HP File Archiving software

File Archiving software Compatibility Matrix

Version 2.5

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Warranty

http://www.hp.com/go/storagewarranty

Revision History

Revision History
Revision #2   February 17, 2010
Included IAP requirements.

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1 FAs Compatibility Matrix

Release history

FAs release version	Date	Major new features
2.5	September 2009	Platform support: • Microsoft Windows 2008 • HP WUDSS Other support: • Microsoft Windows DFS Namespace • HP Storage Mirroring • Refresh of 3rd party backup and antivirus application compatibilities

Platforms Supported

> **NOTE:**
>
> Please be aware that although HP refers to this product as HP File Archiving software (FAs), the product itself, its documentation, SKUs and product descriptions are branded HP File Migration Agent (HP FMA®).

• HP File Archiving software version 2.5 runs on Windows 32-bit and 64-bit operating systems on the following server platforms:
  • 32-bit Intel Based Processor
  • 32-bit AMD Based Processor
  • 64-bit Intel Based Processor[1, 2]
  • 64-bit AMD Based Processor[1]
• Minimum System Requirements for 32-bit systems:
  • Intel Xeon ™ 3.60 GHz 32-bit processor (or) AMD-Athlon ™ 1000 32-bit processor
  • 1 GB of Total RAM
  • Microsoft Windows Server 2003 SP2
  • At least 10% of your hard drive disk space needs to be free in order for HP File Archiving software to operate properly.

[1]FAs 2.5 runs on WOW64 for 64-bit systems. As Microsoft states, "WOW64 is the x86 emulator that allows 32-bit Windows-based applications to run on 64-bit Windows." HP File Archiving software is a 32-bit application.
[2]Itanium-based servers are not support by FAs.

- Minimum System Requirement for x64 bit systems:
  - Intel Xeon® processor 5000 sequence (or) AMD-Athlon ™ 64 processors
  - 1 GB of Total RAM
  - Microsoft Windows Server 2003 SP2
  - At least 10% of your hard drive disk space needs to be free in order for HP File Archiving software to operate properly.
- Recommend System Requirement 32-bit system
  - Dual Core Intel Xeon 5000 sequence 32-bit processor (or) AMD K6 ™ 2E+ series 32-bit processor
  - 4.00 GB of Total RAM or greater
  - Microsoft Windows Server 2003 R2 SP2
  - At least 10% of your hard drive disk space needs to be free in order for HP File Archiving software to operate properly.
- Recommend System Requirement 64-bit system
  - Dual-Core Intel Xeon 5140 2.33 GHz 64-bit Processor (or) AMD Opteron model 2214 HE 2.2 GHz – 2MB L2 dual-core – 64-bit processor
  - 4.00 GB of Total RAM or greater
  - Microsoft Windows Server 2003 R2 SP2[1]
  - At least 10% of your hard drive disk space needs to be free in order for HP File Archiving software to operate properly.

Operating Systems Supported

Microsoft Windows 2000 Server SP 4 is no longer supported. If you are using Microsoft Windows 2000, upgrade your operating system to Window 2003. Viewing files remotely from a FAs server using Window Vista Explorer in the "Thumbnails" view is not supported. The Windows Vista Explorer ignores the OFFLINE attributes of some files, potentially causing unintentional recalls of files viewed as thumbnails.

The following OS versions are required to install and run the HP File Archiving software (FAs) on Windows clients.

