

# HP Service Manager

For the supported Windows® and UNIX® operating systems

Software Version: 9.32

## Support Matrix

Document Release Date: August 2013 (Updated January, 2016)

Software Release Date: August 2013



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## About this document:

- Documented Product: Service Manager, Software Version number: 9.32
- Document Release Date: August 2013 (Updated January, 2016)
- Software Release Date: August 2013

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# Requirements

This section provides information about the supported hardware and software that you must have to successfully install and run Service Manager 9.32.

## Service Manager Server

The Service Manager 9.32 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.

A 32-bit JRE is provided in the Service Manager installation only for x86 systems (Windows and Linux); on non-x86 systems users must pre-install a 32-bit JRE 1.7:

- Solaris 10: JRE 1.7 (update 15 or greater)
- Solaris 9: JRE 1.6 (update 20 or greater)
- HP-UX: JRE 1.7 (JRE\_7.0.04 or greater)
- AIX: JRE 1.7 (SR4 or greater)

**Note:**

- If you run the SM9.32 or SM9.32p1 server on Solaris 9 with JRE 6, you have to modify the `validjava.sh` file. For details of the modification, see Workaround for QCCR1E99940 in the SM9.32p1 Release Notes.
- If you run the SM9.32p2 or later server on Solaris 9 with JRE 6. You no longer need the workaround.

In both cases, you should perform an extra configuration to run the server on Solaris 9. For more information about the configuration, see the SM9.32p2 Release Notes.

However, we recommend that you upgrade to Solaris 10, as Oracle stopped issuing updates for JRE 6 in February 2013. Additionally, JRE 6 entered the Extended Support phase in December 2013.

## Server Platforms

Supported operating systems for the Service Manager 9.32 server include:

HP Itanium	<ul style="list-style-type: none"> <li>• HP-UX 11i v3 (11.31)</li> <li>• HP-UX 11i v2 (11.23)</li> </ul>
x86	<ul style="list-style-type: none"> <li>• Windows Server 2008</li> <li>• Red Hat Enterprise Linux 6.x*, 5.4*</li> <li>• Oracle Enterprise Linux 6.x*, 5 (Update 4)*</li> <li>• Novell SUSE Linux Enterprise Server 10.1*</li> </ul>
x86-64	<ul style="list-style-type: none"> <li>• Windows Server 2012</li> <li>• Windows Server 2008R2, 2008</li> <li>• Red Hat Enterprise Linux 6.x*, 5.4*</li> <li>• Oracle Enterprise Linux 6.x*, 5 (Update 4)*</li> <li>• Novell SUSE Linux Enterprise Server 11*, 10.1*</li> </ul>
Sun SPARC	<ul style="list-style-type: none"> <li>• Sun Solaris Server 10, 9</li> </ul>
IBM pSeries	<ul style="list-style-type: none"> <li>• AIX 7.1, 6.1</li> </ul>

\* The Linux Kernel version must be 2.6.16 or greater.

## Databases

Supported back-end databases for the Service Manager 9.32 server include:

RDBMS		Notes
Oracle	<ul style="list-style-type: none"> <li>• Oracle 11.2</li> </ul>	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	<ul style="list-style-type: none"> <li>• DB2 9.5</li> <li>• DB2 9.7</li> </ul>	
DB2 10	<ul style="list-style-type: none"> <li>• DB2 10.1</li> </ul>	DB2 10.1 is not supported on HP-UX.

RDBMS		Notes
SQLServer	<ul style="list-style-type: none"> <li>SQLServer 2005</li> <li>SQLServer 2008</li> <li>SQLServer 2012</li> </ul>	SQLServer connectivity is only supported in configurations where the Service Manager server is running on a Windows operating system.

## 64-Bit Platform Support

The Service Manager 9.32 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.

