

# **VERITAS Storage Solutions 4.0**

## **Getting Started Guide**

**Solaris**

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VERITAS Software Corporation  
350 Ellis Street  
Mountain View, CA 94043  
USA  
Phone 650-527-8000 Fax 650-527-2908  
<http://www.veritas.com>

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# VERITAS Storage Solutions Product Overview

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VERITAS Storage Solutions™ are a group of products used for enterprise data management and protection, failover and high availability, and backup applications. This guide provides an overview of the VERITAS Storage Solutions products and the contents of the product software discs, explains how to obtain a product license, and describes the methods for installing VERITAS products.

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**Note** A PDF version of this *Storage Solutions Getting Started* is available at the top level of each Storage Solutions product software disc. Read this entire document before installing any VERITAS products.

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VERITAS Storage Solutions includes the following products. After reading the licensing and installation methods sections, go to the indicated page for product information.

- ◆ [VERITAS File System](#) on page 12 (plus FlashSnap Option)
- ◆ [VERITAS FlashSnap](#) on page 12
- ◆ [VERITAS Volume Manager](#) on page 13 (plus FlashSnap Option and VVR Option)
- ◆ [VERITAS Volume Replicator](#) on page 14
- ◆ [VERITAS Cluster Server](#) on page 15
- ◆ [VERITAS Cluster Server Agents](#) on page 16
- ◆ [VERITAS Cluster Server Traffic Director](#) on page 18
- ◆ [VERITAS Storage Foundation](#) on page 19 (formerly Foundation Suite)
- ◆ [VERITAS Storage Foundation for Oracle](#) on page 21 (formerly Database Edition *for Oracle*)
- ◆ [VERITAS Storage Foundation for DB2](#) on page 22 (formerly Database Edition *for DB2*)
- ◆ [VERITAS Storage Foundation for Sybase](#) on page 23 (formerly Database Edition *for Sybase*)
- ◆ [VERITAS SANPoint Control QuickStart](#) on page 24
- ◆ [VERITAS Enterprise Administrator GUI](#) on page 25



## What's In This Guide?

- ✓ Read “[Licensing Procedures](#)” on page 5. You must obtain a license key before installing any VERITAS product.
- ✓ Read “[Software Disc Contents](#)” on page 3 for instructions on installing your VERITAS product.
- ✓ The VERITAS products contained in this kit are listed under “[VERITAS Storage Solutions Product Overview](#)” on page 1. Go to the section describing your product to find the location of the product release notes and installation guide. Read the release notes and installation guide before installing a product.
- ✓ Read “[Additional Product Information](#)” on page 10 for a description of other features in the Storage Solutions product kit.
- ✓ Review “[Getting Help](#)” on page 26 for important VERITAS support and contact information.



## Software Disc Contents

The VERITAS Storage Solutions kit includes multiple software discs. The contents of each disc is shown on the disc label.

The location of the installation guide and release notes for each product is given in the corresponding product sections listed under “[VERITAS Storage Solutions Product Overview](#)” on page 1. Read the installation guide and release notes for your product before beginning an installation procedure.

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**Note** You can install only the VERITAS software products for which you have purchased a license, even though other products are included on the enclosed software discs.

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VERITAS Disc	Contents
Disc 1	VERITAS Cluster Server VERITAS Cluster Server Agents VERITAS Cluster Server Traffic Director VERITAS File System VERITAS Storage Foundation VERITAS Storage Foundation <i>for DB2</i> VERITAS Storage Foundation <i>for Oracle</i> VERITAS Storage Foundation <i>for Sybase</i> VERITAS Volume Manager VERITAS Volume Replicator
Disc 2	SANPoint Control QuickStart
Documentation Disc	<p>The documentation disc provides documentation for all VERITAS Storage Solutions products included in this release. The documentation is organized into product groups that are searchable using the VERITAS VxHelp search interface. The documents are also on the disc in PDF format under the product directories. You can print selected PDF files using Acrobat Reader.</p> <p>If you insert the documentation disc in a Microsoft Windows system CD drive, the autorun feature automatically brings up the page containing information on how to use the search functionality. To use the documentation disc on a Solaris system, mount the CD according to the instructions under <a href="#">Mounting a Software Disc</a> on page 7. Review the documentation disc README located at the top-level directory.</p>



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**VERITAS Disc**

**Contents**

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Patch Disc

**Note** Not available in every release.

If you have purchased or received a maintenance release of the VERITAS Storage Solutions kit, a disc containing software patches for VERITAS products is included. Patch installation information is available in the product patches directories on the disc.

