

## **Purpose**

This document details the NetVault: Backup Support Policy followed by supported platforms for each NetVault: Backup release.

## **NetVault: Backup Support Policy**

### ***Marketing End-Of-Life (MEOL)***

Marketing End-Of-Life (MEOL) is the date that the product will no longer be sold by BakBone Software, Inc.

### ***Full Support***

Full Support will be provided for 12 months after the following release and will include:

- Telephone and electronic support consisting of:
  - Answers to the customer's questions
  - Workarounds, where possible
  - Escalation support, response time adherence
- Bug fixes for all severities where commercially feasible
- Enhancement Requests
- Certification with newer OS versions that are already supported by NetVault: Backup

### ***Sustaining support***

Sustaining support will be provided for 24 months after full support ends and will include:

- Telephone and electronic support consisting of:
  - Answers to the customer's questions
  - Workarounds, where possible

Sustaining Support does NOT include the following:

- Escalation support, response time adherence
- Bug fixes for all severities where commercially feasible
- Enhancement Requests
- Backporting of fixes
- Certification with newer OS versions

## **Additional NetVault: Backup Compatibility Matrixes**

Additional NetVault: Backup compatibility matrixes are available from the BakBone Website at [http://www.bakbone.com/support/product\\_documentation/](http://www.bakbone.com/support/product_documentation/)

Available matrixes include:

- NetVault: Backup Supported APM and Plugin Products
- NetVault: Backup Supported NAS Appliances and NDMP compatibility
- NetVault: Backup Supported Libraries
- NetVault: Backup Supported Drives

## NetVault: Backup 8.0 Supported Platforms

General Availability                      October 22nd, 2007

 End of Full Support                      May 30, 2010<sup>1</sup>

 End of Sustaining Support              May 30, 2012<sup>1</sup>
<sup>1</sup>. Based on expected dates for the next release.

| NetVault: Backup 8.0 Supported Operating System  | OS Version       | Processor | Server, Client, or Smart Client | Cluster Support | NetVault: TrueCDP Support | Current Release  |     |
|--|------------------|-----------|---------------------------------|-----------------|---------------------------|------------------|-----|
| AIX  | 5.2              | PowerPC   | Client & Smart Client Only      |                 |                           | 8.0              |     |
|  | 5.3              | PowerPC   | Client & Smart Client Only      |                 |                           | 8.0              |     |
| FreeBSD <sup>1</sup>                             | 6.2              | X86-32    | All                             |                 |                           | 8.0              |     |
| HP-UX  | 11.0             | PA-RISC   | Client & Smart Client Only      |                 |                           | 8.0              |     |
|  | 11i              | PA-RISC   | Client & Smart Client Only      |                 |                           | 8.0              |     |
|  | 11.22            | IA-64     | Client & Smart Client Only      |                 |                           | 8.0              |     |
|  | 11.23            | IA-64     | Client & Smart Client Only      |                 |                           | 8.0              |     |
| Linux – Red Hat <sup>1</sup>                     | 9.0              | X86-32    | All                             | Yes             |                           | 8.0              |     |
|  |                  | X86-64    | All                             | Yes             |                           | 8.0              |     |
| Linux-Ubuntu                                     | 7.04             | X86-32    | All                             |                 |                           | 8.0              |     |
| Linux – Red Hat Enterprise AS/ES/WS <sup>1</sup> | 3.0              | X86-32    | All                             | Yes             |                           | 8.0              |     |
|  |                  | X86-64    | All                             | Yes             |                           | 8.0              |     |
|  |                  | IA-64     | All                             | Yes             |                           | 8.0              |     |
|  | 4.0 <sup>4</sup> | X86-32    | X86-32                          | All             | Yes                       | Client or Server | 8.0 |
|  |                  |           | X86-64                          | All             | Yes                       | Client or Server | 8.0 |
|  |                  |           | IA-64                           | All             | Yes                       |                  | 8.0 |
|  | 5.0              | X86-32    | X86-32                          | All             | Yes                       | Client or Server | 8.0 |
|  |                  |           | X86-64                          | All             | Yes                       | Client or Server | 8.0 |
|  |                  |           | IA-64                           | All             | Yes                       |                  | 8.0 |
| Linux – Oracle Enterprise Linux                  | 5.0              | X86-32    | All                             |                 |                           | 8.0              |     |
|  |                  | X86-64    | All                             |                 |                           | 8.0              |     |

