Veritas™ Disaster Recovery Advisor Getting Started Guide

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

5.4
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 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 Web site at the following URL:

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 maintenance agreement may access Technical Support information at the following URL:

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:
www.symantec.com/business/support/

Customer service
Customer service information is available at the following URL:
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          customercare_apac@symantec.com
Europe, Middle-East, and Africa  semea@symantec.com
North America and Latin America  supportsolutions@symantec.com

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 Web site.

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:

docs@symantec.com

About Symantec Connect

Symantec Connect is the peer-to-peer technical community site for Symantec’s enterprise customers. Participants can connect and share information with other product users, including creating forum posts, articles, videos, downloads, blogs and suggesting ideas, as well as interaction with Symantec product teams and Technical Support. Content is rated by the community, and members receive reward points for their contributions.

www.symantec.com/connect/storage-management
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>What's included</td>
<td>9</td>
</tr>
<tr>
<td>Overview</td>
<td>10</td>
</tr>
<tr>
<td>Licensing</td>
<td>10</td>
</tr>
<tr>
<td>About this release</td>
<td>10</td>
</tr>
<tr>
<td>Supported platforms</td>
<td>11</td>
</tr>
<tr>
<td>Release contents</td>
<td>12</td>
</tr>
<tr>
<td>About installation</td>
<td>12</td>
</tr>
<tr>
<td>About the guides</td>
<td>12</td>
</tr>
<tr>
<td>Documentation feedback</td>
<td>13</td>
</tr>
</tbody>
</table>
Veritas Disaster Recovery Advisor

What’s included

This guide provides an overview of the software that is included in this release. It also explains how to obtain a product license and describes the method for installing Veritas™ Disaster Recovery Advisor (DRA) by Symantec.

Topics include:

- “Overview” on page 10.
- “Licensing” on page 10.
- “About this release” on page 10.
- “Supported platforms” on page 11.
- “Release contents” on page 12.
- “About installation” on page 12.
- “About the guides” on page 12.
- “Documentation feedback” on page 13.
Overview

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

For the latest information on updates and software issues for this release, see the Late-Breaking News TechNote:
www.symantec.com/docs/TECH68401

Licensing

DRA is a licensed product. Your DRA license controls the number of hosts that you can scan and is perpetual. DRA comes with a 30-day trial period.

For information on activating your DRA license, see the Veritas Disaster Recovery Advisor User’s Guide.

About this release

DRA is a data protection risk assessment solution that lets you diagnose disaster recovery problems (also called gaps) and optimize data protection. DRA enables enterprises to effectively manage business continuity implementations to ensure that 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 Disaster Recovery 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 disaster recovery topology.
- Automatically detects and analyzes gaps and unprotected production areas using a signature knowledge base of over 4,800 signatures.
- Discovers the current data protection status of your critical applications and compares it to the state needed to comply with Disaster Recovery 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 disaster recovery 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.
- Auditing and compliance documentation, including a map of your production environment, disaster recovery configuration, and dependencies.

## Supported platforms

DRA runs on Windows Server 2008 R2 Standard Edition 64-bit. DRA requires administrator rights on the DRA application server.

Table 1-1 lists the servers that DRA can scan.

<table>
<thead>
<tr>
<th>Server</th>
<th>Operating system version</th>
<th>Processor architecture</th>
</tr>
</thead>
<tbody>
<tr>
<td>AIX</td>
<td>4 and later</td>
<td>Power3 series and later</td>
</tr>
<tr>
<td>HP-UX</td>
<td>11 and later</td>
<td>PA8700/8800/8900, IA64, IA64 Dual Core Montecito</td>
</tr>
<tr>
<td>Linux Red Hat/SUSE</td>
<td>RedHat Advanced Server, SUSE</td>
<td>Intel EM64T, AMD Opteron</td>
</tr>
<tr>
<td>Solaris</td>
<td>8 and later</td>
<td>UltraSPARC II/III/IV/T1/T2/T2+, SPARC64-V/VI/VII series</td>
</tr>
<tr>
<td>Solaris x64</td>
<td>8 and later</td>
<td>Intel EM64T, AMD Opteron</td>
</tr>
<tr>
<td>ESX, ESXi</td>
<td>3.5 and later</td>
<td></td>
</tr>
</tbody>
</table>

For detailed information about supported hardware and software, and the other entities DRA can scan, see Veritas Disaster Recovery Advisor Support Requirements.
Release contents

Table 1-2 lists the directories and files that are included in this release.

<table>
<thead>
<tr>
<th>Directory or File</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>copyright</td>
<td>Copyright statement</td>
</tr>
<tr>
<td>documentation</td>
<td>Directory containing the DRA guides</td>
</tr>
<tr>
<td>getting_started.pdf</td>
<td>This document</td>
</tr>
<tr>
<td>dra_3rdpartyattributions.pdf</td>
<td>Third-party legal notices</td>
</tr>
<tr>
<td>DRA_5.4.exe</td>
<td>DRA executable file</td>
</tr>
</tbody>
</table>

About installation

The DRA installation wizard leads you step-by-step through the process of installing or upgrading to this release of DRA.

Before you install, be sure to read:

- The Veritas Disaster Recovery Advisor Release Notes
- The Veritas Disaster Recovery Advisor Deployment Guide
- The “Installing or upgrading DRA” chapter of the Veritas Disaster Recovery Advisor User’s Guide

About the guides

Product guides are in Adobe Portable Document Format (PDF) and included in the documentation directory.

Table 1-3 lists the titles and file names of the DRA guides.

<table>
<thead>
<tr>
<th>Title</th>
<th>File name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veritas Disaster Recovery Advisor Getting Started Guide</td>
<td>getting_started.pdf</td>
</tr>
<tr>
<td>Veritas Disaster Recovery Advisor Release Notes</td>
<td>dra_notes.pdf</td>
</tr>
<tr>
<td>Veritas Disaster Recovery Advisor Support Requirements</td>
<td>dra_support.pdf</td>
</tr>
</tbody>
</table>
Table 1-3  Veritas Disaster Recovery Advisor guides

<table>
<thead>
<tr>
<th>Title</th>
<th>File name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veritas Disaster Recovery Advisor Deployment</td>
<td>dra_deployment.pdf</td>
</tr>
<tr>
<td>Requirements</td>
<td></td>
</tr>
<tr>
<td>Veritas Disaster Recovery Advisor User’s Guide</td>
<td>dra_users.pdf</td>
</tr>
<tr>
<td>Veritas Disaster Recovery Advisor Third-party Legal</td>
<td>dra_3rdpartyattributions.pdf</td>
</tr>
<tr>
<td>Notices</td>
<td></td>
</tr>
</tbody>
</table>

Documentation feedback

Email comments about the product guides to:
docs@symantec.com

Please include the title and product version of the guide you are commenting on.