After installing the product, mount the patch software disc as instructed. Then go to the appropriate product directory and review the patch installation instructions.

Language Discs

**Note** Not available in every release.

VERITAS products are partially or wholly localized in Japanese, French, and Simplified Chinese. If you purchase a VERITAS non-English language product, a language disc and a language documentation disc are included in the Storage Solutions kit. The language disc contains localized packages that must be installed for VERITAS products to operate in the supported locale. The language documentation disc contains translated product guides (see "[Documentation Disc](#)" on page 3).

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## Licensing Procedures

To obtain a valid software license key, use one of the following methods:

- ◆ Access the VERITAS vLicense™ website (recommended).
- ◆ Fax the License Key Request Form included in the license kit.

### Using the VERITAS vLicense Website

The License Key Request Form is a one-page insert included in the product license kit. You must have this form to obtain a software license key for your VERITAS product.

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**Note** If you did not receive, or have misplaced, the form, email [license@veritas.com](mailto:license@veritas.com) to obtain a new form. Save the form for future reference.

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The form lists the following information required to establish a user account on vLicense and generate a license key:

- ◆ Customer number
- ◆ Order number
- ◆ Serial number

Use a web browser to access the vLicense website at <http://vlicense.veritas.com> and follow the instructions. If you already have an account, you can log in. If not, you must create an account before logging in.

After you receive the license key, read “[Installation Methods](#)” on page 7.



## Faxing the License Key Request Form

If you do not have web access, fax the License Key Request Form directly to VERITAS. Sign and date the form in the appropriate spaces and fax it to the number shown on the form. Faxed orders are typically processed within two business days.

After you receive a license key, read "[Installation Methods](#)" on page 7.

## VERITAS Licensing Commands

The `VRTSvlic` licensing package must be installed on your system to enable VERITAS product licensing. `VRTSvlic` is typically installed by the product installation scripts invoked through the Installation Menu. The following VERITAS licensing commands are available on the your system after `VRTSvlic` is installed:

`vxlicinst`—licenses a VERITAS product already installed on a system

`vxlicrep`—views currently installed licenses

`vxlictest`—retrieves features encoded in a license key and their descriptions

You can review the descriptions and available options for these commands in the online manual pages installed with the `VRTSvlic` package.



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## Mounting a Software Disc

1. Log in as superuser.
2. Place the VERITAS software disc containing your product into a CD-ROM drive connected to your system.
3. If Solaris volume management software is running on your system, the software disc automatically mounts as `/cdrom/cdrom0`.
4. If Solaris volume management software is not available to mount the CD, you must mount it manually. After inserting the CD, enter:

```
# mount -F hsfs -o ro /dev/dsk/c0t6d0s2 /cdrom
```

where `c0t6d0s2` is the default address for the CD-ROM drive.

## Installation Methods

There are three ways to install VERITAS products:

- ◆ Using the VERITAS Installation Menu
- ◆ Invoking product installation scripts from the command line
- ◆ Running standard operating system package installation commands

Some products can be installed only by using the Installation Menu or by invoking the script from the command line. “[Using the VERITAS Installation Menu](#)” is described below. See the product installation guide for information on the other installation methods.

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**Note** VERITAS products are installed under the `/opt` directory on the specified host systems. Ensure that the directory `/opt` exists and has write permissions for root before starting an installation procedure. Do not make `/opt` a VxFS file system.

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## Using the VERITAS Installation Menu

The Installation Menu simplifies the process of installing VERITAS software and is the recommended method of installation. Selecting a product to install from the Installation Menu invokes the product installation script. To begin installing:

1. Locate the name of the product to install on the product software disc. Insert the product software disc into a CD-ROM drive attached to your system and mount it (see [Mounting a Software Disc](#) on page 7).

2. Move to the `cdrom0` directory:

```
# cd /cdrom/cdrom0
```

3. From the `cdrom0` directory, invoke the installer script:

```
# ./installer
```

4. The Installation Menu lists the following options to select:

```
I) Install/Upgrade a Product    C) Configure an Installed Product
L) License a Product           P) Perform a Preinstallation Check
U) Uninstall a Product         D) View a Product Description
Q) Quit                        ?) Help
```

Select Help (?) to display information about the options.

