



Connect-It

Software Version: 9.70

For the Windows® and Linux® operating systems

Support Matrix

Document Release Date: October 2016

Software Release Date: October 2016



Hewlett Packard
Enterprise

Legal Notices

Warranty

The only warranties for Hewlett Packard Enterprise products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Hewlett Packard Enterprise shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from Hewlett Packard Enterprise required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© 1994 - 2016 Hewlett Packard Enterprise Development LP

Trademark Notices

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

Documentation Updates

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <https://softwaresupport.hpe.com/>.

This site requires that you register for an HP Passport and to sign in. To register for an HP Passport ID, click **Register** on the HPE Software Support site or click **Create an Account** on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HPE sales representative for details.

Support

Visit the HPE Software Support site at: <https://softwaresupport.hpe.com/>.

Most of the support areas require that you register as an HP Passport user and to sign in. Many also require a support contract. To register for an HP Passport ID, click **Register** on the HPE Support site or click **Create an Account** on the HP Passport login page.

To find more information about access levels, go to: <https://softwaresupport.hpe.com/web/softwaresupport/access-levels>.

HPE Software Solutions Now accesses the HPSW Solution and Integration Portal website. This site enables you to explore HPE Product Solutions to meet your business needs, includes a full list of Integrations between HPE Products, as well as a listing of ITIL Processes. The URL for this website is <https://softwaresupport.hpe.com/km/KM01702731>.

Contents

Requirements	4
Hardware	4
Operating System	4
Java Runtime Environment	5
Compatibility	6
Languages	6
Internationalization Variances	6
Virtualization Products	7
High-Availability Products	7
HPE Software Integrations	7
HP Software Coexistence	7
Other Software Coexistence	7
Modules	8
Connector Support	8
Inventory Connectors	9
HPE Connectors	11
Application Connectors	15
Protocol Connectors	16
ERP and CRM Connectors	23
Obsolescence Plans	24
Send documentation feedback	25

Requirements

This section provides information about the supported hardware and software that you must have to successfully install and run Connect-It 9.70.

Hardware

The recommended hardware requirements for Connect-It 9.70 are as follows:

Windows

- CPU: Dual-core 2 GHz or above
- RAM: 2 GB or above

Linux

- CPU: Dual-core 2 GHz or above
- RAM: 2 GB or above

Operating System

Connect-It 9.70 runs on the following operating systems:

Platform	OS
x86-32 / Microsoft Windows*	Windows Server 2008 SP1/SP2 Windows Vista Windows 7 SP1 Enterprise Windows 8 Windows 10
x86-64 / Microsoft Windows*	Windows Server 2008 SP1/SP2 Windows Server 2008 R2 Windows Server 2012 Windows Server 2012 R2 Windows 7 SP1 Enterprise Windows 8 Windows 10

Platform	OS
x86-32 / Linux*	Red Hat Enterprise Linux 5 and 6 (32-bit and 64-bit) Oracle Linux 6

(*) Connect-It is a 32 bit application and only supports 32 bit interfaces.

Java Runtime Environment

Connect-It 9.70 requires Java Runtime Environment (JRE) installed (only 32-bit JVM is supported).
Linux may require patches to support JRE.

One of the following supported Java Runtime Environment is required to run Connect-It 9.70:

Vendor	Version
Oracle	Oracle Java Runtime Environment 6.0, 7.0, and 8.0

Compatibility

This section provides information about software and configurations that are not required, but which are compatible with Connect-It 9.70.

Languages

The following table lists the supported languages of Connect-It 9.70:

Support level	Description	Languages
L1	Validated languages: Translated and fully validated	English
L2	Supported languages, using the standard English version: Not translated and not part of the standard testing process.	German, French, Italian, Spanish, Portuguese, Basque, Catalan, Dutch, Danish, Finnish, Norwegian, Swedish, Icelandic
L3*	Supported languages (using the standard English version): Not translated and not part of the standard testing process	Simplified Chinese, Korean, Japanese, Polish, Bosnian, Croatian, Hungarian, Slovak, Slovenian, Czech, Romanian, Russian, Ukrainian, Bulgarian

(*) These languages are supported on Windows and Linux only. To enable these languages, select the “Current Language” option. See the User Guide for more information.

