HP Service Manager

for supported Windows® and UNIX® operating systems

Support Matrix

Software version: 9.31 / October 2012 (Updated January 2016)

This document lists the supported configurations for HP Service Manger 9.31.

Contents

Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

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Service Manager Server

The Service Manager 9.31 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.

Important: A 32-bit JRE is provided in the Service Manager installation only for x86 systems; on non-x86 systems users must pre-install a 32-bit JRE:

- SM9.31p2 or later (requires JRE 1.7 for the following platforms):
  - Solaris: JRE 1.7 (update 15 or greater)
  - HP-UX: JRE 1.7 (JRE_7.0.04 or greater)
  - AIX: JRE 1.7 (SR4 or greater)
- SM9.31p1 or earlier: JRE 1.6 (update 20 or greater)

Supported operating systems for the Service Manager 9.31 server include:

Server platform	
HP Itanium	• HP-UX 11i v2 (11.23) • HP-UX 11i v3 (11.31)
x86	• Windows 2008 • Red Hat Enterprise Linux 5.4* • Red Hat Enterprise Linux 6.3/6.2/6.1/6.0* • Oracle Enterprise Linux 5 (Update 4) * • Oracle Enterprise Linux 6.3/6.2/6.1/6.0* • Novell SUSE Linux Enterprise 10.1*
x86-64	• Windows 2008 • Windows 2008R2 • Red Hat Enterprise Linux 5.4* • Red Hat Enterprise Linux 6.3/6.2/6.1/6.0* • Oracle Enterprise Linux 5 (Update 4) * • Oracle Enterprise Linux 6.3/6.2/6.1/6.0* • Novell SUSE Linux Enterprise 10.1* • Novell SUSE Linux Enterprise 11*
Sun SPARC	• Sun Solaris Server 9** • Sun Solaris Server 10

IBM pSeries	• AIX 6.1 • AIX 7.1

* The Linux Kernel version must be 2.6.16 or greater.

** According to Oracle's JRE and Solaris support matrix (http://www.oracle.com/technetwork/java/javase/config-417990.html), JRE 7 is not supported on Solaris 9. Since Oracle has stopped public update of JRE 6, HP strongly recommends upgrading to Solaris 10 to take advantage of JRE 7. If you still want to run the SM9.31p2 or later RTE with JRE 6 on Solaris 9, use the workaround provided in QCCR1E99940.

64-Bit platform support

The Service Manager 9.31 server is a 32-bit application, and requires the 32-bit versions of the database client libraries to connect to the database server. The database server itself can be 32-bit or 64-bit. Connectivity to Oracle and DB2 uses their native clients; connectivity to SQLServer is performed through ODBC and requires the 32-bit version of the ODBC Driver Manager. You may use the SQLServer 2005, SQLServer 2008 or SQLServer 2012 client library, but not the Windows default SQLServer client library when configuring the ODBC connection.

RDBMS

Supported back-end databases for the Service Manager 9.31 server include:

RDBMS		**Notes**
Oracle	• Oracle 11.2	HP strongly recommends the use of the Oracle 11R2 (Oracle 11.2.0.3 or later) and avoiding the use of Oracle 11R1. Our experience has shown numerous problems with the Oracle 11.1 release including both stability and performance that are improved in the Oracle 11.2 release and cannot be mitigated by changes in the Service Manager code base.
DB2 9	• DB2 9.5 • DB2 9.7 • DB2 10.1	DB2 10.1 is supported only for SM9.31p3 or later.
SQLServer	• SQLServer 2005 • SQLServer 2008 • SQLServer 2012	

Note: SQLServer connectivity is only supported in configurations where Service Manager server is running on a Windows operating system.

Virtualization support

Supported virtualization platforms for the Service Manager 9.31 server include:

<table>
<tr><th>Virtualization Platform</th><th colspan="2">Notes</th></tr>
<tr><td>VMWare vSphere 4

• VMWare ESX 4
• VMWare ESXi 4.1</td><td>• vMotion is not supported. Memory must be dedicated.</td><td rowspan="2">VMWare's Snapshot features should be used with caution. In addition, there are some vMotion known issues and recommendations that need user attention.

