

| Client Automation v9.00 Enterprise |                        | 11/26/2012        |              | Core Installation |    | Satellite Installation |   | Application Management | Application Self Service Management | Application Management Profiles | Patch Management | Security And Compliance Management | OS Management | Out-of-Band Management | Inventory Management | Application Usage Management | WTS & Citrix Support | Administrator | Batch Publisher | AMPs Editor |
|------------------------------------|------------------------|-------------------|--------------|-------------------|----|------------------------|---|------------------------|-------------------------------------|---------------------------------|------------------|------------------------------------|---------------|------------------------|----------------------|------------------------------|----------------------|---------------|-----------------|-------------|
| Vendor                             | OS Name                | OS Version        | Architecture | CA Agents         |    |                        |   |                        |                                     |                                 |                  |                                    |               |                        |                      |                              |                      | CA Admin      |                 |             |
| Microsoft                          | Windows XP             | Professional SP3  | 32           | N                 | Y* | Y                      | Y | Y                      | Y                                   | Y                               | Y                | Y                                  | Y             | Y                      | Y                    | Y                            | N                    | Y             | Y               | Y           |
| Microsoft                          | Windows XP             | Professional SP2  | 64           | N                 | Y* | Y                      | Y | Y                      | Y                                   | Y                               | Y                | Y                                  | Y             | Y                      | Y                    | Y                            | N                    | Y             | Y               | Y           |
| Microsoft                          | Windows Vista          | Business/Ent. SP2 | 32/ 64       | N                 | Y* | Y                      | Y | Y                      | Y                                   | Y                               | Y                | Y                                  | Y             | Y                      | Y                    | Y                            | N                    | Y             | Y               | Y           |
| Microsoft                          | Windows 7              | Business/Ent. SP1 | 32/ 64       | N                 | Y* | Y                      | Y | Y                      | Y                                   | Y                               | Y                | Y                                  | Y             | Y                      | Y                    | Y                            | N                    | Y             | Y               | Y           |
| Microsoft                          | Windows 8              | Enterprise/Pro    | 32/64        | N                 | Y* | Y                      | Y | Y                      | Y                                   | Y                               | Y                | Y                                  | Y             | Y                      | Y                    | Y                            | N                    | Y             | Y               | Y           |
| Microsoft                          | Windows 2003           | Server SP2        | 32/ 64       | Y                 | Y  | Y                      | Y | Y                      | Y                                   | Y                               | Y                | N                                  | Y             | Y                      | Y                    | Y                            | Y                    | Y             | Y               | Y           |
| Microsoft                          | Windows 2003 R2        | Server SP2        | 32/ 64       | Y                 | Y  | Y                      | Y | Y                      | Y                                   | Y                               | Y                | N                                  | Y             | Y                      | Y                    | Y                            | Y                    | Y             | Y               | Y           |
| Microsoft                          | Windows 2008           | Server SP2        | 32/ 64       | Y                 | Y  | Y                      | Y | Y                      | Y                                   | Y                               | Y                | N                                  | Y             | Y                      | Y                    | Y                            | Y                    | Y             | Y               | Y           |
| Microsoft                          | Windows 2008 R2        | Server SP1        | 32/ 64       | Y                 | Y  | Y                      | Y | Y                      | Y                                   | Y                               | Y                | N                                  | Y             | Y                      | Y                    | Y                            | Y                    | Y             | Y               | Y           |
| Novell                             | SuSE Linux Enterprise  | 10, 10 SP5        | 32/ 64       | N                 | N  | Y                      | Y | Y                      | Y                                   | N                               | Y                | N                                  | Y             | N                      | N                    | N                            | N                    | Y             | Y               | N           |
| Novell                             | SuSE Linux Enterprise  | 11, 11 SP2        | 32/ 64       | N                 | N  | Y                      | Y | Y                      | Y                                   | N                               | Y                | N                                  | Y             | N                      | Y                    | N                            | N                    | Y             | Y               | N           |
| Red Hat                            | Enterprise Linux       | 4, 4.9            | 32           | N                 | N  | Y                      | Y | Y                      | Y                                   | N                               | Y                | N                                  | Y             | N                      | N                    | N                            | Y                    | Y             | N               | N           |
| Red Hat                            | Enterprise Linux       | 5, 5.8            | 32/ 64       | N                 | N  | Y                      | Y | Y                      | Y                                   | N                               | Y                | N                                  | Y             | N                      | Y                    | N                            | N                    | Y             | Y               | N           |
| Red Hat                            | Enterprise Linux       | 6, 6.2, 6.3       | 32/ 64       | N                 | N  | Y                      | Y | Y                      | Y                                   | N                               | Y                | N                                  | Y             | N                      | Y                    | N                            | N                    | Y             | Y               | N           |
| Ubuntu                             | Ubuntu Desktop version | 10, 11.10         | 32           | N                 | N  | Y                      | Y | N                      | N                                   | N                               | N                | N                                  | N             | Y                      | N                    | N                            | N                    | N             | N               | N           |
| Ubuntu                             | Ubuntu Desktop version | 12, 12.04         | 32           | N                 | N  | Y                      | Y | N                      | N                                   | N                               | N                | N                                  | N             | Y                      | N                    | N                            | N                    | N             | N               | N           |
| Apple                              | Mac OS X               | 10.6              | 32/64        | N                 | N  | Y                      | Y | N                      | N                                   | N                               | N                | N                                  | N             | N                      | N                    | N                            | N                    | Y             | N               | N           |
| Apple                              | Mac OS X               | 10.7              | 32/64        | N                 | N  | Y                      | Y | N                      | N                                   | N                               | N                | N                                  | N             | N                      | N                    | N                            | N                    | Y             | N               | N           |
| Apple                              | Mac OS X               | 10.8              | 32/64        | N                 | N  | Y                      | Y | N                      | N                                   | N                               | N                | N                                  | N             | N                      | N                    | N                            | N                    | Y             | N               | N           |

