

Symantec™ Disaster Recovery Advisor Release Notes

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

6.2.1

Symantec Disaster Recovery Advisor Release Notes

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j-Interop: Pure Java - COM Bridge

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

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Introduction

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

Before you install DRA, review this entire document and read the Late Breaking News TechNote for the latest information on updates, patches, and software issues for this release:

www.symantec.com/docs/TECH68401

DRA features

DRA is a data protection risk assessment solution that lets you diagnose high availability (HA) and disaster recovery (DR) problems (also called gaps) and

optimize data protection. DRA enables enterprises to effectively manage business continuity implementations, to ensure that their 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 HA/DR 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 HA/DR 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 HA/DR 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 HA/DR 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.
- Identify differences between production, standby, and DR hosts.
- Auditing and compliance documentation, including a map of your production environment, disaster recovery configuration, and dependencies.

System requirements and software limitations

Upgrading the DRA database to Oracle 11g is mandatory.

For more information about system requirements and software limitations, see *Symantec Disaster Recovery Advisor Support Requirements*.

New features

This DRA release introduces new features in the following categories:

Application	Enhanced Webservice configuration API Improved importing of hosts from CSV files Support for user actions in the replication availability report
Supported platforms	Support NetApp filers scan using NetApp OnCommand Unified Manager (DFM)
Gaps	New gap signatures

Fixed issues

This DRA release fixes the following issues.

Verify connectivity to OEM on LDAP might fail

When you configure Oracle Enterprise Manager (OEM) with the Lightweight Directory Access Protocol (LDAP), the verify connectivity action might fail. [7035]

SRDF TransIdle state is not supported

The EMC Symmetrix Remote Data Facility (SRDF) TransIdle state is not supported, which might lead to incomplete tickets. [6901]

Known issues

This DRA release has the following known issues. They should be fixed in future releases.

If you contact Symantec Technical Support about one of these issues, refer to the incident number in brackets.

Ticketing and reporting issues

DRA may generate false tickets about database files stored on a mixture of RAID types

When rollback segments and data files are separated, DRA may generate false tickets about database files stored on a mixture of RAID types. [3314]

Workaround: Suppress the tickets.

DRA may generate false tickets about an EMC Symmetrix device

DRA may generate false tickets about EMC Symmetrix device ID 000. [4440]

Workaround: Suppress the tickets.

After an Oracle failover, DRA may generate false tickets

When an Oracle failover occurs, DRA may generate false tickets about image storage replication errors. [6342]

Workaround: Suppress the tickets.

If the collector's time is not synchronized, DRA may generate false tickets

When cluster nodes are scanned using different collectors, DRA may generate false tickets if the collector's time is not synchronized. [6141]

Workaround: Suppress the tickets.

Users with access to specific Business Entities can run certain reports on the entire environment

Certain reports will run on the entire environment even for users with a limited business entities scope. [4700]

Cycle issues

In specific scenarios, when a replication source becomes the target and the target becomes the source, DRA does not calculate the data age for the replication

This error may occur when, between two scans, the source is changed to be the target and the target was changed to be the source. [6655]

Topology view issues

The Topology search for relationships may take too long to complete

When DRA searches for *stored on* between a physical volume and a Symmetrix device, the results may not appear for 15 minutes. [2757]

Workaround: Symantec recommends that you use the Topology module, browse to the selected host, and review the associations between the host's physical volumes and Symmetrix devices. This process is more focused, efficient, and significantly shorter.

Service Level Agreement (SLA) issues

In certain circumstances, the SLA module is only partially updated

Adding a business entity partially updates the SLA module. [4172]

Workaround: After you add a business entity, run a full cycle so the changes take effect.

Configuration issues

Setting an SLA in the Edit Business Entity wizard might fail in Internet Explorer (IE) 6

JavaScript errors may pop up when setting an SLA in the Edit Business Entity wizard using Internet Explorer 6. [5819]

Workaround: Try again or use the **Edit Role & SLA Definition** button.

Some user interface functions might not work correctly in IE 10

Some user interface functions might not work correctly using Internet Explorer 10. [6735]

Workaround: Use Internet Explorer 10 Compatibility View.

Scanning issues

When DRA scans a suspended DB2 database, queries may fail

If DRA scans a database when the database is suspended, most queries may fail. [4439]

DB2 discovery fails on a host scanned using a proxy

DRA cannot discover DB2 on a UNIX host that is scanned through a proxy. [5201]

Workaround: Scan the host directly and not through the proxy.

DRA may identify unsupported devices incorrectly

DRA shows unsupported storage array devices as direct-attached storage (DAS) devices, which may open false tickets. [4310]

Workaround: Ignore or remove the tickets, or avoid scanning hosts that use storage that DRA does not support.

While a scan operation is running, users are not blocked from certain operations

While a scan operation (connectivity verification, discovery, or scan) is running, a user can edit and delete a host or database. [4312]

Workaround: While you run a scan, do not delete or edit the host or database.

Only active network interface cards (NICs) are collected on Solaris

DRA does not collect NICs which are unplumbed. [6100]

IBM DS GlobalMirror replication might not be presented correctly

DRA may fail to present IBM DS GlobalMirror replication. [6652]

IBM DS/XIV LUN discovery might be incorrect for UNIX hosts

DRA may fail to discover the correct LUN for UNIX hosts accessing IBM DS or XIV storage. [6651]

The collector configuration file is not updated

When you update the DRA server configuration file, the change might not populate to all the collectors. [6650]

Workaround: Restart the DRA server and then restart all the collectors.

Note

To avoid false positive tickets about storage access or storage area network (SAN) I/O configuration inconsistency that involves backup servers, configure the backup servers inside a business entity and assign the role Backup.

Limitations

Oracle database discovery

To discover Oracle databases, start the Oracle process or make sure that the `/etc/oratab` or `/var/opt/oracle/oratab` file should be present.

Recovery point objective (RPO)/service level agreement (SLA)

DRA also has the following RPO/SLA limitations:

- RPO/SLA is not supported in Hitachi Data System (HDS).
- RPO/SLA for NetAPP works only for direct replication from primary devices.
- RPO/SLA for CLARiiON works only for direct replication from primary devices.
- RPO/SLA is not calculated for EMC CLARiiON MirrorView/S.
- RPO/SLA is not calculated for IBM DS and XIV.

No topology images in Ticket Details report

Ticket Details report might be generated without topology images if many tickets are included. [3690]

Workaround: Run the report on selective tickets or increase the Ticket details report topology number of tickets limitation system property.

Getting help

If you have a current support agreement, you may access Symantec Technical Support information here:

www.symantec.com/business/support/contact_techsupp_static.jsp

Customer service information is available here:

www.symantec.com/support/assistance_care.jsp

Note: If you forget or lose the DRA administrator password, contact Symantec Technical Support.
