Arcserve® Backup for Windows

Release Summary

r16

arcserve®

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Arcserve Product References

This document references the following Arcserve products:

- Arcserve® Unified Data Protection
- Arcserve® Unified Data Protection Agent for Windows
- Arcserve® Unified Data Protection Agent for Linux
- Arcserve® Backup
- Arcserve® High Availability

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The Arcserve Support team offers a rich set of resources for resolving your technical issues and provides easy access to important product information.

Contact Support

With Arcserve Support:

- You can get in direct touch with the same library of information that is shared internally by our Arcserve Support experts. This site provides you with access to our knowledge-base (KB) documents. From here you easily search for and find the product-related KB articles which contain field-tested solutions for many top issues and common problems.
- You can use our Live Chat link to instantly launch a real-time conversation between you and the Arcserve Support team. With Live Chat, you can get immediate answers to your concerns and questions, while still maintaining access to the product.
- You can participate in the Arcserve Global User Community to ask and answer questions, share tips and tricks, discuss best practices and participate in conversations with your peers.
- You can open a support ticket. By opening a support ticket online, you can expect a callback from one of our experts in the product area you are inquiring about.
- You can access other helpful resources appropriate for your Arcserve product.

Contents

Chapter 1: New Features 7

Synthetic Full Backup 8

Archive Manager 10

Archive Data to Amazon S3 Cloud Storage 12

Archive Data to Eucalyptus Private Cloud Storage 13

Recover WinPE Systems from a Disaster 14

Back Up and Restore SAP R/3 Data to Data Mover Servers 15

Image Option Support for Windows Operating Systems 16

Chapter 2: Usability and Functional Enhancements 17

Enhanced Block-Level Data Analysis for the Agent for Virtual Machines 18

Arcserve D2D Integration 19

Support for Windows Server 2008 in a Cluster Environment 20

Disaster Recovery Option Enhancements 21

Enhanced Operating System Support for the Agent for IBM Informix 22

Enhanced Support for Cluster-Aware Applications 23

Enhanced Custom Backup Job Scheduling Options 24

Enhanced Logging for Libraries 25

Enhanced Support for IBM AIX Platforms 26

Enhanced Support for Non-global Zones on Solaris Operating Systems 27

Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems 28

Enhanced Licensing Methods for Protecting Open Files 29

Enhanced Protection for Moved and Renamed Files 30

Support for 256 KB and 512 KB Tape Blocks 31

Web Based Online Help 32

Chapter 3: Features Not Supported 33

Dropped Support: Windows 2000 Operating Systems 34

Dropped Support: Upgrading from Arcserve Backup r11.5 to this Release 35

Dropped Support: Client Agent for NetWare 36

Dropped Support: Serverless Backu Option 37

Dropped Support: Arcserve Backup Components 38

Chapter 1: New Features

This Release Summary describes new features, functional and usability enhancements, and dropped support included with Arcserve Backup r16.

The following sections describe the new features added to the product.

This section contains the following topics:

Synthetic Full Backup 8

Archive Manager 10

Archive Data to Amazon S3 Cloud Storage 12

Archive Data to Eucalyptus Private Cloud Storage 13

Recover WinPE Systems from a Disaster 14

Back Up and Restore SAP R/3 Data to Data Mover Servers 15

Image Option Support for Windows Operating Systems 16

Synthetic Full Backup

Synthetic full backup lets you synthesize a previous full session and its subsequent incremental sessions to a full backup session.

Using the synthetic full backup option you can:

- Enable synthetic full backup and select the synthetic schedule.
- Synthesize incremental sessions to a new synthetic full backup session.
- Generate a real full backup based on the synthetic schedule for data assurance.
- Run a real full backup on the next full backup day without waiting for the scheduled full backup to run.
- Submit an on-demand synthetic full backup job without waiting for the scheduled data synthetic job to run.
- Allow scans of synthetic full backup sessions for data assurance.
- Migrate synthetic full backup sessions to tape, cloud, and disk devices using disk staging.
- Utilize disaster recovery and Point-in-Time restoration; you can perform a disaster recovery using a synthetic full backup session without referring to the previous full/incremental sessions.
- Perform point-in-time restores.