- Microsoft Windows Server 2008 SP2–32-bit & 64-bit Standard, Enterprise, and Datacenter Editions
- Microsoft Windows Server 2003 SP2–32-bit & 64-bit Standard & Enterprise Editions
- Microsoft Windows Server 2003 R2 SP2–32-bit & 64-bit Standard & Enterprise Editions[3]
- Microsoft Windows Storage Server 2003 SP2–32-bit & 64-bit Standard & Enterprise Editions[3, 4]
- Microsoft Windows Storage Server 2003 R2 SP2–32-bit & 64-bit Standard & Enterprise Editions[3, 4]
- HP Windows Unified Data Storage Server (WUDSS) 2003–32-bit & 64-bit
- Microsoft Windows Server 2003 R2 NFS server with the following restrictions:
  - Windows can only handle paths with a maximum length of 260 characters
  - UNIX and Windows systems use different user and group IDs. Therefore, there needs to be a corresponding set of user and group IDs on the UNIX system to the Windows system.
  - When files with the same name but different capitalization (such as temp, Temp, and TEMP) are saved in the same directory, the Win32 subsystem recognizes only one of them. FAs and

[3]DFS namespace is now supported with FAs 2.5. The Single Instance Storage (SIS) and DFS Replication (FRS2) Windows features or add-ons are NOT supported by FAs
[4]Windows Storage Server 2008 and Windows Server 2008 R2 are not supported.

other Windows applications can only access one of these versions, and it is not possible to determine which version will be retrieved.

VMware Support

HP File Archiving software (FAs) and VMware Environment

While FAs is not specifically tested running in a Guest OS on VMware products, it should be able to operate in those environments provided that the guest OS meets the criteria of the supported Operating Systems in Operating Systems Supported. Additionally, FAs only supports NTFS volumes that are locally attached to the host. If issues are encountered running FAs in a supported guest OS, then HP support and our vendor will make an effort to troubleshoot the problem to root cause. If it is determined that FAs is not the cause of the issue, then HP support will inform the customer of their findings and the HP case will be closed.

When using VMware in production environment, the customer should consider their hardware specification very carefully. The VMware host server should meet, at a minimum, the Recommended FAs server system requirement. The virtual FAs server should meet, at a minimum, the Minimum FAs server system requirements. Both of these requirements are documented in this matrix.

System Configuration Support

- Stand-alone configuration (Non-Cluster Support)[5]
- Microsoft Cluster configuration (using the one of the supported operating systems as listed in Operating Systems Supported).[6]

Supported File Systems

HP File Archiving software supports archiving files hosted only within Windows NTFS file systems. FAs does not support file system solutions that ship as part of Symantec Storage Foundation or HP StorageWorks Enterprise File Services Clustered Gateway.

Supported Target Devices

HP Integrated Archive Platform (IAP)[7]

- FAs 2.5 currently supports IAP versions 1.6.0, 1.6.1, 2.0, 2.0.1, and 2.0.2.
  When using IAP, ensure all repository names are created with ASCII characters.

- The BIBO library version supported with FAs 2.5 is 1.0.0.16.
- The maximum file size transfer limitation supported by FAs to IAP is 1.4 GB.

Disk Storage via Common Internet File System (CIFS)

- HP File Archiving software supports archiving files to disk storage via CIFS. Although FAs is storage agnostic, the target disk storage must be attached to a server running on a supported FAs hardware platform and Operating System as in Operating Systems Supported.

- HP supports FAs migrating files from a FAs-managed volume to a CIFS share configured on the same system as the FAs-managed volume. HP recommends that backups be done regularly if you choose to configure a local CIFS shared.

[5]HP File Archiving software can run in an independent, stand-alone server environment.

[6]HP File Archiving software supports failover of resources from one node to another node, within active/passive and active/active configurations. Each node has its own FAs-managed volume(s).

[7]HP IAP was formerly known as HP Reference Information Storage System (RISS).

- You can share local FAs-managed NTFS drives using the CIFS protocol for Windows clients and NFS for non-Windows clients. Sharing to a non-Windows CIFS client using the CIFS protocol is not supported. FAs cannot manage remote file systems such as CIFS shares or NFS mounts. FAs only supports NFS with Microsoft NFS server.
- HP File Archiving software does not support migration of Macintosh files from managed volumes to archives of any type.

