

# Veritas Storage Foundation™ and High Availability Solutions Sybase® Support Matrix

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# Technical Support

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

For information about our support offerings, you can visit our website at the following URL:

[www.veritas.com/support](http://www.veritas.com/support)

All support services will be delivered in accordance with your support agreement and the then-current enterprise technical support policy.

## Contacting Technical Support

Customers with a current support agreement may access Technical Support information at the following URL:

[www.veritas.com/support](http://www.veritas.com/support)

Before contacting Technical Support, make sure you have satisfied the system requirements that are listed in your product documentation. Also, you should be at the computer on which the problem occurred, in case it is necessary to replicate the problem.

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

If your product requires registration or a license key, access our technical support Web page at the following URL:

[www.veritas.com/support](http://www.veritas.com/support)

## Customer service

Customer service information is available at the following URL:

[www.veritas.com/support](http://www.veritas.com/support)

Customer Service is available to assist with non-technical questions, such as the following types of issues:

- 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 Symantec. 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 Symantec 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
6.2.1	Not supported	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6
6.1.1	Not supported	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6	RHEL 6 U4, U5 and U6
6.0	Not supported	SLES 10 SP4	SLES 10 SP4	Not supported
5.0 PR1 P1	SLES 10 SP3	SLES 10 SP3	SLES 10 SP3	Not supported
5.0 PR1	SLES 10 SP3	SLES 10 SP3	SLES 10 SP3	Not supported
5.0 P1	SLES 10 SP1 or SP2	SLES 10 SP1 or SP2	SLES 10 SP1 or SP2	Not supported
	RHEL 5 U1 or later RHEL 4 U3 or later	RHEL 5 U1 or later RHEL 4 U3 or later	RHEL 5 U1 or later RHEL 4 U3 or later	Not supported
5.0	RHEL 5 U1 or later RHEL 4 U3 or later	Not supported	Not supported	Not supported
	SLES 10 SP1 or SP2	Not supported	Not supported	Not supported

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

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

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**Note:** To install SF SYBASE CE 6.1.1, please refer the following URL:

[https://support.symantec.com/en\\_US/article.TECH224884.html](https://support.symantec.com/en_US/article.TECH224884.html)

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# 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

<b>SF Sybase CE</b>	<b>Solaris SPARC</b>	<b>Sybase ASE CE 15.0.3</b>	<b>Sybase ASE CE 15.5</b>	<b>Sybase ASE CE 15.5 ESD # 3</b>
6.2.1	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11
6.2	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11
6.1.1	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11
6.1	10	Not supported	Solaris 10 U9, U10, and U11	Solaris 10 U9, U10, and U11
6.0.5	10	Not supported	Solaris 10 U8, U9, and U10	Solaris 10 U8, U9, and U10
6.0.3	10	Not supported	Solaris 10 U8, U9, and U10	Solaris 10 U8, U9, and U10
6.0	10	Not supported	Solaris 10 U8, U9, and U10	Solaris 10 U8, U9, and U10
5.0 P1	10	Solaris SPARC 10 U8	Solaris 10 U8	Solaris 10 U8
5.0	10	Solaris SPARC 119042-02, 119254-50, 120011-14, 127111-06	Not supported	Not supported
5.0	9	Solaris SPARC 114477-04	Not supported	Not supported

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](#)
- [AIX - Sybase support matrix for Veritas Storage Foundation High Availability](#)
- [Linux - Sybase support matrix for Veritas Storage Foundation High Availability](#)
- [Solaris SPARC - Sybase support matrix for Veritas Storage Foundation High Availability](#)
- [Solaris x64 - Sybase support matrix for Veritas Storage Foundation High Availability](#)

## 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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## AIX - Sybase support matrix for Veritas Storage Foundation High Availability

[Table 2-1](#) lists the Sybase ASE version and AIX combinations supported with Veritas Storage Foundation High Availability.

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

<b>SFHA</b>	<b>AIX</b>	<b>12.5.x</b>	<b>15.x</b>	<b>16.x</b>
6.2.1	7.1	Not Supported	Supported	Supported
6.2.1	6.1	Supported	Supported	Supported
6.2 6.1 6.0 6.0.1 6.0.3	7.1	Not supported	Supported	Not Supported
6.2 6.1 6.0 6.0.1 6.0.3	6.1	Supported	Supported	Not Supported
5.1 SP1RP3 5.1 SP1RP4	7.1	Not supported	Supported	Not Supported
5.1 SP1RP2	7.1	Not supported	Not supported	Not Supported
5.1 SP1RP4 5.1 SP1RP3 5.1 SP1RP2	5.3 6.1	Supported	Supported	Not Supported
5.1 SP1 5.1 SP1RP1	5.3 6.1	Supported	Supported	Not Supported
5.1 5.1 RP2	5.3 6.1	Supported	Supported	Not Supported
5.0 MP3	5.3 6.1	Supported	Supported	Not Supported

# Linux - Sybase support matrix for Veritas Storage Foundation High Availability

Table 2-2 lists the Sybase ASE version and Linux combinations supported with Storage Foundation High Availability.

