Asset Manager 5.10 - Compatibility matrix

Notes:

- Database engines are client-server applications. What we call *'database server'* here is the computer where the server part of the database engine is installed, especially the databases. What we call *'client'* here is any of the computers where the client part of the database engine is installed. Asset Manager Windows Client, Asset Manager Automated Process Manager, Asset Manager Web Service and all the other programs provided with Asset Manager, rely on the database engine layer on the client computer to access data from the databases on the server, so no part of Asset Manager needs to be installed on the database server.
- The Unix packages (for HP-UX, Linux, Solaris or AIX) contain only command line tools, as well as Asset Manager Web and Web Service. The programs are available with a graphical interface only on Windows.
- NWLINK is another name for IPX/SPX. We just mention here IPX/SPX.
- NetBEUI is another name for Netbios. We just mention here Netbios.
- Third-party components, such as databases, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor are expected to be supported, unless a conflict specific to that release arises.
- Please refer to the release notes for details and precisions about theconfigurations.

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Platforms and Languages Support

Definitions

Abbreviation	Languages	Description
L1	English, French, Italian, German, Spanish	Validated: Translated and fully validated
L2	Portuguese, Basque, Catalan, Dutch, Danish, Finnish, Norwegian, Swedish, Icelandic	Enabled, using the standard English version: Not translated and not part of the standard testing process.
L3	Japanese	Validated: Translated and fully validated
L4	Simplified Chinese	Validated: Translated and fully validated
L5	Korean	Validated: Translated and fully validated
L6	Russian	Validated: Translated and fully validated
L7	All	Enabled, using the standard English version and enabling unicode text fields: Not translated but part of the standard testing process

Supported Platforms and Languages

Platform	Operating system	End of Support [2]	Languages
ia32 / Microsoft	Windows XP Professional SPx (x>=2)	2011-12-31	L1, L2, L3, L4, L5, L6, L7
ia32 / Microsoft	Windows Server 2003 SPx (x>=2)	2013-07-09	L1, L2, L3, L4, L5, L6, L7
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Terminal Services	2013-07-09	L1, L2, L3, L4, L5, L6, L7
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Citrix Metaframe 4.0		L1, L2, L3, L4, L5, L6, L7
ia32 / Microsoft	Windows Vista SPx (x>=1)	2017-04-11	L1, L2, L3, L4, L5, L6, L7

ia32 / Microsoft	Windows Server 2008	2018-07-10	L1, L2, L3, L4, L5, L6, L7
Itanium / HP	HP-UX 11i v2 (B. 11.23)	2013-12-31	L1, L2
Itanium / HP	HP-UX 11i v3 (B. 11.31)	2017-12-31	L1, L2
ia32 / RedHat	RedHat Enterprise Linux AS and ES 4.0	2012-02-29	L1, L2
ia32 / RedHat	RedHat Enterprise Linux Server and Advanced Platform 5.0	2014-03-31	L1, L2
ia32 / Novell	SUSE Linux Enterprise Server 9	2011-08-31	L1, L2
ia32 / Novell	SUSE Linux Enterprise Server 10	2013 Q2	L1, L2
SPARC / Sun	Solaris 9	2015-10-30	L1, L2
SPARC / Sun	Solaris 10		L1, L2
pSeries / IBM	AIX 5.3		L1, L2

Multilingual databases are supported only with languages using the same charset if unicode text fields are not enabled.
L1 and L2 use the same charset (Latin-1).

64 bit platform support

Asset Manager is a 32-bit application and executes as a collection of 32-bit runtime components on the platform versions identified in this support compatibility matrix. Asset Manager communicates with databases and other services using 32-bit interfaces and protocols. For example, all database access uses a 32-bit client architecture. The ability for Asset Manager (client or server components) to communicate with a 64-bit database server is subject to the capability of the DBMS vendor; 32-bit client communications must be natively supported, or utilize an appropriate 32-bit compatibility mode managed by the DBMS.

Virtual Environments

Hardware virtualization solutions, such as VMware, reside in the hardware layer underneath the operating system and

are used by customers to partition and virtualize their server hardware.

HP will support customers who run software products on supported Operating Systems, irrespective of whether they are running VMware in their environment or not. HP supports operating systems, not specific hardware configurations. Accordingly, HP does not support VMware since it operates at the hardware layer. VMware supports a set of certified operating systems and hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use of VMware.

HP will not require customers to recreate and troubleshoot every issue in a non-VMware environment; however, HP does reserve the right to request our customers to diagnose certain issues in a native certified operating system environment without the virtual image. HP will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

While HP software products are expected to function properly in virtual environments, there may be performance implications, which can invalidate HPs typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource contention, which can have significant impact on performance and scalability, particularly under peak load.

