In this article:

Systems and services currently supported by Acronis

Client side

At least one of the following components must be installed on the client side:

- **Agent for Windows** - backs up disks, volumes, and files on a machine running Windows.
- **Agent for VMware** - backs up ESX(i) virtual machines without installing agents into the guest systems. The agent is installed on a Windows machine that has network access to vCenter Server and to the storage where the backed-up virtual machines are stored.
- **Agent for Hyper-V** - backs up Hyper-V virtual machines without installing agents into the guest systems. The agent is installed on a Hyper-V host.
- **Agent for Exchange** - backs up Microsoft Exchange Server databases.
- **Agent for SQL** - backs up Microsoft SQL Server databases.
- **Agent for Linux** - backs up disks, volumes, and files on a machine running Linux.
- **Agent for Mac** - backs up disks, volumes, and files on a machine running OS X.

Supported web browsers

The backup service web interface supports the following web browsers:

- Google Chrome 29 or later
- Mozilla Firefox 23 or later
- Opera 16 or later
- Windows Internet Explorer 11 or later
- Safari 8 or later running in the macOS and iOS operating systems
- Microsoft Edge 25 or later

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.

Operating Systems

Agent for Windows

- Windows Server
  - 2019, 2016, 2012/2012 R2, 2008/2008 R2, 2003/2003 R2 all editions
- Windows Small Business Server
  - 2011, 2008, 2003/2003 R2
- Windows Storage Server
  - 2003, 2008/2008 R2, 2012/2012 R2, 2016
- Windows MultiPoint Server
  - 2010/2011/2012
- Windows
  - 10, 8/8.1, 7, Vista

Agent for Linux

Linux with kernel from 2.6.9 to 4.15 and glibc 2.3.4 or later

Various x86 and x86_64 Linux distributions, including:

- Red Hat Enterprise Linux 4.5 - 7.6
- Ubuntu 9.10 - 17.10, 18.04, 18.10, 19.04, 19.10, 20.04
- Fedora 11 - 29
- SUSE Linux Enterprise Server 10 - 12
- Debian 4 - 9.6
- CentOS 5.x - 7.5, 8.1
- Oracle Linux 5.x - 8.1 – both Unbreakable Enterprise Kernel and Red Hat Compatible Kernel
- CloudLinux 7, 7.1, 7.5, 7.7
- ClearOS 5.x, 6.x, 7, 7.1, 7.6
- 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 El Capitan 10.11 or later
- macOS 10.13 High Sierra
- macOS 10.14 Mojave
- macOS 10.15 Catalina

iOS app

- 8 or later

Android app

- 4.1 or later

Agent for VMware

This agent is delivered as a Windows application for running in any operating system listed above for Agent for Windows.

- 6.7 update1, 6.7, 6.5, 6.0, 5.5, 5.1, 5.0, 4.1, incl. vSphere Hypervisor (free ESXi)

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.

Hypervisors

VMware vSphere ESX(i)

- 6.7 update1, 6.7, 6.5, 6.0, 5.5, 5.1, 5.0, 4.1, incl. vSphere Hypervisor (free ESXi)

Microsoft Hyper-V Server

- 2019, 2016, 2012 R2, 2012, 2008 R2, 2008

Citrix XenServer®

- 4.1–7.6

Microsoft Windows Server

- 2019, 2016, 2012 R2, 2012, 2008 R2, 2008 with Hyper-V

Microsoft Windows

- 10, 8.1, 8 (x64) with Hyper-V

Red Hat® Virtualization

- 2.2–4.1

Nutanix AHV

- from 20160925.x to 20180425.x

Proxmox Virtual Environment

- 5.3 - 8

Linux KVM

- 5.3 - 8

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.

Microsoft SQL Servers

Agent for SQL supports the following versions of Microsoft SQL Server:

- 2016, 2014, 2012, 2008 R2, 2008, 2005

Microsoft Exchange Servers

Agent for Exchange supports the following versions of Microsoft Exchange Server:

- Microsoft Exchange Server 2019 – all editions
- 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.

You can also find a list of all supported services directly from Acronis [here](#).

Links: https://www.acronis.com/en-us/support/documentation/BackupService/index.html#33784.html

Glossary: N/A