File Transfer Protocol (FTP archive)

- HP File Archiving software supports FTP to archive files to HP File System Extender using GDS FTP-Server Version 2.0.3.[8]
- Any FTP server with SuSE Linux or Red Hat that uses the Very Secure FTP Daemon (VSFTPD).

Backup Software Support

32-bit & 64-bit Backup Software
- BakBone NetVault 7.1.1, 8.2
- CA ARCserve Backup R11.5 & R12
- CommVault Galaxy Backup & Recovery 6.1, 7.0
- EMC NetWorker 7.2 & 7.4
- HP Data Protector 6.0 & 6.1
- IBM Tivoli Storage Manager 5.4.x & 5.5[9]
- Symantec Backup Exec 11.0 & 12.5
- Symantec NetBackup Enterprise Server 6.0 & 6.5x
- Windows Server 2003 Resource Kit Tools – Robocopy.exe Only (Robust File Copy Utility) – 32-bit only

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📝 NOTE:

FAs does not support software not listed on this matrix.

Antivirus Support

32-bit & 64-bit Antivirus Software
- Computer Associates eTrust Anti-Virus 8.0 & 8.4
- McAfee Virus Scan Enterprise Edition 8.0i & 8.5
- Symantec Anti-Virus Corporate Edition 10.1[10]
- Symantec EndPoint Protection 11.0
- Sophos Anti-Virus 6.5 & 7.3
- TrendMicro ServerProtect 5.58 & 5.7
- TrendMicro OfficeScan 7.3 & 8.3

[8]GDS FTP-server is used in parallel with HP File System Extender 3.4.
[9]FAs does not support IBM Tivoli Storage Manager snapshot technology
[10]Modifications are needed when used with FAs. Refer to the HP File Archiving software 2.5 *Release Notes*.

Mirroring Software

HP File Archiving software 2.5 supports HP StorageWorks Storage Mirroring software version 5.1 (build 5.1.1.867).

HP File Archiving software 2.5 has been qualified with Storage Mirroring version 5.1 (Build 5.1.1.867) and Double-Take for Windows version 5.1 replication software with the same build number (Build 5.1.1.867). Storage Mirroring documentation can be found on the HP's Business Support Center:

http://h20000.www2.hp.com/bizsupport/TechSupport/DocumentIndex.jsp?contentType=SupportManual&lang=en&cc=us&docIndexId=64179&taskId=115&prodTypeId=12169&prodSeriesId=3185478

File Archiving software supports the following HP Storage Mirroring features:

- Mirroring – The initial copy and subsequent resynchronization of selected data.
- Replication – The on-going capture of byte-level file changes.
- Restoration – A mirror of selected data from the target back to the source.
- Failure monitoring and failover – The ability to monitor and stand-in for server in the event of a failure.

These features are supported in the following configurations and limitations:

- Configuration #1
  - Both FAs and Storage Mirroring 5.1 are installed on both servers. They are identically configured, but in an active (Source)/passive (Target) configuration. This configuration is best used when there is no Microsoft Clustering available.
  - The target is mainly used as backup and standby server for the Source server.
- Configuration #2
  - The source is part of a Microsoft Cluster configuration.
  - Both FAs and HP Storage Mirroring are installed on all nodes and servers.
  - The source server is part of a Microsoft cluster configuration. The target server is still mainly used as the backup for the FAs managed volumes. Since HP Storage Mirroring does not allow Virtual IP addresses to be used for mirroring and replication, all nodes in the cluster need to be configured with FAs and HP Storage Mirroring.
- Limitations
  - Only the two configurations described here are supported.
  - The Storage Mirroring Management Console cannot detect "Offline" or "AO" files. The file stub icon can be seen, but the state of the file will show "A" or "Online".
  - The failover feature is not supported in a Microsoft-cluster configuration.
  - After a restoration and failover, FAs file stubs must be reactivated by using the command `fmacli act`. For restoration, this reactivation needs to be performed manually.
  - Only active (Source)/passive (Target) is supported. Bi-directional replication of stubs is not supported.

