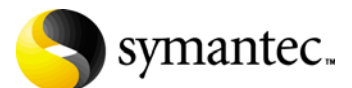


# Veritas<sup>™</sup> High Availability Agent Pack 2Q08

## Getting Started Guide



# Veritas High Availability Agent Pack Getting Started Guide

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# Veritas High Availability Agent Pack

## Overview

This Agent Pack software disc is the release vehicle for Veritas high availability agents. The Agent Pack disc includes the currently shipping agents for Veritas Cluster Server (VCS) and Veritas Application Director. The Agent Pack is released independently of the product release trains.

See the following Technical Support TechNote for the latest updates or software issues for agents on this release:

<http://seer.entsupport.symantec.com/docs/282004.htm>

Agents on this disc are organized by platform into five directories: AIX, HP-UX, Linux, Solaris, and Windows. In the directory for each platform, the agents for a supported architecture or software distribution are further classified into three categories:

[Application Agents](#) on page 12

[Database Agents](#) on page 13

[Replication Agents](#) on page 14

In addition:

- Agents that can be used with Veritas Application Director are currently grouped in a separate directory under each platform.

[Application Director Agents](#) on page 15

- An Agent Builder tool for building custom agents is available in the application agent directory for each UNIX platform.

Contact your Symantec sales representative for details about the agents on this disc, additional agents under development, and agents available as part of Storage Foundation products or through Symantec Consulting Services.

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**Note:** Before configuring an agent with VCS or Veritas Application Director, verify that you have the appropriate version of the agent and the latest agent documentation:

[http://www.symantec.com/business/products/agents\\_options.jsp?pcid=1019&pv=20\\_1](http://www.symantec.com/business/products/agents_options.jsp?pcid=1019&pv=20_1)

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## What's new in this release

This Agent Pack release includes:

- Symantec High Availability Solution for TIBCO Enterprise Message Service  
This solution is provided in the form of an application note which describes the overall TIBCO Enterprise Message Service availability environment and the Symantec High Availability Solution.  
The application note is available as a PDF document on the Agent Pack disc in the following directory:  
*agentpack\_topdir/platform/application/tibco/*
- Support for BEA Tuxedo 10 on the AIX, HP-UX, Linux, and Solaris platforms
- Support for Siebel 8 on the AIX and Solaris platforms
- Support for Oracle e-Business R12 on the Solaris platform
- Support for SAP liveCache on the Linux platform
- Support for PeopleSoft  
The Veritas agent for BEA Tuxedo now supports PeopleSoft application servers and process schedulers. Supported versions include PeopleTools 8.44, 8.45, 8.46, 8.47, 8.48, and 8.49.
- Support for i18n  
Support for i18n is now provided for the following agents: SAP NetWeaver, WebLogic, WebSphere, WebSphere MQ, SunJESLDAP, and SunJESMsg.
- Enhanced SAP NetWeaver agent  
The Veritas agent for SAP NetWeaver now provides support for HP-UX 11.31, RHEL 5, and SLES 10, and fixes some known issues.
- Enhanced SAP maxDB agent  
The Veritas agent for SAP maxDB has some internal enhancements.
- Enhanced WebLogic agent  
The Veritas agent for WebLogic now provides support for command line arguments for the ServerStartProgram and ServerStopProgram attributes.
- Enhanced WebSphere agent  
The Veritas agent for WebSphere has some internal enhancements.
- Enhanced WebSphere MQ agent  
The Veritas agent for WebSphere MQ now allows the MQ processes to be owned by a user who is different from the user who started the WebSphere MQ application.

- Enhanced SVCCopyServices agent  
The SVCCopyServices agent now supports SF for Oracle RAC on the AIX, HP-UX, Linux, and Solaris platforms.
- Enhanced DataGuard agent  
The DataGuard agent now supports SF for Oracle RAC on the AIX, HP-UX, Linux, and Solaris platforms.
- Enhanced MirrorView agent  
The MirrorView agent now uses the Navisphere secure CLI instead of the Java-based CLI.

## What's changed in this release

This Agent Pack release includes the following changes.

