

HP Service Manager

Software Version: 9.40

For the supported Windows® and Unix® operating systems

Support Matrix

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Software Release Date: February 2015



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About this document:

- Documented Product: Service Manager, Software Version number: 9.40
- Document Release Date: August 2017
- Software Release Date: February 2015

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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 9.40.

Service Manager server

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.

A 32-bit JRE is provided in the Service Manager installation for Windows and Linux only. Users must pre-install one of the following 32-bit versions of JRE on the following systems:

- Service Manager 9.40 Patch 3 or later requires either JRE 8 or JRE 7 depending on the specific platform:
 - HP-UX: JRE 8 (JRE_8.0.02 or greater) or JRE 7 (JRE_7.0.12 or greater)
 - AIX: JRE 8 (SR1FP10) or JRE 7 (SR8 or greater)
 - Solaris: JRE 7 (update 80 or greater)

Note: Service Manager does not support JRE 8 on Solaris because the Service Manager server works with 32-bit JRE only. However, Solaris supports 64-bit JRE 8 only and a 32-bit JRE 8 is not available for Solaris. For more information about the JRE support on Solaris, see <http://www.oracle.com/technetwork/java/javase/certconfig-2095354.html>.

- Service Manager 9.40 Patch 2 or earlier requires JRE 7 for the following platforms:
 - HP-UX: JRE 7 (JRE_7.0.12 or greater)
 - AIX: JRE 7 (SR8 or greater)
 - Solaris: JRE 7 (update 71 or greater)

Server platforms

The Service Manager 9.40 server supports the following 64-bit operating systems:

Windows	<ul style="list-style-type: none">• Windows Server 2012 R2, 2012• Windows Server 2008 R2, 2008
Linux	<ul style="list-style-type: none">• Red Hat Enterprise Linux 7.0, 6.x• Oracle Enterprise Linux 7.0, 6.x• Novell SUSE Linux Enterprise Server 11 SPx, 10 SP1
HP Itanium	<ul style="list-style-type: none">• HP-UX 11i v3 (11.31)
Oracle SPARC	<ul style="list-style-type: none">• Oracle Solaris Server 11.x, 10 <div style="background-color: #f0f0f0; padding: 10px;"><p>Note: As of Oracle Solaris 11, non-UTF-8 locales are packaged separately. For Service Manager to support Oracle Solaris 11.x, you must enable charset ISO88591 on Oracle Solaris 11.x by executing the following command:</p><pre>pkg install pkg:/system/locale/extra</pre><p>For more information, see the following link: http://docs.oracle.com/cd/E23824_01/html/E24456/glmwl.html</p></div>
IBM pSeries	<ul style="list-style-type: none">• AIX 7.1, 6.1

Databases

The Service Manager 9.40 server supports the following back-end databases:

RDBMS	Versions	Notes
Oracle	<ul style="list-style-type: none"> Oracle 11.2 (11.2.0.3 or later) Oracle 12.1 	<p>Using Oracle client 12.1.0.1.0 and 12.1.0.2.0 is not recommended because of the memory leak issue in these versions (See Oracle Doc ID 2106522.1).</p> <p>When you upgrade the Oracle database client to 12.1, make sure that the following settings are correct:</p> <ul style="list-style-type: none"> After upgrade, the following two lines in sm.ini are the same as before. <pre>[oracle**] sqldictionary:oracle**</pre> The RDBMS driver setting for the sqllibrary paramter in sm.ini is sqllibrary:sqoracle.oci12.so on Linux/Solaris/AIX/HP-UX and sqllibrary:sqoracle.oci10.DLL on Windows.
SQL Server	<ul style="list-style-type: none"> SQL Server 2008, 2008 R2 SQL Server 2012 SQL Server 2014 	<p>SQL Server connectivity is only supported in configurations where the Service Manager server is running on a Windows operating system.</p>
DB2	<ul style="list-style-type: none"> DB2 10.1 DB2 9.7 	

64-bit platform support

The Service Manager 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 uses its native client; connectivity to SQL Server is performed through ODBC and requires the 32-bit version of the ODBC Driver Manager.