Synthetic full backup is supported on the following applications and platforms:

- Client Agent for Windows--All Windows platforms supported by the Arcserve Backup Client Agent for Windows.
- Arcserve Backup server component--All operating systems supported by the Arcserve Backup base product.

  Note: Synthetic Full Backup is a Job type that you can submit from primary servers, member servers, and stand-alone servers.
- You can submit synthetic full backup jobs to only disk staging and data deduplication devices. However, you can migrate synthetic full backup sessions to tape media, cloud storage, and disk devices using disk staging operations.

Be aware of the following:

- If a synthetic full backup contains data from other agents (for example, database agents, application agents, and agents from previous releases),

Arcserve Backup synthesizes only data supported by this release of the Client Agent for Windows. When synthetic full backup jobs that contain data from the other agents run, Arcserve Backup applies the original scheduled methods to the other agents.

- Detailed information about synthetic full backups can be viewed in the Job Backup Status Report, Node Backup Status Report, and Total Protection Size Reports on the Dashboard.
- **Note:** To perform synthetic full backup jobs, you must install and license Arcserve Backup Agent for Open Files on the computers that you want to back up.

Archive Manager

In this release, Arcserve Backup includes a new manager console called Archive Manager. The Archive Manager enables you to set archive schedule and policies for the selected Windows, UNIX/Linux and MAC file system data and submit archive jobs.

You can view the following tabs in the Archive Manager console:

- **Start**--Lets you specify the type of archive job that you want to submit. You can submit normal archive, deduplication archive, staging archive, and archive to cloud storage.
- **Source**--Lets you specify the data that you want to archive. This tab only displays Windows, UNIX/Linux and MAC client agents.
- **Schedule**--Lets you specify a repeat method for the job.

  Note: Archive jobs require full backups; a run once job schedule option is not available.
- **Policies**--Lets you specify a file pattern, directory pattern, file attribute, host name pattern, file size, when the file was last accessed, modified or created, and data verification.
- **Destination**--Lets you specify the location where you want to store your archive files. This tab only displays the following devices: Deduplication, Tape, and Cloud.

The Archive Manager lets you:

- Set retention times to define the length of time that archive media is not used before it is moved to the scratch set (tape media) or purged (deduplication devices and backup to cloud devices).
- Delete archived data automatically that has expired retention dates from archive media.
- Search for data that is eligible for archiving and back it up, and then delete the archived data from its original location immediately.
- Retrieve archived data from archive media with restore job.
- Set up email alerts to notify you when job-related events occur. For example, the job completed successfully, the job was canceled by the user, and so on.

You can archive files to cloud with the following considerations:

- Cloud Archive Option is selected at the Start tab;

  Note: If this option is not selected, Cloud device will not be available as your destination.

- Archived files are not backed up to cloud device directly, instead archived files are backed up to a disk staging device first and then migrated to cloud device.

You can view archive status from the following Dashboard Reports.

- Node Archive Status Report
- Job Archive Status Report
- Total Protection Size Report

Archive Data to Amazon S3 Cloud Storage

In this release, Arcserve Backup lets you archive data to cloud storage. You can only specify the cloud device in the final destination tab when you enable staging from the Backup Manager.

The Device Manager lets you perform the following tasks:

- **Manage cloud connections**--Configuring cloud connections enables you configure Arcserve Backup to access cloud storage services. This release of Arcserve Backup archive data to Amazon S3 cloud storage.
- **Manage cloud-based devices**--Cloud-based devices let you specify where Arcserve Backup can migrate and store data in the cloud. Arcserve Backup lets you create cloud devices that link to cloud folders. You can link cloud devices to new or existing cloud folders. If the cloud folder is configured with password protection, you must specify a password otherwise you cannot link the cloud device to the cloud folder.

