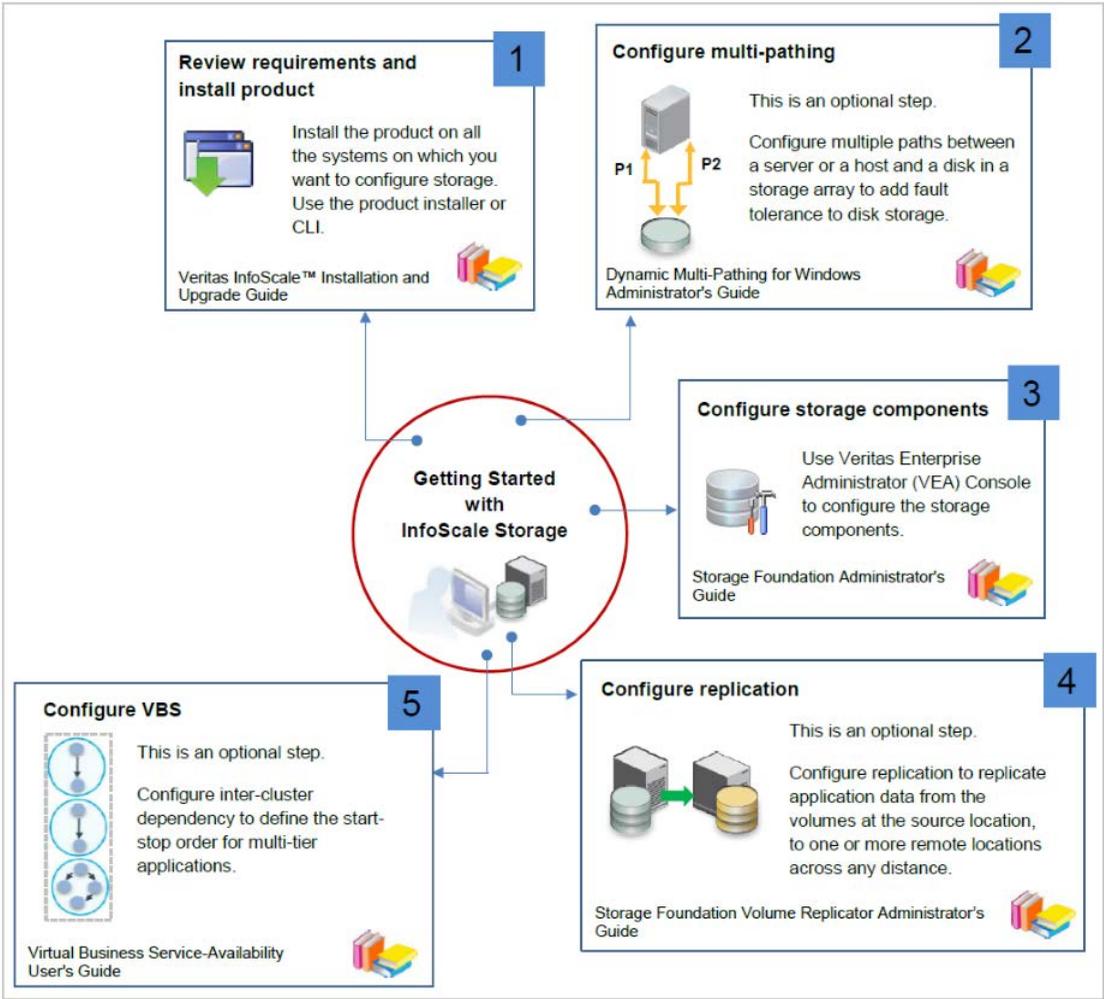
**Figure 1-7**   Getting started with InfoScale Availability
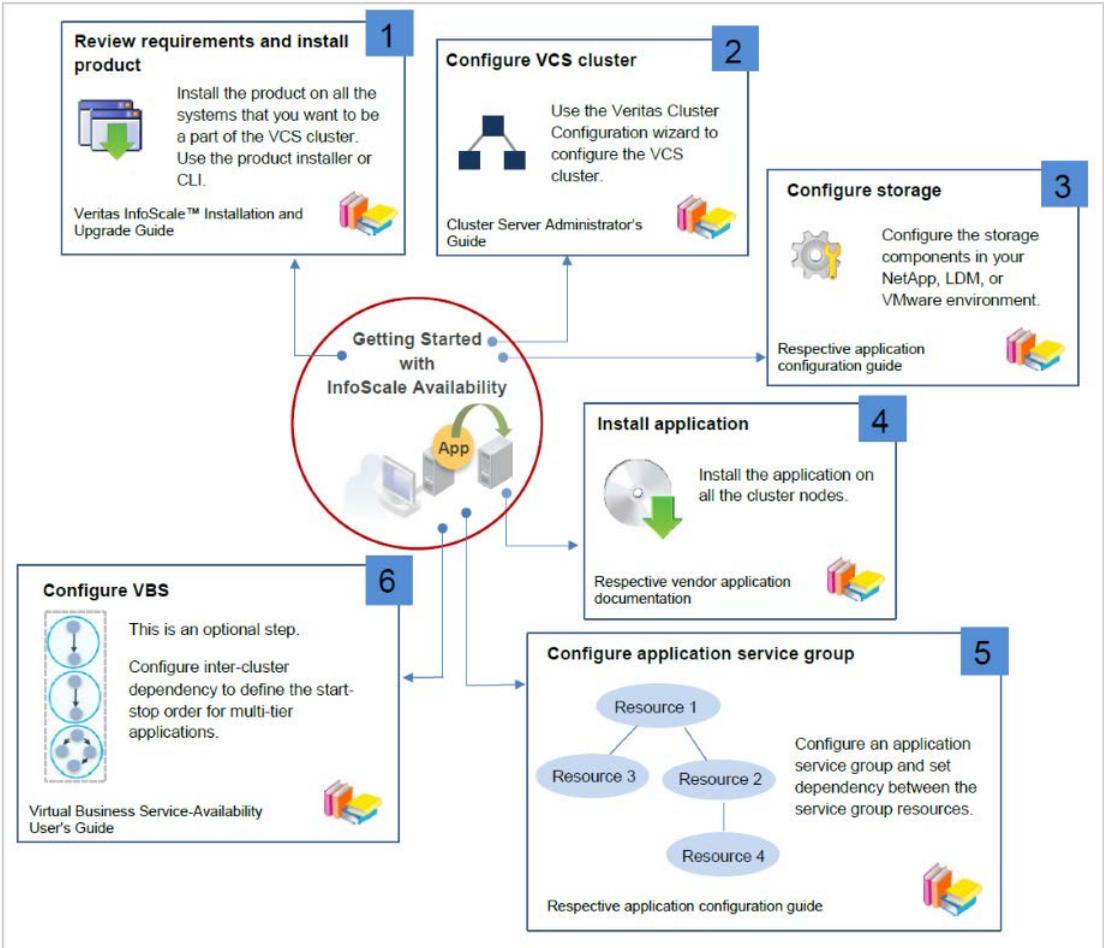