For details, see whitepaper Service Manager 9.31 vMotion Test Report, which is available from the HP Software Support web site at: www.hp.com/go/hpsoftwaresupport</td></tr>
<tr><td>VMWare vSphere 5

• VMWare ESXi 5.0
• VMWare ESXi 5.1</td><td>• vMotion is supported.
• VMHA is supported.

A client reconnection is required after fail-over.

• ESXi 5.1 is supported only for SM9.31p2 or later.</td></tr>
<tr><td>Microsoft Hyper-V 2008 R2</td><td colspan="2"></td></tr>
</table>

Case-sensitivity

Service Manager 9.31 supports the default case-sensitivity for all of the RDBMS platforms listed, including the case insensitive collations in Microsoft SQL Server. In addition to these defaults, Service Manager 9.31 supports case-insensitive mode in Oracle 11.2.0.3+.

Oracle Real Application Cluster and Transparent Application Failover

Oracle Transparent Application Failover (TAF) is a feature that allows for database clients to reconnect to surviving nodes in an Oracle Real Application Cluster (RAC) in the event of a failure of an instance.

All supported Service Manager server versions currently perform similar session recovery operations within our own application. When detecting a connection failure, Service Manager will attempt to reestablish the connection, setup necessary session properties and then attempt to repeat the failed transactions. Service Manager will continue to retry the connection for 1 minute.

If the database is within an Oracle RAC configuration this should allow time for failover and reconnection to another available instance. HP fully supports Oracle RAC configurations and will honor this re-connect strategy. See Transparent technology and virtualization support for more information.

Since similar functionality is already available in Service Manager, the product has not been modified to run in an Oracle TAF configuration.

Warning: Using Service Manager in combination with Oracle TAF could actually cause connectivity issues to the database. Do not run Service Manager in an Oracle TAF configuration.

Service Manager Clients

Viewing Service Manager forms with either the Windows or Web client requires a minimum screen resolution of 1024x768.

Client/Application compatibility

The client version should be no earlier than the application version. For example, if you are using the 9.31 applications, you must use a client version 9.31 or greater; if you are using the 9.31 client, you can use the 7.11, 9.21, 9.30, or 9.31 applications.

Client/Server compatibility

HP strongly recommends Service Manger client and server combinations of the same patch level.

However, at various times, such as during an upgrade, it is possible that an organization temporarily operates under differing versions of Service Manager client and server in same minor level. For example, an organization may temporarily use an SM 9.30 client together with a SM 9.31 server. HP will support customers during these transition times. However, the various combinations of client and server at different minor-minor levels *have only received minimal functional testing*. Therefore, complete functionality of a mismatched environment cannot be guaranteed.

The following list describes the server and client combinations that have received minimal functional testing in 9.31 release:

- 9.31 client + 9.30 RTE
- 9.30 client + 9.31 RTE

Known Client/Server Incompatibilities

There are two known incompatibility issues when using 9.2x clients or RTEs together with 9.3x clients or RTEs:

- When using a 9.2x Web client together with a 9.3x RTE, users cannot login to the Web client by TSO/LWSSO. Instead, they will be brought to the authentication failure page.
- When using a 9.3x Web client together with a 9.2x RTE, users can log in to the Web client by TSO/LWSSO, but the language that is specified in the url or in the browser preferences is ignored. Instead, the language set in the operator record is used.

Windows client

Supported operating systems for the Service Manager 9.31 Windows client include:

- Windows 7, 32-bit and 64-bit
- Windows Vista, 32-bit and 64-bit
- Windows XP

Note: For the HTML Editor to work correctly in the Windows client, the client machine must have a version of Internet Explorer installed that is supported for the web client.

Virtualization options, such as Citrix, are considered transparent technologies. See Transparent technology and virtualization support for more information.