**5.** If you select I, the list of products and options to install is displayed:

VERITAS Storage Solutions 4.0

- 1) VERITAS File System (FlashSnap Option)
- 2) VERITAS Volume Manager (FlashSnap Option, VVR Option)
- 3) VERITAS Volume Replicator
- 4) VERITAS Cluster Server
- 5) VERITAS Cluster Server Traffic Director
- 6) VERITAS Storage Foundation (QuickStart, Standard, Standard HA, Enterprise, Enterprise HA, and VVR Option)
- 7) VERITAS Storage Foundation for Oracle (Standard, Enterprise, Enterprise HA, VVR Option)
- 8) VERITAS Storage Foundation for DB2 (Standard, Enterprise, Enterprise HA, VVR Option)
- 9) VERITAS Storage Foundation for Sybase (HA, FlashSnap Option, VVR Option)
- 10) VERITAS SANPoint Control QuickStart
- 11) VERITAS Enterprise Administrator GUI
- B) Back to previous menu

Select a product to install: [1-11,b,q]

**6.** Enter the number of the product to install and press Return. Follow the instructions described in your product installation guide.



## Additional Product Information

The following sections contain important information about VERITAS Storage Solutions products.

### Locating and Displaying Documentation

VERITAS does not include hard copy guides in the VERITAS Storage Solutions kit. Documents are provided in Adobe Portable Document Format (PDF) on the enclosed discs. You can access product documentation in several ways:

- ◆ To view a product's release notes or installation guide, mount the appropriate product software disc and go to the *product\_name/release\_notes* or *product\_name/docs* directory.
- ◆ After a product documentation package is installed, user and administration guides, installation guides, and tutorials are available under the */opt/VRTS* directory.

Localized documentation packages are installed under the */opt/VRTS/language\_dir* directory. The *language\_dir* can be "ja" for Japanese, "fr" for French, or "zh" for simplified Chinese.

- ◆ Mount the "[Documentation Disc](#)" containing all product guides.

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**Note** Release notes are available only under the *release\_notes* directory of the product disc. They are not installed with the documentation packages and are not on the VERITAS Documentation disc.

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### Ordering Documents

You can purchase hard copy software guides by contacting your salesperson or by ordering directly from the VERITAS DocStore™ at:

<http://www.veritas.com/docstore>

## Installing Language Products

If you purchase a non-English language version of VERITAS Storage Solutions, the product includes two additional software discs, a language disc and a language documentation disc. You install the VxFS language packages using the installation script, `install_lp`, provided on the language disc.

After installing a VERITAS product, mount the language package CD and run the command-line installation script. The script detects any installed VERITAS products and automatically installs the corresponding language packages.

You can also install language packages using the `pkgadd` command. Follow the instructions described in your product installation guide.



# VERITAS File System

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS File System software is located on Storage Solutions software disc 1. Read the File System release notes and installation guide before starting the installation:

- ◆ `file_system/release_notes/vxfs_notes.pdf`
- ◆ `file_system/docs/vxfs_ig.pdf`

## About This Product

VERITAS File System™ is a high performance journaling file system that provides easy management and quick-recovery for applications. VERITAS File System delivers scalable performance, continuous availability, increased I/O throughput, and structural integrity.

## VERITAS FlashSnap

VERITAS FlashSnap™ enables the creation of point-in-time copies at both the volume and file system level. FlashSnap implements solutions for online database backup and cluster-shareable file systems, for decision support on enterprise systems, and for fast database recovery. FlashSnap is an optionally licensable feature of VERITAS File System and VERITAS Volume Manager.



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# VERITAS Volume Manager

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Volume Manager software is located on Storage Solutions software disc 1. Read the Volume Manager release notes and installation guide before starting the installation:

- ◆ `volume_manager/release_notes/vxvm_notes.pdf`
- ◆ `volume_manager/docs/vxvm_ig.pdf`

## About This Product

VERITAS Volume Manager™ removes the physical limitations of disk storage so that you can configure, share, manage, and optimize storage I/O performance online without interrupting data availability. VERITAS Volume Manager also provides easy-to-use, online storage management tools to reduce planned and unplanned downtime.



