Compatibility matrix: HP Service Manager 7.00

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Servers

The Service Manager server communicates with the database using the appropriate database client software. The appropriate database client software must be installed and configured on the Service Manager server. The database should reside on a different server, which may use a different operating system. Hewlett-Packard does not make compatibility statements about the operating systems supported by the database. Database vendors are responsible for indicating supported server platforms.

NOTE: 3rd-party components such as databases are supported at the minor level unless a different minimum level is specified. For example, Oracle 9i is supported at the minimum release of Oracle 9.2.0. Future maintenance releases on the same minor are expected to be supported, unless a conflict specific to that release arises. To continue the example, expect Oracle 9i to be supported on 9.2.0.3, 9.2.0.4, etc.

Server platform	Operating system (OS)	Database	Java Version
HP Itanium	HP-UX 11.23 and 11.31	Oracle 9.2.0, 10 IBM DB2 8.2, 9[4]	Java JDK 1.5 32-bit distributed by Hewlett-Packard Not included with Service Manager Must be installed as a prerequisite
HP PA-RISC	HP-UX 11.23 and 11.31	Oracle 9.2.0, 10 IBM DB2 8.2, 9[4]	Java JDK 1.5 32-bit distributed by Hewlett-Packard Not included with Service Manager Must be installed as a prerequisite
Intel Compatibles	Windows 2000 Server Windows Server 2003	Microsoft SQL Server 2000, SQL Server 2005 Oracle 9.2.0, 10 IBM DB2 8.2, 9[4]	Sun Java JRE 1.5 bundled with Service Manager
Intel Compatibles	RedHat Linux Enterprise Edition 4.0 Novell SuSE Linux Enterprise Server 9[3]	Oracle 9.2.0, 10 IBM DB2 8.2, 9[4]	Sun Java JRE 1.5.0 with Service Manager
Sun SPARC	Solaris 9, 10[1]	Oracle 9.2.0, 10 IBM DB2 8.2, 9[4]	Sun Java JDK 1.5 32-bit not included with Service Manager. Must be installed as a prerequisite
IBM pSeries	AIX 5.2, 5.3	Oracle 9.2.0[2], 10 IBM DB2 8.2, 9[4]	IBM Java JDK 1.5 32-bit not included with Service Manager. Must be installed as a prerequisite

Server Notes:

[1] When installing the Service Manager server on Solaris 9 or 10 and connecting to an Oracle 9i database you must install the 32-bit Oracle 9i client on the Service Manager server. The Service Manager server using the 32-bit Oracle 9i client can connect to 32-bit or 64-bit Oracle 9i databases.

[2] Oracle 9i database not supported with Novell SuSE Linux Enterprise Server 9 on pSeries
[3] Novell SuSE Linux not supported on PowerPC

[4] Support for IBM DB2 is limited to the LUW (Linux / Unix / Windows) platforms. Support for DB2 on the mainframe is no longer available

Windows Client

Client OS
Windows 2000
Windows XP Professional
Windows Vista

Windows Client Notes:

**Please see our support policy regarding virtual client environments such as Citrix on the Customer Support Web.

Web Client

Supported Browser
Internet Explorer 6
Internet Explorer 7
Firefox 2

Web Client Notes:

The stated browsers have been tested and certified on Windows 2000, Windows XP Professional and Windows Vista. While not explicitly tested or supported, access from other operating systems and/or browsers should be feasible through browsers based upon the Trident or Gecko engines.

Compatibility between Service Manager servers and clients

Service Manager client	Service Manager server
Service Manager (Windows and Web)	Service Manager
Service Center 6.x (Windows and Web)	Not Supported

Web tier: Application servers

Application servers require Java Development Kits (JDKs). Each application server vendor determines compatible JDKs.

Application server	Operating system	Notes
IBM WebSphere Application Server 6.0, 6.1	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 9, 10 Red Hat Linux Enterprise Edition, 4.0 Novell SuSE 9	
Tomcat 5.0, 5.5	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 9, 10 Red Hat Linux Enterprise Edition 4.0 Novell SuSE 9	
BEA WebLogic 9	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 9, 10 Red Hat Linux Enterprise Edition 4.0 Novell SuSE 9	

Web tier: Web servers

Ensure that the web server and application server you choose are compatible with one another.