Figure 1-8   Getting started with InfoScale Enterprise
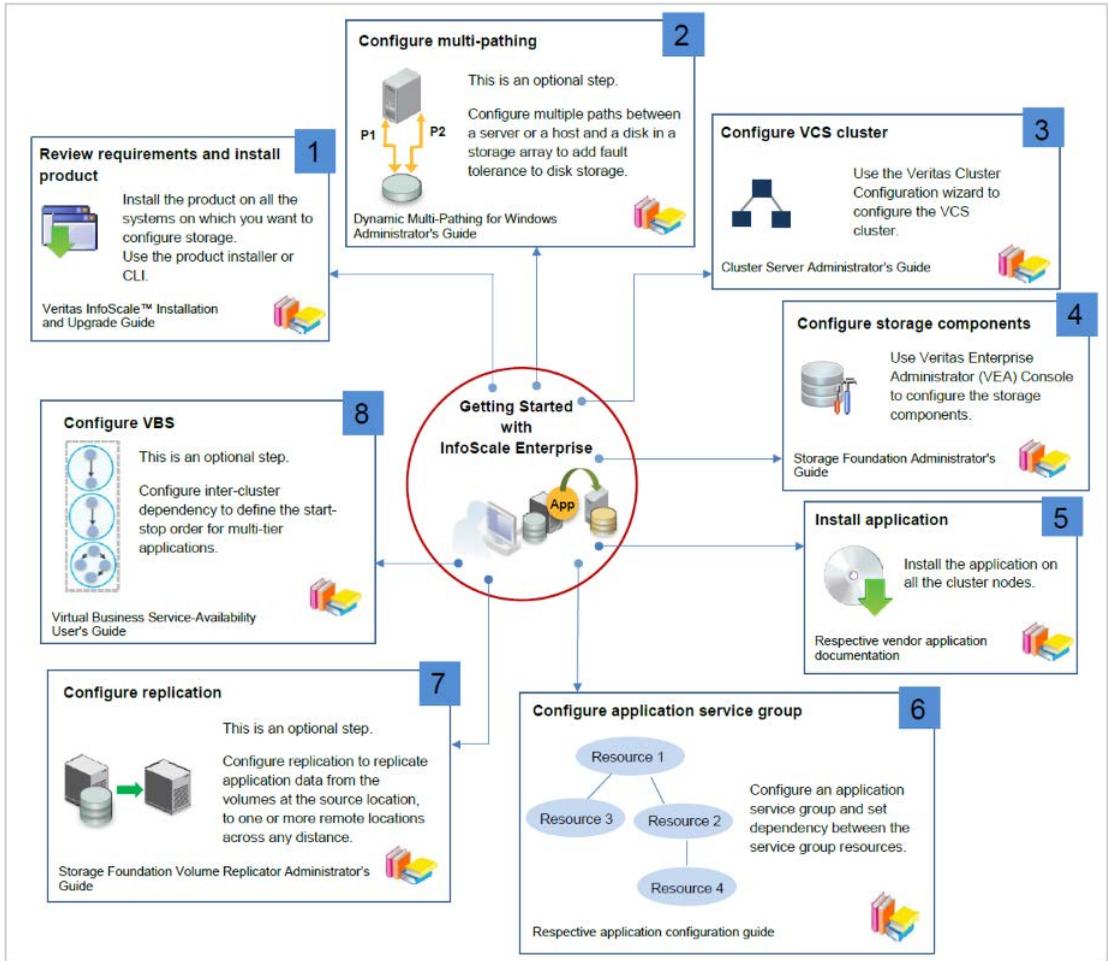
User interfaces