**NOTE:** Windows 8 RT is not a supported platform.

Y\*= Running an HPCA satellite on a "desktop" class operating system will impose the operating system's limitations upon the HPCA product and is recommended only when the satellite is in the streamlined mode.

**Notes:**

HPCA supports the major releases of the listed Operating Systems (such as Windows 7, SUSE 10, Red Hat 6) and all of the support packs and minor releases up to and including the most recent version available at the time of this HPCA release. Listed above are the major versions and most recent SP or minor versions available when HPCA version 9.0 is released. SP and minor versions that are released after HPCA 9.0 will be supported by HPCA 9.0 within a reasonable timeframe to provide for QA testing by HP.

As per HP policy, HPCA no longer supports OS versions (majors versions, SP or minor releases) that are no longer supported by the OS vendor.

For example, HPCA 9.0 supports Red Hat 4, including all minor releases up to 4.9, as long they are supported by Red Hat. HPCA supports Windows 2008 Server SP2, which includes support for SP1, as long as it is supported by Microsoft.

**Remote proxy support using Integration Server on Linux:**

The Linux-based Proxy Server remains supported in a Core-Satellite environment for customers who require proxy services running on a Linux host OS. This support uses the Integration Server-based Proxy Server, and not an Apache-based Satellite Server. Note that the Integration Server-based Proxy Server is not managed in the Core-Satellite Console.

## CA 9.00 Mobile Platform Support

| Client Automation v9.00<br>Enterprise<br>Mobile Platform Support |         |            |  | Mobile Application<br>Management | Mobile Security<br>Management | Mobile<br>Inventory<br>Management |
|--|---------|------------|--|----------------------------------|-------------------------------|-----------------------------------|
| Vendor   | OS Name | OS Version |  | CA Mobility Agent                |                               |                                   |
| Google   | Android | 2.3        |  | Y                                | Y                             | Y                                 |
|  | Android | 3.2        |  | Y                                | Y                             | Y                                 |
|  | Android | 4.1        |  | Y                                | Y                             | Y                                 |
| Apple  | iOS     | 5.0        |  | Y                                | Y                             | Y                                 |
|  | iOS     | 6.0        |  | Y                                | Y                             | Y                                 |

**Notes:**

HPCA supports the major releases of the listed Operating Systems (Android, IOS) and minor releases up to and including the most recent version available at the time of this HPCA release. Listed above are the major versions and most recent minor versions available when HPCA version 9.0 is released. Minor versions that are released after HPCA 9.0 will be supported by HPCA 9.0 within a reasonable timeframe to provide for QA testing by HP.

As per HP policy, HPCA no longer supports OS versions (majors versions, SP or minor releases) that are no longer supported by the OS vendor.

