

Scale Computing HyperCore Support Matrix

HyperCore 7.2

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Doc Version 25

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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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Scale Computing - VM Operating System Support Matrix						
OS	Support Level	Version	Edition	Architecture	Service Packs	Notes
Windows						
	Full	Server 2016	All	x64		
	Full	Server 2012 R2	All	x64		
	Full	Server 2012	All	x64		
	Full	Server 2008 R2	All	x64		
	Full	Server 2008	All	x64, x86		
	Best Effort	Server 2003 R2	All	x64, x86	SP1 or above	
	HyperCore Only	Server 2003	All	x64, x86	SP2 or above	
	HyperCore Only	Server 2000	All	x64, x86	SP4 or above	
	Full	Windows 10	All	x64		e1000 drivers are supported for migration only, x86 Best Effort
	Full	Windows 8.1	All	x64		x86 Best Effort
	Best Effort	Windows 8	All	x64, x86		
	Full	Windows 7	All	x64		x86 Best Effort
	Best Effort	Vista	All	x64, x86	SP2 or above	
	HyperCore Only	XP	All		SP2 or above	
Centos						
	Full	Enterprise Linux 7		x64		
	Full	Enterprise Linux 6		x64, x86		
	Best Effort	Enterprise Linux 5		x64, x86		
	Best Effort	Enterprise Linux 4		x64, x86		
Red Hat Enterprise Linux						
	Full	Enterprise Linux 7		x64, x86		
	Full	Enterprise Linux 6		x64, x86		
	Best Effort	Enterprise Linux 5		x64, x86		
	Best Effort	Enterprise Linux 4		x64, x86		
Linux - Debian / Ubuntu and						
	Best Effort	Ubuntu Server 16		x64, x86		
	Best Effort	Ubuntu Server 14		x64, x86		
	Best Effort	Ubuntu Server 13		x64, x86		
	HyperCore Only	Ubuntu Server 12		x64, x86		
	HyperCore Only	Ubuntu Server 11		x64, x86		
	HyperCore Only	Ubuntu Server 10		x64, x86		
Linux - SUSE and variants						
	Best Effort	SUSE Linux Enterprise 13		x64		
	Best Effort	SUSE Linux Enterprise 12		x64, x86		
	Best Effort	SUSE Linux Enterprise 11		x64, x86		
	Best Effort	SUSE Linux Enterprise 10		x64, x86		
	Best Effort	SUSE Linux Enterprise 9		x64, x86		
Other						
Oracle Enterprise Linux	HyperCore Only	Oracle Enterprise Linux 6.2		x64, x86		

HyperCore - Cross Replication Version Support											HyperCore 7.2	Doc Version 25
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	7.2.15	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												
7.2.15												

HyperCore Tested System Limits		HyperCore 7.2	Doc Version 25
Item Name	Support Level	System Limit	Comment
VM Limits			
Maximum Virtual Disk Size	Full	8TB	
Maximum # of Virtual Disks per VM	Full	26	
Maximum # of NICs per VM	Full	8	
Cluster Limits			
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
Replication Topology			
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		
Cluster Configurations			
General Considerations			
RAM	https://na5.salesforce.com/articles/Knowledge/Are-Nodes-Required-to-be-Added-to-the-Cluster-in-Pairs		
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	Single node additions must not be larger than the original cluster's overall capacity		
	Mixing high capacity, 7200RPM drives with low capacity, 10K or 15K drives within the same tier is inadvisable.		
Cluster Configurations Requirements			
Single Node Appliance Configuration			
HC1100	Full		
HC1150 & HC1150D	Unsupported		
HC2100	Full		
HC2150	Unsupported		
HC4100	Full		
HC4150	Unsupported		
Node Additions			
HC1100			
added to HC1000	Full		Best practice: match networking (1GbE / 10GbE)
added to HC1150	Full		Best practice: match networking (1GbE / 10GbE)
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
HC1150 & HC1150D			
added to HC1000	Full		Best practice: match networking (1GbE / 10GbE)
added to HC1100	Full		Best practice: match networking (1GbE / 10GbE)
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
HC2100			
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
added to HC1150	Full		See storage performance note
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
HC2150			
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 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
HC4100			
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 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
HC4150			
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 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	See storage performance note

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Scale Cluster Manager Web Browser UI				HyperCore 7.2	Doc Version 25
Browser	Support Level	Version	Platform	Comment	
Chrome	Full	57, 56	Windows, Mac OS X		
Internet Explorer	Full	11	Windows		
Microsoft Edge	Best Effort	38.14393	Windows		
Firefox	Full	52, 45	Windows, Mac OS X		
Safari	Unsupported	10, 9	Windows Mac OS X		

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Scale Cluster Manager - HyperCore Support				HyperCore 7.2
Release	Support Level	Current Version	Previous Versions	Comment
Dobson	Full	7.2.16	7.2.13	
Celsius	Full	7.1.11	7.1.10, 7.1.7	
Fujita Wave 2	Full	7.0.4	7.0.3, 7.0.2	
Fujita Wave 1	Full	6.5.7	6.5.6	
Dvorak	Full	6.4.2	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	
HyperCore	Unsupported	5.4.14	5.3.3	Please update to a version with Full Support
Prior Versions	Unsupported			Please update to a version with Full Support