Web server	Operating system
IBM HTTP Server 6.0	HP-UX 11i (RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 9, 10 Red Hat Linux Enterprise Edition 4.0 Novell SuSE 9
Apache 1.3.19 - required if using AIX Apache 2.0 (minimum 2.0.43) - required if using Windows, Solaris or Linux	HP-UX 11i (RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 9, 10 Red Hat Linux Enterprise Edition 4.0 Novell SuSE 9
IIS 5.0	Windows 2000 Server
IIS 6.0	Windows Server 2003

Knowledge Management: Knowledge Server

Server platform	Operating system (OS)
HP PA-RISC	HP-UX 11.11
Intel Compatibles	Windows 2000 Server (minimum SP2) Windows Server 2003 Red Hat Linux Advanced Server 3.0, 4.0 Novell SuSE Linux Enterprise Server 9
Sun SPARC	Solaris 8, 9, 10
IBM pSeries	AIX 5.2, 5.3

NOTE: JRE 1.5 is required at the time of the search engine installation. This is for initial install only and not a requirement for the runtime environment of the Knowledge Management server.

Languages, localization, and internationalization

Service Manager supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (www.iso.org). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange. Service Manager 7 supports UTF-8 as an encoding method for new or existing ASCII and multi-byte characters. For more information about the languages and character sets supported by UTF-8, refer to www.unicode.org.

Service Manager approaches languages, localization, and internationalization as follows:

1. Japanese, French, Italian, German, Spanish, Korean, Russian, Brazilian Portuguese (UI only), Dutch (UI only) and Simplified Chinese language packs will be available approximately 1 quarter following the Sales Release of SM

2. Language packs provide translated user interfaces (UI), Online Help (OLH), and installation documentation or unless otherwise noted.

3. Service Manager accepts and displays data for any language supported by UTF-8, regardless of the language pack installed. Furthermore, no translation is required for this feature to occur. For example, a French Service Manager system can accept and display German. A Japanese system can accept and display Spanish.

Compatibility with other Hewlett-Packard products
Support for each product begins with the general availability of the product and version listed. Some of the products listed below may not be generally available right now.

Product	Connecting software
Universal CMDB 6.5, 7.0	Connect-It 3.81
Business Availability Center 6.5, 7	Connect-It 3.81
Configuration Manager 4.2 & 5	Connect-It 3.81
Asset Center 5.0	Connect-It 3.81
Decision Center 2.0[2]	Connect-It 3.81
Operations Manager for Windows 7.5, 8.0	SCAuto for OMW 1.3.1
Operations Managers for Unix 8.x	SCAuto for OMU 1.3
Network Node Manager 7.5	SCAuto for NNM 3.1
Change Control Manager 3	Connect-It 3.81; Web Services
Operations Manager Unix (planned outage) 8.x	Connect-It 3.81
Project & Portfolio Management Center	Web Services
TeMIP	Web Services
Select Identity 4.2	Web Services
Enterprise Discovery 2.0, 2.1, 2.2	Connect-It 3.81

Dropped support

The Service Manager Compatibility matrix reflects changes made by 3rd-party vendors in their support policies and can also reflect changes in customer usage. As this is the first Service Manager matrix, there are no previously supported products to identify as being dropped from support. Customers upgrading from previous versions of ServiceCenter should compare the matrix of their supported platform as well as the Service Manager installation guide to identify applicable changes.

Effective with the release of Service Manager 7, no combination of Get-It applications is supported with Service Manager. This includes Get-Services, Get-Resources, and Get-Answers. Further, the Get-It applications suite has entered official end-of-life status. See the Support Lifecycle page on the support site for further information
http://support.openview.hp.com/encore/products_peregrine.jsp

Service Manager use of IBM DB2 is limited to the LUW (Linux / Unix / Windows) versions, and subject to the versions listed above. IBM DB2 mainframe versions are not available for use with Service Manager

Transparent technology and virtualization support

In recent years a number of "transparent" hardware and software technologies and virtualization solutions, such as Citrix, Microsoft Cluster Software and VMware have become increasingly prevalent. These solutions operate in the technology layers underneath the operating systems.

HP supports operating systems, not specific hardware and software configurations. HP will support customers who run software products on supported Operating Systems, irrespective of whether they are running transparent or virtualization solutions in their environment or not. HP does not support transparent or virtualization technologies directly since they operate below the OS level. Since the providers of these technologies support a set of certified operating systems and hardware, the customer and the providers of these technologies will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use.

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

While HP software products are expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HP's 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.