



LIVE NAVIGATOR

Compatibility Guide
Live Navigator – Version 4.0.4
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New in ALN 4.0.3 CG

- Support of ALN Agent for macOS Mojave

New in ALN 4.0.2 CG

- Availability of the Agent interfaces in German

New in ALN 4.0.1 CG

- Support of ALN Agent for macOS High Sierra
- Availability of the interfaces in Spanish (in addition to English and French)

New in ALN 4.0 CG

- BMR information has been added to the Windows agents section of the present compatibility guide
- A Server vs. Agent compatibility section has been added to indicate the versions of agents supported with the new 4.0 server.
- ALN agent for Windows XP SP3 x86 is no longer delivered with ALN 4.0. The last version of this agent is ALN 3.4
- An End of Support section has been added to clarify which ALN versions are currently supported and when to expect the end of support of previous versions
- The interface languages available with version 4.0 are English and French.

Live Navigator Server

	Operating System	Platform	File System
ALN Server for Linux	Linux kernel 2.6.32 and above with glibc 2.12 and above	x64	Ext4
ALN Server for Windows	Windows Server 2008 R2	x64	NTFS
	Windows Server 2012 R2 Update 1 ¹	x64	NTFS
	Windows 2016	x64	NTFS

Server vs. Agent Compatibility

ALN version 4.0 Server is fully compatible with version 3.4.x and 3.3.x agents.

¹ Windows Server 2012 R2 Update 1 or higher

Live Navigator Agent for Windows

	Operating System	Platform	Support for BMR ²
ALN Agent for Windows	Vista	x86 / x64	No
	Windows 7		Yes
	Windows 8		Yes
	Windows 8.1		Yes
	Windows 10		Yes
	Windows 2008 ³	x86 / x64	Yes
	Windows 2008 R2	x64	Yes
	Windows 2012	x64	Yes
	Windows 2012 R2		Yes
	Windows 2016	x64	Yes

End of Life: ALN agent for Windows XP SP3 x86 is no longer delivered with ALN 4.0. The legacy version of this agent is ALN 3.4

² BMR Support information:

- The disk layout of the machine to restore must be compatible with the backed up one (number of disks, space available, etc)
- BMR is not available if the system is installed on a Dynamic Disk (Dynamic Disks are supported for disks other than the system disk).
- Supported file systems: NTFS, FAT 32. For ReFS support, please refer to the Release Notes issued with each ALN Version.
- Firmware of backed up agent must be the same as the machine to restore on (Bios, EFI, UEFI)

³ Windows 2008 Storage Server is not supported

Live Navigator Agent for Mac and Linux

	Operating System	Platform
ALN Agent for Mac	macOS 10.12 (Sierra) macOS 10.13 (High Sierra) macOS 10.14 (Mojave) ⁴	x64
ALN Agent for Linux ⁵	Linux kernel 2.6.32 and above <ul style="list-style-type: none"> • Red Hat 6.2 and above • CentOS 6 and 7 • Ubuntu 10.04 and above • Fedora 14 and above • Debian 6.0 and above 	x64

⁴ Note that the new privacy protection introduced with macOS Mojave requires that you grant Full Disk Access to ALN processes. Information on how to do so is located on the Intelligent support portal <http://isp.atempo.com> in the Fixes tab.

⁵ Full desktop integration is supported only with KDE, GNOME2 and GNOME3 environments

Live Navigator Agent for Synology NAS

	Operating System	Tested Models ⁶
ALN Agent for Synology	DSM 6	DS111 DS1010 DS1513

⁶ Please contact your Atempo representative for the support of other models

End of Support Information

Support Lifecycle

The End of Support (EOS) date is the last date on which Atempo will deliver standard support services for that version/release of a product. EOS means the software is no longer available for download. Customers may continue to install and use the version but Atempo will no longer keep these versions online.

End of support implies:

- The version is no longer available for download from ISP
- No patch or service pack will be provided for that version
- Support will no longer open tickets for that version.

EOS Policy

Atempo end of support policy is triggered on major/minor releases only. As a general rule, we support two major/minor versions in parallel.

Example: ALN 3.4.2 – 3=major, 4=minor and 2=service pack

Whenever a new version is released, the n-2 version remains supported for a period of 6 months.

Note: Within a minor version, fixes/patches are only delivered in the latest service pack for that version. For instance, if the service pack V3.4.4 has already been released, new fixes are only delivered in version V3.4.5, they are not back ported in earlier V3.4 service packs.

ALN Version	Release Date	End of Support Date
4.0	October 2017	TBD
3.4	June 2016	TBD
3.3	February 2015	April 2018
3.2		<i>December 2016</i>

Certified Compatible Applications

	Vendor	Software Application
ALN Agent	Microsoft	EFS, BitLocker

Support policy for Live Navigator with encryption solution:

- Atempo does not run specific certification for Live Navigator on encryption software other than the native Microsoft solutions such as EFS and BitLocker.
- Live Navigator does not interfere with encryption software. Hence as long as the encryption software does not change any Windows API semantic and particularly Windows snapshots (VSS), backup APIs and Windows privilege mechanisms, it should run with Live Navigator without any problems.
- The use of non-certified third party software such as these encryption solutions does not void the maintenance agreement; however Atempo will not be responsible if an issue is due to the third party software.

Compatible Browsers

	Software Application	Version
ALN Administration Console	Internet Explorer (*)	version 9 and above
	Firefox (*)	version 3.6 and above
	Safari (*)	version 5 and above
	Google Chrome (*)	version 8 and above
ALN Web Restore	Internet Explorer	version 9 and above
	Firefox	version 3.6 and above
	Safari	version 5 and above
	Google Chrome	version 8 and above

*: equipped with at least version 10.1 of Adobe Flash Player

Language Availability

	Language
ALN Administration Console	English (United States) French Spanish
ALN Agent	English (United States) French German Spanish
ALN Web Restore	English (United States) French Spanish



Co-residence with other Atempo Products

It is generally safe to install components from other Atempo products on the same host as Live Navigator, 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:

Atempo Product	Supported Version
Time Navigator (ATN)	ATN 4.5 (and above)
HyperStream Server (HSS)	HSS 3.4 (and above)
Atempo-Digital Archive (ADA)	ADA 3.8 (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 (except for HSS that can share the same ADE – Atempo Deduplication Engine).

It is highly recommended that *ALN Server be installed on a dedicated host and provisioned with a dedicated storage.*

When it is absolutely necessary that Live Navigator and other Atempo products are coinstalled, 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 ALN server requires X resources and ATN server requires Y resources, then the combination requires X+Y resources.

Important: multiple installations of Live Navigator Server on a single host are not supported.

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