

Asigra Cloud Backup™ v14.1

Support Matrix v1.1

September 2019

Table of contents

- Support matrix history 4
- About this document 4
- Third-party support policy 4
- Client software installation support matrix..... 5
 - FullFeatured DS-Client (Windows, Linux, or Mac)5
 - Management Console (Windows, Linux, or Mac).....5
 - DS-Mobile Client (Windows).....6
 - DS-Notebook Client (Mac)6
 - Local DS-VDR Tool (Windows)6
 - DS-Recovery Tools (Windows).....6
- Server software installation support matrix..... 7
 - DS-License Server (Windows or Linux)7
 - DS-System (Windows or Linux).....7
 - DS-NOC (Windows or Linux)7
 - BLM Archiver (Windows or Linux)7
 - DS-Billing (Windows or Linux).....7
- Tools software installation support matrix 8
 - Remote DS-VDR Tool (Windows or Linux)8
 - DS-Client Database Migration Tool (Windows)8
 - DS-System Database Migration Tool (Windows).....8
 - DS-Mobile Packager & MST Generator (Windows)8
 - DS-Prerequisites Tools (Windows, Linux, or Mac).....8
 - I/O Load Test Tool (Windows or Linux).....8
 - Storage and Bandwidth Calculation Tool (Windows)8
 - System Information Collector (Windows, Linux, or Mac)8
- Backup and restore support matrix..... 9
 - FullFeatured DS-Client (Windows).....9
 - FullFeatured DS-Client (Linux)11
 - FullFeatured DS-Client (Mac).....12
 - DS-Mobile Client (Windows).....12
 - DS-Notebook Client (Mac)12

General disclaimer and support notes	13
Alternative operating system support.....	13
FreeBSD support	13
Third-party backup software	13
Third-party vendor service packs.....	13
Virtualization support	13

Support matrix history

Version	Date	Summary
v1.0	January 18, 2019	Released for General Availability.
v1.1	September 20, 2019	Updated to indicate that performing backup and restore activities on the following sources is now supported with the Asigra Cloud Backup v14.1 release: Windows DS-Client Hotfix 8 (14.1.0.8) or later <ul style="list-style-type: none">• Windows Server 2019• Microsoft Exchange Server 2019• Microsoft Hyper-V Server 2019• Microsoft Outlook 2019• Microsoft SharePoint Server 2019 Linux DS-Client Hotfix 3 (14.1.0.3) or later <ul style="list-style-type: none">• CentOS 7.6• Red Hat Enterprise Linux 7.6, 8.0• SUSE Linux Enterprise Server 12 SP4• PostgreSQL 11 Mac DS-Client 14.1.0 or later <ul style="list-style-type: none">• Mac OS X 10.14 (Mojave)• PostgreSQL 11

About this document

This document describes the various supported platforms on which the Asigra Cloud Backup software can be installed as well as the various data sources supported by each component for backup and restore.

Important: Read this entire document before installing or upgrading the Asigra Cloud Backup software.

Third-party support policy

This section describes the support policy for installing the Asigra Cloud Backup software on the various supported platforms and for backing up and restoring the various data sources supported by each component.

Asigra will provide support for third-party software with the following caveats:

- Asigra will make all reasonable efforts to provide Mainstream Support for new third-party software versions of supported products released by the third-party vendor within 90 days of the vendor's release date.
- Asigra will continue to provide Mainstream Support of third-party software versions of supported products for as long as the third-party vendor continues to offer Mainstream Support.
- Asigra will discontinue Mainstream Support for third-party software versions within 90 days of the third-party vendor's Mainstream Support end date.
- Asigra will provide Extended Support for third-party software versions that have reached the end of Mainstream Support on the affected Asigra software version provided the vendor offers Extended Support and the customer has purchased an Extended Support contract from Asigra and the respective third-party vendor. For more information about Asigra Extended Support, contact Asigra Technical Support.