  Note: Before you create a cloud device, you need to configure a cloud connection first, see Manage Cloud Connections.
- **Browse cloud folder**--Arcserve Backup lets you browse cloud folders directly from the Device Manager window. This functionality lets you browse for specific cloud devices and delete files manually from the cloud storage device.
- **View Cloud-based reports**--Arcserve Backup contains new reports that help you manage cloud-based jobs:
  - Backup Data Location Report
  - Data Distribution on Media Report
  - Recovery Point Objective Report

Archive Data to Eucalyptus Private Cloud Storage

This release of Arcserve Backup lets you archive data to Eucalyptus private cloud storage. Arcserve Backup supports archiving data to the following versions of Eucalyptus:

- Eucalyptus 2.0
- Eucalyptus 2.0.2

Recover WinPE Systems from a Disaster

In this release, Arcserve Backup includes support for Windows Preinstallation Environment (WinPE). WinPE is a minimal Win32 operating system that lets you prepare computers for Windows installations, copy disk images from network shared folders, and initiate Windows setup. Arcserve Backup lets you recover Windows Server 2003, Windows Server 2008, and Windows 7 systems running WinPE from a disaster using a Windows PE recovery CD.

Be aware of the following:

- The WinPE Disaster Recovery CD is integrated with the Arcserve Backup Installation DVD where the DVD can now perform disaster recovery for both x86 and amd64 (BIOS only) platforms.

  In addition, there are two separated ISOs for EFI/uEFI and IA64 platforms for Disaster Recovery located under the Disaster Recovery directory of the Arcserve Backup Installation DVD:

  - WinPE_UEFI.iso
  - WinPE_IA64.iso

  You need to burn them to a CD or DVD first before performing disaster recovery on the EFI/uEFI or IA64 platforms.
- To use WinPE, you must upgrade the Client Agent for Windows and the Arcserve Backup server component to this release and have at least 1 GB of physical memory to run WinPE.

WinPE provides utilities for you to use to help fix environment issues:

- **Load Driver Utility**--This utility is used to load NIC, SCSI, or FC drivers.
- **Network Configuration**--This utility is used to help you configure your IP address.
- **iSCSI Configuration**--This utility is used to help you configure iSCSI connections.
- **Activity Log**--This utility is used to view the disaster recovery activity log.
- **Troubleshooting**--This utility is used to investigate disaster recovery issues.
- **Run**--This utility is used to run other applications in the disaster recovery environment.

Back Up and Restore SAP R/3 Data to Data Mover Servers

This release of Arcserve Backup lets you submit backup and restore jobs containing UNIX and Linux, SAP R/3 for Oracle data from Arcserve Backup data mover servers, primary servers, and member servers to locally attached devices. Using Arcserve Backup UNIX and Linux Data Mover to back up your SAP R/3 for Oracle data you can avoid transferring data via TCP communication. This approach helps improve overall backup and restore performance.

For more information about this enhancement, see the *Arcserve Backup for UNIX and Linux Enterprise Option for SAP R/3 for Oracle Guide*.

Image Option Support for Windows Operating Systems

This release of the Arcserve Backup Enterprise Module includes enhanced operating system support for the Image Option. The Image Option now includes support for the following Windows operating systems:

- Windows Server 2003 x64
- Windows Server 2008 x64
- Windows Server 2008 R2

Chapter 2: Usability and Functional Enhancements

This section describes the usability and functional enhancements made to the product such as changes to the user interface, changes to licensing, setup, and deployment, and documentation changes.

