

# Veritas InfoScale™ Support Matrix for Sybase®

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Technical Support maintains support centers globally. Technical Support's primary role is to respond to specific queries about product features and functionality. The Technical Support group also creates content for our online Knowledge Base. The Technical Support group works collaboratively with the other functional areas within the company to answer your questions in a timely fashion.

Our support offerings include the following:

- A range of support options that give you the flexibility to select the right amount of service for any size organization
- Telephone and/or Web-based support that provides rapid response and up-to-the-minute information
- Upgrade assurance that delivers software upgrades
- Global support purchased on a regional business hours or 24 hours a day, 7 days a week basis
- Premium service offerings that include Account Management Services

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When you contact Technical Support, please have the following information available:

- Product release level
- Hardware information
- Available memory, disk space, and NIC information

- Operating system
- Version and patch level
- Network topology
- Router, gateway, and IP address information
- Problem description:
  - Error messages and log files
  - Troubleshooting that was performed before contacting Technical Support
  - Recent software configuration changes and network changes

## Licensing and registration

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- Questions regarding product licensing or serialization
- Product registration updates, such as address or name changes
- General product information (features, language availability, local dealers)
- Latest information about product updates and upgrades
- Information about upgrade assurance and support contracts
- Advice about technical support options
- Nontechnical presales questions
- Issues that are related to CD-ROMs, DVDs, or manuals

## Support agreement resources

If you want to contact us regarding an existing support agreement, please contact the support agreement administration team for your region as follows:

Worldwide (except Japan)

[CustomerCare@veritas.com](mailto:CustomerCare@veritas.com)

Japan

[CustomerCare\\_Japan@veritas.com](mailto:CustomerCare_Japan@veritas.com)

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# Sybase ASE CE support matrix

This chapter includes the following topics:

- [About the Sybase ASE CE support matrix](#)
- [Linux support matrix for SF Sybase CE](#)
- [Solaris SPARC support matrix for SF Sybase CE](#)

## About the Sybase ASE CE support matrix

The following matrices list support for Veritas InfoScale for Sybase ASE CE (SF Sybase CE) for:

- Linux
- Solaris (SPARC)

All configurations listed in the tables below are certified and supported by Sybase and Veritas. Configurations that are not shown in the tables are not supported.

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**Note:** Hyphens in the tables below designate a range of Sybase patch sets.

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**Note:** Veritas InfoScale for Databases (SFDB) tools are not supported with Sybase. Sybase can run on VxFS and VxVM.

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If you need assistance, consult your Veritas sales team for details.

# Linux support matrix for SF Sybase CE

[Table 1-1](#) describes the Linux support matrix for SF Sybase CE.

**Table 1-1** Linux support matrix for SF Sybase CE

SF Sybase CE	Sybase ASE CE 15.0.3	Sybase ASE CE 15.5	Sybase ASE CE 15.5 ESD # 3	Sybase ASE CE 15.7
7.1	Not supported	RHEL 6 U4, U5, U6 and U7	RHEL 6 U4, U5, U6 and U7	RHEL 6 U4, U5, U6 and U7
7.0	Not supported	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6

See the Sybase documentation before installing Sybase ASE CE 15.5 and 15.7.

See [infocenter.sybase.com](http://infocenter.sybase.com)

# Solaris SPARC support matrix for SF Sybase CE

[Table 1-2](#) describes the Solaris SPARC support matrix for SF Sybase CE.

**Table 1-2** Solaris SPARC support matrix for SF Sybase CE

SF Sybase CE	Solaris SPARC	Sybase ASE CE 15.0.3	Sybase ASE CE 15.5	Sybase ASE CE 15.5 ESD # 3
7.1	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11
7.0	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11

See the Sybase documentation before installing Sybase ASE CE 15.5.

See [infocenter.sybase.com](http://infocenter.sybase.com)

# Sybase Single Instance support matrix

This chapter includes the following topics:

- [About Sybase single instance support matrix](#)
- [Linux - Veritas InfoScale support matrix for Sybase](#)
- [AIX - Veritas InfoScale support matrix for Sybase](#)
- [Solaris SPARC - Veritas InfoScale support matrix for Sybase](#)

## About Sybase single instance support matrix

This section lists the Sybase single instance versions supported with Veritas InfoScale.

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**Note:** Veritas InfoScale for Databases (SFDB) tools are not supported with Sybase. Sybase can run on VxFS and VxVM.

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## Linux - Veritas InfoScale support matrix for Sybase

[Table 2-1](#) lists the Sybase ASE version and Linux combinations supported with Veritas InfoScale.

**Table 2-1**      Sybase ASE support on Linux

Veritas InfoScale	Linux (AMD Opteron 64 bit/Intel Xeon EM64T)	12.5.x	15.x	16.x
7.3	RHEL6 SLES11	Not Supported	Supported	Supported
7.3	OEL6	Not Supported	Supported	Supported
7.3	OEL7	Not Supported	Supported	Supported
7.3	RHEL 7 SLES12	Not Supported	Supported	Supported
7.2	RHEL6 SLES11	Not Supported	Supported	Supported
7.2	OEL6	Not Supported	Supported	Supported
7.2	OEL7	Not Supported	Supported	Supported
7.2	RHEL 7 SLES12	Not Supported	Supported	Supported
7.1	RHEL6 SLES11	Supported	Supported	Supported
7.1	OEL6	Supported	Supported	Supported
7.1	OEL7	Supported	Supported	Supported
7.1	RHEL 7 SLES12	Supported	Supported	Supported
7.0	RHEL6 SLES11	Supported	Supported	Supported
7.0	OEL6	Supported	Supported	Not Supported
7.0	OEL7	Not Supported	Not Supported	Not Supported
7.0	RHEL 7 SLES12	Not Supported	Not Supported	Not Supported

# AIX - Veritas InfoScale support matrix for Sybase

[Table 2-2](#) lists the Sybase ASE version and AIX combinations supported with Veritas InfoScale.

**Table 2-2** Sybase ASE support on AIX

Veritas InfoScale	AIX	12.5.x	15.x	16.x
7.3	7.2	Not Supported	Supported	Supported
7.3	7.1	Not Supported	Supported	Supported
7.2	7.2	Not Supported	Supported	Supported
7.2	7.1	Not Supported	Supported	Supported
7.1	7.2	Supported	Supported	Supported
7.1	7.1	Supported	Supported	Supported
7.1	6.1	Supported	Supported	Supported
7.0	7.1	Not Supported	Supported	Supported
7.0	6.1	Supported	Supported	Supported

# Solaris SPARC - Veritas InfoScale support matrix for Sybase

[Table 2-3](#) lists the Sybase ASE version and Solaris SPARC combinations supported with Veritas InfoScale.

**Table 2-3** Sybase ASE support on Solaris SPARC

Veritas InfoScale	Solaris SPARC	12.5.x	15.x	16.x
7.3	11	Not Supported	Supported	Supported
7.2	11 (64-bit)	Not Supported	Supported	Supported
7.1	11 (64-bit)	Supported	Supported	Supported
7.1	10 (64-bit)	Supported	Supported	Supported
7.0	11 (64-bit)	Not Supported	Not Supported	Not Supported
7.0	10 (64-bit)	Supported	Supported	Supported