Web Tier: Web client

Supported browsers for the Service Manager Web tier include:

Browser	Notes
Internet Explorer (IE) • IE 9 • IE 11 Enterprise Mode	If you use IE 11 Enterprise Mode, it is recommended that you select **IE8 Document Mode** in Enterprise Mode Site List Manager. IE 7 and IE 8 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7 and IE 8 running on Windows desktop operating systems.
Firefox 17+	Extended Support Releases are recommended. Supported starting with 9.31p2; support of Firefox 10 and 15 has been discontinued as of 9.31p2.

Note: You must enable the Java plug-in (32-bit JRE 1.7) in web browsers to use Service Manager telephony, workflows (non-Process Designer-based), and CI visualization. The latest JRE 1.7 update is recommended.

Web Tier: Application servers

Supported application servers for the Service Manager Web tier include:

Application server	
Apache Tomcat	• Tomcat 6.0.36 • Tomcat 7.0
IBM Web Application Server	• WAS 6.1 • WAS 7 • WAS 8.0
Oracle WebLogic	• WebLogic 10.3 • WebLogic 11g
JBoss EAP	• EAP 5.1

Web Tier: Web servers

Supported web servers for the Service Manager Web tier include:

- IIS 7.0 or 7.5

- Apache HTTP Server 2.2

Note: The Web server must be compatible with the Web tier application server.

Service Manager Applications

The Service Manager 9.31 server supports all Service Manager application levels from Service Manager 7.11 through 9.31.

Compatibility with SM9.30 Content Packs

The Service Manager 9.31 applications is compatible with Service Manager 9.30 content packs, however you must install them in their release order to avoid data conflicts.

The following are recommended installation sequences for different combinations of certain content packs and the 9.31 applications.

- Survey Integration + 9.31 applications
- PD CP2 + 9.31 applications
- Survey Integration + PD CP2 + 9.31 applications
- HTML Email + Survey Integration + PD CP2 + 9.31 applications

Notes:

- The HTML Email content pack includes only unload files, and therefore has no dependencies on the other content packs or the 9.31 applications.
- The UCMDB Integration Enhancement content pack is already merged into the 9.31 applications.
- There are conflicts between PDCP2 and the 9.31 applications. A hotfix (unload file) is provided to resolve the conflicts.

For more information, see the Content Patch Dependencies section in the Service Manager 9.31 Release Notes.

Knowledge Management Search Engine

The Service Manager 9.31 Knowledge Management Search Engine runs on the same platforms as the Service Manager server, but requires Oracle JDK 1.6 update 21 or greater.

Note: Starting with SM9.31p2, JDK 1.7 Update 17 has been certified on the KM search engine and is recommended.

Compatibility with the Service Manager server, clients and applications:

The Service Manager 9.31 client and server support both the K2 Search Engine and the KM Search Engine; however, once you have upgraded your applications to Service Manager 9.31, you can only use the new KM Search Engine instead of the K2 Search Engine.

Mobile Applications

The Service Manager 9.31 Mobile Applications run on the same platforms as the Service Manager server, but require the following:

- Tomcat 6.0 Application Server
- Oracle JRE 1.6 (update 21 or greater)

Service Manager mobile applications support handsets running the following operating system versions with their built-in browsers:

Mobile Operating System	Mobile Browser
iOS • iOS 3.x • iOS 4.x	Safari
Android • Android 2.1 • Android 2.2 • Android 2.3	Android browser
BlackBerry • BlackBerry 6.0	BlackBerry browser

Note: Other third-party web browsers have not been certified and are therefore not supported.

Service Request Catalog

Service Manager 9.31 supports Service Request Catalog (SRC) version 1.40. SRC 1.40 can only work with the SM9.31 server and SM9.31 applications.

Note: HP recommends that you install SRC on a different machine than the Service Manager server for performance reasons.

Supported configurations for HP Service Request Catalog 1.40 include:

Server OS

HP Itanium	• HP-UX 11i v3 (11.x)
x86-64	• Oracle Enterprise Linux 5 • Red Hat Enterprise Linux 5 • Red Hat Enterprise Linux 6 • Windows 2008R2

Application server

- Tomcat 6.0
- Tomcat 7.0

Note: SRC 1.4 requires JRE version 1.6 (update 20 or greater); starting with SM9.31p2, JRE version 1.7 (update 17 or greater) has been certified on SRC 1.4 and is recommended.