Virtualization support

The Service Manager 9.40 server supports the following virtualization platforms:

Virtualization platform	Notes
VMWare vSphere 5.x	vMotion is supported.
Microsoft Hyper-V 2012 R2, 2012	
Microsoft Hyper-V 2008 R2, 2008	

- VMHA is transparent to Service Manager. A client reconnection is required after a fail-over.
- VMWare's Snapshot features should be used with caution. In addition, there are some known issues and recommendations in vMotion that need user attention. For details, see the *Service Manager vMotion Test Report* white paper, which is available from the following HP Software Support website: <https://softwaresupport.hp.com>

Case sensitivity

Service Manager supports the default case-sensitivity for all the RDBMS platforms listed, including the case insensitive collations in Microsoft SQL Server. In addition to these defaults, Service Manager 9.40 supports case-insensitive mode in Oracle 11.2.0.3 and in later versions.

Oracle Real Application Cluster and Transparent Application Failover

Oracle Transparent Application Failover (TAF) is a feature that allows 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. For more information, see "[Transparent technology and virtualization support](#)" on page 19.

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 may actually cause connectivity issues in 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 9.40 clients.

Note: No features are being added to the Windows (Eclipse) client. HP recommends that Service Manager administrators deploy other Service Manager clients (web client, SRC client, or Mobility client) instead of the Windows client for end users.

Note: Viewing Service Manager forms with either the web or the Windows client requires a minimum screen resolution of 1280x800.

Web tier

The Service Manager 9.40 web tier supports the following configurations:

Application server	<ul style="list-style-type: none">• Apache Tomcat 7.0• IBM WebSphere Application Server (WAS) 8.x, 7• Weblogic 12c, 11g, 10.3• JBoss EAP 5.1 <p>Note:</p> <ul style="list-style-type: none">• The latest version of Tomcat 7.0 is recommended.• The application server requires JRE 7. The latest version of JRE 7 is recommended. For more information, refer to the support matrices of the supported application servers.
Web server	<ul style="list-style-type: none">• Apache HTTP Server 2.2• IIS 7.5 <p>Note: The web server must be compatible with the web tier application server.</p>
Web client	<ul style="list-style-type: none">• Internet Explorer (IE) 11 <p>Note: IE 10 is no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 10 running on Windows desktop operating systems.</p> <ul style="list-style-type: none">• Firefox 31 or a later version (Extended Support Releases are recommended)• Google Chrome 31 or a later version <p>Note:</p> <ul style="list-style-type: none">• You must enable the Java plug-in (32-bit JRE 7) in web browsers to use Service Manager telephony, workflows (non-Process Designer-based), and CI

visualization. The latest update of JRE 7 is recommended.

- Firefox 26 to 51 disables the Java plug-in by default. If Firefox prompts you to allow the Java plug-in to launch when you use telephony, workflows (non-Process Designer-based), and CI visualization, click **Allow** to continue. For more information, see <http://www.mozilla.org/en-US/firefox/26.0/releasesnotes/>.

Firefox 52 or later permanently disables NPAPI. Customer who need the applet sensitive features (including telephony (CTI), workflows, and CI visualization) in SM should consider Internet Explorer or stay on Firefox ESR 52 (32-bit) or earlier. Or, you can consider migrating to PD workflows (introduced as of SM 9.40) and using the new CI Visualization and telephony solution (introduced as of SM 9.50).

- Google Chrome 42, 43, and 44 disable NPAPI support by default. However, telephony, workflows (non-Process Designer-based), and CI visualization are implemented with Java applet technology that relies on the NPAPI support.

Starting from Chrome 45, NPAPI is permanently removed from Chrome (see <https://java.com/en/download/faq/chrome.xml>). Customers who need the applet sensitive features in SM (including telephony (CTI), workflows, and CI visualization) should consider Internet Explorer. Or, you can consider migrating to PD workflows (introduced as of SM 9.40) and using the new CI Visualization and telephony solution (introduced as of SM 9.50).

For more information about NPAPI support, see the following knowledge article: <https://softwaresupport.hp.com/group/softwaresupport/search-result/-/facetsearch/document/KM01585680>.