# VERITAS Volume Replicator

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Volume Replicator (VVR) software is located on Storage Solutions software disc 1. Read the product release notes and installation guides before starting the installation:

- ◆ `volume_replicator/release_notes/vvr_notes.pdf`
- ◆ `volume_replicator/release_notes/vxvm_notes.pdf`
- ◆ `volume_replicator/docs/vvr_ig.pdf`
- ◆ `volume_replicator/docs/vxvm_ig.pdf`

## About This Product

VERITAS Volume Replicator is an optional, separately licensable feature of VERITAS Volume Manager. Volume Replicator is a fully integrated component of VERITAS Volume Manager that replicates data to remote locations over any standard IP network to provide continuous data availability.

The Volume Replicator option is available with most VERITAS Standard and Enterprise offerings.

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# VERITAS Cluster Server

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Cluster Server software is located on Storage Solutions software disc 1. Read the Cluster Server release notes and installation guide before starting the installation:

- ◆ `cluster_server/release_notes/vcs_notes.pdf`
- ◆ `cluster_server/docs/vcs_ig.pdf`

## About This Product

VERITAS Cluster Server™ provides an open systems clustering solution that eliminates both planned and unplanned downtime, facilitates server consolidation and failover, and effectively manages a wide range of applications in heterogeneous environments.



# VERITAS Cluster Server Agents

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Cluster Server agents are located on Storage Solutions software disc 1. Agents cannot be installed or configured using the Installation Menu. When installing and configuring enterprise agents from this disc, you must use the following absolute paths to add the agent package. This path information supersedes path information provided in the agent installation and configuration guides.

- ◆ Path to VCS agent for DB2 Universal Database:

```
cluster_server_agents/db2_agent/pkggs
```

- ◆ Path to VCS agent *for Oracle*:

```
cluster_server_agents/oracle_agent/pkggs
```

- ◆ Path to VCS agent for SunONE:

```
cluster_server_agents/sunone_agent/pkggs
```

- ◆ Path to VCS agent *for Sybase*:

```
cluster_server_agents/sybase_agent/pkggs
```

- ◆ Path to VCS agent for NetBackup:

```
cluster_server_agents/nbu_agent
```

Read the relevant agent installation and configuration guide before starting the installation:

- ◆ `cluster_server_agents/docs/db2_agent/vcssol_db2.pdf`
- ◆ `cluster_server_agents/docs/oracle_agent/vcssol_oracle.pdf`
- ◆ `cluster_server_agents/docs/sunone_agent/vcssol_sunone.pdf`
- ◆ `cluster_server_agents/docs/sybase_agent/vcssol_sybase.pdf`
- ◆ `cluster_server_agents/nbu_agent/vcssol_nbu.pdf`

## About This Product

VERITAS Cluster Server agents are processes that manage predefined resource types. Agents obtain configuration information from the VERITAS Cluster Server, then periodically monitor the resources and update VCS with the resource status. Typically agents bring resources online, take resources offline, monitor resources, and report any state changes to VCS.

Enterprise agents are sold separately. Contact your VERITAS sales representative for details about these agents, additional agents under development, agents available as part of a Storage Foundation product, or agents available from VERITAS Consulting Services.

**Note** Before configuring an enterprise agent with VCS 4.0, verify that you have the latest version of the agent.

## Supported Enterprise Agents

VCS enterprise agents listed below are on Storage Solutions disc 1. This table lists supported application and operating system versions. VCS agents support a specified application version on Solaris 9 if the application vendor supports that version on Solaris 9.

Supported VCS Agent	Agent version	VCS version				Application	OS				
		1.3	2.0	3.5	4.0		2.6	7	8	9	
Sun ONE	4.0	p	p	p	s	Administration Server		s	s	s	s
						Messaging Server	5.0, 5.1, 5.2				
						Messaging Multiplexor	5.0, 5.1, 5.2				
						Directory Server	5.0, 5.1				
						Web Server	4.1, 6.0				
						Proxy Server	3.6				
						SOCKS Server	3.6				
Oracle	4.0	p	p	p	s	Oracle	8.0.x, 8i, 9i R1, 9i R2 10g	s	s	s	s
DB2	4.0	p	p	p	s	DB2 Enterprise Edition	7.2 EE, EEE 8.1 EE, EEE	s	s	s	s
Sybase	4.0	p	p	p	s	Sybase Adaptive Server	11.x–11.9.2 12.0, 12.5	s	s	s	s
NetBackup	1.3.0	s	s	s	s	NetBackup	3.4 4.5 MP3 4.5 FP3	s	s	s	s

s – supported configuration      n – not supported      t – not available for testing at time of release



