

Veritas Storage Foundation Manager: Technical FAQ June 2007



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General Questions

1. *What is Veritas Storage Foundation Manager?*

Storage Foundation Manager (SFM) provides centralized application, server and storage management capabilities across a broad array of operating systems and storage hardware. With Storage Foundation Manager, for the first time administrators have the ability to centrally manage data center environments running different operating systems, servers and storage arrays rather than relying on a range of point solutions that don't function across different platforms. Now administrators can focus on driving operational efficiencies rather than fighting fires all day.

2. *How much does SF Manager cost?*

A no charge license is downloadable at <http://www.symantec.com/sfm> or via your sales representative. The license may be used on an unlimited number of servers, but solely in support of Veritas Storage Foundation products that are under an active support contract.

3. *Which version of SF does SF Manager support?*

SF Manager support version 4.x and 5.0 for SF Basic, SF Standard, SF Enterprise, SF for Databases, and SF Volume Replicator.

4. *What are a "Managed Host" and "Legacy Managed Host"?*

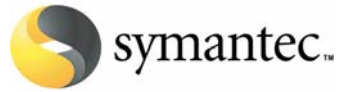
A Managed Host is any SF host centrally managed by SF Manager. A Legacy Managed Host is a SF 4.x host with the SFM LMH agent installed. The LMH agent is included in the SFM DVD or available for download at <http://www.symantec.com/sfm>.

5. *Do I need to install the LMH agent on my SF 5.x hosts?*

No, SF 5.0 allows for any host to be centrally managed. During the installation process users are asked to enable central management. Host that are not centrally managed are referred to as "Standalone Hosts".

6. *What is an Add-on?*

An Add-on is an independent optional feature pack that you can download and deploy. An Add-on contains binary files, a metadata file stored in an .ini file, and deployment scripts. Each Add-on contains a script that knows how the Add-on is installed, uninstalled, configured, unconfigured, enabled, and disabled. You deploy Add-ons to hosts managed by the Management Server. Add-ons are independent of each other, and they can be installed or uninstalled based on your business requirements. Add-ons are uploaded to the Management Server and are deployed from there. Only authorized users can deploy Add-ons.



7. How do I get new Add-ons?

Add-ons are available from the Add-ons “quick link” in the SFM console. From there you will be directed to the SFM Add-on site where new add-ons are updated on a regular basis.

8. Can I migrate from a 5.x Standalone Host to a 5.x Managed Host?

Yes, SF 5.x includes a migration script located /opt/VRTSmh/bin/ directory. Refer to the SFM installation manual for additional details on the migration process.

9. Which operating systems are supported?

The Central Management Server (CMS) supports:

- Solaris SPARC 8,9,10 64-bit
- Red Hat Enterprise Linux 4 updates 1, 2 and 3 x8x_64 bit.

NOTE: Do not install the CMS on a host that already has Storage Foundation 4.x previously installed.

Managed Hosts (MH) supports:

- Solaris SPARC 8,9,10,
- Red Hat Enterprise Linux 3.0b & 4 update 1, 2 and 3 x86_32/64-Bit
- SUSE Linux Enterprise Server (SLES) 9 SP1, SP2 and SP3
- AIX 5L Version 5.1F, 5.2, 5.3
- HP-UX 11.23
- HP-UX 11.11 read-only

10. Can I install the Central Management Server (CMS) on SF 5.x?

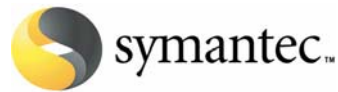
Yes, The CMS supports SF 5.x or native the native OS.

NOTE: Do not install the CMS on a host that already has Storage Foundation 4.x previously installed.

11. What hardware does SF Manager support?

The following TechNote contains the Hardware Compatibility List (HCL) for Veritas SF Manager 1.0 and Storage Foundation 5.0 products:

<http://support.veritas.com/docs/283161>



12. Which browsers are supported?

Firefox 1.0.7 (or later), Internet Explorer 5.5 (or later), Mozilla 1.6 (or later), Netscape Navigator 7.2 (or later)

Refer to the SF Manager release notes for a complete list of supported browsers.

13. How does SF Manager work with Firewalls?

SF Manager uses the following default ports to transfer information.

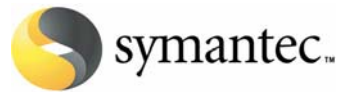
Port	Protocol	Initiator	Purpose
1556	TCP	VxPBX	All communications with Management Server Should be opened bi-directional if a firewall is in between the Management Server and a managed host.
2148	TCP	CMS & MH	All communications between the Java Console and the Local Controller (vxsvc)
3207	UDP	MH	During managed host installs only, used to locate the Authentication Service Root Broker Agent Heartbeat
8443	TCP	Web console	Managed hosts to send keep alive packets to the Management Server Run Storage Foundation ManagerWeb Console

Installation Questions

14. Are there any prerequisites for SF Manager and (VxSS)?

Yes, The Symantec Product Authentication Service is a prerequisite for SF Manager and automatically finds domains visible to the local host. Only those domains are available on the Console login screen.