| NetVault: Backup 8.0 Supported Operating System | OS Version | Processor | Server, Client, or Smart Client | Cluster Support | NetVault: TrueCDP Support | Current Release |
|---|------------|-----------|---------------------------------|-----------------|---------------------------|-----------------|
| Linux - CentOS                                  | 5.0        | X86-32    | All                             |                 |                           | 8.0             |
| Linux – SUSE SLES <sup>1</sup>                  | 8          | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |
|   | 9          | X86-32    | All                             | Yes             | Client or Server          | 8.0             |
|   |            | X86-64    | All                             | Yes             | Client or Server          | 8.0             |
|   |            | IA-64     | All                             | Yes             |                           | 8.0             |
|   | 10         | X86-32    | All                             | Yes             | Client or Server          | 8.0             |
|   |            | X86-64    | All                             | Yes             | Client or Server          | 8.0             |
|   |            | IA-64     | All                             | Yes             |                           | 8.0             |
| Linux - Miracle                                 | 4.0        | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |
| Linux - RedFlag                                 | 4.0        | X86-32    | All                             |                 |                           | 8.0             |
|   |            | X86-64    | All                             |                 |                           | 8.0             |
|   | 5.0        | X86-32    | All                             |                 |                           | 8.0             |
|   |            | X86-64    | All                             |                 |                           | 8.0             |
| Linux - Debian                                  | 3.1        | X86-32    | All                             | Yes             |                           | 8.0             |
| Mac OSX   | 10.3.9     | PowerPC   | All                             |                 |                           | 8.0             |
|   | 10.4.x     | PowerPC   | All                             |                 |                           | 8.0             |
|   | 10.4.x     | X86/X8664 | All                             |                 |                           | 8.0             |
|   | 10.5       | PPC       | All                             |                 |                           | 8.0             |
|   | 10.5       | X86/X8664 | All                             |                 |                           | 8.0             |
| NetWare <sup>3</sup>                            | 6.5        | X86-32    | Thin Client Only                |                 |                           | 5.0             |
| Solaris   | 8          | SPARC     | All                             | Yes             |                           | 8.0             |
|   | 9          | SPARC     | All                             | Yes             |                           | 8.0             |
|   | 10         | X86/X8664 | All                             | Yes             |                           | 8.0             |
|   |            | SPARC     | All                             | Yes             |                           | 8.0             |
| VMware ESX <sup>2</sup>                         | 2.51       | VMware    | Client & Smart Client Only      |                 |                           | 8.0             |
|   | 2.52       | VMware    | Client & Smart Client Only      |                 |                           | 8.0             |
|   | 2.53       | VMware    | Client & Smart Client Only      |                 |                           | 8.0             |
|   | 3.0        | VMware    | Client & Smart Client Only      |                 |                           | 8.0             |
| Windows <sup>1</sup>                            | 2000       | X86-32    | All                             | Yes             |                           | 8.0             |
| Windows <sup>1</sup>                            | 2003       | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |

| NetVault: Backup 8.0 Supported Operating System | OS Version | Processor | Server, Client, or Smart Client | Cluster Support | NetVault: TrueCDP Support | Current Release |
|---|------------|-----------|---------------------------------|-----------------|---------------------------|-----------------|
|   | 2003R2     | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |
|   | XP Prof    | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |
| Windows Storage Server                          | 2003       | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |
| Windows Storage Server                          | 2003R2     | X86-32    | All                             | Yes             |                           | 8.0             |
|   |            | X86-64    | All                             | Yes             |                           | 8.0             |

1. Also supported as a VMware ESX guest OS for Server or Client without attached tape devices.
2. VMware host OS supported by the 8.0 Linux distributions as a client only.
3. Supported by running a 'thin client' on the NetWare machine and an APM on the backup server.
4. Requires update 1 (U1) or later from Red Hat if device support is required.

## NetVault: Backup 7.4.x Supported Platforms

General Availability                      December 15, 2005  
 End of Full Support                        May 30, 2008<sup>1</sup>  
 End of Sustaining Support                May 30, 2010<sup>1</sup>

<sup>1</sup>. Based on expected dates for the next release.