- Asigra will only provide Extended Support for third-party software versions if the vendor or Asigra has not changed the underlying technology.

Asigra reserves the right to end support for specific third-party software versions at any time. All Engineering Support for third-party software versions that have reached End of Life (EOL) will expire immediately.

Client software installation support matrix

Note: The client software can be installed only on the 64-bit version of the supported operating system.

FullFeatured DS-Client (Windows, Linux, or Mac)

Note: The DS-Client Docker container is supported only on Windows Server 2016, Windows 10, and CentOS 7.4.

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • Microsoft SQL Server 2017 • Microsoft SQL Server 2016 SP2 • Microsoft SQL Server 2014 SP2
Windows 10	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • Microsoft SQL Server 2017 • Microsoft SQL Server 2016 SP2 • Microsoft SQL Server 2014 SP2
CentOS 7.3, 7.4, 7.5	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • PostgreSQL 9.4, 9.5, 9.6, 10, (remote)
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • PostgreSQL 9.4, 9.5, 9.6, 10, (remote)
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • PostgreSQL 9.4, 9.5, 9.6, 10, (remote)
Mac OS X 10.12 (Sierra), 10.13 (High Sierra)	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded) • PostgreSQL 9.4, 9.5, 9.6, 10, (remote)

Important: By default, the Windows DS-Client is installed with an embedded PostgreSQL database. When performing an automatic upgrade from a previous version of the Windows DS-Client, the existing Microsoft SQL Server or PostgreSQL database will automatically be migrated to the embedded PostgreSQL database. Users who want to retain their existing Microsoft SQL Server database must perform a manual upgrade. For more information, see the *Client Software Installation Guide*.

Management Console (Windows, Linux, or Mac)

Note: Management Console supports the Google Chrome, Mozilla Firefox, and Safari web browsers.

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)
Windows 10	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)
CentOS 7.3, 7.4, 7.5	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)
Mac OS X 10.12 (Sierra), 10.13 (High Sierra)	<ul style="list-style-type: none"> • PostgreSQL 10 (embedded)

DS-Mobile Client (Windows)

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none">• Firebird (embedded)
Windows 10	<ul style="list-style-type: none">• Firebird (embedded)

DS-Notebook Client (Mac)

Operating System	Database
Mac OS X 10.12 (Sierra), 10.13 (High Sierra)	<ul style="list-style-type: none">• PostgreSQL 10 (embedded)

Local DS-VDR Tool (Windows)

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none">• Microsoft SQL Server 2017• Microsoft SQL Server 2016 SP2• Microsoft SQL Server 2014 SP2

DS-Recovery Tools (Windows)

Collaboration Software	Operating System
Microsoft Exchange Server 2019	<ul style="list-style-type: none">• Windows Server 2019
Microsoft Exchange Server 2016	<ul style="list-style-type: none">• Windows Server 2016
Microsoft Outlook 2019	<ul style="list-style-type: none">• Windows Server 2019• Windows 10
Microsoft Outlook 2016	<ul style="list-style-type: none">• Windows Server 2016• Windows 10
Microsoft SharePoint Server 2019	<ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016
Microsoft SharePoint Server 2016	<ul style="list-style-type: none">• Windows Server 2019• Windows Server 2016

Server software installation support matrix

Note: The server software can be installed only on the 64-bit version of the supported operating system.

DS-License Server (Windows or Linux)

DS-License Server	Operating System
Recovery License Model (RLM) Capacity License Model (CLM)	<ul style="list-style-type: none">Windows Server 2016Windows 10Red Hat Enterprise Linux 7.4SUSE Linux Enterprise Server 11 SP4, 12 SP3

Note: Only the initial release of Red Hat Enterprise Linux 7.4 is supported.

