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Installing a Symantec Endpoint Protection client to a cluster server

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Question/Issue:

This document provides instructions for installing a Symantec Endpoint Protection client to a cluster server.

Symptoms:

You would like to install a SEP client on a Windows 2000/2003/2008 cluster. In Windows 2000 and 2003, this is referred to as "Windows Clustering" (as opposed to Network Load-balancing). In Windows 2008, this type of clustering has been renamed to High Availability/Failover Clustering.

Solution:

Installing to the cluster

The following is an overview of the steps for installing the Symantec Endpoint Protection client to the cluster server:

1. Break the cluster by bringing down one of the nodes.
2. Let failover complete.
3. Install the SEP client to the downed (passive) node.
4. Restart the node.
5. Relink the cluster.

Repeat steps 1 through 5 for any additional nodes.

Cluster server guidance from Symantec

- Installing a SEP Manager on a Windows 200x Cluster is not supported. High Availability for the SEPM backend (MS SQL database) should be achieved by installing it into an SQL cluster. High Availability for the SEPM web front-end should be achieved by installing more than one SEP manager connecting to the same SQL database.
- The SEP client is not "cluster-aware", and should not be configured as a cluster server, as it should remain active and running to protect the local server, even when the local server is the "passive node" and is not in control of the shared resources
- The SEP client is supported in both Active/Active and Active/Passive clustering.
- The local SEP client will scan the local server resources. The shared resources will be scanned by the server currently designated as the Master (Active) server. On a Windows 200x Failover Cluster, the Server Message Block (SMB) redirector delegates Active status to a server (Master).
- Do not install the SEP client to the cluster's shared drives. When the server fails over, access to the SEP software will be lost.

- If installing remotely, install the SEP client software using the local server names and not the shared cluster name.
- Each SEP client installation is managed separately and provides protection in the event of a failover..
- If a manual scan of the shared drives is being performed when failover occurs, the scan will not automatically restart.
- If one SEP client in the cluster is temporarily down, virus definitions on that node will not be updated until the SEP client successfully starts and updates itself from the designated management server.
- Event logging and alerting will include the name of the local system and not the cluster server name. This helps to identify which system encountered the event.

Note: Windows 2008 servers are supported by SEP MR2 and all subsequent releases.

References:

KB 2003040407061048 - Installing Symantec AntiVirus Corporate Edition to a cluster server

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Operating System(s): Windows 2000 Server/Advanced Server, Windows Server 2003 Web/Standard/Enterprise/Datacenter Edition, Windows Server 2003 x64 Edition, Windows Server 2008 DataCenter 64-bit, Windows Server 2008 DataCenter 32-bit, Windows Server 2008 Enterprise 64-bit, Windows Server 2008 Enterprise 32-bit, Windows Server 2008 Standard 64-bit, Windows Server 2008 Standard 32-bit, Windows Server 2008 Web Server 64-bit, Windows Server 2008 Web Server 32-bit

Product(s): Endpoint Protection 11

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