

# Novell High Availability Server\* for NetWare Quick Setup Card

# Novell®

## Pre-Installation Checklist/System Requirements

**IMPORTANT:** Before installing Novell HA Server, please read the following information. These conditions must be met before the Novell HA Server software can be installed. See page 14 of the User's Guide for more complete information.

- Two Novell-certified servers running valid, licensed copies of NetWare 4.11
- Each server must contain at least one local disk device (not shared) for a SYS volume
- At least one shared disk system connected to both servers
- At least one logical drive defined on the shared disk system for each server that will host shared volumes
- A connection from each server to the production network using Novell-certified LAN cards
- A second network connection between the two servers using Novell-certified LAN cards is required if there is no shared drive in the system. The second network connection will be used as the dedicated link. If a shared drive does exist in the system, the shared drive will be used to create a Disk Link and the dedicated link can be placed on the production network

## Installing Novell HA Server for NetWare

The Novell HA Server software is installed using the HASINST.NLM utility. This utility creates the target directory for the software (SYS:\HASERVER, by default) and copies all product files to this directory on both servers.

## To install Novell HA Server

- 1 Start NetWare on both servers.
- 2 Make sure both servers have mounted their local SYS: and other volumes that exist on the shared disk system. Make sure all volumes are mounted on the server where you want them.
- 3 At This Server's console prompt, type `display servers` and press Enter to ensure the other server in the cluster is visible.



**Note:** If the other server is not listed, there may be a NetWare configuration problem. See the NetWare documentation for assistance in solving this problem before continuing.

- 4 Insert the Novell HA Server CD in the CD-ROM drive.
- 5 At the console prompt, type `load d:\haserver\hasinst` and press Enter (where d: is the CD-ROM drive) to load the HASINST.NLM.
- 6 Read the License Agreement. Press F10 to accept and select *Accept agreement* and continue, or select *Do not accept agreement* and exit the installation to reject the license agreement.
- 7 Choose *Install HA Server*.
- 8 Choose the Other Server in the cluster to which the Novell HA Server software will be installed.
- 9 Log in to the Other Server.
- 10 At the Other Server's console prompt, type `v.ncf` and press Enter.
- 11 On This Server, set the paths and select the dedicated link LAN card you want for both servers.
- 12 Press F10 to accept the settings and choose *Yes* to confirm the settings or *No* to return and modify them.
- 13 When the file copy is completed, you are prompted to press Enter to finish.
- 14 Down, Exit, and Restart both servers.

The installation is now complete. When the servers reboot, Novell HA Server will load during bootup.

## Pre-Assistance Checklist

Check the following conditions on the system before calling technical support:

- Verify card settings (e.g., interrupts, I/O ports, slots, and memory settings)
- Ensure there are no interrupt I/O or memory conflicts with any adapter card
- Ensure hard drives are well ventilated to avoid overheating
- Ensure all cables have a good connection
- Check all volumes for viruses
- Load the latest Novell Support Pack

When contacting technical support, please have the following information available to help the support technicians assess your system's problem.

- Product license number (located on inside cover of User's Guide)
- Brand and model of servers
- Processor type and speed (e.g., Pentium 200)
- Type and size of disk devices used
- Type of disk controllers used
- Network (and direct link) card(s) types and settings
- Versions of NetWare (4.11) and DOS
- Version of any application software
- Versions of NetWare patches

## Important

Before installing any NetWare server or other Novell product software, read the readme issues provided in the "Readme Options" menu within the server installation program.

## Incident Number:

## Technical Support

Technical Support is now available through the following support programs:

- **MLA Support**—Available through regular Novell MLA support channels
- **Premium Support**—7x24-hour toll-free telephone support
- **Priority Support**—7:00 a.m.–6:00 p.m. Mon.-Fri. (U.S. Mountain Time) telephone support
- **Incident Support**—Per incident charge telephone support
- **Basic Support**—Free fax and e-mail support
- **Extended Incident Support**—Weekend telephone support by appointment

One free Incident Support is included with this product purchase. An Incident is defined as the resolution of one issue, problem or question, regardless of the number of telephone calls required. Before accessing technical support for any issues, please complete the Pre-Assistance Checklist.

## Novell Support Connection

The Novell Support Connection™ provides access to Novell's networking expertise through the Novell Support Connection Web site, the Novell Support Connection CD, and support programs for customers and partners. By using the Novell Support Connection Web site or CD, you can connect to the same networking knowledge used by Novell technical support engineers. For additional support, Novell encourages customers to contact a Novell partner. Customers can locate qualified partners using the Novell Support Connection Web site. Searches are based on geographical location, product expertise, or both. Visit the Novell Support Connection at: [support.novell.com](http://support.novell.com) (Americas) [support.novell.de](http://support.novell.de) (Europe, Middle East, Africa) [support.novell.com.au](http://support.novell.com.au) (Asia Pacific)

To order the Novell Support Connection CD, call 1-800-377-4136 or 1-303-297-2725 or visit the Novell Support Connection Web site.

## Services

After completing the Pre-Assistance Checklist, you can contact support using the method that best fits your needs:

Method	Access
Phone support	800-392-8891 International 801-223-3104
Fax	801-229-2110

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