- A common location for the ACC Library  
For agents that have been updated in this release, the ACC Library has been removed from the agent directory. The ACC Library is now located in the following common directory:  
`cd1/platform/arch_dist/application/acc_library/vcs`
- Removal of VPro agents  
The following VPro agents have been removed from the Agent Pack disc.
  - nfs\_agent
  - vproframework
  - vpro weblogic
  - vpro sap
  - vpro websphere mq

## High availability and clustering solutions

High availability and clustering solutions are available for certain applications that do not have individual agents. Information about these solutions is available in the form of white papers, application notes, and TechNotes.

The solutions that are currently available are as follows:

- **Symantec Data Center Availability Solution for SAP**  
This solution is provided in the form of a technical white paper which describes the overall SAP availability environment and the Symantec Data Center Availability Solution. The white paper offers a technical overview of both the local and global availability in the SAP environment, and describes a few scenarios using the Symantec solution.
- **Symantec High Availability Solution for WebSphere Commerce**  
This solution is provided in the form of an application note which describes the overall WebSphere Commerce availability environment and the Symantec High Availability Solution. The application note also provides a technical overview of local availability in the WebSphere Commerce environment, and describes a few scenarios using the Symantec solution. The application note is available as a PDF document on the Agent Pack disc in the following directory:  
*agentpack\_topdir/platform/application/websphere\_commerce/*
- **Symantec High Availability Solution for TIBCO Enterprise Message Service**  
This solution is provided in the form of an application note which describes the overall TIBCO Enterprise Message Service availability environment and the Symantec High Availability Solution. The application note is available as a PDF document on the Agent Pack disc in the following directory:  
*agentpack\_topdir/platform/application/tibco/*
- **Support for clustering Sun Proxy Server**  
The Agent Pack provides support for clustering Sun Proxy Server in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/295001.htm>
- **Support for Oracle 11g**  
The Agent Pack provides support for basic monitoring of Oracle 11g databases; health check monitoring is not supported. For more information, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/282004.htm>



- Support for clustering Sybase License Manager  
For more information, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/295003.htm>
- Support for clustering MySQL on UNIX  
The Agent Pack provides support for clustering MySQL on the UNIX platform in a Veritas Cluster Server environment using the Agent Builder tool. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301380.htm>
- Support for clustering Siebel on Windows  
The Agent Pack provides support for clustering Siebel on the Windows platform in a Veritas Cluster Server environment using the Generic Service. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301382.htm>
- Support for clustering Lotus Domino on Windows  
The Agent Pack provides support for clustering Lotus Domino on the Windows platform in a Veritas Cluster Server environment using the Generic Service. For instructions, see the following Technical Support TechNote:  
<http://seer.entsupport.symantec.com/docs/301383.htm>

## Disc Directory Structure

The Agent Pack disc is organized by platform, and platform directories may be further subdivided by software distribution, architecture, or VCS version. For example, the agent for WebLogic that is appropriate for use with VCS 4.1 on Solaris is located in the directory:

solaris/sparc/application/weblogic\_agent/4.1/5.0.02.0\_agent.

The following table summarizes, by category, the VCS agents included on this disc.

Platform	Category	Agent	
aix	application	apache_agent oracleapps_agent oracleas_agent saphotstandby_agent saplivecache_agent sapnw_agent	siebel_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent pprc_agent srdf_agent srdfstargent svccopyservices_agent
hpux	application	apache_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent	siebel_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent srdf_agent srdfstargent svccopyservices_agent

Platform	Category	Agent	
linux	application	apache_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent	tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent srdf_agent srdstar_agent svccopyservices_agent
sol	application	apache_agent oracleapps_agent oracleas_agent saplivecache_agent sapnw_agent siebel_agent	sunjes_agent sunone_agent tuxedo_agent weblogic_agent websphere_agent webspheremq_agent
	database	db2_agent informix_agent oracle_agent	sapmaxdb_agent sybase_agent
	replication	dataguard_agent db2hadr_agent htc_agent metro_mirror_agent mirrorview_agent	ntap_agent pprc_agent srdf_agent srdstar_agent svccopyservices_agent
windows	application	sapnw_agent siebel_agent weblogic_agent	websphere_agent webspheremq_agent

