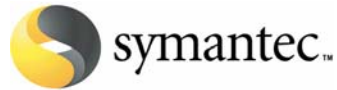
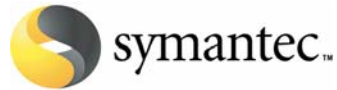


**Storage Foundation Management Server:
Technical FAQ
July 2006**

July 10, 2006



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General Questions

1. What is Veritas Storage Foundation Management Server?

Storage Foundation Management Server (SFMS) provides centralized application, server and storage management capabilities across a broad array of operating systems and storage hardware. With Storage Foundation Management Server, 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 Management Server cost?

A no charge license is downloadable at <http://www.symantec.com/sfms> 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 Management Server support?

SF Management Server 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"?

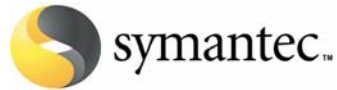
A Managed Host is any SF host centrally managed by SF Management Server. A Legacy Managed Host is a SF 4.x host with the SFMS LMH agent installed. The LMH agent is included in the SFMS DVD or available for download at <http://www.symantec.com/sfms>.

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. Hosts that are not centrally managed are referred to as "Standalone Hosts".

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

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



7. 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

8. 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.

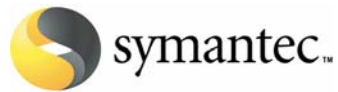
9. What hardware does SF Management Server support?

The following TechNote contains the Hardware Compatibility List (HCL) for Veritas SF Management Server 1.0 and Storage Foundation 5.0 products:
<http://support.veritas.com/docs/283161>

10. 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 Management Server release notes for a complete list of supported browsers.



11. How does SF Management server work with Firewalls?

SF Management Server uses the following default ports to transfer information.

Port	Protocol	Initiator	Purpose
1556	TCP	VxPBX	All communications with Management Server
2148	TCP	CMS & MH	Should be opened bi-directional if a firewall is in between the Management Server and a managed host. 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 Management Server Web Console



Installation Questions

12. Are there any prerequisites for SF Management Server (VxSS)?

Yes, The Symantec Product Authentication Service is a prerequisite for SF Management Server 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.

13. Can VxSS and SFMS 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.

14. 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.

15. Does SFMS require the Service Management Framework (SMF)?

No, SFMS does not require SMF, however the SMF agent is installed and configured during SFMS 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>



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

Configuring VEA in SFMS 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 SFMS verify you DNS settings for the CMS, MH and Security servers.