This section contains the following topics:

Enhanced Block-Level Data Analysis for the Agent for Virtual Machines 18

Arcserve D2D Integration 19

Support for Windows Server 2008 in a Cluster Environment 20

Disaster Recovery Option Enhancements 21

Enhanced Operating System Support for the Agent for IBM Informix 22

Enhanced Support for Cluster-Aware Applications 23

Enhanced Custom Backup Job Scheduling Options 24

Enhanced Logging for Libraries 25

Enhanced Support for IBM AIX Platforms 26

Enhanced Support for Non-global Zones on Solaris Operating Systems 27

Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems 28

Enhanced Licensing Methods for Protecting Open Files 29

Enhanced Protection for Moved and Renamed Files 30

Support for 256 KB and 512 KB Tape Blocks 31

Web Based Online Help 32

Enhanced Block-Level Data Analysis for the Agent for Virtual Machines

This release of the Arcserve Backup Agent for Virtual Machines includes the following:

- The Agent for Virtual Machines now includes enhanced block-level data analysis for backing up data that resides on Hyper-V and VMware virtual machines. The agent now identifies the used blocks of data on virtual disks, and backs up only the used blocks of data. This capability lets Arcserve Backup decrease the overall backup time for jobs.
- The Agent for Virtual Machines now backs up virtual machines that are configured with virtual compatibility mode raw device mappings (RDMs).

  Note: VMware does not support restoring virtual compatibility mode RDMs as RDMs. Therefore, Arcserve Backup restores the virtual compatibility mode RDMs as virtual hard disks on your datastore.
- The Agent for Virtual Machines now uses vStorage APIs for Data Protection (VADP). VADP lets Arcserve Backup perform centralized virtual machine backups without the disruption and overhead of running backup tasks from inside each virtual machine.
- The Agent for Virtual Machines now deploys VMware Virtual Disk Development Kit (VDDK) 1.2.1 on all systems where you install the agent. You no longer must download and install VDDK on your backup proxy systems.

Arcserve D2D Integration

This release of Arcserve Backup integrates with Arcserve D2D so that you can perform the following tasks:

- Create Arcserve Backup backup sessions from Arcserve D2D backup data.
- Back up Arcserve D2D backup sessions stored on locally attached Arcserve D2D computers, remote proxy servers, and remote shares to Arcserve Backup media.
- Perform raw backups of Arcserve D2D recovery points.
- Back up Arcserve D2D recovery points from Arcserve D2D computers that are installed on VMware vSphere virtual machines.
- Recover Arcserve D2D data at file and folder level granularity and Microsoft SQL Server databases and Microsoft Exchange Server mailboxes at application level granularity from Arcserve Backup media.

Note: For more information, see Backing Up and Recovering Arcserve D2D Data in the Administration Guide.

Support for Windows Server 2008 in a Cluster Environment

This release of the Arcserve Backup base product supports cluster-aware implementations on the following Windows operating systems:

- Windows Server 2008 x86
- Windows Server 2008 x64
- Windows Server 2008 R2

Disaster Recovery Option Enhancements

This release of the Arcserve Backup Disaster Recovery Option includes the following usability enhancements:

- The option lets you perform disaster recovery operations using machine-specific data that is stored on the backup server, local devices, remote file system shares, and alternative locations.
- The option provides support for recovering computers that use multi-byte languages from a disaster.

Enhanced Operating System Support for the Agent for IBM Informix

This release of the Arcserve Backup Agent for IBM Informix now includes support for the following Windows operating systems:

- Windows Server 2003 x64
- Windows Server 2008 x64
- Windows Server 2008 R2

Enhanced Support for Cluster-Aware Applications

Arcserve Backup r16 includes the following enhancements for protecting cluster-aware applications:

- This release of Arcserve Backup lets you register virtual clusters as Arcserve Backup domain member servers. With this enhancement Arcserve Backup lets you perform backup and recovery operations on cluster-aware applications that are installed on clustered nodes, such as Microsoft SQL Server.
- This release of Arcserve Backup extends support to NEC CLUSTERPRO/ExpressCluster X 3.0 for Windows.
- The Server Configuration Wizard provides you with enhanced functionality that lets you register virtual clusters as Arcserve Backup domain member servers.

Enhanced Custom Backup Job Scheduling Options

This release of Arcserve Backup lets you append backup data generated by Custom Schedule backup jobs to one tape. With the Append option, Arcserve Backup lets you re-use media, which helps to minimize the overall quantity of tapes needed for custom schedule backup jobs. This new feature is most beneficial to backup environments where the overall size of daily, full backup data is relatively small.