## Application Agents

Review the installation information that accompanies an agent before starting installation of the agent. Note, however, that installation guides for some application agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Application Agent	Application or Resource	Platform				
		AIX	HP-UX	Linux	Solaris	Windows
Apache	Apache HTTP	✓	✓	✓	✓	
Oracle Applications	Oracle e-Business Suite	✓	✓	✓	✓	
Oracle AS	Oracle Application Server	✓	✓	✓	✓	
SAP HotStandby	SAP liveCache HotStandby	✓				
SAP liveCache	SAP liveCache	✓	✓	✓	✓	
SAP NetWeaver	SAP NetWeaver, R/3	✓	✓	✓	✓	✓
Siebel	Siebel CRM	✓			✓	✓ †
SunJES	Sun Java System Messaging Server, Directory Server, Administration Server				✓	
Sun ONE	Sun ONE				✓	
Tuxedo	BEA Tuxedo	✓	✓	✓	✓	
WebLogic	WebLogic Server	✓	✓	✓	✓	✓
WebSphere	WebSphere Application Server	✓	✓	✓	✓	✓
WebSphere MQ	WebSphere MQ	✓	✓	✓	✓	✓

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**Note:** † There is no separate agent available for Siebel on the Windows platform, however, support for Siebel is provided through a generic service on Windows. For additional information, see the following Technical Support TechNote: <http://seer.entsupport.symantec.com/docs/301382.htm>

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## Database Agents

Review the installation information that accompanies an agent before starting installation of the agent. Note, however, that installation guides for some database agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Database Agent	Application		Platform				
			AIX	HP-UX	Linux	Solaris	Windows
DB2	DB2 Enterprise Server Edition	7.2, 8.1, 8.2	✓		✓	✓	
Informix	Informix Dynamic Server	7.1-9.4		✓		✓	
Oracle	Oracle	9i R2 10g	✓	✓	✓	✓	
SAP MaxDB	SAP MaxDB	7.5.0, 7.6.0	✓	✓	✓	✓	
Sybase	Sybase Adaptive Server	11.x-11.9.2 12.0, 12.5 15.0	✓	✓	✓	✓	

## Replication Agents

Review the installation information that accompanies an agent before starting installation of the agent. Note, however, that installation guides for some replication agents may specify directories or compressed package instructions that are not needed for installation from the Agent Pack software disc.

Replication Agent	Application	Platform			
		AIX	HP-UX	Linux	Solaris
DataGuard	Oracle DataGuard	✓	✓	✓	✓
DB2 HADR	IBM DB2 HADR	✓		✓	✓
HTC	Hitachi TrueCopy	✓	✓	✓	✓
MetroMirror	IBM Metro Mirror	✓	✓	✓	✓
MirrorView	EMC MirrorView	✓	✓	✓	✓
NetApp	Network Appliance SnapMirror	✓	✓	✓	✓
PPRC	IBM Peer-to-Peer Remote Copy	✓			✓
SRDF	EMC Symmetrix Remote Data Facility	✓	✓	✓	✓
SRDFStar	EMC SRDF/Star	✓	✓	✓	✓
SVCCopyServices	SVC MetroMirror GlobalMirror	✓	✓	✓	✓

# Application Director Agents

Review the documentation for installing an agent with Veritas Application Director before starting installation of the agent.

Application Director Agent	Application or Resource	Platform		
		AIX	Linux	Solaris
Oracle	Oracle 9i, 10g	✓	✓	✓
WebLogic	WebLogic Server	✓	✓	✓
WebSphere	WebSphere Application Server	✓	✓	✓
WebSphere MQ	WebSphere MQ	✓	✓	✓

## Additional Product Information

The following sections contain useful information about the Veritas high availability agents distributed on this Agent Pack software disc.

### Locating and Displaying Documentation

Documents are in Adobe Portable Document Format (PDF) on the enclosed disc. To access agent documentation, mount the software disc and go to the *agent\_name/docs* directory.

### Getting Help

Visit [http://www.symantec.com/business/support/assistance\\_care.jsp](http://www.symantec.com/business/support/assistance_care.jsp) for product assistance. Use the Knowledge Base search feature to access resources such as TechNotes, product alerts, software downloads, hardware compatibility lists, and our customer email notification service. If you encounter an error when using a product, include the error number preceding the message when contacting Technical Services. You can also use the error number to search for information in TechNotes or documents on the Web site.