The InfoScale products offer the following user interfaces:

Veritas Enterprise Administrator (VEA) console

The Veritas Enterprise Administrator (VEA) console provides a graphical view of your storage. It lets you monitor and manage storage objects, which include disk groups, disks, volumes, and Fibre Channel and iSCSI storage arrays. The following figure depicts the Disk Groups view of a system.
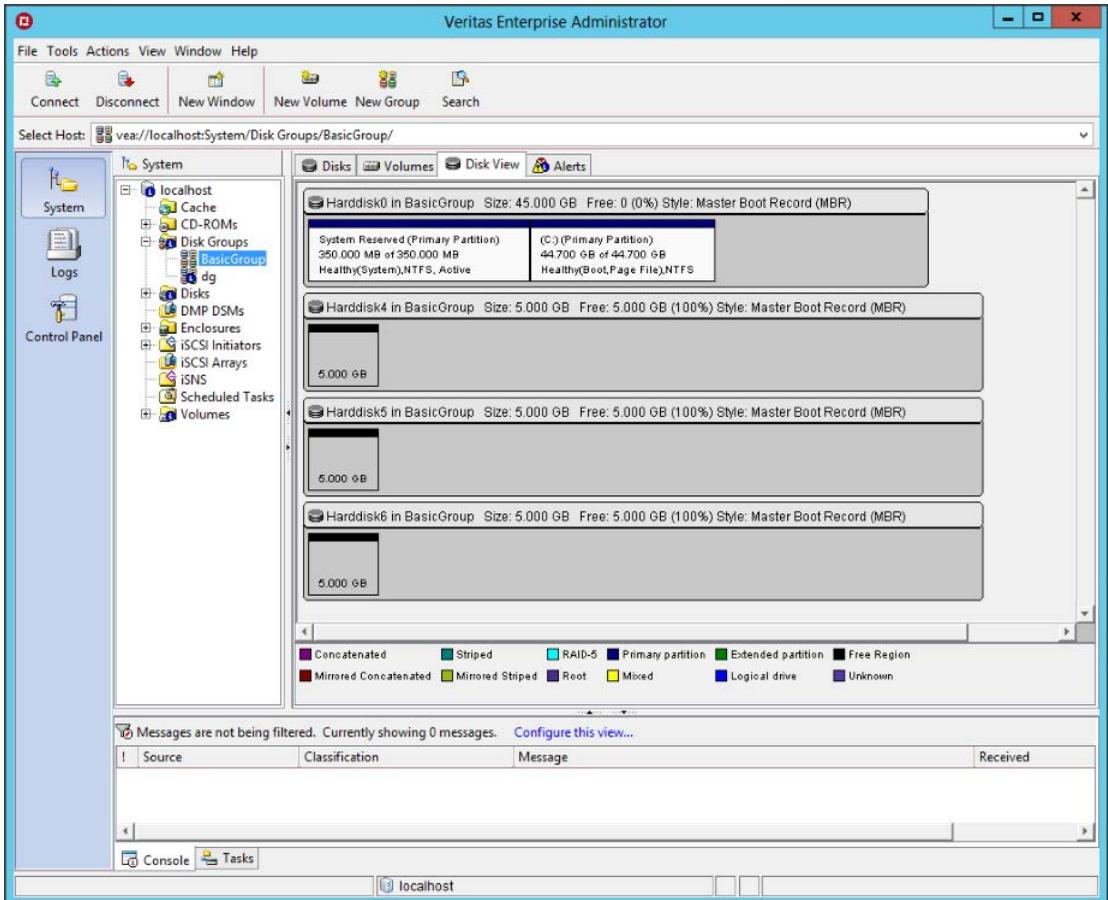
Cluster Manager (Java console)

