Commvault
Platform Support Policy

Commvault has established a strong track record of providing timely certification to extend support for new versions of operating systems, file systems, applications, and virtual hypervisor environments within the Commvault integration portfolio. Typically, in our release schedules, we provide complete, existing functionality support for new versions of those systems within 60-120 days of the general announcement (GA) of the new version by the third party vendor. The actual timing may shift depending on the where the vendor GA aligns with our service pack delivery and on whether the vendor makes any significant API changes in the GA edition. We manage our development and certification roadmap for newly released versions of currently supported operating system and application platforms based on the following criteria.

Our official policy for planning purposes is as follows:

- When we currently support a set of functions and features that are integrated with a third party system (that is, FS, appliation, database verion), Commvault will generally extend our support matrix to embrace the new version of that third party environment within 180 days (or within the next 2 Commvault service packs) of the general availability date of the new version release by the vendor.

- In many cases, minor version or service pack updates from the third party may not have a direct impact on our integrated support, because the core API do not tend to change. In this case, Commvault will strive to support minor revisions within 90 days (or in the next Commvault service pack) following the general availability of that minor revision from the vendor.

- Typically, we find major release versions from the third party vendors may include new options that can lead to future feature enhancements in the integration and in the Commvault Content Store data management policies. Those features are planned independently from the GA release cycle.

In certain cases, a field certification request/approval process may be employed to introduce site level support in a faster time frame. A field certification request can be made through the Commvault Account team; the request is reviewed and approved by Commvault Engineering for field testing/certification if there is an expectation of full functional support with the current Commvault software package.

We encourage our strategic customer accounts, such as your organization, to participate in regular reviews with their Commvault account teams to communicate any anticipated critical testing or deployment plans related to the adoption of new OS or application versions. This critical feedback is incorporated into our weekly product planning cycles to help us align our product update, certification, and release schedules to support the needs of our customers.

Commvault V11 supports the following list of operating systems and applications (as well as many others):

File System Backup
- Windows Server
- Hewlett Packard Enterprise (HPE) HP-UX
- Unix IBM AIX
- Linux Red Hat Enterprise Linux (RHEL)
- SUSE Linux Enterprise Server (SLES)

Application Backup
- Microsoft Exchange
- Microsoft Sharepoint
- SAP ERP (Note: Commvault Support does not depend on SAP ERP application version[1])

Database Backup
- EMC Documentum
- Oracle Solaris
- Oracle Recovery Manager (RMAN)
- SQL Server

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[1] Depending on the underlying database, SAP ERP support is based on version of SAP BR*Tools (SAP on Oracle) or the version of the respective database system. This means, a new version might not needed to be qualified as long as the database version or the BR*Tools version remains the same.

The latest edition of the Commvault software, V11, supports current GA third party environments, along with a number of historical versions. For customers with older legacy environments, we do offer special options to provide basic data management functions using our deprecated systems options. We recommend discussing those options with your account team to develop a set of implementation recommendations.   The full complement of our support matrix can be explored at the following link to our V11 public documentation site.

http://documentation.commvault.com/commvault/v11/article?p=system_requirements/common/requirements_overview.htm

Please note that the system requirements pages provide detailed hardware and software requirements for each Commvault agent, tool, and server module. These pages document what has been tested and is supported; they do not attempt to document what is not supported. The requirements for operating systems include all of the editions and installation options for that operating system with any exceptions noted.

If you have any further questions, please contact products@Commvault.com so we can help address your needs.

Commvault's statements regarding its plans, directions and intent are subject to change or withdrawal without notice at Commvaults's sole discretion. Information regarding potential future products is intended to outline our general product direction and it should not be relied on in making a purchasing decision. The information mentioned regarding potential future products is not a commitment, promise, or legal obligation to deliver any material, code or functionality. Information about potential future products may not be incorporated into any contract. The development, release, and timing of any future features or functionality described for our products remains at our sole discretion.