The following table lists the supported installation languages and the related information:

Installation language	Internationalization	Windows/Linux Character Set	Unices Character Set	Language support
English (en)	Executable and documentation	UNICODE (Latin-1 by default)	ANSI (Latin-1 by default)	L1, L2, L3

Internationalization Variances

Connect-It 9.70 runs on all locales described in this document. There are no known variances.

Virtualization Products

Connect-It 9.70 can be used with the following virtualization products:

- VMware Workstation 7.x and 8.x
- VMware ESXi 4.x and 5.x
- VMware vMotion
- Hyper-V in Windows Server 2008 R2

High-Availability Products

Connect-It 9.70 is compatible with the following high-availability products:

- VMware vMotion

HPE Software Integrations

Information about HPE software that integrates with Connect-It 9.70 can be found at the HPE Support web site.

See <https://softwaresupport.hpe.com>.

HP Software Coexistence

There are no known coexistence issues with Connect-It 9.70.

Other Software Coexistence

No coexistence information for Connect-It 9.70 is available.

Modules

The following table shows the Connect-It modules that are supported in different platforms:

Module	Windows	Linux
Scenario editor (conitgui)	X	
Background executable (conitsvc)	X	X
Service management utilities in command line mode (csvctool)	X	X
Service console (console)	X	
Scenario difference viewer (conitdiff)	X	

Connector Support

This section introduces the supported connectors in Connect-It 9.70.

Inventory Connectors

Inventory connector are based on the Database connector - so check Database connector compatibility for backend server compatibility.

Connector	Windows	Linux	Support detail
Altiris 6 Altiris 7	X		Altiris 6.1 Altiris 7.0 and 7.1
CA Unicenter DSM	X	X	Unicenter Desktop and Server Management r11
LANDesk for Inventory	X	X	LANDesk 8.8 and 9.0
LANDesk for Software Distribution	X	X	LANDesk 8.8 and 9.0
System Management Service/System Center Configuration Manager	X		SCCM 2007, 2012, 2012 R2, and 2016
Tally Systems T.S. Census	X	X	Tally System Census 3.1 and 3.2
Tivoli Inventory Management Tivoli Configuration Manager for Inventory Tivoli Configuration Manager for Software Distribution Tivoli Configuration Manager for Software Distribution Status	X	X	Tivoli Inventory 4.0 Tivoli Configuration Manager 4.2 Tivoli Configuration Manager 4.2.1 Scenario provided for Tivoli Enterprise Data Warehouse to ServiceCenter 6.x, on the basis of the XML connector.
Aperture VISTA(Formerly named HP DCIM) <ul style="list-style-type: none"> Aperture VISTA Portal Database(*) 500, 600 	X	X	(*) Based on the Database connector, so compatibility list is the one provided for that connector.

Connector	Windows	Linux	Support detail
<ul style="list-style-type: none">• Aperture VISTA Repository Database(*) 500, 600• Aperture VISTA Symbols Database(*) 500, 600• Aperture VISTA Web Services 500, 600			

HPE Connectors

Connector	Windows	Linux	Support detail
Asset Manager (with released API dynamic library) <ul style="list-style-type: none"> Asset Manager 9.3x Asset Manager 9.40, 9.41 Asset Manager 9.50 Asset Manager 9.60, 9.61 	X	X	Connection is performed via shared library API(aamapixx.dll or libaamapixx.so). All databases engines supported by OS versions of these products. RESTful WebServices exposure supported on Windows only. See also Asset Manager compatibility matrix for support.
Discovery and Dependency Mapping Inventory (DDMi) <ul style="list-style-type: none"> DDMi 7.6x DDMi 7.7 DDMi 9.3x 	X	X	Based on the Database connector, with a native connection to a MySQL database, so compatibility list is the one provided for that connector. It requires the MySQL shared library (libmysql.dll or libmysqlclient.so).
SCAuto listener	X	X	Java-based connector Supports all SCAuto adapters except: <ul style="list-style-type: none"> The Japanese version of the SCAuto HP Network Node Manager adapter version 3.x. SCAuto Email adapter All the adapters using the following commands: QUERY2, INSERTBLOB, CREATEBLOB, DESCRIBE OBJECT, SELECT OBJECTS, END SELECT OBJECTS, GETNEXT OBJECT, STORE OBJECT.
ServiceCenter/Service Manager (with the provided API dynamic	X	X	For Service Manager 7.11 and previous versions:

