

## Scale Computing HyperCore Support Matrix

HyperCore 7.3

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Doc Version 29

Revision Date - 8/17/2017

**General note:**

Scale Computing HC3 Systems - Scale Computing's HyperCore based HC3 Systems integrate a hypervisor to allow running virtual machines to access the pooled resources of the system. While other operating systems that run on virtualized x86 and x64 platforms may work, the following systems as indicated with Full Support are routinely validated and optimized for the HC3 platform.

**Support Level Definitions:**

Full Support - Scale Computing will fully support and troubleshoot the operation of the HyperCore system related to fully supported OS's. Scale Computing may document environment specific configurations and best practices as well as performance optimizations. Scale Computing regularly tests and may provide certified configurations with the OS vendor where applicable.

Best Effort - Scale Computing will support and troubleshoot the operation of the HyperCore system and provide assistance with running OS's. In many cases, Scale will provide full support for newer versions of similar platforms. Environment specific configurations and best practices may not be available including performance optimizations. Scale does not test these configurations and may not be able to re-create issues specific to these environments or specific versions.

HyperCore Only - Scale Computing will support and troubleshoot the operation of the HyperCore system. Environment specific configurations and best practices may not be available including performance optimizations. Scale does not routinely test these configurations and will typically not be able to re-create issues specific to these environments.

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Support Matrix - Release 7.3.24

Scale Computing - VM Operating System Support Matrix								
OS	Support Level	Version	Edition	Architecture	HC3 Move* Support	Scale Packaged VIRTIO Driver	Service Packs	Notes
<b>Windows</b>								
	Full	Server 2016	All	x64	Full	0.1.126		requires 7.2+
	Full	Server 2012 R2	All	x64	Full	0.1.126		
	Full	Server 2012	All	x64	Full	0.1.126		
	Full	Server 2008 R2	All	x64	Full	0.1.126		
	Best Effort	Server 2008	All	x64, x86	Full	0.1.126		
	Best Effort	Server 2003 R2	All	x64, x86	Best Effort - requires Move 7.1 and SP2		SP1 or above	
	HyperCore Only	Server 2003	All	x64, x86	HyperCore Only - requires Move 7.1 and SP2		SP2 or above	
	HyperCore Only	Server 2000	All	x64, x86	Unsupported		SP4 or above	
	Full	Windows 10	All	x64	Unsupported - no support for Desktop OS	0.1.126		e1000 drivers are supported for migration only, x86 Best Effort; requires 7.2+
	Full	Windows 8.1	All	x64	Unsupported - no support for Desktop OS	0.1.126		x86 Best Effort
	Best Effort	Windows 8	All	x64, x86	Unsupported - no support for Desktop OS			
	Full	Windows 7	All	x64	Unsupported - no support for Desktop OS	0.1.126		x86 Best Effort
	Best Effort	Vista	All	x64, x86	Unsupported - no support for Desktop OS		SP2 or above	
	HyperCore Only	XP	All		Unsupported - no support for Desktop OS		SP2 or above	
<b>Centos</b>								
	Full	Enterprise Linux 7		x64	Full	vendor provided		
	Full	Enterprise Linux 6		x64, x86	Full	vendor provided		
	Best Effort	Enterprise Linux 5		x64, x86	Best Effort	vendor provided		
	Best Effort	Enterprise Linux 4		x64, x86	Unsupported	vendor provided		
<b>Red Hat Enterprise Linux</b>								
	Full	Enterprise Linux 7		x64, x86	Full	vendor provided		
	Full	Enterprise Linux 6		x64, x86	Full	vendor provided		
	Best Effort	Enterprise Linux 5		x64, x86	Best Effort	vendor provided		
	Best Effort	Enterprise Linux 4		x64, x86	Unsupported	vendor provided		
<b>Linux - Debian / Ubuntu and variants</b>								
	Best Effort	Ubuntu Server 16		x64, x86		vendor provided		
	Best Effort	Ubuntu Server 14		x64, x86		vendor provided		
	Best Effort	Ubuntu Server 13		x64, x86		vendor provided		
	HyperCore Only	Ubuntu Server 12		x64, x86		vendor provided		
	HyperCore Only	Ubuntu Server 11		x64, x86		vendor provided		
	HyperCore Only	Ubuntu Server 10		x64, x86		vendor provided		
<b>FreeBSD</b>								
	Full	FreeBSD 11		x64, x86		vendor provided		
	Full	FreeBSD 10.3		x64, x86		vendor provided		
<b>Linux - SUSE and variants</b>								
	Best Effort	SUSE Linux Enterprise 13		x64		vendor provided		
	Best Effort	SUSE Linux Enterprise 12		x64, x86		vendor provided		
	Best Effort	SUSE Linux Enterprise 11		x64, x86		vendor provided		
	Best Effort	SUSE Linux Enterprise 10		x64, x86		vendor provided		
	Best Effort	SUSE Linux Enterprise 9		x64, x86		vendor provided		
<b>Other</b>								
Oracle Enterprise Linux	HyperCore Only	Oracle Enterprise Linux 6.2		x64, x86		vendor provided		
Oracle Enterprise Linux	HyperCore Only	Oracle Enterprise Linux 6.5		x64, x86		vendor provided		
Fedora	Best Effort	Fedora 22		x64, x86		vendor provided		
Fedora	Best Effort	Fedora 21		x64, x86		vendor provided		

**Miscellaneous Notes**

Operating Systems in UEFI mode will not run on HC3. When migrating a VM to HC3, please use BIOS.