# VERITAS Cluster Server Traffic Director

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Cluster Server Traffic Director software is located on Storage Solutions software disc 2. Read the Traffic director and Cluster Server release notes and the product installation guides before starting the installation:

- ◆ `traffic_director/release_notes/td_notes.pdf`
- ◆ `traffic_director/release_notes/vcs_notes.pdf`
- ◆ `traffic_director/docs/td_sag.pdf`
- ◆ `traffic_director/docs/vcs_ig.pdf`

## About This Product

VERITAS Cluster Server Traffic Director is separately licensed functionality for VERITAS Cluster Server that provides availability through traffic load balancing by directing TCP/IP and UDP/IP traffic to multiple back-end servers.



# VERITAS Storage Foundation

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

## Installation Overview

The VERITAS™ Storage Foundation software is located on Storage Solutions software disc 1. VERITAS Storage Foundation HA functionality is added by installing VERITAS Cluster Server software located on Storage Solutions Software disc 1. Read the component product release notes before starting the installation:

- ◆ `storage_foundation/release_notes/sf_notes.pdf`
- ◆ `storage_foundation/release_notes/vxfs_notes.pdf`
- ◆ `storage_foundation/release_notes/vxvm_notes.pdf`
- ◆ `storage_foundation/release_notes/vcs_notes.pdf`

## About This Product

There are five versions of VERITAS Storage Foundation:

- ◆ Storage Foundation QuickStart
- ◆ Storage Foundation Standard
- ◆ Storage Foundation Standard HA
- ◆ Storage Foundation Enterprise
- ◆ Storage Foundation Enterprise HA

The following table lists the VERITAS products and optionally licensed features available with each Storage Foundation version.



Storage Foundation Version	Products and Features
Storage Foundation QuickStart	VERITAS File System (Base feature set) VERITAS Volume Manager (Base feature set)
Storage Foundation Standard	VERITAS File System VERITAS Volume Manager <b>Optionally licensed features:</b> VERITAS Volume Replicator Option
Storage Foundation Standard HA	VERITAS File System VERITAS Volume Manager VERITAS Cluster Server <b>Optionally licensed features:</b> VERITAS Volume Replicator Option
Storage Foundation Enterprise	VERITAS File System VERITAS Volume Manager VERITAS FlashSnap Option <b>Optionally licensed features:</b> VERITAS Volume Replicator Option
Storage Foundation Enterprise HA	VERITAS File System VERITAS Volume Manager VERITAS Cluster Server VERITAS FlashSnap Option <b>Optionally licensed features:</b> VERITAS Volume Replicator Option





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# VERITAS Storage Foundation *for Oracle*

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Storage Foundation *for Oracle* software is located on Storage Solutions Software disc 1. Read the product release notes and the installation guide before starting the installation:

- ◆ `storage_foundation_for_oracle/release_notes/sf_ora_notes.pdf`
- ◆ `storage_foundation_for_oracle/release_notes/vxfs_notes.pdf`
- ◆ `storage_foundation_for_oracle/release_notes/vxvm_notes.pdf`
- ◆ `storage_foundation_for_oracle/docs/sf_ora_ig.pdf`

## About This Product

VERITAS Storage Foundation *for Oracle* is an integrated set of system software enhancements and configuration guidelines that combine to help Oracle database administrators configure a database system with high performance, availability, manageability, and the reliability provided by VERITAS software products.



## VERITAS Storage Foundation *for DB2*

### Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Storage Foundation *for DB2* software is located on Storage Solutions software disc 1. Read the product release notes and the installation guide before starting the installation:

- ◆ `storage_foundation_for_DB2/release_notes/sf_db2_notes.pdf`
- ◆ `storage_foundation_for_DB2/release_notes/vxfs_notes.pdf`
- ◆ `storage_foundation_for_DB2/release_notes/vxvm_notes.pdf`
- ◆ `storage_foundation_for_DB2/docs/sf_db2_ig.pdf`

### About This Product

VERITAS Storage Foundation *for DB2* is an integrated set of system software enhancements and configuration guidelines that combine to help DB2 database administrators configure a database system with high performance, availability, manageability, and the reliability provided by VERITAS software products.