Defragmentation Support

- Microsoft Defragmenter 1.0
- O & O Defragmenter 8.0

Managed Storage and Multi-pathing Software Support

HP File Archiving software (FAs) can manage disk volumes that have been assigned to it by external disk arrays. These disk arrays may utilize multi-pathing software that allows backend features such as load balancing and failover/failback. FAs supports mutli-pathing software that can operate in the FAs supported Operating Systems. FAs is storage agnostic, with the condition that the managed volume meets the following criteria:

- The disk must be locally attached to the FAs server. Locally attached implies direct connection, Storage Area Network (SAN), or iSCSI.
- The volumes must be formatted by the supported Windows Operating System using NTFS. Non-standard NTFS volumes are not supported.

Quota Management Support

- Symantec Storage Exec 5.5
- Microsoft Windows 2003 R2 – File Server Resource Manager – Quota Management
- Microsoft Windows 2008 – File Server Resource Manager – Quota Management

> **NOTE:**
>
> HP File Archiving software can co-exist with these quota management tools. Folder or volume quotas can be set on FAs managed volumes. When setting hard quotas on your folder or manage volumes, be careful not to allow the manage resources to reach a 100% capacity. A 5% disk quota space is needed to perform basic FAs operations such as migration, release, and recall.

Network File System Support

FAs can manage and support the sharing of locally attached drive(s) through the Network File System (NFS) to Windows and Linux Operating systems.

- Currently we only support connection of NFS Clients to the FAs server using the Microsoft Windows NFS server
- Microsoft Windows Services for UNIX and User Mapping must be installed on the FAs server when sharing to a Linux operating system. SFU 3.5 is recommended when using NFS sharing.
- Connection of non-Windows drive(s) to FAs server using CIFS and/or Samba is not supported. (Macintosh Files are not supported.) Non-locally attached NTFS volume(s) are not supported. Macintosh File Systems are not supported.
- File names, paths, and namespaces used in the shared volume must comply with the Window's basic naming conventions. Please refer to Microsoft's web pages for more detail.
  See: http://msdn.microsoft.com/en-us/library/aa365247(VS.85).aspx

Microsoft 2003 Volume Shadow Copy Service

When using Microsoft 2003 Volume Shadow Copy Service (VSS) and FAs, the following restrictions should be considered:

- VSS shadow copies are read only and it is not possible for FAs to recall a file using a stub file in a shadow copy. Users are encouraged to consider this limitation when deploying both VSS and FAs. A file can only be recalled to a stub file if the entire volume is reverted to the snapshot. This will, of course, remove all file changes and new files that occurred after the time the snapshot was taken. There are no restrictions to copying managed online and unmanaged files from shadow copies.

- Windows provides the "Shadow Copies of Shared Folders" feature, which enables a VSS client to restore a file from a shadow copy on a remote file share. Because shadow copies are read only, FAs cannot recall a file using a stub file in a shadow copy of a shared folder. There are no restrictions to copying managed online and unmanaged files from shadow copies.

- FAs applies metadata to files in order to reference the archive where the file was migrated. After a file is released, the file contents reside only in the archive(s). Thus, if a file is modified, migrated, and garbage collected over a period of time while snapshots are taken, older snapshot versions of the stub file may reference archived files that no longer exist. Be sure to establish a garbage collection expiration period that is longer than the age of the oldest retained snapshot.

- FAs does not support file activation for files that have been restored to a new location. Restoring files from a snapshot is only supported to their original location.

- Viewing previous versions of files that were offline during the volume snapshot is not supported.

- There are no restrictions for copying or viewing of online unmanaged files.

FAs also supports VSS when used by a qualified backup application. In this scenario, the snapshot may contain stub files which are then backed up by the backup application as a stub file. FAs does not support file activation for files that have been restored to a new location. Restoring files is only supported to their original location.