\*HC3 Move Support - HC3 MOVE powered by Double-Take is a software product that allows users to migrate Windows or Linux physical, virtual, and cloud server workloads to HC3 with real-time replication from a single, intuitive user console. Other tools exist for migration in cases where HC3 Move Support is not offered in full. Clustered application environments such as Microsoft Failover Cluster or Distributed Access Groups will require additional configuration changes to migrate to HC3 using HC3 Move, contact Scale Computing Support for more information.

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HyperCore - Cross Replication Version Support																HyperCore 7.3	Doc Version 29
Version	6.4.2	6.5.6	6.5.7	7.0.2	7.0.3	7.0.4	7.1.7	7.1.10	7.1.11	7.2.13	7.2.16	7.2.20	7.2.23	7.2.24	7.3.22	7.3.24	Comment
6.4.2																	
6.5.6																	
6.5.7																	
7.0.2																	
7.0.3																	
7.0.4																	
7.1.7																	
7.1.10																	
7.1.11																	
7.2.13																	
7.2.16																	
7.2.20																	
7.2.23																	
7.2.24																	
7.3.22																	
7.3.24																	

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HyperCore Tested System Limits			HyperCore 7.3	Doc Version 29
Item Name	Support Level	System Limit	Comment	
<b>VM Limits</b>				
Maximum Virtual Disk Size	Full	8TB		
Maximum # of Virtual Disks per VM	Full	26		
Maximum # of NICs per VM	Full	8		
<b>Cluster Limits</b>				
Minimum number of nodes	Full	1	Single node appliance configurations supported on HC1000, HC1100, HC2000, HC2100, HC4000, HC4100 spinning disk node types	
Minimum number of nodes for automated failover	Full	3		
Maximum number of nodes	Full	8	For > 8 nodes, please contact Scale Technical Support	
<b>Replication Topology</b>				
1 to 1	Full		One cluster replicating selected VM's to or from one other cluster	
1 to Many (Same VM to multiple clusters)	Unsupported		Please contact Scale's product management team to discuss the availability of this use case	
1 to Many (Different VMs to multiple clusters)	Best Effort		Please contact Scale's product management team to discuss the availability of this use case	
Many to 1	Full			
<b>Cluster Configurations</b>				
<b>General Considerations</b>				
RAM	<a href="https://na5.salesforce.com/articles/Knowledge/Are-Nodes-Required-to-be-Added-to-the-Cluster-in-Pairs">https://na5.salesforce.com/articles/Knowledge/Are-Nodes-Required-to-be-Added-to-the-Cluster-in-Pairs</a>			
CPU	Adding a single node with a larger RAM footprint than the other nodes in the cluster could create some undesirable scenarios for failover and rolling upgrades. Rule of thumb: add in pairs when adding larger RAM footprint nodes into the cluster.			
Networking	No restrictions			
Storage Capacity	Best practice is to match the networking (1GbE / 10GbE, etc.)			
Storage Performance	Each storage pool (SSD and HDD) of single node additions must not be larger than the original cluster's storage pool capacity for SSD and HDD respectively.			
	Mixing high capacity, 7200RPM drives with low capacity, 10K or 15K drives within the same tier is inadvisable.			
<b>Cluster Configurations Requirements</b>				
<b>Single Node Appliance Configuration</b>				
HC1100	Full		please contact support for options in upgrading from single node appliance config to a larger cluster	
HC1150 & HC1150D	Unsupported			
HC2100	Full		please contact support for options in upgrading from single node appliance config to a larger cluster	
HC2150	Unsupported			
HC4100	Full		please contact support for options in upgrading from single node appliance config to a larger cluster	
HC4150	Unsupported			
<b>Node Additions to Clustered Configurations</b>				
<b>HC1100</b>				
added to HC1000	Full		Best practice: match networking (1GbE / 10GbE)	
added to HC1150	Full		Best practice: match networking (1GbE / 10GbE)	
added to HC1150DF	Unsupported			
added to HC2100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note;	
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD		
added to HC4100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note	
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note	
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD		
<b>HC1150 &amp; HC1150D</b>				
added to HC1000	Full		Best practice: match networking (1GbE / 10GbE)	
added to HC1100	Full		Best practice: match networking (1GbE / 10GbE)	
added to HC1150DF	Unsupported			
added to HC2100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note	
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD		
added to HC4100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note	
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note	
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD		
<b>HC2100</b>				
added to HC1000	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note	
added to HC1100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note	