## Virtualization Support

Supported virtualization platforms for the Service Manager 9.32 server include:

Virtualization Platform	Notes
VMWare vSphere 4 <ul style="list-style-type: none"> <li>VMWare ESXi 4.1</li> <li>VMWare ESX 4</li> </ul>	vMotion is not supported. Memory must be dedicated.
VMWare vSphere 5 <ul style="list-style-type: none"> <li>VMWare ESXi 5.1</li> <li>VMWare ESXi 5.0</li> </ul>	vMotion is supported.
<ul style="list-style-type: none"> <li>Microsoft Hyper-V 2012</li> <li>Microsoft Hyper-V 2008 R2</li> </ul>	

- VMHA is transparent to Service Manager. A client reconnection is required after fail-over.
- 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

white paper *Service Manager 9.31 vMotion Test Report*, which is available from the HP Software Support web site at: [www.hp.com/go/hpssoftwaresupport](http://www.hp.com/go/hpssoftwaresupport)

## Case Sensitivity

Service Manager 9.32 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 9.32 supports case-insensitive mode in Oracle 11.2.0.3 or greater.

## 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.

**Caution:** 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

This section provides support matrix information of the Service Manager 9.32 Windows and web clients.

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

## Windows Client

Supported operating systems for the Service Manager 9.32 Windows client include:

- Windows 8, 32-bit and 64-bit
- 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.

**Note:** Virtualization options, such as Citrix, are considered transparent technologies. See ["Transparent Technology and Virtualization Support"](#) on page 19 for more information.

## Web Tier: Web Client

Supported browsers for the Service Manager Web tier include:

- Internet Explorer (IE) 11 Enterprise Mode, IE 9

**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, 8, and 10 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7, 8, and 10 running on Windows desktop operating systems.

- Firefox 17 or greater (Extended Support Releases are recommended)

**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 9.32 Web tier include:

<b>Application Server</b>	<b>Versions</b>
Apache Tomcat	<ul style="list-style-type: none"><li>• 7.0</li><li>• 6.0 (6.0.36 or greater)</li></ul>
IBM Web Application Server (WAS)	<ul style="list-style-type: none"><li>• 8.0</li><li>• 7</li></ul>
Oracle WebLogic	<ul style="list-style-type: none"><li>• 11g</li><li>• 10.3</li></ul>
JBoss EAP	<ul style="list-style-type: none"><li>• 5.1</li></ul>

## Web Tier: Web Servers

Supported web servers for the Service Manager 9.32 Web tier include:

- IIS 7.5, 7.0
- Apache HTTP Server 2.2

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

## Mobility client

### *Application server*

- Apache Tomcat 7.0 (7.0.32 or greater)

**Note:** The application server should run on Oracle JRE 1.7 (update 25 or greater).

### *Handset*

Service Manager Mobility client supports handsets that are running the following operating system versions and their built-in browsers.

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

- To access and use the Service Manager Mobility client, your phone must have a touch screen.
- The performance of the Service Manager Mobility client is highly dependent on the performance of the handset that you use. For example, you might experience low performance on a BlackBerry 6.x or 7.0 operating system.

Mobile operating system	Mobile browser
iOS <ul style="list-style-type: none"> <li>• 7.0</li> <li>• 6.x</li> <li>• 5.x</li> </ul>	Safari
Android <ul style="list-style-type: none"> <li>• 4.x</li> </ul>	<ul style="list-style-type: none"> <li>• Chrome</li> <li>• Android browser</li> </ul>
BlackBerry <ul style="list-style-type: none"> <li>• 10.0</li> <li>• 7.0</li> <li>• 6.x</li> </ul>	BlackBerry browser

## Service Request Catalog

Service Manager 9.32 supports Service Request Catalog (SRC) version 9.32. To work with SRC 9.32, both the Service Manager server and applications must upgrade to version 9.32.

**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 9.32 include the following.

### *Application Server*

- Tomcat 6.0 (6.0.36 or greater)
- Tomcat 7.0

## ***Browser***

- Internet Explorer (IE) 11 Enterprise Mode, IE 9

**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, 8, and 10 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7, 8, and 10 running on Windows desktop operating systems.

- Firefox 17 or greater (Extended Support Releases are recommended)

**Note:** The user's browser requires Adobe Flash Player 10 (10.3 or greater) or 11.x, and JRE1.7 (Update 25 or greater).

