

# Symantec™ Disaster Recovery Advisor Support Requirements

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

6.2.1

# Symantec Disaster Recovery Advisor Support Requirements

The software described in this book is furnished under a license agreement and may be used only in accordance with the terms of the agreement.

Product version: 6.2.1

Document version: 6.2.1 Rev 0

## Legal Notice

Copyright © 2013 Symantec Corporation. All rights reserved.

Symantec, the Symantec Logo, Veritas and Symantec 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.

j-Interop: Pure Java - COM Bridge

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 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
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

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

<http://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:

[http://www.symantec.com/business/support/contact\\_techsupp\\_static.jsp](http://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:

<http://www.symantec.com/business/support/>

## Customer service

Customer service information is available at the following URL:

<http://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	<a href="mailto:customercare_apac@symantec.com">customercare_apac@symantec.com</a>
Europe, Middle-East, and Africa	<a href="mailto:semea@symantec.com">semea@symantec.com</a>
North America and Latin America	<a href="mailto:supportsolutions@symantec.com">supportsolutions@symantec.com</a>

## Documentation

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

using the current version of the documentation. The document version appears on page 2 of each guide. The latest product documentation is available on the Symantec website.

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

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](mailto:doc_feedback@symantec.com)



# Contents

Chapter 1	Disaster Recovery Advisor support requirements	
Host requirements	.....	10
Scanned entities	.....	12
Servers	.....	12
Storage arrays	.....	13
Hosts discovery	.....	14
Databases	.....	14
Multipath programs	.....	15
Logical volume managers	.....	15
Clusters	.....	15
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 <sup>1</sup> Standard or Enterprise Edition 64-bit <sup>2</sup>
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			

**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.

**2:** Although a 32-bit operating system is not recommended, you can use one if you have a small to midsize environment. If you install a 32-bit operating system, you need at least 4 GB of RAM.

The following server requirements also apply:

- Database: Oracle 11g Standard or Enterprise installed with full database administrator rights.
- Server: Apache Tomcat 6.0 (the only supported version). If the product is not already on your system, it is installed automatically.
- Web client access:
  - Internet Explorer 6 or later with Java client 1.6 or later.
  - HTTP access from clients to the DRA server through port 8080 (configurable).

DRA requires administrator rights on the DRA application server.

---

**Note:** If you use VMware, you should take particular care to 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 <sup>1</sup> 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 you use VMware, you should take particular care to 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 DRA can scan

Server	Operating system version	Processor architecture
AIX	4 and later	POWER3 series and later
ESX, ESXi	3.5 and later	
HP-UX	11 and later	PA8700/8800/8900, IA64, IA64 Dual Core Montecito
Linux Red Hat/SUSE	Red Hat Advanced Server, SUSE	Intel EM64T, AMD Opteron
Solaris	8 and later	UltraSPARC II/III/IV/T1/T2/T2+, SPARC64-V/VI/VII series
Solaris x64	8 and later	Intel EM64T, AMD Opteron
Windows	Windows Server XP Windows Server 2000 Windows Server 2003 Windows Server 2008 Windows Server 2008 R2	Intel EM64T, AMD Opteron

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

## Hosts discovery

[Table 1-5](#) describes the console applications used to discover hosts in your environment.

**Table 1-5** Console applications used to discover hosts

Application	Version	Comments
Command View (by HP)	4 and later	
ECC (by EMC)	5 and later	Used only for SAN-attached hosts discovery
HiCommand (by Hitachi Data Systems)	4 and later	
HMC (by IBM)	7 and later	
Oracle Enterprise Manager (OEM)	11 and later	
vCenter (by VMware)	3.5 and later	Including SRM

## Databases

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

**Table 1-6** Databases that DRA can scan

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

## Multipath programs

DRA supports the following multipath programs:

- 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 (DMP)
- Windows 2008 MPIO

All versions of the 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)

## Clusters

DRA supports the following clusters:

- HP Serviceguard (MC/SG)
- IBM PowerHA
- Microsoft Cluster
- Oracle RAC

- Veritas Cluster Server 5.0 and later; (beginning in version 6.1, it is known as Symantec Cluster Server)
- VMware ESX Cluster

## Application Servers

DRA supports the following application servers:

- Apache Tomcat
- IBM WebSphere
- Oracle WebLogic