The Append option can be applied to the schedule for Normal backup jobs, UNIX/Linux Data Mover backup jobs, and to the migration phase of Staging backup jobs.

To use the Append option, specify Custom Schedule on the Backup Manager Schedule tab when you specify a schedule for a job. You can specify from 1 to 3650 as the quantity of days that you want to append the backup data to the media.

Note: The Append option cannot be applied to jobs where the backup destination specified is to deduplication devices or cloud storage.

Enhanced Logging for Libraries

This release of Arcserve Backup lets you configure the Tape Engine to notify you when the quantity of blank tapes available to a library is less than a specified value. With the Monitor blank tapes option specified, Arcserve Backup generates an Activity Log message when the quantity of blank tapes available to the library is less than the value that you specified. You can apply this option to single and multiple drive libraries.

Enhanced Support for IBM AIX Platforms

This release of Arcserve Backup Client Agent, Arcserve Backup Agent for Oracle, Arcserve Backup Enterprise Option for SAP R/3 for Oracle, and Arcserve Backup UNIX and Linux Data Mover extends support to the following IBM AIX operating systems on LPAR (Logical Partition):

- AIX Version 5.2
- AIX Version 5.3
- AIX Version 6.1

Enhanced Support for Non-global Zones on Solaris Operating Systems

This release of the Arcserve Backup Client Agent for UNIX extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10
- Solaris 10 (x86, x64)

This release of the Arcserve Backup for UNIX Agent for Oracle extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10
- Solaris 10 (x86)

This release of Arcserve Backup for UNIX and Linux Data Mover extends support for Solaris non-global zones on the following operating systems:

- Solaris SPARC 10

Enhanced Support for Virtual Memory Allocation on Windows x86 and x64 Operating Systems

This release of Arcserve Backup includes support for Large Address Aware functionality on Windows x86 and x64 operating systems. As a Large Address Aware capable application, Arcserve Backup can access up to 3 GB of virtual memory on Windows x86 operating systems and 4 GB of virtual memory on Windows x64 operating systems.

On Windows x86 operating systems, you must modify the accessible memory switch. If you install the Arcserve Backup server component on a computer that is running an x86 version of Windows, this enhancement helps to improve the overall performance of the Arcserve Backup Tape Engine. On Windows x64 operating systems, no configuration is required.

Enhanced Licensing Methods for Protecting Open Files

With this release of Arcserve Backup, there are two licensing methods that you can use to back up and restore open files.

- Install the Arcserve Backup Agent for Open Files on the client computer.

  This method lets you protect open files using the Agent for Open Files and Microsoft Volume Shadow Copy Service. With this method, the Agent for Open Files license provides you with a 30-day trial period.

- Apply the license for the Arcserve Backup Agent for Open Files on the Arcserve Backup server (do not install the agent on the client computer).

  This method lets you protect open files using Microsoft Volume Shadow Copy Service instead of the Agent for Open Files. This method does not provide you with a 30-day trial period.

Enhanced Protection for Moved and Renamed Files

This release of the Arcserve Backup Universal Agent was enhanced to set the Archive bit when you move and rename files and folders in a volume. If you move or rename a folder, the Universal Agent sets the Archive bit recursively for all objects (subfolders and files) contained in the folder. This functional enhancement helps ensure that Arcserve Backup performs incremental backups on files and folders after they are moved or renamed. In addition, Arcserve Backup behaves in this manner by default. For information about changing the default behavior, see "Troubleshooting" in the *Administration Guide*.

Note: You must install and license Arcserve Backup Agent for Open Files on all computers that contain moved and renamed files that you want to protect.

Support for 256 KB and 512 KB Tape Blocks

This release of Arcserve Backup includes support for 256 KB and 512 KB tape blocks. This enhancement lets Arcserve Backup write data to tape drives using a larger tape block size, which can help increase the overall efficiency of the device.

By default, Arcserve Backup formats data in 64 KB tape blocks, or the maximum block size that Arcserve certified for the library. To increase the block size to 256 KB or 512 KB, you define the tape block size in a registry key for the library that Arcserve Backup applies to all drives in the library.

