



HOSTING AND ENTERPRISE MANAGED SERVICES (HEMS)
SUPPORTED SOFTWARE VERSIONS LIST
REV: 07/21/2025

Overview

This document provides a comprehensive list of all software versions that are supported by Pellera Technologies (“Service Provider”) for delivering HEMS Services to its clients from one of the data centers listed in *Appendix - 1, Data Center List*. Each section of this document refers to a specific service offering as detailed in a Client’s Statement of Work.

This document will be updated from time to time along with any changes to the infrastructure that add or remove software support for any of the HEMS Services herein. See *Appendix - 2, Document Revision History* for details.

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1. Platform – Intel

a. Supported Guest Operating Systems

<u>Microsoft Windows</u> Microsoft Windows 11 ⁵ Microsoft Windows 10 ^{3,5} Microsoft Windows 2025 ¹ Microsoft Windows 2022 ¹ Microsoft Windows 2019 ¹ Microsoft Windows 2016 ¹ Microsoft Windows 2012 R2 ^{1, 3} Microsoft Windows 2012 ^{1, 3} Microsoft Windows 2008 R2 ^{1, 3} Microsoft Windows 2008 ^{1, 3} <u>SUSE Linux</u> SUSE Linux 15 SUSE Linux 12 SUSE Linux 11 ³ SUSE Linux 10 ³ SUSE Linux 9 ³ SUSE Linux 8 ³ <u>Debian Linux</u> Debian Linux 12 Debian Linux 11 Debian Linux 10 ³ Debian Linux 9 ³ Debian Linux 8 ³ Debian Linux 7 ³ <u>Rocky Linux</u> Rocky Enterprise Software Foundation 10.x Rocky Enterprise Software Foundation 9.x Rocky Enterprise Software Foundation 8.x	<u>Other</u> VMware Photon OS 5 VMware Photon OS 4 VMware Photon OS 3 ³ VMware Photon OS 2 ³ VMware Photon OS 1 ³ <u>Red Hat Enterprise Linux</u> Red Hat Enterprise Linux 10 ² Red Hat Enterprise Linux 9 ² Red Hat Enterprise Linux 8 ² Red Hat Enterprise Linux 7 ² Red Hat Enterprise Linux 6 ^{2,3} Red Hat Enterprise Linux 5 ^{2, 3} Red Hat Enterprise Linux 4 ^{2, 3} <u>CentOS Linux</u> CentOS Linux 8 ³ CentOS Linux 7 ³ CentOS Linux 6 ³ CentOS Linux 5 ³ <u>Ubuntu Linux</u> Ubuntu Linux 25.04 Ubuntu Linux 24.10 Ubuntu Linux 24.04 LTS Ubuntu Linux 23.10 ³ Ubuntu Linux 23.04 ³ Ubuntu Linux 22.10 ³ Ubuntu Linux 22.04 LTS Ubuntu Linux 20.04 ³ Ubuntu Linux 18.04 ³
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NOTES:

1 – Subscription required. Subscription is based on number of vCPU assigned to the guest. Bring Your Own License (“BYOL”) is not permitted.

2 – Subscription required. Subscription is based on number of vCPU assigned to the guest. Bring Your Own License (“BYOL”) is permitted.

3 – Operating System is classified as “Legacy” support. These guest operating systems are typically no longer supported by the OEM vendor. Running these Operating Systems is allowed; however, support cannot be guaranteed if issues arise.

4 – Operating System is classified as “Tech Preview” support. These systems are allowed to run; however, they are not officially supported by Service Provider or VMware.



5 – Operating System will run but customers are required to provide license.

b. Hypervisor Compatibility

ESXi 8.0 U2 and later (hardware version 21)	ESXi 6.5 and later (hardware version 13)
ESXi 8.0 and later (hardware version 20)	ESXi 6.0 and later (hardware version 11)
ESXi 7.0 U2 and later (hardware version 19) ¹	ESXi 5.5 and later (hardware version 10)
ESXi 7.0 U1 and later (hardware version 18) ¹	ESXi 5.1 and later (hardware version 9)
ESXi 7.0 and later (hardware version 17) ¹	ESXi 5.0 and later (hardware version 8)
ESXi 6.7 Update 2 and later (hardware version 15)	ESXi 4.0 and later (hardware version 7)
ESXi 6.7 and later (hardware version 14)	ESXi 3.5 and later (hardware version 4)

c. Platform – Intel Supported Version Procedure

The above lists contain the most recent supported versions as of the last modified date of this document. This list will be updated when infrastructure upgrades are performed. Versions listed above may be removed, or new versions may be added, based on updates to the infrastructure.

Service Provider will notify Clients prior to any scheduled upgrade. Clients must ensure they remain compliant with this list.