DS-System (Windows or Linux)

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none">Microsoft SQL Server 2017Microsoft SQL Server 2016 SP2Microsoft SQL Server 2014 SP2
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10

DS-NOC (Windows or Linux)

Operating System	Database and Web Server
Windows Server 2016	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10Apache Tomcat 8.5 or 9.0 with Java 1.8
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10Apache Tomcat 8.5 or 9.0 with Java 1.8
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10Apache Tomcat 8.5 or 9.0 with Java 1.8

BLM Archiver (Windows or Linux)

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none">PostgreSQL 9.4, 9.5, 9.6, 10

DS-Billing (Windows or Linux)

Operating System	Database
Windows Server 2016	<ul style="list-style-type: none">Microsoft SQL Server 2017Microsoft SQL Server 2016 SP2Microsoft SQL Server 2014 SP2
Red Hat Enterprise Linux 7.3, 7.4, 7.5	<ul style="list-style-type: none">PostgreSQL 10 (embedded)PostgreSQL 9.4, 9.5, 9.6, 10, (remote)
SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15	<ul style="list-style-type: none">PostgreSQL 10 (embedded)PostgreSQL 9.4, 9.5, 9.6, 10, (remote)

Tools software installation support matrix

Note: The tools software can be installed only on the 64-bit version of the supported operating system.

Remote DS-VDR Tool (Windows or Linux)

- Windows Server 2016 or Windows 10
- Red Hat Enterprise Linux 7.3, 7.4, 7.5
- SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15

DS-Client Database Migration Tool (Windows)

- Windows Server 2016

DS-System Database Migration Tool (Windows)

- Windows Server 2016

DS-Mobile Packager & MST Generator (Windows)

- Windows Server 2016 or Windows 10

DS-Prerequisites Tools (Windows, Linux, or Mac)

- Windows Server 2016 or Windows 10
- CentOS 7.3, 7.4, 7.5
- Red Hat Enterprise Linux 7.3, 7.4, 7.5
- SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15
- Mac OS X 10.12 (Sierra), 10.13 (High Sierra)

I/O Load Test Tool (Windows or Linux)

- Windows Server 2016
- Red Hat Enterprise Linux 7.3, 7.4, 7.5
- SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15

Storage and Bandwidth Calculation Tool (Windows)

- Windows Server 2016 or Windows 10

System Information Collector (Windows, Linux, or Mac)

- Windows Server 2016 or Windows 10
- CentOS 7.3, 7.4, 7.5
- Red Hat Enterprise Linux 7.3, 7.4, 7.5
- SUSE Linux Enterprise Server 11 SP4, 12 SP3, 15
- Mac OS X 10.12 (Sierra), 10.13 (High Sierra)

Backup and restore support matrix

Note: If you run a backup source on an unsupported version and have an issue, Asigra will attempt to reproduce the issue on a supported version. Fixes will only be provided under Mainstream or Extended Support.

FullFeatured DS-Client (Windows)

Backup Source	Connectivity	Item	Version
File System	Local drives, Windows network	Files, system state	<ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Windows 10
	Windows network	NAS files	NetApp FA S 7-mode NAS via snapshot <ul style="list-style-type: none"> ONTAP 7.3.5, 8.1, 8.2.2
Permissions	Local drives, Windows network	Files, system state	<ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Windows 10
Google G Suite	Google APIs	G Suite data	N/A
Microsoft Office 365 (Exchange Online)	Exchange Web Services (EWS)	Exchange data	N/A
Microsoft Office 365 (SharePoint Online)	SharePoint Client Object Model SDK	SharePoint data	N/A
Microsoft Office 365 Groups	Microsoft Graph API	Groups data	N/A
Salesforce.com	HTTPS Partner API, Bulk API	Objects	N/A
	Metadata API	Schema	
Email	DS-MLR	Outlook data	Microsoft Outlook 2019 <ul style="list-style-type: none"> Windows Server 2019 Windows 10 Microsoft Outlook 2016 <ul style="list-style-type: none"> Windows Server 2016 Windows 10
	Exchange Web Services (EWS)	Exchange data	Microsoft Exchange Server 2019 (Standalone or DAG) <ul style="list-style-type: none"> Windows Server 2019 Microsoft Exchange Server 2016 (Standalone) <ul style="list-style-type: none"> Windows Server 2016
Microsoft Exchange Server	MS VSS writers (Full, Differential, Incremental)	Mailboxes, databases, granular restore	Microsoft Exchange Server 2019 (Standalone) <ul style="list-style-type: none"> Windows Server 2019 Microsoft Exchange Server 2016 (Standalone or DAG) <ul style="list-style-type: none"> Windows Server 2016
Microsoft SharePoint Server	MS VSS writers (Full, Differential)	Granular item-level restore	Microsoft SharePoint Server 2016 or 2019 <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Microsoft SQL Server 2017 (RTM) Microsoft SQL Server 2016 (RTM)
		Web application	Microsoft SharePoint Server 2016 or 2019 <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Microsoft SQL Server 2017 (RTM) Microsoft SQL Server 2016 (RTM)