Note: You can modify the default behavior for backups to autoloaders and tape libraries.

Web Based Online Help

This release of Arcserve Backup contains an online bookshelf, which consists of help systems and PDF files that you access via the Internet. With web-based online help, you can access the latest version of Arcserve Backup documentation without having to install Arcserve Backup product updates. This online version of the bookshelf is the default.

However, if you wish to download and install the bookshelf, you can view the online help and PDF files from a local destination by configuring the documentation to use the help from a local source on the Documentation Configuration dialog.

Chapter 3: Features Not Supported

The features described in the following sections are not supported at this time by Arcserve Backup r16.

This section contains the following topics:

Dropped Support: Windows 2000 Operating Systems 34

Dropped Support: Upgrading from Arcserve Backup r11.5 to this Release 35

Dropped Support: Client Agent for NetWare 36

Dropped Support: Serverless Backu Option 37

Dropped Support: Arcserve Backup Components 38

Dropped Support: Windows 2000 Operating Systems

Arcserve Backup for Windows r16 no longer includes support for Windows 2000 operating systems. This change affects all Arcserve Backup r16 agents and options.

Dropped Support: Upgrading from Arcserve Backup r11.5 to this Release

Arcserve Backup for Windows r16 does not support upgrading from Arcserve Backup r11.5.

You can upgrade to this release from the following products:

- Arcserve Backup for Windows r15--Includes the General Availability (GA) release and all of the latest service packs.
- Arcserve Backup for Windows r12.5--Includes the GA release and all of the latest service packs.
- Arcserve Backup for Windows r12--Includes the GA release and all of the latest service packs.

Dropped Support: Client Agent for NetWare

This release of Arcserve Backup does not include client agent support for NetWare-based operating systems.

The NetWare Systems object was removed from the Classic view of the Backup Manager Source directory tree, and the Restore Manager Source directory tree.

Dropped Support: Serverless Backu Option

This release of the Arcserve Backup Enterprise Module no longer includes the Serverless Backup Option.

Dropped Support: Arcserve Backup Components

The following list describes dropped support on Arcserve Backup r16 components.

- **Arcserve Backup Client Agent for Windows**--This release of the agent no longer supports protecting computers running Windows 98, Windows Me, and Windows 2000 operating systems.
- **Arcserve Backup Client Agent for UNIX**--This release of the agent does not include support for HP 11.22 IA operating systems.
- **Arcserve Backup Client Agent for Linux**--This release for the agent does not include support for Redhat Enterprise Linux 3 operating systems.
- **Arcserve Backup Agent for Informix**--This release of the agent supports only Informix 11.0 and later operating systems.
- **Arcserve Backup Agent for Microsoft Exchange Server**--This release of the agent no longer supports Microsoft Exchange Server 2000.
- **Arcserve Backup Agent for Sybase**--This release of the agent supports only Sybase 15 and later.
- **Arcserve Backup Base Product**--The Arcserve Backup base product no longer supports integrating with Microsoft Windows Essential Business Server (Microsoft Windows EBS).
- **Arcserve Backup Agent for Oracle**--This frelease of the agent supports only Oracle 9i and later.

  Note: This update affects the Agent for Oracle installed on Windows, UNIX, and Linux platforms.
- **Arcserve Backup Enterprise Option for SAP R/3 for Oracle**--This release of the option supports only Oracle 9i and later.
- **Arcserve Backup Tape Library Option**--This release of the option does not support backing up data to optical libraries. The option continues to include support for tape libraries, tape RAID libraries, and Arcserve Backup virtual libraries.
- **Arcserve Backup Enterprise Option for SAP R/3 for Oracle (UNIX/Linux)**--This release of the option no longer supports Red Hat Enterprise Linux 3.x
- **Arcserve Backup UNIX and Linux Data Mover**--The Arcserve Backup UNIX and Linux Data Mover no longer supports Red Hat Enterprise Linux 3.x.