2. Platform – IBM i

a. Supported Operating Systems

Version	End of IBM/CEC Support
V7R5	End of program support date will be announced with at least 12 months' notice prior to the effective termination date
V7R4	End of program support date will be announced with at least 12 months' notice prior to the effective termination date
V7R3	Unsupported
V7R2	Unsupported
V7R1 and older	Unsupported

b. Platform – IBM i Supported Version Procedure

Service Provider supports IBM supported versions of IBM i. All other IBM i OSs are by exception only.

Service Provider will notify Clients prior to any scheduled upgrade. Clients must ensure they remain compliant with this list. These versions may be modified at any time to add or remove from this list.



3. Platform – AIX

a. Supported Guest Operating Systems

Version	End of IBM/CEC Support
AIX 7.3 TL 1 SP 2	End of program support date will be announced with at least 12 months' notice prior to the effective termination date
AIX 7.3 TL 0 SP 0	End of program support date will be announced with at least 12 months' notice prior to the effective termination date
AIX 7.2 TL 5	End of program support date will be announced with at least 12 months' notice prior to the effective termination date
AIX 7.2 TL 4	Final service pack was SP 6 released end of 2022
AIX 7.2 TL3 and older	Unsupported
AIX 7.1 TL5	Final service pack was SP 11; end of support June 2023
AIX 7.1 TL4 and older	Unsupported

b. Platform – AIX Supported Version Procedure

The above lists contain the most recent supported versions as of the last modified date of this document. This list will be updated when infrastructure upgrades are performed. Versions listed above may be removed, or new versions may be added, based on updates to the infrastructure.

Service Provider will notify Clients prior to any scheduled upgrade. Clients must ensure they remain compliant with this list.



4. **DRaaS – Intel Zerto Recovery**

a. **Zerto Virtual Replication**

<u>Current Version</u>	<u>Supported Versions</u>
10.0U4	10.0U2 – 10.0 U6

b. **External Compatibilities**

Please reference [Platform – Intel](#) for compatibility. Clients must ensure any systems replicated by Zerto Virtual Replication to or from CEC Services adhere to the [Supported Guest Operating Systems](#) list and the [Hypervisor Compatibility](#) list.

c. **Zerto Supported Version Procedure**

Beginning with Zerto 10, Zerto has modified their ‘major’ version definition. Prior to v10 a major version was defined as a .0, .5, or .7 release. With v10 a major version is any new “U” version. For example, v10.0 is one ‘major’ version behind v10.0U1.

Zerto software supports up to two (2) major version delta from Service Provider supported version.

Service Provider will notify Clients prior to any scheduled upgrade. Clients must ensure they remain compliant with this list. These versions may be modified at any time to add or remove from this list.

d. **Zerto Interoperability Matrix**

<u>Tenant Zerto Version</u>	<u>Compatible Versions</u>
10.0U2 ³	10.0U2, 10.0U3 ¹ , 10.0U4 ¹
10.0U3	10.0U3 ¹ , 10.0U4 ¹ , 10.0U5 ²
10.0U4	10.0U4 ¹ , 10.0U5 ² , 10.0U6 ²
10.0U5	10.0U5 ² , 10.0U6 ²
10.0U6	10.0U6 ²

1 – This version exceeds our current version but is compatible with the current version.

2 – This version exceeds our current version and is too new to use with this service. This is for future reference and should not be utilized at this time.

3 – This version is now end of support from Zerto. We will continue to offer best-effort support. Please see [Vendor Support Notice](#) below for more information about this.

e. **Vendor Support Notice**

The above list represents the versions that are compatible with the installed versions within CEC, however they do not necessarily represent versions that are supported by Zerto. Any issues may require an upgrade to the Zerto software either at the customer premises or CEC premises should the current version be end of support.

For more information, please consult the Zerto Product Version Lifecycle Matrix at

https://help.zerto.com/bundle/Lifecycle.Matrix.HTML/page/product_version_lifecycle_matrix_for_zerto.html



5. Data Protection – Intel Veeam Cloud Connect

a. Veeam Backup and Replication Requirements

<u>Current Version</u>	<u>Supported Versions</u>
12.3	Veeam Backup & Replication 12, any build Veeam Agent for Microsoft Windows 6.0 and later Veeam Agent for Linux 6.0 and later Veeam Agent for Mac 2.0 and later

1 – Software is still compatible; however it is end of support. Any issues that occur will require an upgrade to a supported version before troubleshooting.

b. Veeam Backup and Replication Supported Version Procedure

Veeam supports up to two (2) major versions from Service Provider supported version. Veeam considers any version that alters the major version or the update number to be a major release. Any patch releases are not considered major releases.