## Software Support

### Databases

|                    |           |
|--------------------|-----------|
| Oracle             | 10.2      |
|                    | 11.2      |
|                    | 11g Rel 2 |
| SQL Server         | 2005 SP3  |
|                    | 2008 SP2  |
|                    | 2008 R2   |
|                    | 2012      |
| SQL Server Express | 2005      |
|                    | 2008      |

### Browsers

|                   |    |
|-------------------|----|
| Internet Explorer | 10 |
|                   | 9  |
|                   | 8  |
|                   | 7  |
| Firefox           | 16 |
|                   | 15 |
|                   | 14 |
|                   | 13 |

### Other dependent software

|  |           |
|--|-----------|
| Adobe Flash  | 11        |
|  | 10.1      |
| JRE  | Java 7    |
| Intel Setup and Configuration Service (SCS) supported versions | 5.3       |
|  | 5.4       |
| when using Out-Of-Band Management with vPro devices            |           |
| AMT (Active Management Technology)                             | 2.x - 7.0 |

### Notes:

HPCA supports the major versions of the listed Software (such as Firefox 9, Adobe 10) and all of the minor releases up to and including the most recent version available at the time of this HPCA release. Listed above are the versions available when HPCA version 9.0 is released. Software versions that are released after HPCA 9.0 will be supported by HPCA 9.0 within a reasonable timeframe to provide for QA testing by HP. As per HP policy, HPCA no longer supports Software versions (major/ minor versions) that are no longer supported by the Software vendor.

## Hardware Support

|                 |                              |
|-----------------|------------------------------|
| HP Thin Clients | All managed models supported |
|-----------------|------------------------------|

|                                       |           |
|---------------------------------------|-----------|
| Intel 32-bit (x86)<br>64-bit (x86-64) | Supported |
| AMD 32 bit (x86)<br>64-bit (AMD64)    | Supported |

## CA 9.00 Backward Compatibility

### Agent Backward Compatibility

| Description            | CA 9.00 Agent |
|------------------------|---------------|
| CA Infrastructure v7.5 | Y*            |
| CA Infrastructure v7.8 | Y*            |
| CA Infrastructure v7.9 | Y*            |
| CA Infrastructure v8.1 | Y*            |

### Infrastructure Backward Compatibility

| Description            | CA 9.00 Infrastructure |
|------------------------|------------------------|
| CA Infrastructure v7.5 | N**                    |
| CA Agent v7.5          | Y*                     |
| CA Infrastructure v7.8 | N**                    |
| CA Agent v7.8          | Y*                     |
| CA Infrastructure v7.9 | N**                    |
| CA Agent v7.9          | Y*                     |
| CA Infrastructure v8.1 | N**                    |
| CA Agent 8.1           | Y*                     |

\* HPCA infrastructure components are designed to be backward compatible with earlier agent versions and in most cases are also forward compatible

\*\* As a general rule of thumb, infrastructure components from the same Core-Satellite release should always be deployed into the infrastructure, and not mixed-and-matched with older component versions, except during an upgrade migration process, and where fully tested for compatibility. When migrating from an HPCA Classic environment to a Core-Satellite environment, refer to the HPCA Classic to Core-Satellite Migration Guide for more information.

## HPCA Support for Windows 8 and Windows 2012

For Windows 8 and Windows 2012 clients, the tables below illustrates which HPCA features are supported against different versions of the HPCA infrastructure.

| HPCA Enterprise capabilities for a managed PC running Windows 8 and HPCA 9.00 Agent |      |                        |                      |                     |       |           |       |                       |
|---|------|------------------------|----------------------|---------------------|-------|-----------|-------|-----------------------|
|   |      | Application Deployment | Self-Service Manager | Win 8 OS Deployment | Patch | Inventory | Usage | Security & Compliance |
| HPCA Infrastructure*  | 7.8  | Y                      | Y                    | N                   | N     | Y         | Y     | Y                     |
|   | 7.9  | Y                      | Y                    | N                   | N     | Y         | Y     | Y                     |
|   | 8.10 | Y                      | Y                    | N                   | N     | Y         | Y     | Y                     |
|   | 9.00 | Y                      | Y                    | Y                   | Y     | Y         | Y     | Y                     |

| HPCA Enterprise capabilities for a managed PC running Windows 2012 and HPCA 9.00 Agent |      |                        |                      |                        |       |           |       |
|--|------|------------------------|----------------------|------------------------|-------|-----------|-------|
|  |      | Application Deployment | Self-Service Manager | Win 2012 OS Deployment | Patch | Inventory | Usage |
| HPCA Infrastructure*   | 7.8  | Y                      | Y                    | N                      | N     | Y         | N     |
|  | 7.9  | Y                      | Y                    | N                      | N     | Y         | N     |
|  | 8.10 | Y                      | Y                    | N                      | N     | Y         | N     |
|  | 9.00 | Y                      | Y                    | N                      | N     | Y         | N     |