The Cluster Manager interface, which is also referred to as the Java console, offers complete administration capabilities for a cluster. You can use the different views in the Java console to monitor clusters and VCS objects, which include service groups, systems, resources, and resource types.

Solutions Configuration Center (SCC)

The Solutions Configuration Center (SCC) interface guides you through setting up your InfoScale environment for various configurations:

■ Local area high availability at a single site for new or existing application installations

■ Metropolitan area disaster recovery with campus clusters

- Wide area disaster recovery with global clusters

- Quick recovery for on-host recovery of application data

- Fire drill to test the readiness of your disaster recovery environment

The Applications tab lets you configure an application for different solutions, by guiding you through the workflow. The following figure depicts the Disaster Recovery Configuration workflow for generic applications.
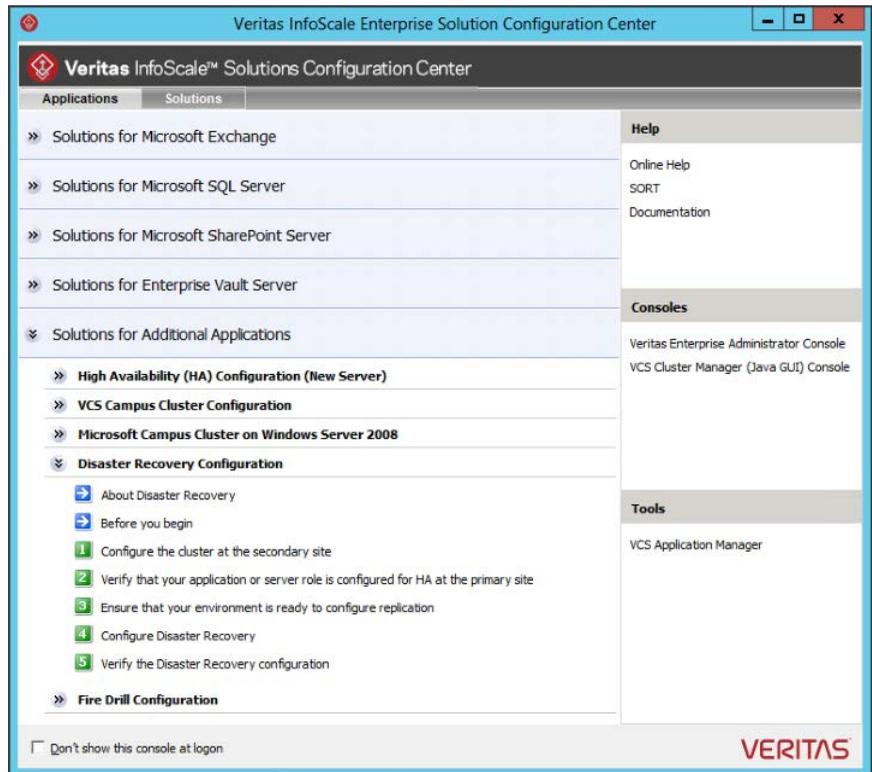
The Solutions tab lets you easily access a wizard to configure your application for a particular solution. The following figure depicts the list of Disaster Recovery Configuration Wizards for the supported applications.
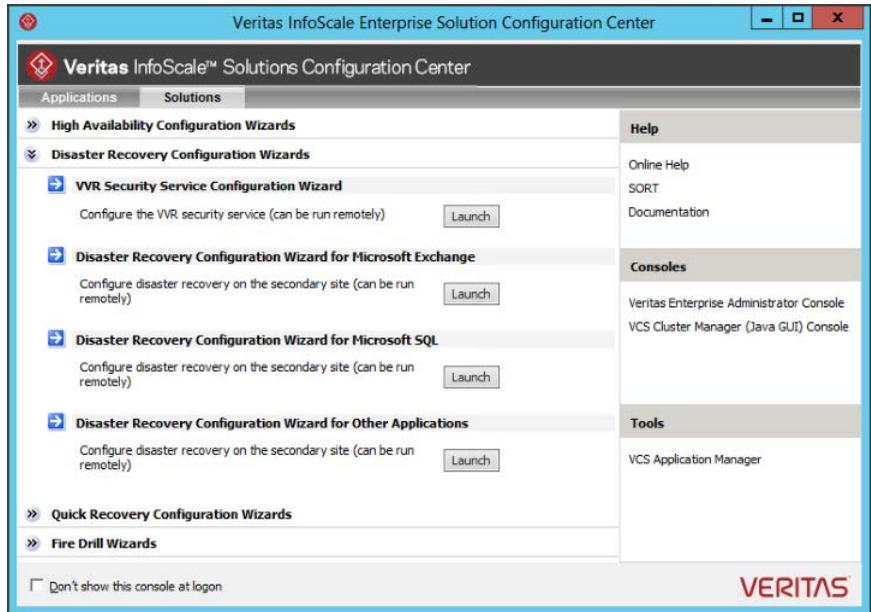
Command-line interfaces (CLIs)

