



Atempo Live Backup™

Compatibility Guide

Version 3.31 Clients (both Windows & Mac) Update

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Atempo 

Version 3.31

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Atempo Live Backup Server

Software Requirements

	Operating System / Software Application
Windows	Windows Server 2003 ¹ Standard or Enterprise edition with Service Pack 2. 32 and 64-bit supported, Windows Server 2008 Standard or Enterprise edition. 32- and 64-bit supported.
	IIS 6.0 ² for Windows Server 2003; or IIS 7.0 ³ for Windows Server 2008. For both, 32-bit is supported, but 64-bit is not.
	.NET Framework 3.5 SP1 (included)
	Internet Explorer 5.01 or higher (5.5 with SP 2 included)
	TCP/IP
	Microsoft SQL Server 2000 Standard or Enterprise Edition with Service Pack 3a. ⁴ or Microsoft SQL Server 2005 Standard, Enterprise, or Workgroup edition, 32-bit and 64-bit, Developer edition IS NOT supported. (Microsoft SQL Server 2005 Evaluation edition included)
	All domain configurations are supported. ⁵
	Windows Installer 3.0 (included)

See footnotes on page 4.

¹ For Windows Server 2003, the Active Server Pages feature of the World Wide Web Service must also be installed. For details on how to install this feature, see the Knowledge Base: <http://www.atempo.com/support/kb/article.asp?aid=312>. Windows Server 2003 Web edition is not supported.

² IIS 6.0: You must install IIS 6.0 on your Windows Server 2003 system. This component is not installed by default, so you'll need to add it using Windows Add/Remove Components.

1. Start Add/Remove Windows Components.
2. From the Components list, select Application Server, and then click Details.
3. In the Application Server dialog box, select the ASP.NET check box. Then select Internet Information Services, and click Details.
4. In the Internet Information Services dialog box, select World Wide Web Service, and then click Details.
5. In the World Wide Web Service dialog box, select the Active Service Pages check box and the World Wide Web Service check box.
6. Confirm all changes by clicking OK in each of the dialog boxes.

Note that the IIS World Wide Web Publishing Service must be started and set to Automatic Startup.

³ IIS 7.0: Live Backup requires that certain Roles are installed for proper functionality under Windows Server 2008 and IIS. Before installing Live Backup Server, make sure to configure IIS 7.0 as follows:

1. Start the Server Manager by clicking the Server Manager icon on the Quick Launch toolbar or by clicking Start, Administrative Tools, Server Manager.
2. In Server Manager, select the Roles node in the left pane, and then under Roles Summary, click Add Roles.
3. In the Add Roles Wizard Welcome page, click Next.
4. On the Select Server Roles page, select the Web Server (IIS) role. The Add Features Required for Web Server page, which lists the features that are required to install a Web Server appears. Click Add Required Features to close the dialog box and add the Windows Activation Service components to the Web server installation. Click Next twice to continue.
5. On the Select Role Services page, add the following role services to those selected by default:
 - Under Web Management Tools, select IIS 6.0 Management Compatibility, including all subservices.
 - Under Application Development Features, select ASP.
 - Also under Application Development Features, make sure that ASP.NET is selected.
 - Under Security Features, select Windows Authentication.
6. Click Next.
7. On the Confirm Installation Options page, click Install.
8. When Setup finishes installing the application server with the features you've selected, you'll see the Installation Results page. Review the installation details to ensure that all phases of the installation completed successfully. For more information on IIS 7.0 Configuration, see the Microsoft Web site "Deploying IIS 7.0 in the Enterprise" at <http://technet.microsoft.com/en-us/library/cc505875.aspx>.

⁴ MS SQL 2000 Standard and Enterprise Editions are supported; MS SQL 2000 Personal Edition and Server 2000 Desktop Engine (MSDE 200) are not supported. MS SQL Server 2005 Express is not supported. During evaluation, MS SQL Evaluation Edition may be used..

⁵ Although you can install Atempo Live Backup Server on a domain controller, you should not promote the server to a domain controller after Atempo Live Backup Server has already been installed.

Hardware Requirements

	Minimum Hardware Required
Atempo Live Backup Server	1-GHz (x86) or 1.4-GHz (x64) processor, 2GHz or faster processor recommended
	512 MB RAM; 2 GB recommended
	5 GB hard disk space plus adequate disk space for the client backup files ⁶ 3 GB of disk space on the drive with the tempdb is located
	645 MB of free disk space on the Windows installation drive to store temporary files. Most of this disk space will be freed when installation completes; the remaining 93 will be used to store uninstall information.
	Dynamic volumes or RAID recommended ⁷
	SCSI/RAID subsystem recommended
	Network Card (100 Mbps or better recommended)
	MBR or GPT disks for file and folder protection; MBR disks only for system protection and disaster recovery.
	A physical host for ALB Server requires a dedicated MS SQL Server and we strongly recommend that, whenever possible, the machine should be used for Atempo Live Backup only in order to achieve the best performance.