Mobility client

The mobility client requires Service Manager applications 9.32 or later.

The Service Manager 9.40 mobility client supports the following configurations:

<p>Application server</p>	<ul style="list-style-type: none"> • Apache Tomcat 7.0 • IBM WebSphere Application Server (WAS) 8.5 (8.5.5 or a later version) <p>Note:</p> <ul style="list-style-type: none"> • The latest version of Tomcat 7.0 is recommended. • The application server requires JRE 7. The latest version of JRE 7 is recommended. 								
<p>Handset</p>	<p>The Service Manager Mobility client supports handsets that are running the following operating system versions and their built-in browsers.</p> <table border="1" data-bbox="399 743 1321 1058"> <thead> <tr> <th data-bbox="399 743 834 806">Mobile operating system</th> <th data-bbox="839 743 1321 806">Mobile browser</th> </tr> </thead> <tbody> <tr> <td data-bbox="399 812 834 865">iOS 7.x, 8.x</td> <td data-bbox="839 812 1321 865">Safari</td> </tr> <tr> <td data-bbox="399 871 834 995">Android 4.x</td> <td data-bbox="839 871 1321 995"> <ul style="list-style-type: none"> • Chrome • Android browser </td> </tr> <tr> <td data-bbox="399 1001 834 1058">BlackBerry 10.0</td> <td data-bbox="839 1001 1321 1058">BlackBerry browser</td> </tr> </tbody> </table> <p>Note:</p> <ul style="list-style-type: none"> • 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 handsets that you use. 	Mobile operating system	Mobile browser	iOS 7.x, 8.x	Safari	Android 4.x	<ul style="list-style-type: none"> • Chrome • Android browser 	BlackBerry 10.0	BlackBerry browser
Mobile operating system	Mobile browser								
iOS 7.x, 8.x	Safari								
Android 4.x	<ul style="list-style-type: none"> • Chrome • Android browser 								
BlackBerry 10.0	BlackBerry browser								

Service Request Catalog

To work with Service Request Catalog (SRC) 9.40, both the Service Manager server and applications must upgrade to version 9.40.

The HP Service Request Catalog 9.40 supports the following configurations:

Application server	<ul style="list-style-type: none">• Tomcat 7.0 <p>Note:</p> <ul style="list-style-type: none">• The latest version of Tomcat 7.0 is recommended.• The application server requires Oracle JRE 7. The latest version of JRE 7 is recommended.
Web server	<ul style="list-style-type: none">• Apache HTTP Server 2.2• IIS 7.5
Browser	<ul style="list-style-type: none">• Internet Explorer 11 <p>Note: IE 10 is no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 10 running on Windows desktop operating systems.</p> <ul style="list-style-type: none">• Firefox 31 or a later version (Extended Support Releases are recommended)• Chrome 31 or a later version <p>Note: The user's browser requires Adobe Flash Player 10.3 or a later version.</p>

Windows client

The Service Manager 9.40 Windows client supports the following operating systems:

Operating system	<ul style="list-style-type: none">• Windows 8.1 and Windows 8 (32-bit and 64-bit)• Windows 7 (32-bit and 64-bit)
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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.

Knowledge Management Search Engine

The Service Manager 9.40 Knowledge Management Search Engine runs on the same platform as Service Manager and requires the latest update of JDK 7 or JDK 8. JDK 8 update 51 or a higher version is recommended.

Hardware load balancers

Service Manager supports F5 hardware load balancers.

For more information, see the "Hardware load balancers" section in the online help.

Compatibility

This section provides compatibility information about Service Manager components.

Client/server compatibility

Service Manager server and clients (including web client, Mobility client, and Windows client) must be at the same minor level. In other words, the combinations of client and server at different minor levels are not supported. For example, using an SM 9.3x client together with the SM 9.40 server or using an SM 9.40 client together with an SM 9.3x server is not supported.

In addition, we strongly recommend that you use Service Manager server together with the clients that are from the same release. For example, use the Service Manager 9.40 server together with the Service Manager 9.40 clients.