Supported Asset Manager Components

Asset Manager (Graphical Client)	Asset Manager Automated Process Manager [1], Application Designer and Script Analyzer, Export Tool (Graphical)	Asset Manager Import and Export (Command line)	Asset Manager Automated Process Manager (Command line)	Asset Manager Application Designer (Command line)	Asset Manager APIs	Asset Manager Web and Web Service
ia32 • Microsoft Windows XP SPx (x>=2) • Microsoft Windows Server 2003 SPx (x>=2) • Microsoft Windows Vista SPx (x>=1) • Microsoft Windows Server 2008						
X	X	X		X	X	X
ia32 • RedHat Enterprise Linux 4.0 WS, ES and AS • RedHat Enterprise Linux 5.0 Server and Advanced Platform • SUSE Linux Enterprise Server 9 • SUSE Linux Enterprise Server 10 SPARC platform (32bits) • Sun Solaris 9 • Sun Solaris 10 pSeries (32bits) • IBM AIX 5.3 Itanium (32bits) • HP-UX 11i v2 (B. 11.23) • HP-UX 11i v3 (B. 11.31)						
		X	X	X	X	X

Supported Database Servers

Database Engine	Versions	End of Support [2]	Client Configuration Support

Oracle Database	10.2 (including Grid)	2013-07-31	Supported configurations
Microsoft SQL server	2000 SPx (x>=3)	2013-04-09	Supported configurations
Microsoft SQL server	2005 SPx (x>=1)	2016-04-12	Supported configurations
IBM DB2 Database for Linux, UNIX and Windows	9.1		Supported configurations

The MSDE delivered with Asset Manager is NOT SUPPORTED for production environments. MSDE is for DEMONSTRATION PURPOSES ONLY.

Database servers are supported independently from the hardware and operating system they are run on.

Supported Configurations on the Client (Oracle Database)

Platform	Operating system	Versions	Network protocol
ia32 / Microsoft	Windows XP SPx (x>=2)	9.2, 10.2	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2)	9.2, 10.2	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Terminal Services	9.2, 10.2	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with with Citrix Metaframe 4.0	9.2, 10.2	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Vista SPx (x>=1)	10.2	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2008	10.2	TCP/IP, IPX/SPX, Netbios
Itanium / HP	HP-UX 11i v2	9.2, 10.2	TCP/IP

Itanium / HP	HP-UX 11i v3	9.2, 10.2	TCP/IP
ia32 / RedHat	RedHat Enterprise Linux AS and ES 4.0	9.2, 10.2	TCP/IP
ia32 / RedHat	RedHat Enterprise Linux Server and Advanced Platform 5.0	9.2, 10.2	TCP/IP
ia32 / Novell	SUSE Linux Enterprise Server 9	9.2, 10.2	TCP/IP
Intel / Novell	SUSE Linux Enterprise Server 10	10.2	TCP/IP
SPARC / Sun	Solaris 9	9.2, 10.2	TCP/IP
SPARC / Sun	Solaris 10	9.2, 10.2	TCP/IP
pSeries / IBM	AIX 5.3	9.2, 10.2	TCP/IP

Supported Configurations on the Client (Microsoft SQL Server)

Platform	Operating system	Versions	Network protocol
ia32 / Microsoft	Windows XP SPx (x>=2)	2000 SPx (x>=3), 2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes
ia32 / Microsoft	Windows Server 2003 SPx (x>=2)	2000 SPx (x>=3), 2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Terminal Services	2000 SPx (x>=3), 2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Citrix Metaframe 4.0	2000 SPx (x>=3), 2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes
ia32 / Microsoft	Windows Vista SPx (x>=1)	2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes
ia32 / Microsoft	Windows Server 2008	2005 SPx (x>=1)	TCP/IP, Netbios, Named Pipes

Supported Configurations on the Client (DB2 Universal Database for Linux, UNIX and Windows)

Platform	Operating system	Versions	Network protocol
ia32 / Microsoft	Windows XP SPx (x>=2)	9.1	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2)	9.1	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Terminal Services	9.1	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2003 SPx (x>=2) with Citrix Metaframe 4.0	9.1	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Vista SPx (x>=1)	9.1	TCP/IP, IPX/SPX, Netbios
ia32 / Microsoft	Windows Server 2008	9.1	TCP/IP, IPX/SPX, Netbios
Itanium / HP	HP-UX 11i v2	9.1	TCP/IP
Itanium / HP	HP-UX 11i v3	9.1	TCP/IP
ia32 / RedHat	RedHat Enterprise Linux WS, AS and ES 4.0	9.1	TCP/IP
ia32 / RedHat	RedHat Enterprise Linux Server and Advanced Platform 5.0	9.1	TCP/IP
ia32 / Novell	SUSE Linux Enterprise Server 9	9.1	TCP/IP
ia32 / Novell	SUSE Linux Enterprise Server 10	9.1	TCP/IP
SPARC / Sun	Solaris 9	9.1	TCP/IP
SPARC / Sun	Solaris 10	9.1	TCP/IP
pSeries / IBM	AIX 5.3	9.1	TCP/IP

