TANDBERG DATA
Securing your Information

RDX Compatibility Guide

Revision: 1.14
January 20, 2010

Backup Software Compatibility

Tandberg Data has tested the RDX device against the backup software applications listed below:

Company	Product	Version	Notes
EMC	Retrospect	7.5	
Symantec	Backup Exec	11d, 12d, 12.5	3
Yosemite	Tapeware	8.1	
Microsoft	Windows NT Backup		1
Microsoft	Windows Native Backup Utility		4
CA	Arcserve	11.5	
Open Source	TAR		2

Notes:

1. A hotfix is available from Microsoft that allows NT Backup on Windows Server 2003 to support spanning across RDX cartridges. See Microsoft KB article 932059.
2. For spanning across RDX cartridges use the tar –M –L size option (where size is the cartridge capacity in kilobytes) when creating multiple-volume backups. For more information refer to the main page for tar.
3. Backup Exec version 12.5 is not compatible with Windows Server 2008 R2
4. Microsoft native backup utility included with Server 2008 R2 has the following limitations:
    a. Scheduled image backup is not supported.
    b. Individual file restore is not supported.
    c. Partial system backup is not supported.

Operating System Compatibility

The RDX device is compatible with the following operating systems:

Operating System		Notes
Windows Vista SP1	32 & 64 Bit Business Editions	
Windows XP	Home and Professional	
Windows 7		2
Windows Server 2003 R2	Standard, Professional and Small Business Editions	1
Windows Server 2008 R2	Standard, Professional and Small Business Editions	2
CentOS Linux	Version 4.2, kernel version 2.6.9	
Fedora Core 5	Kernel version 2.6	
RHEL 3.0	Update 7	
RHEL 4.0	Update 3	
RHEL 5.0	Update 3 (x32 and x64 versions)	
SLES 11	(x32 and x64 versions)	
SLES 10	(x32 and x64 versions)	
SLES 9	Service Pack 3 (x32 and x64 versions)	3

Notes:

1. Small Business Edition backup wizard does not allow the user to select the RDX or any other removable drive as the backup target. Workaround is listed in Microsoft KB article 925097 or use NT Backup.
2. There are limitations with the native backup application.
3. SLES 9 Service Pack 3 does not support SATA ATAPI devices and therefore does not support the RDX Internal SATA device.

File System Compatibility

In principle the RDX device can be formatted for any file system. The following file systems have been tested by Tandberg Data:

File System	OS (s)	Notes
FAT32	Windows XP Windows Server 2003 R2 Windows Vista SP1 Windows Server 2008 R2	• Max file size = 4GB • Windows does not allow user to reformat cartridge as FAT32 • Windows Explorer may not display volume label the first time a cartridge is inserted
NTFS	Windows XP Windows XP Pro Windows 7 Windows Server 2003 R2 Windows Vista SP1 Windows Server 2008 R2	
exFAT	Windows Server 2008 R2 Windows 7	
ext2	Linux	
ext3	Linux	
Mac OS Extended	Mac OS X	

SATA Host Bus Adapter Compatibility

Tandberg Data has tested the internal SATA RDX device against the SATA Host Bus Adapters listed below:

HBA or Motherboard	Notes
Intel ICH6	
Intel ICH6R	
Intel ICH7	
Intel ICH7R	
Intel ICH8R	
Intel ICH9R	
Intel ESB2	
Silicon Image 3112	1, 2, 3
Silicon Image 3114	1
Silicon Image 3124	1, 2, 3
Intel S3000AHV Motherboard	non-RAID or Matrix RAID modes - 4
Promise SATA300 TX4 4-port	5, 7,8 (not a recommended configuration)
Promise TX300	5, 7,8 (not a recommended configuration)
Broadcom HT1000	6

Notes:

1. Silicon Image HBA's may require updated BIOS and drivers to work with SATA ATAPI devices.
2. Can only format the cartridge using the "quick format" option under Windows.
3. Windows Check Disk utility does not operate correctly.
4. Does not work in Intel Embedded Server RAID mode.
5. Eject button does not operate correctly.
6. May require a driver update from Broadcom in order to operate in QDMA mode.
7. Write protected cartridges cannot be read on Windows hosts due to a limitation of the Promise driver . The issue has not been tested on Linux systems.
8. Use of Promise SATA add-in card with button eject requires RDX host tools release 1.33 or later and registry key workaround value SYSTEM\\CurrentControlSet\\Services\\RDXmon\\Configuration\\ScsiMediaDetection to be set. Setting this registry key may keep the cartridge volume label from being detected in some cases.

USB Compatibility

The USB RDX device works with all USB controllers. Tandberg Data has tested the USB RDX device against the USB controller types listed below (used specific controllers from most major USB controller manufacturers):

Host Controller Types		Notes
EHCI (2.0)	Enhanced Host Controller Interface	
UHCI (1.1)	Universal Host Controller Interface	
OHCI (1.1)	Open Host Controller Interface	

The USB RDX device is compatible with the USB Mass Storage Specification for Bootability 1.0.

The USB RDX device is certified to meet the USB-IF High Speed Compliance Standards as developed by the USB 2.0 Compliance Committee.

Eject Button Support

Windows

Windows does not have native support for removable disk drives. Specifically, the operating system does not allow the eject button to operate with cartridges formatted with the NTFS file system. It does allow the user to eject the cartridge using Windows Explorer (right-click on drive letter, select “Eject”).

Tandberg Data supplies a utility that allows the eject button to operate properly on Windows. This utility runs as a Windows service. See the RDX Users Guide for installation instructions.

Linux/Mac OS X

Linux and Mac OS X do not typically support the eject button operation. Use the recommended system method to eject the removable media.