⁶ The amount of hard disk space required to protect your clients' files depends on the number of clients protected, protection configuration, length of time you are providing protection, and data aging settings. In general, allow for 50% of the total client data size for server storage: 25% for the initial replication, plus an additional 25% for future versions. For example, if you have 500 clients with an average of 5 GB of data/client, you should allow for 50% of 2.5 TB, i.e., 1.25 TB.

⁷ Recommended: NAS Boxes only supported if certified by Microsoft for use with SQL Server and use iSCSI protocol

Atempo Live Backup Console

Software Requirements

Operating System / Software Application	
	Windows 2000 Professional ⁸ , Windows 2000 Server or Advanced Server, Windows Server 2003 Standard or Enterprise edition, Windows XP Professional, Windows Vista 32- or 64-bit edition ⁹ , Windows Server 2008 Standard and Enterprise edition.
	MMC 1.1 or higher (1.2 included)
	MDAC 2.1 with Service Pack 1 (2.6 included)
	Internet Explorer 5.01 or higher (5.5 with SP 2 included)
	HTML Help update (for help viewing, included)
	Computer membership in the Windows domain or trusted domain of the Atempo Live Backup Server
	Administrator privileges on the Atempo Live Backup Server computer and the local computer
	Windows Installer 2.0

⁸ The Disaster Recovery Boot Media Wizard is not supported when the Atempo Live Backup Console is installed on Windows 2000 Professional.

⁹ You can install Atempo Live Backup Console on Windows Vista or XP 64-bit, but it will run as a 32-bit application in Windows 32-bit emulation mode.

Atempo Live Backup Client Software Requirements

Operating System / Software Application	
Windows	Windows XP Professional or Home Edition ¹⁰ , or Windows Vista 32- or 64-bit (x64 architecture is supported, ia64 architecture is not), or Windows 7 Professional, Enterprise, or Ultimate 32- or 64-bit edition ¹¹ . Windows Server 2003 Service Pack 2 32-bit Standard or 64-bit Enterprise editions ¹² , Windows Server 2008 R2, 32-bit Standard or 64-bit Enterprise editions ¹² , (User should not install Live Backup Client on the same machine as the Live Backup Server. This configuration IS NOT supported.)
	Live Backup supports Full System Protection on 32-bit versions of Windows XP, Vista, and 7.
	TCP/IP
	Microsoft Internet Explorer 5.01 (5.002516.1900) or later
	Windows installer 2.0 (included)
Mac	MAC OS X 10.4.11 (Tiger), 10.5.x (Leopard), or 10.6.x (Snow Leopard). 32-bit
	Administrative permissions on the client workstation

¹⁰ Although you may install Atempo Live Backup Client on Windows XP 64-bit edition, the 64-bit edition is not certified with Atempo Live Backup Client. Atempo has certified only Windows XP 32-bit edition.

¹¹ Atempo Live Backup supports only user document protection of 64-bit versions of Windows Vista and 7. Disaster Recovery and System Rollback are not supported.

¹² The total number of files protected on one Windows Server must not exceed two million. The total protected file size must not exceed 250GB. Atempo Live Backup supports only individual file protection on servers; protection of server applications/services that require mutual consistency such as databases, directories, etc. is not certified. Full System Protection is not supported.

Minimum Hardware Requirements

	Hardware Required
Atempo Live Backup Client	Windows: PC or compatible with a Pentium PRO processor or AMD Athlon or Duron processor (Pentium II recommended) Mac: PowerPC or Intel processor
	Windows: 128 MB RAM (512 MB required for Disaster Recovery) Mac and Windows Server: 1GB RAM
	Both Windows and Mac: At least 100 MB of free disk Space (500MB recommended)
	Both Windows and Mac: Network connection (modem, WAN, and wireless supported)

Co-residence with other Atempo products

It is generally safe to install components from other Atempo products on the same host as Live Backup, provided the host has sufficient processor, memory, storage, and network resources to support the combined load and the product versions are at least as current as the following:

	<i>Supported Versions for Cohabitation with Atempo Live Backup*</i>
Atempo Time Navigator (ATN)	ATN 4.2 SP3 (and above)
Atempo Digital Archive (ADA)	ADA 2.3 P1 (and above)
Atempo Digital Archive for Messaging (ADAM)	ADAM 2.2 P3 (and above)

*** Recommended Best Practices**

Running multiple product components on the same host ***is not recommended*** in production environments. Like any business-critical application, Atempo products will perform best when run on dedicated hosts. Furthermore, troubleshooting issues with co-resident applications can be extremely complex, which may result in reduced service level. This section refers only to co-residence and not to interoperability with other Atempo products.