Browser

- IE 9, IE 11 Enterprise Mode

  Note: If you use IE 11 Enterprise Mode, it is recommended that you select **IE8 Document Mode** in Enterprise Mode Site List Manager.

  Note: IE 7 and IE 8 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7 and IE 8 running on Windows desktop operating systems.

- Firefox 17+ (Extended Support Releases are recommended; supported starting with SM9.31p2; support of Firefox 10 and 15 has been discontinued.)

Note: Requires Adobe Flash 10.3 or greater.

Web server

- Apache HTTP Server 2.2

Languages, Localization, and Internationalization

Note: Language packs are available only for the Service Manager 9.30 GA version, and none will be available for this release.

The Service Manager 9.31 server supports all Service Manager Application languages, localization, and internationalization versions.

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 9.31 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:

- Language packs provide translated user interfaces (UI), Online Help (OLH), and installation documentation unless otherwise noted.
- Language packs are available for the following languages: Arabic, Brazilian Portuguese, Czech, Dutch, French, German, Hungarian, Italian, Japanese, Korean, Polish, Russian, Simplified Chinese, and Spanish.
- 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 apply. For example, a French Service Manager system can accept and display German. A Japanese system can accept and display Spanish. Note that appropriate SQL database data types or code pages are required.

Compatibility with Other Hewlett-Packard Products

Service Manager supports many Hewlett-Packard (HP) portfolio integrations, as well as those of many Third parties. These integrations are identified in the integration library. Access the catalog at the following link and select Service Manager: http://support.openview.hp.com/sc/integration_catalog.jsp

Discontinued Support

The following integrations are no longer supported starting with this release:

- SM-PPM Integration for HP Project Portfolio Management (PPM) 8.x or earlier
- SM-UCMDB Integration for HP Universal CMDB (UCMDB) 8.0x or earlier
- SM-OO/OO-SM Integration for Operations Orchestration (OO) 7.x
- SM-SMS 2003 Integration

Added Support

- SM-UCMDB integration for HP Universal CMDB (UCMDB) 10.0
- SM-PPM integration for HP Project Portfolio Management (PPM) 9.14 / 9.20
- SM-OO integration for Operations Orchestration (OO) 9.05/9.06/10
- SM-RC integration for Release Control (RC) 9.20
- SM-BSM integration for BSM OMi 9.20
- SM-SCCM 2012 Integration
- SM-EC integration for HP Enterprise Collaboration (EC) 1.1

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 adjacent to the operating systems or, in some cases, as extensions of the operating systems. Similarly, database solutions offer transparent components as supported elements.

HP supports Service Manager running on operating systems and databases on particular platforms as described in the matrix above, not specific hardware and software configurations. HP will support Service Manager customers who run HP software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HP does not support these transparent or virtualization technologies directly. 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 re-create and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request that its customers 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 reported issue.

While Service Manager is 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 overload, which can have significant impact on performance and scalability, particularly under peak load.

Underlying Technology Version Policy

Third-party components, such as databases and operating systems, are supported at the minor level unless a different minimum level is specified. For example, Oracle 11.2 is supported at the minimum release of Oracle 11.2.0. Future maintenance releases of the same minor release are expected to be supported, unless a conflict specific to that release arises. For example, you can expect Oracle 11 to be supported on 11.2.0.3, 11.2.0.4, etc. Refer to the support matrix provided by the vendor for restrictions and other considerations.

It is not our policy to recertify a released product against a new version of a vendor product, unless the current version of our product will be supported well past the end of obtainable or extended support of the associated vendor product, and there is not a viable extension to the support of that product. We also, as a rule, do not recertify on minor releases (e.g., Oracle 11.0, then 11.2, then 11.2g, etc.); we only list the latest version of the vendor product that we actually certified at the time of our product release.