Before installing SF Management Server, you must install a Root Broker (RB) and an Authentication Broker (AB), or have access to ones already in use at your site.



15. Can VxSS and SFM share the same host?

Yes, it is possible to use the same host for both the Authentication Broker and SF Management Server. If the Authentication Service does not reside on the Management Server host, the Authentication Service must have network connectivity to the Management Server. We do not recommend the Symantec security service collocates on the CMS for production installations.

16. Should we maintain multiple Root Brokers?

The Root Broker owns the trust relationship for all hosts in its trust hierarchy. Having more than one Root Broker means that achieving single sign-on and cross-product launching to other Symantec products installed at a site is impossible, unless trust relationships are established across Root Brokers.

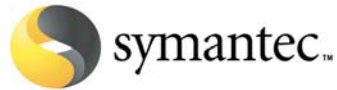
Having a single root broker brings all Symantec products under the same security domain and avoids islands of security. A single Root Broker facilitates single sign-on and secure communications among various products.

17. Does SFM require the Service Management Framework (SMF)?

No, SFM does not require SMF, however the SMF agent is installed and configured during SFM installation.

The Symantec License Inventory Manager (license inventory manager) is an enterprise asset management tracking tool that inventories Symantec Information Availability products in your network and consolidates critical information on the deployment of these products to facilitate license management and compliance tracking.

Complete instructions for reconfiguring the agent are provided in the *Symantec License Inventory Manager 4.1 Release Notes*. You can download this document from the following website: <http://support.veritas.com/docs/282183>



18. Why can't I create a webuser account and other DNS issues?

```
Configuring VEA in SFM mode on "labvcs1a"
..... ok

Registering StorageManager on "labvcs1a"
..... ok Configuring Web GUI
security on labvcs1a .....
fail
```

Could not create webuser account!

This is due to DNS configuration issues, verify DNS entries are correct. Prior to installing SFM verify you DNS settings for the CMS, MH and Security servers.

19. How to I enable a new Add-on?

You can install and configure Add-ons on the Management Server using the vxdeploy command-line interfaces (CLIs).

20. Can I upgrade easily from SF1.0 to SF1.1?

Yes!

Central Management Server.

Go to the ./installer off the 1.1 media and select the upgrade option. At the end of this process you'll be asked the following:

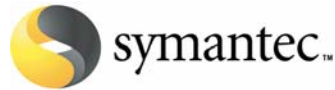
The existing SFM server database needs to be upgraded. The upgrade process may take several minutes depending on the size of the database. Please backup the existing database and ensure that there is sufficient file system space for the backup copies and upgraded database.

To upgrade the database run the command '/opt/VRTScs/config/setup_db.pl --upgrade' prior to restarting the SFM server.

Execute the following command to upgrade the SF Manager Server database:
/opt/VRTScs/config/setup_db.pl -upgrade

Once this is completed it is recommended to reboot your CMS.

As an optional, best-practice redundancy measure, we recommend that you save your data and files in temporary (non-default) directories prior to upgrading to SF Manager 1.1.



Upgrading from SFMS 1.0 to SF Manager 1.1 managed hosts

a. For **SF5.0** hosts:

You can use `vxdompackage` to upgrade SF Manager 1.1 binaries (patches) for each managed host on your system. `vxdompackage` modifies Storage Foundation 5.0 and Storage Foundation 5.0 MP1 hosts making them compatible with the SF Manager 1.1 central management server. Use `vxdompackage` to upgrade (add) SF Manager 1.1 patches for the following situations:

- Upgrade from a Storage Foundation 5.0 MP1 host to a Storage Foundation 5.0 MP1 host with a SF Manager 1.1 Veritas managed host
- Upgrade from a Storage Foundation 5.0 host to a Storage Foundation 5.0 host with a SF Manager 1.1 Veritas managed host

For more information about `vxdompackage`, see the *Veritas Storage Foundation Manager Administrator's Guide*.

To upgrade SF Manager 1.1 patches

1 Open a console and log on as root to the central server on which you want to upgrade SF Manager 1.1 patches.

2 Change to the following directory:

```
# cd /opt/VRTScs/adm
```

3 Find the names of the managed hosts that you want to upgrade by typing the following command:

```
# vxdompackage list
```

4 Upgrade the managed host patches by typing the following command:

```
# /opt/VRTScs/adm/vxdompackage add -l /mydir/host.1st -l  
/opt/VRTScs/adm/vxdom_images/name of platform/name of tar file
```

For example, to upgrade (add) the patches on the managed hosts listed in the `host.1st` file on HP-UX, enter the following command:

```
# /opt/VRTScs/adm/vxdompackage add -l /mydir/host.1st -imagefile  
/opt/VRTScs/adm/vxdom_images/hpux/VRTSMH_1.1.tar
```

b. For **SF4.x** hosts:

From the installation media run the `./installer` on the host(s) that require the upgrade. Select the upgrade option. This will step you through the upgrade process.