# VERITAS Storage Foundation *for Sybase*

## Installation Overview

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

The VERITAS Storage Foundation *for Sybase* software is located on Storage Solutions software disc x. Read the product release notes and the installation guide before starting the installation:

- ◆ `storage_foundation_for_sybase/release_notes/sf_syb_notes.pdf`
- ◆ `storage_foundation_for_sybase/release_notes/vxfs_notes.pdf`
- ◆ `storage_foundation_for_sybase/release_notes/vxvm_notes.pdf`
- ◆ `storage_foundation_for_sybase/docs/sf_syb_ig.pdf`

## About This Product

VERITAS Storage Foundation *for Sybase* is an integrated set of system software enhancements and configuration guidelines that combine to help Sybase database administrators configure a database system with high performance, availability, manageability, and the reliability provided by VERITAS software products.



## VERITAS SANPoint Control QuickStart

Review the “[Licensing Procedures](#)” on page 5 and “[Installation Methods](#)” on page 7 before installing this product.

### Installation Overview

VERITAS SANPoint Control QuickStart software is located on Storage Solutions software disc 2. Read the SANPoint Control QuickStart release notes and installation guide before starting the installation:

- ◆ `sanpoint_control_quickstart/release_notes/spcqs_notes.pdf`
- ◆ `sanpoint_control_quickstart/release_notes/spcqs_install_icg.pdf`

### About This Product

VERITAS SANPoint Control QuickStart is a limited-feature version of VERITAS SANPoint Control. SANPoint Control QuickStart automatically discovers devices on a storage area network and provides visualization of SAN resources and connectivity. The QuickStart graphical user interface is a VERITAS Enterprise Administrator (VEA) extension that includes a topology map to enable viewing of an entire storage area network, or provide detailed views of data paths and resource relationships.

Product Notes
On non-English locales, SANPoint Control QuickStart does not check for duplicate group or enclosure object names. This can result in unexpected application behavior. Avoid assigning duplicate group or enclosure object names.

# VERITAS Enterprise Administrator GUI

## Installation Overview

The VERITAS Enterprise Administrator™ (VEA) does not require a license. Selecting VERITAS Enterprise Administrator GUI from the Installation Menu installs the VEA client package, VRTSobgui.

Read the Volume Manager release notes and installation guide for information on installing a VEA GUI client:

- ◆ `volume_manager/release_notes/vxvm_notes.pdf`
- ◆ `volume_manager/docs/vxvm_ig.pdf`

## About This Product

The VERITAS Enterprise Administrator is the graphical user interface to the VERITAS Volume Manager, VERITAS Volume Replicator, VERITAS File System, and other VERITAS products.



## Getting Help

For assistance with any of the VERITAS products, contact VERITAS Technical Support:

- ◆ U.S. and Canadian Customers: 1-800-342-0652
- ◆ International: +1-650-527-8555
- ◆ Email: [support@veritas.com](mailto:support@veritas.com)

For license information:

- ◆ Phone: 1-650-527-0300
- ◆ Email: [license@veritas.com](mailto:license@veritas.com)
- ◆ Fax: 1-650-527-0952

For software updates:

- ◆ Email: [swupdate@veritas.com](mailto:swupdate@veritas.com)

For information on purchasing VERITAS products:

- ◆ Phone: 1-800-327-2232
- ◆ Email: [sales.mail@veritas.com](mailto:sales.mail@veritas.com)

For additional information about VERITAS and VERITAS products, visit the website at:

<http://www.veritas.com>

For software updates and additional technical support information, such as TechNotes, product alerts, and hardware compatibility lists, visit the VERITAS Technical Support website at:

<http://support.veritas.com>

### Unique Message Number

If you encounter a product error message, record the unique message number preceding the text of the message. When contacting VERITAS Technical Support, either by telephone or by visiting the VERITAS Technical Support website, be sure to provide the relevant message number. VERITAS Technical Support will use this message number to quickly determine if there are TechNotes or other information available for you.

A unique message number is an alpha-numeric string beginning with the letter “V”. For example, in the message number:

V-5-732-8018 At least one disk must be specified

the “V” indicates that this is a VERITAS product error message. The text of the error message follows the unique message number.