| NetVault: Backup 7.4.x Supported Operating System                | OS Version       | Processor | Server, Client, or Smart Client | Cluster Support | Current Release |
|--|------------------|-----------|---------------------------------|-----------------|-----------------|
| AIX  | 5.2              | PowerPC   | All                             |                 | 7.4.5           |
|  | 5.3              | PowerPC   | All                             |                 | 7.4.5           |
| FreeBSD <sup>1</sup>   | 5.3              | X86-32    | All                             |                 | 7.4.1           |
|  | 5.4              | X86-32    | All                             |                 | 7.4.1           |
|  | 6.0              | X86-32    | All                             |                 | 7.4.2           |
|  | 6.1              | X86-32    | All                             |                 | 7.4.3           |
| HP-UX  | 11.0             | PA-RISC   | All                             |                 | 7.4.5           |
|  | 11i              | PA-RISC   | All                             |                 | 7.4.5           |
|  | 11.22            | IA-64     | All                             |                 | 7.4.5           |
|  | 11.23            | IA-64     | All                             |                 | 7.4.5           |
| Linux – Red Hat <sup>1</sup>                                     | 9.0              | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
| Linux-Ubuntu   | 7.04             | X86-32    | All                             |                 | 7.4.5           |
| Linux – Red Hat Enterprise AS/ES/WS <sup>1</sup>                 | 2.1              | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
|  | 3.0              | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
|  |                  | IA-64     | All                             | Yes             | 7.4.5           |
|  | 4.0 <sup>4</sup> | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
|  |                  | IA-64     | All                             | Yes             | 7.4.5           |
|  | 5.0              | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
| IA-64  |                  | All       | Yes                             | 7.4.5           |                 |
| Linux – Oracle Enterprise Linux                                  | 5.0              | X86-32    | All                             |                 | 7.4.5           |
|  |                  | X86-64    | All                             |                 | 7.4.5           |
| Linux - CentOS   | 5.0              | X86-32    | All                             |                 | 7.4.5           |
| Linux – SUSE SLES <sup>1</sup><br>Ver 10 requires 7.43 or higher | 8                | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
|  | 9                | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
|  |                  | IA-64     | All                             | Yes             | 7.4.5           |
|  | 10               | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |
| Linux - Miracle  | 4.0              | X86-32    | All                             | Yes             | 7.4.5           |
|  |                  | X86-64    | All                             | Yes             | 7.4.5           |

| NetVault: Backup 7.4.x Supported Operating System | OS Version | Processor | Server, Client, or Smart Client | Cluster Support | Current Release |
|---|------------|-----------|---------------------------------|-----------------|-----------------|
| Linux – Turbolinux Desktop                        | 10.0       | X86-32    | All                             | Yes             | 7.4.5           |
| Linux – Turbolinux Server                         | 8.0        | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
| Linux – Turbolinux Server                         | 10.0       | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
| Linux - RedFlag                                   | 4.0        | X86-32    | All                             |                 | 7.4.5           |
|   |            | X86-64    | All                             |                 | 7.4.5           |
|   | 5.0        | X86-32    | All                             |                 | 7.4.5           |
|   |            | X86-64    | All                             |                 | 7.4.5           |
| Linux – Turbo Appliance Server                    | 2.0        | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
| Linux - Debian                                    | 3.1        | X86-32    | All                             | Yes             | 7.4.5           |
| Mac OSX   | 10.3.9     | PowerPC   | All                             |                 | 7.4.5           |
|   | 10.4.x     | PowerPC   | All                             |                 | 7.4.5           |
|   | 10.4.x     | X86/X8664 | All                             |                 | 7.4.5           |
| NetWare <sup>3</sup>                              | 6.5        | X86-32    | Thin Client Only                |                 | 5.0             |
| Solaris   | 8          | SPARC     | All                             |                 | 7.4.5           |
|   | 9          | SPARC     | All                             |                 | 7.4.5           |
|   | 10         | X86/X8664 | All                             |                 | 7.4.5           |
|   |            | SPARC     | All                             |                 | 7.4.5           |
| VMware ESX <sup>2</sup>                           | 2.51       | VMware    | Client & Smart Client Only      |                 | 7.4.5           |
|   | 2.52       | VMware    | Client & Smart Client Only      |                 | 7.4.5           |
|   | 2.53       | VMware    | Client & Smart Client Only      |                 | 7.4.5           |
|   | 3.0        | VMware    | Client & Smart Client Only      |                 | 7.4.5           |
| Windows <sup>1</sup>                              | 2000       | X86-32    | All                             | Yes             | 7.4.5           |
| Windows <sup>1</sup>                              | 2003       | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
|   | 2003R2     | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
|   | XP Prof    | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
| Windows Storage Server                            | 2003       | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |
| Windows Storage Server                            | 2003R2     | X86-32    | All                             | Yes             | 7.4.5           |
|   |            | X86-64    | All                             | Yes             | 7.4.5           |

1. Also supported as a VMware ESX guest OS for Server or Client without attached tape devices.
2. VMware host OS supported by the 7.4 and above Linux distributions as a client only.
3. Supported by running a 'thin client' on the NetWare machine and an APM on the backup server.
4. Requires update 1 (U1) or later from Red Hat if device support is required.
5. Server and SmartClient support is from release 7.4.2 and above only.

***Supported Cluster Software***

| Supported Operating System<br>(All Supported Variations) | Cluster Software                                   |
|--|--|
| Windows  | Microsoft Cluster Server<br>Veritas Cluster Server |
| Linux  | Cluster Suite<br>Fujitsu Prime Cluster (IA-64)     |
| Solaris  | Sun Cluster  |

1. NetVault: Backup server.
2. Requires update 1 (U1) or later from Red Hat if device support is required.

## **NetVault: Backup 7.1.x**

GA date  
**End of Full Support**  
End of Sustaining Support  
Superseded by

15<sup>th</sup> November 2003  
**December 15<sup>th</sup> 2006**  
December 15<sup>th</sup> 2008  
7.4