\* HPCA infrastructure components are designed to be backward compatible with earlier agent versions and in most cases are also forward compatible

## **HP Client Automation Support for alternate Operating Environments Dec-12**

Several of the operating systems that we test have different installation modes for limiting the functionality of the operating system. Microsoft Windows Server 2008 is an example, offering a “core installation option” with six different roles. This is the same operating system, but installed with a different set of options than the normal Windows Server 2008 operating system. Another example is Oracle Enterprise Linux, which is a derivative of Red Hat Enterprise Linux. Oracle claims full and complete compatibility between OEL and RHEL. While Oracle does list a few small differences, it is expected to be functionally the same as RHEL.

Based on the respective vendors’ statements about compatibility, HP is confident that HPCA will operate without problems on these alternate operating systems. However, HP does not perform any testing of HPCA on these other operating systems or installation modes, and therefore cannot guarantee it will work.

The HP support organization will provide support for HPCA running on these alternative operating systems, to answer questions, and to troubleshoot and identify any problems customers may encounter while operating these alternate operating environments. HP Support will provide best-effort support in these cases to determine if there are any defects in the HPCA product. HP reserves the right to request that a customer attempt to duplicate any issues or problems on a fully supported platform, if practical.

HP does not guarantee to repair or correct any product issues that are caused by differences in the supported operating systems, as listed in the support matrix, and these alternative operating environments.

The alternative operating environments referenced in this statement are:

- Windows Server 2008 Core Installation option,  
roles: Enterprise, Datacenter, Standard, Web, Foundation
- Oracle Enterprise Linux (based on Red Hat Enterprise Linux)

## **HP Client Automation Virtualized Environment Support Policy Dec-12**

Hewlett-Packard supports the operation of the HP Client Automation solutions in a virtualized execution environment. **Accordingly, the HP support organization responsible for the HP Client Automation software does not support the hypervisor (such as VMware ESX) or the host itself (such as VMware Server or Microsoft Virtual Server). VMware and Microsoft support a set of certified operating systems and hardware. The customer, VMware and Microsoft are responsible for any interactions or issues that arise at the operating system layer as a result of their use of the virtualization technology. This support includes embedded hypervisor virtualization technology.**

HP will not require customers to recreate and troubleshoot every issue in a non-virtual environment. However, HP reserves the right to request that customers diagnose certain issues in a non-virtualized operating system environment. 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 Client Automation solutions are expected to function properly in virtual environments, there may be performance implications which can invalidate or otherwise materially impact typical sizing and other recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource contention.

## CA 9.00 Compatibility matrix for virtualization

### Compatibility Matrix

|   | Virtual Machine hosted on VMware ESX, ESXi Version 3.x, 4.x, 5.x | Virtual Machine hosted on VMware Server                   | Virtual Machine hosted on VMware Workstation Version 6.x, 7.x, 8.x | Virtual Machine hosted on Microsoft Virtual Server 2005R2 |
|---|--|---|--|---|
| <b>HP Client Automation Infrastructure v7.8 and later</b> | Supported  | Supported, but not recommended for production environment | Supported, but not recommended for production environment          | Supported   |

| <b>HP Client Automation Agents v7.8 and later</b> |           |           |           |           |
|---|-----------|-----------|-----------|-----------|
| <b>Application Manager</b>                        | Supported | Supported | Supported | Supported |
| <b>Self-Service Manager</b>                       | Supported | Supported | Supported | Supported |
| <b>Inventory Manager</b>                          | Supported | Supported | Supported | Supported |
| <b>Patch Manager</b>                              | Supported | Supported | Supported | Supported |
| <b>OS Manager</b>                                 | Supported | Supported | Supported | Supported |
| <b>Usage Manager</b>                              | Supported | Supported | Supported | Supported |

*Supported is defined by the above statement and where the HP Client Automation solution supports the operating systems residing in the guest environment and supported by it.*