The InfoScale products also provide many CLIs that let you set up your availability and storage configurations. For example, the VCWsilent utility lets you create and delete clusters, one at a time. For further information about these CLIs, refer to the appropriate administrator's guides.

Symantec High Availability dashboard

Cluster Server provides the Symantec High Availability dashboard, which is an interface that integrates with the VMware vSphere Client. Use this dashboard to administer application monitoring at the cluster-level or the datacenter-level in a VMware virtual environment that involves non-shared VMware virtual disks.

Note: This dashboard is visible in the vSphere Client only if you install Symantec High Availability Console 6.2. The Console is not updated for release 7.0, and it will be deprecated in the next release of Veritas InfoScale.

Symantec High Availability view

Cluster Server provides the Symantec High Availability tab, which is an interface that integrates with the VMware vSphere Client. Use this tab to configure and control application monitoring on an individual virtual machine in a VMware virtual environment that involves non-shared VMware virtual disks.

> **Note:** This tab is visible in the vSphere Client only if you install Symantec High Availability Console 6.2. The Console is not updated for release 7.0, and it will be deprecated in the next release of Veritas InfoScale.

Planning tools

The InfoScale products offer the following planning tools:

Volume Replicator Advisor (VRAdvisor)

The VRAdvisor tool lets you collect and analyze data to optimize the replication settings for your environment.

The installer for this tool is available at the `\Tools\storage_foundation` location in the software package. For more information, refer to the *Volume Replicator Administrator's Guide*.

Windows Data Collector

The Windows Data Collector tool lets you gather information about the systems in your network. It thus helps you verify your system configuration before you begin with the product installation.

Windows Data Collector is available on the SORT website, and you can also access it from the Veritas Product Installer. For more information, refer to the *Veritas InfoScale Veritas InfoScale Installation and Upgrade Guide*.

Cluster Server Simulator

VCS Simulator lets cluster administrators simulate and test application failover scenarios without affecting production environments.

VCS Simulator is available at:

http://go.symantec.com/vcsm_download

Technical assistance

To seek technical assistance, visit the following Symantec website:

http://www.symantec.com/business/support/index?page=home

This site also provides access to resources such as tech notes, product alerts, software downloads, hardware compatibility lists, and the Symantec customer email notification service. Use the knowledge base search feature to access additional product information, including current and past releases of product documentation.

Documentation

Documentation for the Veritas InfoScale products is available in the following formats:

■ Adobe Portable Document Format (PDF)

You can view and print the PDF documents with Adobe Reader.

For information about the latest version of Adobe Reader, or for help with its installation, visit the Adobe website at:

http://www.adobe.com

■ HTML

Each of the PDF documents is also available online in the HTML format.

You can navigate through the topics online and print individual topics.

Location

The documentation is available on the Symantec Operations Readiness Tools (SORT) website at:

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

Note: The documentation is not installed with the product. We recommend that you copy the PDF files to your local disk for future reference.

Feedback

You can send suggestions for improvements or report on issues in the documentation to:

sfha_docs@symantec.com

Mention the product name and version and the specific document title in your email.