

## Compatibility matrix: ServiceCenter 6.2

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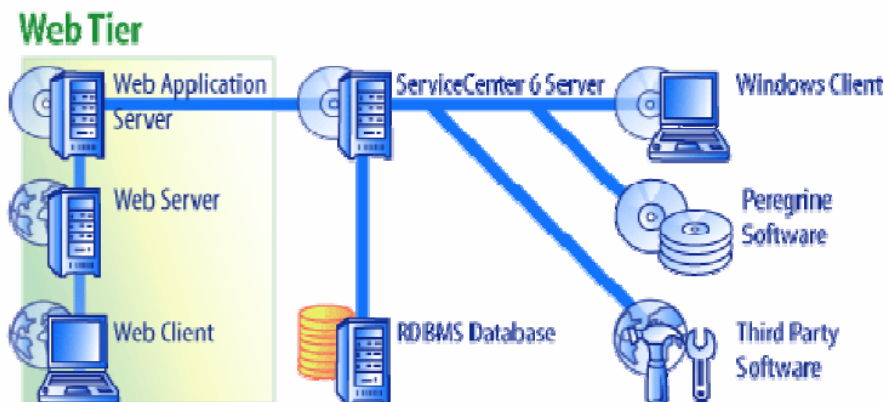
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### Architecture diagram



### Servers

The ServiceCenter server communicates with the database using the appropriate database client software. The appropriate database client software must be installed and configured on the ServiceCenter 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 <sup>4</sup>	HP-UX 11.23	P4	Java JDK 1.5 32-bit distributed by

		Oracle 9.2.0, 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	Hewlett-Packard Not included with ServiceCenter 6.2 Must be installed as a prerequisite
HP PA-RISC	HP-UX 11.11, 11.23	P4 Oracle 9.2.0, 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	Java JDK 1.5 32-bit distributed by Hewlett-Packard Not included with ServiceCenter 6.2 Must be installed as a prerequisite
Intel Compatibles	Windows 2000 Server Windows Server 2003	P4 Microsoft SQL Server 2000, SQL Server 2005 Oracle 9.2.0, 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	Sun Java JRE 1.5.0_06 bundled with ServiceCenter 6.2
Intel Compatibles	RedHat Linux Enterprise Edition 3.0, 4.0 Novell SuSE Linux Enterprise Server 9	P4 Oracle 9.2.0, 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	Sun Java JRE 1.5.0_06 bundled with ServiceCenter 6.2
Sun SPARC	Solaris 8, 9, 10 <sup>1</sup>	P4 Oracle 9.2.0, 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	Sun Java JDK 1.5.0_06 32-bit not included with ServiceCenter 6.2. Must be installed as a prerequisite
IBM pSeries	AIX 5.2, 5.3 Novell SuSE Linux Enterprise Server 9	P4 Oracle 9.2.0 <sup>2</sup> , 10 IBM DB2 UDB 8.2, 9 <sup>3</sup>	IBM Java JDK 1.5 32-bit not included with ServiceCenter 6.2. Must be installed as a prerequisite

#### Server Notes:

<sup>1</sup>When installing the ServiceCenter server on Solaris 8, 9 or 10 and connecting to an Oracle 9i database you must install the 32-bit Oracle 9i client on the ServiceCenter server. The ServiceCenter server using the 32-bit Oracle 9i client can connect to 32-bit or 64-bit Oracle 9i databases.

<sup>2</sup>Oracle 9i database not supported with Novell SuSE Linux Enterprise Server 9 on pSeries.

<sup>3</sup>ServiceCenter is certified to use the DB2 UDB 8 client to communicate with a UDB 9 server. This is the only supported configuration for UDB 9. Mainframe hosted versions of DB2 are not supported.

<sup>4</sup>Support for HP-UX on Itanium available with ServiceCenter 6.2.3.0 or later

## Windows Client

### Client OS

Windows 2000

Windows XP Professional

Windows Vista<sup>1</sup>

#### Windows Client Notes:

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

<sup>1</sup> Windows Vista support available beginning with ServiceCenter 6.2.1.0. Please see the release notes for knowledge articles specific to this desktop OS.