Service Provider will notify Clients prior to any scheduled upgrade. Clients must ensure they remain compliant with this list. These versions may be modified at any time to add or remove from this list.

c. Veeam Backup and Replication Product Lifecycle

Veeam product lifecycle can be found here: <https://www.veeam.com/product-lifecycle.html>



Appendix 1 – Data Center List

Unless otherwise stated, this document applies to the following data center locations:

<u>Data Center Location</u>	<u>Data Center Code</u>
Lexington, KY	LEX
Chicago, IL	ORD
Las Vegas, NV	LAS
Agoura Hills, CA	AGC
Norcross, GA	NOR



Appendix 2 – Document Revision History

Section	Date	Change Description
N/A	6/30/2020	Final draft of document
DRaaS - Intel Zerto Recovery	7/16/2020	Removed version 6.5 from support; added version 8.0
Data Protection - Intel Veeam Cloud Connect	10/19/2020	Updated current version to reflect Veeam 10a build number
DRaaS - Intel Zerto Recovery	11/20/2020	Removed version 7.0 from support; added version 8.5
TruMANAGE – Remote Managed VMware Services	1/22/2021	Added new section
Data Protection - Intel Veeam Cloud Connect	2/19/2021	Added support for v11; dropped support for 9.5.3.x; added Agent info
TruNETWORK	7/1/2021	Added new section
Platform - IBM i	7/21/2021	Removed V7R2 from support
Platform - Intel	10/18/2021	Added hardware 17/18/19 to support; added Debian Linux 11 to support
DRaaS - Intel Zerto Recovery	10/18/2021	Updated current version to 8.5; added version 9.0, removed version 7.5
TruNETWORK	10/18/2021	Updated current version to 6.4.10
TruNETWORK	10/20/2021	Updated supported OS versions
TruBACKUP– Veeam Cloud Connect	1/28/2022	Removed 9.5 from support; added data center locations
TruNETWORK	1/28/2022	Added Mac OS Big Sur
Platform - Intel	1/28/2022	Updated Supported OS versions
TruNETWORK	10/28/2022	Removed section
N/A	3/2/2023	Rebranded from MSC to CEC; updated document style
Data Protection - Intel Veeam Cloud Connect	3/21/2023	Updated current version; updated supported versions
Platform – AIX	3/21/2023	Added Section
Data Protection – Intel Veeam Cloud Connect	3/30/2023	Updated current version for NOR CLT LAS sites
DRaaS – Intel Zerto Recovery	3/30/2023	Updated current version; updated supported versions
Supported Guest Operating Systems	8/10/2023	Updated list to match vendor support
Hypervisor Compatibility	8/10/2023	Removed caveats around LAS compatibility
DRaaS – Intel Zerto Recovery	01/15/2024	Added footnotes about LAS and AGC
Data Protection – Intel Veeam Cloud Connect	01/15/2024	Added 12a as supported
Platform – Intel	01/15/2024	Added footnotes about LAS and AGC
DRaaS – Intel Zerto Recovery	04/23/2024	Updated versions to reflect support of 9.7. Added 9.7's supported versions. Added subsection "D" to this primary section to detail end of support notice.
Supported Guest Operating Systems	8/28/2024	Clarified licensing requirements for Windows 10 and Windows 11.



Hypervisor Compatibility	8/28/2024	Added vSphere 8.0 and 8.0 U2
Zerto Virtual Replication	8/28/2024	Updated current versions; removed 9.0 compatibility.
Veeam Backup and Replication Requirements	8/28/2024	Added notice about v10 and v11 being end of life
Veeam Backup and Replication Product Lifecycle	8/28/2024	Added section
Data Protection – Intel Veeam Cloud Connect	9/26/2024	Updated to reflect V12.2 requirements
Zerto Virtual Replication	10/03/2024	Updated to reflect 9.5 being end of supported and 9.7 end of support date
Zerto Virtual Replication	12/3/2024	Updated current version to 10.0U2 in all sites, except Legacy LAS
Data Protection – Intel Veeam Cloud Connect	12/3/2024	Updated current version to 12.2
Supported Guest Operating Systems	12/3/2024	Added Windows Server 2025
Data Protection – Intel Veeam Cloud Connect	12/12/2024	Updated current version to 12.3
Hypervisor Compatibility	12/12/2024	Updated to reflect availability of vSphere 8 in LAS and LEX
Zerto Interoperability Matrix	01/09/2025	Added section to help clarify compatibility between versions
Zerto Supported Version Procedure	01/09/2025	Updated verbiage to reflect Zerto 10 compatibility policy
Zerto Virtual Replication	02/21/2025	Updated to reflect current version of 10.0U4. Removed legacy LAS environment.
Zerto Interoperability Matrix	02/21/2025	Removed older versions that are no longer compatible.
Hypervisor Compatibility	05/02/2025	Updated to reflect availability of vSphere 8 in all data centers
Multiple	07/21/2025	Multiple updates to reflect new company name and new organization name