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added to HC1150	Full		See storage performance note
added to HC1150DF	Unsupported		
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC4100	Best Effort		Best practice: match networking (1GbE / 10GbE); See storage performance note
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD	
<b>HC2150</b>			
added to HC1000	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1100	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1150	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1150DF	Unsupported		
added to HC2100	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC4100	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD	
<b>HC4100</b>			
added to HC1000	Best Effort	10GbE Only	
added to HC1100	Best Effort	10GbE Only	
added to HC1150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC1150DF	Unsupported		
added to HC2100	Full	10GbE Only	
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
<b>HC4150</b>			
added to HC1000	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1100	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1150	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC1150DF	Unsupported		
added to HC2100	Full	10GbE Only; minimum 3 nodes with SSD	See storage performance note
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC4100	Full	10GbE Only; minimum 3 nodes with SSD	
added to HC5150D	Full	10GbE Only; minimum 3 nodes with SSD	
<b>HC5150</b>			
added to HC1000	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC1100	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC1150	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC1150DF	Unsupported		
added to HC2100	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC2150	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC4100	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements
added to HC4150	Full	10GbE Only; minimum 3 nodes with SSD	See storage capacity requirements

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Scale Cluster Manager Web Browser UI				HyperCore 7.3	Doc Version 29
Browser	Support Level	Version	Platform	Comment	
Chrome	Full	60,59	Windows, Mac OS X		
Internet Explorer	Full	11	Windows		
Microsoft Edge	Best Effort	40.15063	Windows		
Firefox	Full	55, 52	Windows, Mac OS X		
Safari	Unsupported	10, 9	Windows Mac OS X		

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Scale Cluster Manager - HyperCore Support				HyperCore 7.3
Release	Support Level	Release Date	Previous Versions	Comment
7.3.24 LA	Full	8/3/17	7.3.22	
7.2.24 LA	Full	7/6/17	7.2.23, 7.2.20, 7.2.16, 7.2.13	
7.1.11 GA	Full	12/1/16	7.1.10, 7.1.7	
7.0.4 LA	Full	6/22/16	7.0.3, 7.0.2	
6.5.7 LA	Unsupported	3/11/16	6.5.6	Please update to a version with Full Support
6.4.2 GA	Full	4/8/16	6.4.1; 6.2.15; 6.2.14; 6.2.13, 6.2.12; 6.1.11; 6.0.14; 6.0.13; 6.0.12; 6.0.10; 6.0.8	
5.4.14 GA	Unsupported	10/8/14	5.3.3	Please update to a version with Full Support
Prior Versions	Unsupported			Please update to a version with Full Support

\*Scale offers full support on the prior 2 Generally Available releases and any Limited Availability builds that were released in the prior 12 months.

General Availability (GA) - A release that is available through the HC3 web interface at the convenience of end users for self-upgrade.

Limited Availability (LA) - A release that is production ready and available with ScaleCare Support approval; upgrading must be scheduled with ScaleCare Support.

## Support Matrix - Release 7.3.24

### Version Notes

Version 15 - HC Version update

Version 16 - HC Version update

- Web UI - version update Chrome/Firefox

Version 17 - HC Version update; 5.4.14 "unsupported"

- Web UI - version update Chrome/Firefox
- Limits - cluster configurations
- Limits - replication topology (terminology update)

Version 18 - HC Version update

- Web UI - version update Chrome/Firefox

Version 19 - HC Version update

Version 20 - HC Version update

- Web UI - version update Chrome
- Limits - cluster configurations - Added HC1100 / HC1150 product lines

Version 21 - Single Node system support

Version 22 - VM - Windows Server 2016 - HyperCore Only

- Web UI - version update Chrome/Firefox/Safari

Version 22 - Web UI - version update Firefox

Version 24 - VM - Changed Windows 2016, Windows 10 (with notes on e1000 drivers), Windows 8.1, Windows 7 to Full Support, Added Ubuntu 16 Best Effort

- Limits - added HC1150D to cluster configurations; changed Replication Topology "Many to 1" to Full Support
- Added Cross Version Replication

Version 25

- updated Cross Version Replication
- Limits - single node appliance configuration support
- Web UI - version updates; added Microsoft Edge (best effort)

Version 26

- updated Cross Version Replication
- VM - HC3 Move Support levels
- VM - Scale Packaged VIRTIO Driver Version
- VM - UEFI mode unsupported support
- Limits - Single node to larger cluster
- Limits - storage capacity limits by pool
- Web UI - version updates
- HC Version - 6.5.7 unsupported

Version 27

- HC Version
- updated Cross Version Replication

Version 28

- HC Version
- updated Cross Version Replication
- Added HC1150DF and HC5150D support