1. Restoring previous versions from VSS to original location — No restrictions exist to the restore of online files.

2. Viewing previous versions from VSS – Viewing previous versions of files that were offline during the volume snapshot is not supported.

3. Copying previous versions from VSS to a different location – Copy previous versions from VSS to a different location is not supported by FAs.

See the "Configuring backup management applications to work with FMA" section of the *HP Software File Migration Agent Installation and Administration Guide*.

FAs Size Limitations

Description	Limit
Maximum number of volumes (display)	128
Maximum number of FAs-managed volumes	80
Maximum number of archives	255
Maximum path length (characters)	1024

Description	Limit
Maximum file size (NTFS)	~16 terabytes
Maximum volume size (NTFS)	~256 terabytes
Files/Directories per volume (NTFS)	4,294,967,295
Maximum number of FAs policies	Unlimited (Less than 1000 active policies recommended)
Maximum number of nodes per cluster	8 homogeneous nodes per cluster configuration

Unsupported Software

FAs server does not support the following software. There are known issues when installing FAs with the software listed here:

- Veritas Storage Foundation and all of its features:
  - Volume Manager and File System
  - Storage Foundation Manger
  - Dynamic Multi-pathing (DMP)
  - FlashSnap
  - Veritas Cluster Server
  - Online Administration
  - IBM Tivoli Storage Manager snapshot technology
- File Archiving software does not support migration of Macintosh Files from managed volumes to archives.
- Migration of Macintosh files hosted on FAs managed volumes to any archive is not supported
- HP recommends that pagefile.sys not be placed on any target archive. This is a file that Windows uses for Virtual memory management.

2 Support and other resources

Contacting HP

For worldwide technical support information, see the HP support website:

http://www.hp.com/support

Before contacting HP, collect the following information:

- Product model names and numbers
- Technical support registration number (if applicable)
- Product serial numbers
- Error messages
- Operating system type and revision level
- Detailed questions

Subscription service

HP recommends that you register your product at the Subscriber's Choice for Business website:

http://www.hp.com/go/e-updates

After registering, you will receive e-mail notification of product enhancements, new driver versions, firmware updates, and other product resources.

New and changed information in this edition

The following additions and changes have been made for this edition:

- The following information has been updated:
  - When using IAP, ensure all repository names are created with ASCII characters.
- A new Support and Other Resources chapter has been added.
- The Preface was removed

Related information

The following documents provide related information:

- *File Archiving software 2.5 Release Notes (February 2010)*
- *HP Software File Migration Agent Installation and Administration Guide (September 2009)*

HP websites

For additional information, see the following HP websites:

- http://www.hp.com
- http://www.hp.com/go/storage
- http://www.hp.com/service_locator
- http://www.hp.com/support/manuals

Typographic conventions

Table 1 Document conventions

Convention	Element
Blue text: Table 1	Cross-reference links and e-mail addresses
Blue, underlined text: http://www.hp.com	Website addresses
Bold text	- Keys that are pressed - Text typed into a GUI element, such as a box - GUI elements that are clicked or selected, such as menu and list items, buttons, tabs, and check boxes
Italic text	Text emphasis
`Monospace` text	- File and directory names - System output - Code - Commands, their arguments, and argument values
`Monospace, italic` text	- Code variables - Command variables
`Monospace, bold` text	Emphasized monospace text

NOTE:

Provides additional information.

HP product documentation survey

Are you the person who installs, maintains, or uses this HP storage product? If so, we would like to know more about your experience using the product documentation. If not, please pass this notice to the person who is responsible for these activities.

Our goal is to provide you with documentation that makes our storage hardware and software products easy to install, operate, and maintain. Your feedback is invaluable in letting us know how we can improve your experience with HP documentation.

Please take 10 minutes to visit the following web site and complete our online survey. This will provide us with valuable information that we will use to improve your experience in the future.

http://www.hp.com/support/storagedocsurvey

Thank you for your time and your investment in HP storage products.