Backup Source	Connectivity	Item	Version
	DS-Recovery Tools	Granular item-level backup and restore	Microsoft SharePoint Server 2016 or 2019 <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Microsoft SQL Server 2017 (RTM) Microsoft SQL Server 2016 (RTM)
Microsoft SQL Server	MS VSS writers (Full, Differential)	Database, permissions, streams	Microsoft SQL Server 2016 SP2 or 2017 (Standalone, Cluster, or AOAG) <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016
	Dump locally to DS-Client buffer or named pipe (Full, Differential, Incremental)	Database, transaction logs	Microsoft SQL Server 2016 SP2 or 2017 (Standalone or Cluster) <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016
Microsoft Hyper-V Server	MS VSS writers (Full, Incremental, FLR)	Virtual machines	Microsoft Hyper-V Server 2019 (Standalone or Cluster) <ul style="list-style-type: none"> Windows Server 2019 Microsoft Hyper-V Server 2016 (Standalone or Cluster) <ul style="list-style-type: none"> Windows Server 2016
Oracle Database	Dump locally to DS-Client buffer or named pipe	PDB, CDB, Table Spaces, Archive Logs, Control File	Oracle Database 12c Release 2 or 18c <ul style="list-style-type: none"> Windows Server 2016 Windows 10
Oracle MySQL	Dump locally to DS-Client buffer or named pipe (mysqldump)	Databases	Oracle MySQL 8.0 <ul style="list-style-type: none"> Windows Server 2019 Windows Server 2016 Windows 10 Oracle MySQL 5.7 <ul style="list-style-type: none"> Windows Server 2016 Windows 10
Physical-to-Virtual (VMware vCenter)	VMware vCenter Converter Standalone 6.2	Machine level	VMware vSphere 6.0, 6.5, 6.7
VMware VADP	VMware vStorage API	Virtual machines, templates	VMware vSphere 6.0, 6.5, 6.7
VM Replication (Microsoft Hyper-V)	Hyper-V WMI API	Virtual machines	Microsoft Hyper-V Server 2019 (Standalone or Cluster) <ul style="list-style-type: none"> Windows Server 2019 Microsoft Hyper-V Server 2016 (Standalone or Cluster) <ul style="list-style-type: none"> Windows Server 2016
VM Replication (VMware vCenter)	VMware vStorage API	Virtual machines	VMware vSphere 6.0, 6.5, 6.7

FullFeatured DS-Client (Linux)