## ***Web Server***

- Apache HTTP Server 2.2

## **Knowledge Management Search Engine**

The Service Manager 9.32 Knowledge Management Search Engine runs on the same platforms as the Service Manager server, but requires a JDK 1.6 (Update 21 or greater) or JDK 1.7 (Update 25 or greater).

## **Hardware Load Balancers**

As of version 9.32, Service Manager provides full support for F5 hardware load balancers.

For more information, see the Service Manager 9.32 Release Notes and the "Hardware load balancers" section in the online help.

# Compatibility

This section provides compatibility information about Service Manager components.

## Platform/Application Compatibility

The Service Manager client/server version should be no earlier than the applications version. For example, if you are using the 9.32 applications, you must use a client/server version of 9.32 or greater; if you are using the 9.32 client/server, you can use the 7.11, 9.21, 9.30, 9.31, or 9.32 applications.

## Client/Server Compatibility

HP strongly recommends Service Manager 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 9.32 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 9.32 release:

- 9.32 Windows/web client + 9.30/9.31 RTE
- 9.30/9.31 Windows/web client + 9.32 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 log in to the Web client by TSO/LWSSO. Instead, they will be brought to an 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.

## Application/Content Pack Compatibility

The Service Manager 9.32 applications is compatible with Service Manager 9.30/9.31 content packs, however you must install them in their release order to avoid data conflicts.

For more information, see the Compatibility matrix for Service Manager Applications Content:

<https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM00503656>

## Search Engine Compatibility

The Service Manager 9.32 client and server support both the K2 Search Engine and the KM Solr Search Engine; however, once you have upgraded your applications to Service Manager 9.30 or later (9.31 or 9.32), you can only use the KM Solr Search Engine instead of the K2 Search Engine.

## Compatibility with Other HP Software 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](http://support.openview.hp.com/sc/integration_catalog.jsp)

## Added Support

Integrations with the following product versions are supported starting with the SM9.32 release:

- HP Application Lifecycle Management (ALM) 11.52
- HP Operations Orchestration (OO) 10
- HP Business Service Management (BSM) 9.22
- HP Universal CMDB (UCMDB) 10.01

## Discontinued Support

None.

# Languages, Localization, and Internationalization

The Service Manager 9.32 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](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. Service Manager 9.32 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, visit the following web site: [www.unicode.org](http://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.
- Service Manager Language packs are available for the following languages: Arabic, Brazilian Portuguese, Czech, Dutch, French, German, Hebrew, Hungarian, Italian, Japanese, Korean, Polish, Russian, Simplified Chinese, and Spanish.

Service Request Catalog supports all languages listed above.

The Mobility client supports all languages that are listed above, except for two right-to-left display languages: Arabic and Hebrew.

- 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.

# 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 (for example, Oracle 11.0, then 11.2, then 11.2g, and so on); we only list the latest version of the vendor product that we actually certified at the time of our product release.

## Obsolescence Plans

As of January 2014, there are no plans to end support for any currently supported version of Service Manager.

## Change Log

The table below lists the changes to this document since it was first released for version 9.32.

<b>Document Date (product version)</b>	<b>Change</b>
August 2013	Initial release.
August 27, 2013	Removed Windows Server 2012 from the x86 server platform list (Windows Server 2012 is 64-bit only)
December 2013	Updated for the SM9.32p2 release
January 7, 2014	Updated the VMHA support information
March 17, 2014	<ul style="list-style-type: none"><li>• Added a note for HTML Editor in the Windows Client section</li><li>• Added notes for the handsets supported by the Mobility client</li></ul>
July 17, 2014	Dropped the Oracle 11.1 database support
June 9, 2015	Updated the note about the JRE version for web browsers in the "Web tier: web client" section.
January 2016	<ul style="list-style-type: none"><li>• Dropped the support of IE 7, 8, and 10 for web tier and Service Request Catalog.</li><li>• Added the IE 11 Enterprise Mode support for web tier and Service Request Catalog.</li></ul>

## We appreciate your feedback!

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**Feedback on Service Manager, 9.32 Support Matrix**

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to [ovdoc-ITSM@hp.com](mailto:ovdoc-ITSM@hp.com).