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

SFHA	Linux (AMD Opteron 64 bit/Intel Xeon EM64T)	12.5.x	15.x	16.x
6.2.1	RHEL6 SLES11	Supported	Supported	Supported
6.2.1	OEL6	Supported	Supported	Not Supported
6.2.1	RHEL 7 OEL7 SLES12	Not Supported	Not Supported	Not Supported
6.2	OEL6 RHEL6 SLES11	Supported	Supported	Not Supported
6.2	RHEL 7	Not Supported	Not Supported	Not Supported
6.1.1	OEL5 OEL6 RHEL5 RHEL6 SLES11	Supported	Supported	Not Supported
6.1	OEL5 OEL6 RHEL5 RHEL6 SLES11	Supported	Supported	Not Supported
6.0.4	SLES11	Supported	Supported	Not Supported

**Table 2-2** Sybase ASE support on Linux *(continued)*

SFHA	Linux (AMD Opteron 64 bit/Intel Xeon EM64T)	12.5.x	15.x	16.x
6.0	OEL5	Supported	Supported	Not Supported
6.0.1	OEL6			
6.0.2	RHEL5			
6.0.3	RHEL6			
	SLES10			
	SLES11			
5.1 SP1RP2	OEL5	Supported	Supported	Not Supported
5.1 SP1RP3	OEL6			
5.1 SP1RP4	RHEL5			
	RHEL6			
	SLES10			
	SLES11			
5.1 SP1PR2	RHEL6	Supported	Supported	Not Supported
5.1 SP1	SLES11	Not supported	Supported	Not Supported
5.1 SP1RP1				
5.1 SP1	OEL5	Not supported	Not supported	Not Supported
5.1 SP1RP1				
5.1 SP1	RHEL5	Supported	Supported	Not Supported
5.1 SP1RP1	SLES10			
5.1	SLES11	Not supported	Supported	Not Supported
5.1 RP2				
5.1	OEL5	Not supported	Not supported	Not Supported
5.1 RP2				
5.1	RHEL5	Supported	Supported	Not Supported
5.1 RP2	SLES10			

**Table 2-2** Sybase ASE support on Linux (*continued*)

SFHA	Linux (AMD Opteron 64 bit/Intel Xeon EM64T)	12.5.x	15.x	16.x
5.0 MP4	RHEL5 SLES10	Supported	Supported	Not Supported

## Solaris SPARC - Sybase support matrix for Veritas Storage Foundation High Availability

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

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

SFHA	Solaris SPARC	12.5.x	15.x	16.x
6.2.1	11 (64-bit)	Not supported	Supported	Supported
6.2.1	10 (64-bit)	Supported	Supported	Supported
6.2	11 (64-bit)	Not supported	Supported	Not supported
6.2	10 (64-bit)	Supported	Supported	Not supported
6.1.1	11 (64-bit)	Not supported	Supported	Not supported
6.1.1	10 (64-bit)	Supported	Supported	Not supported
6.1	11 (64-bit)	Not supported	Supported	Not supported
6.1	10 (64-bit)	Supported	Supported	Not supported
6.0.3	11 (64-bit)	Not supported	Supported	Not supported
6.0.5				
6.0	10 (64-bit)	Supported	Supported	Not supported
6.0.1				
6.0.3				
6.0.5				

**Table 2-3** Sybase ASE support on Solaris SPARC (*continued*)

SFHA	Solaris SPARC	12.5.x	15.x	16.x
5.1 SP1	9 (64-bit)	Supported	Supported	Not supported
5.1 SP1RP1	10 (64-bit)			
5.1 SP1RP2				
5.1 SP1RP3				
5.1 SP1RP4				
5.1	9 (32-bit)	Supported	Supported	Not supported
5.1 RP2	9 (64-bit) 10 (64-bit)			
5.0 MP3	8 (32-bit) 8 (64-bit) 9 (32-bit) 9 (64-bit) 10 (64-bit)	Supported	Supported	Not supported

## Solaris x64 - Sybase support matrix for Veritas Storage Foundation High Availability

[Table 2-4](#) lists the Sybase ASE version and Solaris x64 combinations supported with Veritas Storage Foundation High Availability.

**Table 2-4** Sybase ASE support on Solaris x64

SFHA	Solaris x64	12.5.x	15.x
6.0.3	11 (64-bit)	Not supported	Supported
6.0.5			
6.0	10 (64-bit)	Supported	Supported
6.0.1			
6.0.3			
6.0.5			



**Table 2-4** Sybase ASE support on Solaris x64 (*continued*)

<b>SFHA</b>	<b>Solaris x64</b>	<b>12.5.x</b>	<b>15.x</b>
5.1 SP1	10 (64-bit)	Supported	Supported
5.1 SP1RP1			
5.1 SP1RP2			
5.1 SP1RP3			
5.1 SP1RP4			
5.1	10 (64-bit)	Supported	Supported
5.1 RP2			