Backup Source	Connectivity	Item	Version
File System	Local File System	Files	<ul style="list-style-type: none"> CentOS 7.3, 7.4, 7.5, 7.6 Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, 8.0 SUSE Linux Enterprise Server 11 SP4, 12 SP4, 15
	SSH	Files	<ul style="list-style-type: none"> Any operating system with SSH daemon and Perl5.6+ / Python 2.4+
	NFS v3	Files	<ul style="list-style-type: none"> Any operating system that supports NFS v3.
	NAS	NAS Files	<ul style="list-style-type: none"> NetApp 7-mode via snapshot with or without Snapdiff (ONTAP 7.3.5, 8.1, 8.2.2) NetApp C-mode via snapshot (ONTAP 8.1, 8.2.2)
Permissions	Local File System	Files	<ul style="list-style-type: none"> CentOS 7.3, 7.4, 7.5, 7.6 Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, 8.0 SUSE Linux Enterprise Server 11 SP4, 12 SP4, 15
	SSH	Files	<ul style="list-style-type: none"> Any operating system with SSH daemon and Perl5.6+ / Python 2.4+
	NFS v3	Files	<ul style="list-style-type: none"> Any operating system that supports NFS v3.
	NAS	NAS Files	<ul style="list-style-type: none"> NetApp 7-mode via snapshot with or without Snapdiff (ONTAP 7.3.5, 8.1, 8.2.2) NetApp C-mode via snapshot (ONTAP 8.1, 8.2.2)
IBM DB2	NFS, SSH, Local File System	Database Log Files	IBM DB2 11.1 <ul style="list-style-type: none"> CentOS 7.3, 7.4, 7.5, 7.6 Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, SUSE Linux Enterprise Server 11 SP4, 12 SP4 IBM DB2 10.5 <ul style="list-style-type: none"> Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, SUSE Linux Enterprise Server 11 SP4, 12 SP4
Oracle Database	NFS, SSH, Pipe, Local File System	PDB, CDB, Table Spaces, Archive Logs, Control File	Oracle Database 18c (Standalone) <ul style="list-style-type: none"> Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6 SUSE Linux Enterprise Server 12 SP4 Oracle Database 12c Release 2 (Standalone) <ul style="list-style-type: none"> Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6 SUSE Linux Enterprise Server 12 SP4, 15
Oracle MySQL	Pipe (mysqldump)	Databases	Oracle MySQL 8.0 <ul style="list-style-type: none"> Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, 8.0 SUSE Linux Enterprise Server 12 SP4, 15 Oracle MySQL 5.7 <ul style="list-style-type: none"> Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6 SUSE Linux Enterprise Server 11 SP4, 12 SP4
Oracle-SBT	Asigra SBT DynLyb RMAN	PDB, CDB, SPFILE, Table Spaces, Control Files, Archive Files, Data Files	Oracle Database 12.2 or 18.3 (Standalone) <ul style="list-style-type: none"> Windows Server 2016 Windows 10 Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6 SUSE Linux Enterprise Server 12 SP4, 15
PostgreSQL	Pipe (pg_dump)	Databases	PostgreSQL 9.6, 10, 11 <ul style="list-style-type: none"> CentOS 7.3, 7.4, 7.5, 7.6 Red Hat Enterprise Linux 7.3, 7.4, 7.5, 7.6, 8.0 SUSE Linux Enterprise Server 11 SP4, 12 SP4
Physical-to-Virtual (VMware vCenter)	VMware vCenter Converter Standalone 6.2	Machine Level	<ul style="list-style-type: none"> VMware vSphere 6.0, 6.5, 6.7

Backup Source	Connectivity	Item	Version
Snap Manager	SnapVault	Volume / qtree	<ul style="list-style-type: none"> NetApp 8.2.2 7-mode via SnapVault
VMware VADP	VMware vStorage API	Virtual Disks, Virtual Machines Templates	<ul style="list-style-type: none"> VMware vSphere 6.0, 6.5, 6.7 (Standalone or Cluster)

FullFeatured DS-Client (Mac)