## Web Client

### Supported Browser

Internet Explorer 6, 7<sup>1</sup>

Firefox 1.5, 2.0<sup>2</sup>

#### Web Client Notes:

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

Gecko engines.

<sup>1</sup> Internet Explorer 7 support available beginning with ServiceCenter 6.2.1.0.

<sup>2</sup> Firefox 2.0 support available beginning with ServiceCenter 6.2.1.0.

### Compatibility between ServiceCenter servers and clients

ServiceCenter client	ServiceCenter server
ServiceCenter 6.2 (Windows and Web)	ServiceCenter 6.2
ServiceCenter 6.1 (Windows and Web)	ServiceCenter 6.2

### 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 5.1, 6.0	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 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 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 4.0 Novell SuSE 9	In a production environment, Tomcat must be used with a commercial web server.
BEA WebLogic 8.1	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 4.0 Novell SuSE 9	
SUN Application Server 8.1	Windows 2000 Server Windows Server 2003 Solaris 8, 9, 10	

### Web tier: Web servers

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

Web server	Operating system
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IBM HTTP Server 6.0	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 4.0 Novell SuSE 9
Apache 1.3.19 - required if using AIX	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 4.0 Novell SuSE 9
Apache 2.0 (minimum 2.0.43) - required if using Windows, Solaris or Linux	HP-UX 11i (PA-RISC & Itanium) Windows 2000 Server Windows Server 2003 AIX 5.2, 5.3 Solaris 8, 9, 10 Red Hat Linux Enterprise Edition 3.0, 4.0 Novell SuSE 9
IIS 5.0	Windows 2000 Server
IIS 6.0	Windows Server 2003
SunONE 6.0, 6.1	Solaris 8, 9, 10

## 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 1.4 or 1.5 are 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

ServiceCenter supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (<http://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. ServiceCenter 6 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 <http://www.unicode.org/>.

ServiceCenter approaches languages, localization, and internationalization as follows:

1. Japanese, French, Italian, German, Spanish, Korean and Simplified Chinese language packs are available.
2. Language packs provide translated user interfaces (UI) and documentation.
3. ServiceCenter 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 ServiceCenter 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
AssetCenter 4.4, 5.0	Connect-It 3.70
Enterprise Discovery 2.0, 2.1	Connect-It 3.70
Network Discovery 5.2	Connect-It 3.70
Desktop Inventory 8	Connect-It 3.70
Configuration Management 4.2	Connect-It 3.70
Get-Services 4.2 (minimum 4.2.4)	Not applicable
Get-Resources 4.2 (minimum 4.2.4)	Not applicable
Get-Answers 4.2 (minimum 4.2.4)	Not applicable
SCAuto SDK 2.0	Not applicable
ReportCenter <sup>1</sup> (Crystal Reports Enterprise XI)	ServiceCenter 6.2 ODBC Driver
BI Portal 5.2.1 <sup>2</sup>	Connect-It 3.70
DecisionCenter 1.0 <sup>2</sup>	Connect-It 3.70
Operations for Unix 8.x	SCAuto for OVO 1.3
Network Node Manager 7.5	SCAuto for NNM 3.1

#### Hewlett-Packard products notes:

<sup>1</sup>ReportCenter is now offered as a collection of sample .rpt files updated for ServiceCenter 6.2.

<sup>2</sup>BI Portal 5.2.1 and DecisionCenter 1.0 are compatible with ServiceCenter 6.2 at the binary level only. BI Portal 5.2.1 and DecisionCenter 1.0 support ServiceCenter 6.1 applications only.

### Dropped support

The ServiceCenter 6.2 compatibility matrix reflects changes made by 3<sup>rd</sup>-party vendors in their support policies and can also reflect changes in customer usage. For ServiceCenter 6.2, the following 3<sup>rd</sup>-party components are not supported:

- Microsoft SQL Server 7
- IBM DB2 Mainframe
- IBM DB2 UDB 8.1 and earlier
- WebSphere Application Server 5.0
- JDK 1.3.1 for WebSphere Application Server 5.1

### 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.

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