

Software Requirements

Supported web browsers

The web interface supports the following web browsers:

- Google Chrome 29 or later
- Mozilla Firefox 23 or later
- Opera 16 or later
- Windows Internet Explorer 10 or later
- Microsoft Edge 25 or later
- Safari 8 or later running in the macOS and iOS operating systems

In other web browsers (including Safari browsers running in other operating systems), the user interface might be displayed incorrectly or some functions may be unavailable.

Supported operating systems and environments

Agent for Windows

- Windows XP Professional SP1 (x64), SP2 (x64), SP3 (x86)
- Windows Server 2003 SP1/2003 R2 and later – Standard and Enterprise editions (x86, x64)
- Windows Small Business Server 2003/2003 R2
- Windows Vista – all editions
- Windows Server 2008 – Standard, Enterprise, Datacenter, and Web editions (x86, x64)
- Windows Small Business Server 2008
- Windows 7 – all editions
- Windows Server 2008 R2 – Standard, Enterprise, Datacenter, Foundation, and Web editions
- Windows MultiPoint Server 2010/2011/2012
- Windows Small Business Server 2011 – all editions
- Windows 8/8.1 – all editions (x86, x64), except for the Windows RT editions
- Windows Server 2012/2012 R2 – all editions
- Windows Storage Server 2003/2008/2008 R2/2012/2012 R2/2016
- Windows 10 – Home, Pro, Education, Enterprise, and IoT Enterprise editions
- Windows Server 2016 – all installation options, except for Nano Server
- Windows Server 2019 – all installation options, except for Nano Server

Agent for SQL, Agent for Exchange, and Agent for Active Directory

Each of these agents can be installed on a machine running any operating system listed above and a supported version of the respective application.

Agent for Office 365

- Windows Server 2008 – Standard, Enterprise, Datacenter, and Web editions (x64 only)
- Windows Small Business Server 2008
- Windows Server 2008 R2 – Standard, Enterprise, Datacenter, Foundation, and Web editions

- Windows Small Business Server 2011 – all editions
- Windows 8/8.1 – all editions (x64 only), except for the Windows RT editions
- Windows Server 2012/2012 R2 – all editions
- Windows Storage Server 2008/2008 R2/2012/2012 R2/2016 (x64 only)
- Windows 10 – Home, Pro, Education, and Enterprise editions (x64 only)
- Windows Server 2016 – all installation options (x64 only), except for Nano Server

Agent for Linux

- Linux with kernel from 2.6.9 to 4.19.8 and glibc 2.3.4 or later
- Various x86 and x86_64 Linux distributions, including:
 - Red Hat Enterprise Linux 4.x, 5.x, 6.x, 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6
 - Ubuntu 9.10, 10.04, 10.10, 11.04, 11.10, 12.04, 12.10, 13.04, 13.10, 14.04, 14.10, 15.04, 15.10, 16.04, 16.10, 17.04, 17.10, 18.04, 18.10
 - Fedora 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 28, 29
 - SUSE Linux Enterprise Server 10 and 11
 - SUSE Linux Enterprise Server 12 – supported on file systems, except for Btrfs
 - Debian 4, 5, 6, 7.0, 7.2, 7.4, 7.5, 7.6, 7.7, 8.0, 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7, 8.8, 8.11, 9.0, 9.1, 9.2, 9.3, 9.4, 9.5, 9.6, 9.7, 9.8
 - CentOS 5.x, 6.x, 7, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6
 - Oracle Linux 5.x, 6.x, 7.0, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6 – both Unbreakable Enterprise Kernel and Red Hat Compatible Kernel
 - CloudLinux 5.x, 6.x, 7, 7.1, 7.2, 7.3, 7.4, 7.5
 - ClearOS 5.x, 6.x, 7, 7.1, 7.4
 - ALT Linux 7.0

Before installing the product on a system that does not use RPM Package Manager, such as an Ubuntu system, you need to install this manager manually; for example, by running the following command (as the root user): `apt-get install rpm`

Agent for Mac

- OS X Mavericks 10.9
- OS X Yosemite 10.10
- OS X El Capitan 10.11
- macOS Sierra 10.12
- macOS High Sierra 10.13
- macOS Mojave 10.14

Agent for VMware (Virtual Appliance)

This agent is delivered as a virtual appliance for running on an ESXi host.

VMware ESXi 4.1, 5.0, 5.1, 5.5, 6.0, 6.5, 6.7

Agent for VMware (Windows)

This agent is delivered as a Windows application for running in any operating system listed above for Agent for Windows with the following exceptions:

- 32-bit operating systems are not supported.
- Windows XP, Windows Server 2003/2003 R2, and Windows Small Business Server 2003/2003 R2 are not supported.

VMware ESXi 4.1, 5.0, 5.1, 5.5, 6.0, 6.5, 6.7

Agent for Hyper-V

- Windows Server 2008 (x64 only) with Hyper-V
- Windows Server 2008 R2 with Hyper-V
- Microsoft Hyper-V Server 2008/2008 R2
- Windows Server 2012/2012 R2 with Hyper-V
- Microsoft Hyper-V Server 2012/2012 R2
- Windows 8, 8.1 (x64 only) with Hyper-V
- Windows 10 – Pro, Education, and Enterprise editions with Hyper-V
- Windows Server 2016 with Hyper-V – all installation options, except for Nano Server
- Microsoft Hyper-V Server 2016

Agent for Virtuozzo

- Virtuozzo 6.0.10, 6.0.11, 6.0.12

Supported Microsoft SQL Server versions

- Microsoft SQL Server 2017
- Microsoft SQL Server 2016
- Microsoft SQL Server 2014
- Microsoft SQL Server 2012
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008
- Microsoft SQL Server 2005

Supported Microsoft Exchange Server versions

- Microsoft Exchange Server 2016 – all editions.
- Microsoft Exchange Server 2013 – all editions, Cumulative Update 1 (CU1) and later.
- Microsoft Exchange Server 2010 – all editions, all service packs. Recovery of mailboxes and mailbox items is supported starting with Service Pack 1 (SP1).
- Microsoft Exchange Server 2007 – all editions, all service packs. Recovery of mailboxes and mailbox items is not supported.

Supported Microsoft SharePoint versions

Backup Service supports the following Microsoft SharePoint versions:

- Microsoft SharePoint 2013
- Microsoft SharePoint Server 2010 SP1
- Microsoft SharePoint Foundation 2010 SP1
- Microsoft Office SharePoint Server 2007 SP2*
- Microsoft Windows SharePoint Services 3.0 SP2*

*In order to use SharePoint Explorer with these versions, you need a SharePoint recovery farm to attach the databases to.

The backups or databases from which you extract data must originate from the same SharePoint version as the one where SharePoint Explorer is installed.