Backup Source	Connectivity	Item	Version
File System	Local file system	Files	<ul style="list-style-type: none"> Mac OS X 10.12 (Sierra) Mac OS X 10.13 (High Sierra) Mac OS X 10.14 (Mojave)
	NFS v3	Files	<ul style="list-style-type: none"> Any operating system supporting NFS v3
	SSH	Files	<ul style="list-style-type: none"> Any operating system with SSH daemon and Perl5.6+ / Python 2.4+
Permissions	Local File System	Files	<ul style="list-style-type: none"> Mac OS X 10.12 (Sierra) Mac OS X 10.13 (High Sierra) Mac OS X 10.14 (Mojave)
Oracle MySQL	Pipe (mysqldump)	Databases	Oracle MySQL 5.7 or 8.0 <ul style="list-style-type: none"> Mac OS X 10.13 (High Sierra) Mac OS X 10.14 (Mojave)
PostgreSQL	Pipe (pg_dump)	Databases	PostgreSQL 9.4, 9.5, 9.6, 10, 11 <ul style="list-style-type: none"> Mac OS X 10.12 (Sierra) Mac OS X 10.13 (High Sierra) Mac OS X 10.14 (Mojave)

DS-Mobile Client (Windows)

Backup Source	Connectivity	Item	Version
File System	Local drive or Windows network	Files	<ul style="list-style-type: none"> Windows Server 2019 (local or remote) Windows Server 2016 (local only) Windows 10 (local only)

DS-Notebook Client (Mac)

Backup Source	Connectivity	Item	Version
File System	Local file system	Files	<ul style="list-style-type: none"> Mac OS X 10.12 (Sierra) Mac OS X 10.13 (High Sierra) Mac OS X 10.14 (Mojave)

General disclaimer and support notes

Alternative operating system support

There are alternative variants of the operating systems that Asigra identifies as officially supported, such as CentOS. These variants are sometimes derived from a supported distribution's source code that might be destined to become part of a future release of a supported distribution.

Asigra support for alternative operating systems applies only to installation or functional issues specific to the Asigra Cloud Backup software on the versions listed in the support matrix. Asigra does not provide support for the variant operating system itself. In addition, Asigra software uses technologies from various third-party vendors, which may or may not support these alternative operating systems at the same level as Asigra software.

Asigra will attempt to recreate the customer issue on an officially supported operating system and third party vendor software stack. If Asigra is unable to reproduce the issue, the customer will be required to perform further diagnostics on their own to isolate the issue, including reproducing the issue on a supported operating system and third party vendor software stack. Asigra at its sole discretion will determine if the root cause of an issue is due to the alternative operating system or the Asigra software and its embedded technologies.

FreeBSD support

Asigra support for FreeBSD is limited to Asigra Cloud Backup components, FreeBSD security vulnerabilities, and the FreeBSD components that affect the operation of the Asigra software. Asigra support for FreeBSD is available only when Asigra Cloud Backup software is running on hardware purchased directly from Asigra.

Third-party backup software

Using other third-party backup software in parallel with the Asigra Cloud Backup software can interfere with the backup process and result in failures.

Third-party vendor service packs

Underlying platform vendors on which the Asigra software depends generally consider their service packs to be backwards compatible. Asigra expects these service packs will not adversely affect our products. Asigra will provide limited support for third-party service packs that the vendor has stated are fully backwards compatible with a supported third-party service pack listed in the support matrix. A list of products and their service packs with limited support will remain in the support matrix until support is either officially declared or support is declined due to unexpected architectural issues, vendor bugs, or incompatibilities. Limited support means Asigra will attempt to reproduce and resolve issues on a fully supported environment. If the issue can be reproduced in the supported environment, Asigra will work with partners to resolve the issue and log a bug if appropriate. If the environment is suspected, Asigra will require partners to move to a fully supported environment to isolate the issue and proceed with the resolution process. Limited support is a temporary state and is not expected to exceed 90 days prior to being tested, validated, and updated in the support matrix after the release of the new service pack. Prior to engaging Asigra for Technical Support, the service provider must attempt to reproduce the issue in a supported environment in compliance with the support matrix and five-step diagnostics support policy.

Virtualization support

Asigra is agnostic to the virtualization platforms used to host the solution. Asigra supports all Asigra software components installed and running in virtualized environments on supported operating systems and databases.