

Cluster Support with VERITAS Enterprise Vault™

There has been much confusion on the topic of clustering when it comes to what Enterprise Vault does and does not support. In order to clarify what is and what is not supported the following article discusses the different ways in which clustering can be used in an Enterprise Vault solution including the configuration steps necessary and alternative failover solutions.

In this article we will look at the following ways in which clustering may be used within an Enterprise Vault solution, these include:

- Clustering Enterprise Vault services
- Clustering storage used by Enterprise Vault
- Support of clustered Exchange servers
- Support of clustered file servers

Technical Support notes

Customers attempting to run Enterprise Vault on a cluster or with a configuration not defined as supported in this document will be informed that they are running an unsupported configuration and support cannot be continued. Customers will be advised to carry out the necessary steps to bring Enterprise Vault to a supported configuration as detailed in this document. Customers asking for more information should contact their Account Manager for further details.

VERITAS Professional Services can provide consulting services to re-configure customers existing Enterprise Vault environments and to advise on the best way to bring their configuration to a supported one, this is a paid service not covered under post sales support contracts.

Clustering Enterprise Vault services

Currently it is not possible to cluster any of the Enterprise Vault services e.g. Archiving, Storage, Indexing, etc services and therefore running Enterprise Vault on a cluster is not supported.

At the present time, we have a solution available via our Professional Services team that uses our USL and Building Blocks functionality to provide most of the functionality that is required in a clustered environment. This solution must be coupled with your system management system so that failover can be initiated when a problem with the cluster occurs.

Customers attempting to run Enterprise Vault on a cluster will not be supported and should re-configure their environment. VERITAS Professional Services are available to help and advise on re-configuration of existing Enterprise Vault environments.

Clustering storage used by Enterprise Vault

Clustering the storage devices used by Enterprise Vault to store data is supported. Although the Enterprise Vault services cannot be clustered themselves, it is possible to cluster the storage resources that are used by Enterprise Vault to store for example, DVS files and the AltaVista index files.

To configure Enterprise Vault to use a clustered storage resource you simply need to point Enterprise Vault at the virtual name for the storage device. This will be the name of device that is available constantly on the network no matter which physical server the data is actually available from at that point in time.

Support of clustered Exchange servers

Running Enterprise Vault against a clustered Exchange server with our Exchange archiving product is supported. When configuring Enterprise Vault Archiving, Public Folder, Journaling and Retrieval services you simply need to configure Enterprise Vault to talk to the name of the Exchange virtual server rather than the name of each individual Exchange node.

Support of clustered file servers

Running Enterprise Vault against a clustered file server with our File System Archiving (FSA) product is supported, provided the correct configuration steps have been done when installing and configuring the Enterprise Vault Placeholder Service on the clustered file server.

There is a separate article available from VERITAS support that details the necessary installation and configuration steps when running the Enterprise Vault Placeholder Service on a clustered file server.

Future directions for Cluster Support

VERITAS Enterprise Vault is being tested at this time with a variety of cluster use cases to determine our future support direction. Our intention is to expand our support for clustering on a variety of Microsoft Windows platforms, for both Active/Active and Active/Passive automated failover. Please use our Product Enhancement Request website, <http://enhancement.veritas.com> to give us feedback of your needs.

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