Asset Manager Web and Web Service

Application Servers

Application Server	Operating System	Supported J2SDK versions
Tomcat 5.5.x (x>=20)	ia32 / Windows Server 2003 SPx (x>=2) ia32 / Windows Server 2008 ia32 / Redhat Enterprise Linux 4.0, 5.0 ia32 / SUSE Linux Enterprise Server 9, 10 SPARC / Solaris 9, 10	Sun J2SDK 5.0 Update x (x>=6)
	Itanium / HP-UX 11i v2, 11i v3	Itanium / HP-UX JDK 5.0.x (x>=08)
	pSeries / AIX 5.3	IBM Java 5.0 SDK SRx (x>=6)
WebSphere Application Server 6.1.x.y (x.y>=0.15)	ia32 / Windows Server 2003 SPx (x>=2) ia32 / Windows Server 2008 ia32 / Redhat Enterprise Linux 4.0, 5.0 ia32 / SUSE Linux Enterprise Server 9, 10 pSeries / AIX 5.3	IBM Java 5.0 SDK SRx (x>=6)
	SPARC / Solaris 9, 10	Sun J2SDK 5.0 Update x (x>=6)
WebLogic 9.2	ia32 / Windows Server 2003 SPx (x>=2) ia32 / Windows Server 2008 Itanium / HP-UX 11i v2, 11i v3 ia32 / Redhat Enterprise Linux 4.0, 5.0 ia32 / SUSE Linux Enterprise Server 9, 10	BEA JRockit JDK 5.0 Update x (x>=4)
	Itanium / HP-UX 11i v2, 11i v3	Itanium / HP-UX JDK 5.0.x (x>=08)
	SPARC / Solaris 9, 10	Sun J2SDK 5.0 Update x (x>=6)
	pSeries / AIX 5.3	IBM Java 5.0 SDK

		SRx (x>=4)

HTTP Servers

Web Server	Operating System
IIS 6.0 for Windows Server 2003	ia32 / Windows Server 2003 SPx (x>=2)
Apache 2.0.x (x>=43)	ia32 / Windows Server 2003 SPx (x>=2) ia32 / Windows Server 2008 Itanium / HP-UX 11i v2, 11i v3 ia32 / Redhat Enterprise Linux 4.0, 5.0 ia32 / SUSE Linux Enterprise Server 9, 10 SPARC / Solaris 9, 10
IBM HTTP Server (minimum 1.3.19)	ia32 / Windows Server 2003 SPx (x>=2) ia32 / Windows Server 2008 ia32 / Redhat Enterprise Linux 4.0, 5.0 ia32 / SUSE Linux Enterprise Server 9, 10 SPARC / Solaris 9, 10 pSeries / AIX 5.3

Browsers

Browser	Operating System
Internet Explorer 6	Windows XP SPx (x>=2) Windows Server 2003 SPx (x>=2)
Internet Explorer 7	Windows XP SPx (x>=2) Windows Server 2003 SPx (x>=2) Windows Vista SPx (x>=1) Windows Server 2008

Integration Points

HP Software Products

Product	Versions
Connect-It	3.9

Client Automation	5.0, 5.1

Please refer to the compatibility matrix for each product that you want to use to ensure cross-platform compatibility Connect-It enables you to integrate Asset Manager with many third-party products.

Validated Third-Party Products Integration Points

Product	Versions
BusinessObjects Crystal Reports[3][4]	XI R2 (11.5)
LANDesk Management Suite (Deployment)	8.6
LANDesk Management Suite (Remote Control)	8.6
NetOp Remote Control	7.6
Symantec pcAnywhere	11
Microsoft RDP	

Removed support

Product	Versions	in AC Version
Microsoft Windows	98 SE	5.00
	Millenium Edition	5.00
	2000	5.10
Citrix Metaframe	XP	5.02
	3.0	5.03
RedHat Enterprise Linux	2.1, 3.0	5.10
Sun Solaris	7, 8	5.10
IBM AIX	5.2	5.10
Oracle Database	8.1	5.03
	9.0	5.01

	9.2, 10.1	5.10
Microsoft SQL Server	7.0	5.10
IBM DB2 Universal Database for Linux, UNIX and Windows	8.1, 8.2	5.10
Sybase Adaptive Server	all	5.10
Apache Tomcat	5.0	5.10
IBM WebSphere Application Server	5.1, 6.0	5.10
Peregrine Desktop Agents	all	5.00
Get-Answers (Asset Manager client integration)	all	5.10
Get-Resources	all	5.10
AutoCAD	all	5.00
BusinessObjects Crystal Reports	8.5	5.01
	9	5.03
	10, 11.0	5.10

Notes:

(1): Asset Manager Automated Process Manager is installed as both a graphical program and a Windows service. Only server versions of Microsoft Windows are recommended for Asset Manager Automated Process Manager in a production environment.
(2): Technical support expiration dates given by software providers, subject to revision.
(3): As it requires the Asset Manager ODBC driver, which is provided only under Windows, the Crystal Reports integration is only supported on Windows. Crystal Reports Server for Linux or Unices cannot be used with Asset Manager.
(4): Both OEM and standard versions of Crystal Reports are supported by Asset Manager.