



**IBM® System Storage™ N series with SnapLock™  
Independent Software Vendor (ISV)  
Support Matrix**

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IBM Storage Products Division  
<http://www.storage.ibm.com>

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## Introduction

The IBM® System Storage™ N series Interoperability Matrix is a source of information for customers to help select the best combination of integrated storage technologies. It is intended to help enable customers to reduce expenses, increase efficiency and expedite storage infrastructure implementation for the IBM System Storage N series Filers.

The information in this matrix is intended to aid in the design of high quality solutions for leading storage platforms. It is also intended to help reduce solution design time by identifying supported combinations of the N series machines with tape drives and libraries, storage subsystems and storage management, middleware and virus protection software, system management software, and other tested software.

IBM's commitment to interoperability is visible through its ongoing work with standards organizations including the vendor-neutral Storage Network Industry Association (SNIA) group and the Storage Solutions Forum (SSF), furthering storage networking technology through collaborative innovation. As one of the founding members of the SSF, IBM has played a leadership role in the development of interoperable SAN and storage hardware and software solutions that provide customers with interoperable multi-vendor storage networking options designed to have high value and help solve real-world business problems.

## Planning for Installing Licensed Functions on the N series

- The software load shipped with the N series is licensed only to be used on the N series hardware. Please read the License Agreements shipped with the product concerning any restrictions on product use and transferability before installing additional software.
- Check both the vendor and IBM support web sites for any related tips, downloads, or known restrictions.

## Interoperability Support for the N series with SnapLock

The information in this matrix identifies products that are supported to interoperate with the N series. It does not indicate that the subject products will work with the N series in every possible configuration. IBM plans to update the interoperability matrix covering support for non-IBM hardware as interoperability testing is completed.

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**SnapLock Interoperability Matrix – Supported ISV vendors**

ISV	Application	SnapLock Integration Status	Comment
ADOS/CANON		Yes	
asONE	eArchive Server	Yes	
Atempo	TimeNavigator	Yes	
AXS-One		Yes	
BusTech		Yes	
CA	BrightStor Enterprise Backup	Planned for CY05	
COI		Yes	
CommVault	QiNetix	Yes	
CYA		Yes	
d.velop		Yes	
Documentum		See comment	Native integration only supports default retention dates so far, but full functionality available via Phoenix connector
eMageon		Yes	
eMed		Yes	
Network Intelligence™	enVision™	Yes	
FileNet	Image Services	Yes	
FileNet	P8 Content Manager	Yes	
Heilig&Schubert		Yes	
IBM	Content Manager via integrated TSM		
IBM	TSM 5.3 and above	Yes	
iLumin	Assentor	Yes	
InterWoven		Yes	
KVS/Veritas	Enterprise Vault	Yes	
KVS/Veritas	FSA	Yes	
Legato	Disk Extender 5.6	Yes	
Messaging Architects		Yes	
Mobius	ViewDirect MVS	Yes	
Mobius	ViewDirect for Networks	Yes	
Nuview	VFM	Yes	
OpenText	eCONserver	Yes	
Oracle	Files 10G	Yes	
OuterBay		Yes	
Princeton Softech	Archive for Servers	Yes	
Saperion AG		Yes	
Siemens Medical		Yes	
Stellent/Optika	Acorde	Yes	
Symantec	Live State Recovery	Yes	
Vignette	IDM	Yes	
Zantaz	EAS	Yes	
Banctec	Plexus	Yes	Certification ongoing

Ceyonic		Yes	Certification ongoing
Docuware		Yes	Certification ongoing
Easy Software		Yes	Certification ongoing
Fabasoft		Yes	Certification ongoing
Fourth Millenium	DocuArchive	Yes	Certification ongoing
Global360		Yes	Certification ongoing
Hitec	DataStore	Yes	Certification ongoing
IBM	Content Manager 8.3	Yes	Certification ongoing
Macro 4	CDW	Yes	Certification ongoing
Network Intelligence		Yes	Certification ongoing
SER Storage Technology		Yes	Certification ongoing
ZipLip		Yes	Certification ongoing

## Additional Information about Support with Non-IBM Software

The information in this document describes those software configurations that were successfully tested by IBM and/or vendors. Not every product within a vendor's product line was tested and not every possible configuration was tested.

It is also probable that a product not listed or a configuration not identified will interoperate correctly. Neither IBM nor the vendors exhaustively test these products individually or in combinations. IBM does not warrant interoperability functionality or problem resolution of any listed product or of an unlisted product.

IBM does not prohibit other vendor products from being used with the N series. Removal of these software additions may be required for N series Product Support to provide problem determination and resolution. Regardless of whether a software program is listed in this document, IBM does not support other vendors' software -- therefore, N series Product Support cannot provide telephone, on-site, or development lab support for vendors' software. Likewise, N series Product Support does not provide a single vendor interface for problem isolation and resolution for other vendors.

For problems in the software that IBM ships pre-installed on the N series, IBM may work with IBM's software suppliers. IBM does not guarantee that all problems will be resolved. Also, IBM does not guarantee to resolve all problems in IBM-supplied products that only appear when other (bug-free) non-IBM hardware or software is also used.

Customers should contact the corresponding vendor for related pre-sales and post-sales support issues, as N series Product Support can only assist on N series-specific items. Customers who desire a turnkey multi-vendor support solution should investigate an IBM Global Services multi-vendor support contract.



## Disclaimer

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