It is highly recommended that ***ALB Server be installed on a dedicated host*** and ***provisioned with a dedicated storage for SQL Server***. When it is absolutely necessary that Atempo Live Backup and other Atempo products is required, one must strictly adhere to the resource requirement outlined as follows. Where multiple Atempo product server components share a host, the ***network, system, and storage resource requirements*** are ***strictly additive***. For example, if ALB server requires X resources and ATN server requires Y resources, then the combination requires X+Y resources. In the case of ALB server, it should always be provisioned with dedicated storage for its SQL Server database to ensure adequate performance.

If you require assistance or additional information, please contact Atempo Support.

Certified Compatible Applications

	<i>Operating System / Software Application</i>
Microsoft	Office 2000, Office 2003, Office XP, Office 2007

For information on Atempo Live Backup compatibility with specific disk and content encryption software, please contact our Customer Support team at livesupport@atempo.com.

Virtualization of Atempo Live Backup Server

To achieve the highest level of performance, scalability, and reliability, Atempo Live Backup Server should be installed and run on a physical system. However, if you must run Atempo Live Backup Server on a virtualized environment, the following platforms are supported:

- VMware Datacenter products (VMware vSphere, VMware Server, and VMware ESXi)
- Microsoft Hyper-V Server

Regardless of the platform you choose, make sure you configure the virtual machine to be at least equivalent to running a physical SQL Server. In addition to the minimum system requirements for Atempo Live Backup Server, make sure to follow the virtualized software vendor's requirements for CPU, memory, storage, and networking, to be able to support load required to run Atempo Live Backup.

In general, due to the high transaction nature of Atempo Live Backup, follow guidelines from VMware and Microsoft for implementing a high-transactional and high-load Microsoft SQL Server in each respective virtualized environment. Configure the CPU and memory for a heavy demand Web environment, and follow Microsoft's recommendations for storage requirements for high transaction rate application.

Below are a few useful resources and whitepapers from VMware and Microsoft on running SQL Server on their virtual environments:

Best Practices for Virtualizing MS SQL Server in a VMware Infrastructure –
http://www.vmware.com/files/pdf/sql_server_virt_bp.pdf

Best Practices & Performance Considerations for Running MS SQL in a Microsoft Hyper-V Environment –
<http://download.microsoft.com/download/d/9/4/d948f981-926e-40fa-a026-5bfcf076d9b9/SQL2008inHyperV2008.docx>

MS SQL Server Best Practices –
<http://technet.microsoft.com/en-us/sqlserver/bb671430.aspx>

Atempo Live Backup Clients Management Console Compatible Browsers

	<i>Software Application</i>	<i>Version</i>
Atempo Live Backup Management Console	Internet Explorer	6.0 and 7.0
	Opera	9.26 and 9.27
	Firefox	2.0.0.12 or later
	Safari	3.1.1 or later

Atempo Live Backup Recovery Center Compatible Browsers

	<i>Software Application</i>	<i>Version</i>
Atempo Live Backup Recovery Center	Internet Explorer	6.0 and 7.0
	Opera	9.26 and 9.27
	Firefox	2.0.0.12 or later
	Safari	3.1.1 or later

General Requirement

	<i>Requirement</i>
User	Local Administrative privileges needed for installation, viewing alerts in the Atempo Live Backup Console, and system rollback applications on the Client

Known Incompatible Applications

Software Application
V communication System Commander and other multi-boot software
For information on Atempo Live Backup compatibility with specific disk and content encryption software, please contact our Customer Support team at livesupport@atempo.com .
Any Disk Compression software other than native Windows NTFS compression

Atempo Live Backup Server

Software Application
MSDE (Microsoft SQL 2000 Workgroup/Personal Edition) cannot be installed on Atempo Live Backup Server

Language Availability

Atempo Live Backup Client, Server, and Console (Windows)

Language
English (United States)
French/Français
German
Italian
Spanish
Simplified Chinese
Korean

Atempo Live Backup Client (Mac)

Software Application
English (United States)
French/Français