Note: For SRC, it is dependent on Service Manager applications instead of server. For more information, see ["Platform/application compatibility" below](#).

Platform/application compatibility

The Service Manager client/server version should be no earlier than the applications version. If you are using the 9.40 applications, you must use a client/server version of 9.40 or greater; if you are using the 9.40 client/server, you can use the 9.40 or 9.3x applications.

Note: The 9.40 client/server does not support the applications version earlier than 9.3x. For example, the 9.40 client/server does not support the 7.11 or 9.21 applications.

For SRC, it requires the same applications version as the SRC version. Refer to the following table for details.

SRC Version	SM Applications Version
9.40	9.40
9.34	9.34

SRC Version	SM Applications Version
9.33	9.33
9.32	9.32
1.4	9.31
1.3	9.30

Note: As of SRC version 9.32, SRC can work with higher RTE versions. For example, SRC 9.32 is compatible with RTE 9.32 or a later version such as RTE 9.34 or 9.40.

Search engine compatibility

Service Manager 9.40 only supports the KM Solr Search Engine.

Compatibility with other HP software products

Service Manager supports many HP portfolio integrations, as well as those of many third parties. These integrations are identified in the integration catalog. To view the catalog, visit the following HP website and select "Service Manager":

http://support.openview.hp.com/sc/integration_catalog.jsp

Languages, localization, and internationalization

The Service Manager 9.40 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 9.40 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 that are supported by UTF-8, visit the following website: www.unicode.org

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

- Language packs provide a translated UI and translated Service Manager documentation unless otherwise noted. For more information, see the release notes for the language packs.
- Service Manager language packs are available for Arabic, Brazilian Portuguese, Czech, Dutch, French, German, Hebrew, Hungarian, Italian, Japanese, Korean, Polish, Russian, Simplified Chinese, Spanish, and Turkish.

Service Request Catalog supports all the languages that are listed above.

The Mobility client supports all the 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 that is 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 releases of the same minor release (second numeral) 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

To learn the obsolescence plans for previously released versions of Service Manager, go to:

<https://softwaresupport.hp.com/web/softwaresupport/obsolescence-migrations>.

Change log

The table below lists the changes to this document since it was first released for version 9.40.

Document Date (product version)	Change
December 2014	Initial release.
December 2014	Added support: Service Manager server <ul style="list-style-type: none">Windows Server 2008 R2, 2008
January 2015	Added support: Service Manager server <ul style="list-style-type: none">Solaris 11.x, 10HP-UX 11i v3 (11.31)AIX 7.1, 6.1 Database <ul style="list-style-type: none">DB2 10.1, 9.7SQL Server 2008, 2008 R2 Virtualization support <p>Microsoft Hyper-V 2008, 2008 R2</p> Web tier: application server <ul style="list-style-type: none">IBM WebSphere Application Server (WAS) 8.x, 7Weblogic 11g, 10.3JBoss EAP 5.1 Mobility client: application server <ul style="list-style-type: none">WAS 8.5 (8.5.5 or a later version)

Document Date (product version)	Change
February 2015	Added support (certified in SM 9.40 P1): Web tier: application server Oracle Weblogic 12c
March 2015	Updated the language support information for the release of Service Manager 9.40 Language Packs.
May 2015	Web tier: web client Added a note about the NPAPI support by Google Chrome 42 and later.
June 2015	Web tier: web client Updated the note about the JRE version for web browsers.
August 2015	Added support (certified in Service Manager 9.40 Patch 3): Service Manager server JRE 8 update 51 Knowledge Management Search Engine JDK 8 update 51
September 2015	Updated the note about Google Chrome support for web browsers in the "Web tier: web client" section.
January 2016	Dropped the IE 10 support for web tier and Service Request Catalog.
January 2017	Dropped the Service Request Catalog for tablets configuration
May 2017	Updated the note about Google Chrome and FireFox support for web browsers in the "Web tier: web client" section.
August 2017	Specified the Oracle database version at minor level (12.1) in the "Databases" section.

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Feedback on Support Matrix (Service Manager 9.40)

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