Connector	Windows	Linux	Support detail
<p>library for Service Manager 7.11 and previous versions)</p> <ul style="list-style-type: none"> • Service Manager 7.1x • Service Manager 9.2x • Service Manager 9.3x • Service Manager 9.40 • Service Manager 9.41 • Service Manager 9.50 • Service Manager 9.51 • Service Manager 9.52 			<p>Connection is performed via shared library API - sccl32.dll or libsccl32.so (one version for each of the major version of ServiceCenter/Service Manager). Connect-It running on Windows can connect to SC/SM7 server running on any SC/SM supported platforms via the sccl32 library. Supported on Windows only.</p> <p>See also ServiceCenter/Service Manager compatibility matrix for support.</p> <p>For Service Manager 9.2x:</p> <p>Connection is performed via SOAP, Connect-It running on Windows/Linux can connect to SM9.2x server running on any platforms that SM9.2x supports.</p>
<p>ServiceCenter/ServiceManager Web Service</p> <ul style="list-style-type: none"> • Service Manager 7.1x • Service Manager 9.2x • Service Manager 9.3x • Service Manager 9.40 • Service Manager 9.41 • Service Manager 9.50 • Service Manager 9.51 • Service Manager 9.52 	X	X	
<p>Cloud Service Automation (CSA)</p> <ul style="list-style-type: none"> • 3.x • 4.0 	X	X	<p>Based on REST connector, so compatibility list is the one provided for that connector. Interact with a RESTful service with Cloud Service Automation Server.</p>

Connector	Windows	Linux	Support detail
Matrix Operating Environment 7.1, 7.2, and 7.3	X	X	Based on REST connector, so compatibility list is the one provided for that connector. Interact with a RESTful service with MOE Server.
Client Automation (Formerly named HP Configuration Management) <ul style="list-style-type: none"> HP Inventory Manager 8.1 HP Service Events 8.1 HP Usage Manager 8.1 HP Management Portal 8.1 	X	X	Management Portal connector is based on Web Services API. Others are based on the Database connector, so compatibility list is the one provided for that connector.
Operations Manager for Unix <ul style="list-style-type: none"> 9.20 	X	X	Based on the Database connector, so compatibility list is the one provided for that connector.
Operations Manager for Windows <ul style="list-style-type: none"> 9.0 	X		Based on the Text connector, so compatibility list is the one provided for that connector. OVO data export to CSV file is done via WMI (Windows Management Instrumentation) API using a VB script.
Network Node Manager i-series (NNMi) <ul style="list-style-type: none"> 9.0 9.11 9.2 10.0 	X	X	Based on Web Services API.
Universal CMDB <ul style="list-style-type: none"> 10.01 	X	X	Based on UCMDB 10 Java API.

Connector	Windows	Linux	Support detail
<ul style="list-style-type: none"> • 10.10 • 10.11 • 10.20 • 10.21 • 10.22 			
Project and Portfolio Management Center (SOAP) <ul style="list-style-type: none"> • 9.1, 9.12, 9.20, 9.21, 9.30 	X	X	Based on Web Services API.
Project and Portfolio Management Center (REST) <ul style="list-style-type: none"> • 9.20, 9.21, 9.30 	X	X	Based on RESTful service of PPM.
Management as a Service	X	X	Based on REST connector, so compatibility list is the one provided for that connector. Interact with a RESTful service with HP Management as a Service Server.

Application Connectors

Connector	Windows	Linux	Support detail
Action Request System®	X	X	AR System® 6.3, 7.0 and 7.5 Connection is performed via AR System® dll, available with each version of AR System® . This API can connect to any server in terms of supported OS for the server machine and the underlying data storage.
Lotus Notes	X		Lotus Notes 8.0 and 8.5
NT Security	X		Windows Server 2003
Tivoli Enterprise Console (send + receive)	X	X	TEC 3.9 It requires the jar files evd.jar and log.jar available in the TEC installation. Server (TEC) platform supported: Windows and Linux. The TEC connector (receiving) requires JRE to be installed on the TEC server.
JMS for IBM WebSphere MQ <ul style="list-style-type: none">IBM WebSphere MQ 6.x, 7.x	X	X	MQ 6.x and 7.x are based on the JMS connector, supporting clustered MQ

Protocol Connectors

Connector	Windows	Linux	Support detail
Command line	X	X	
Database (read + write)	X	X	<p>ODBC*</p> <p>All version 3 drivers should work. See the Connect-It documentation for positively tested drivers.</p> <p>MS SQL (via ODBC)*</p> <p>Server: MS SQL 2005, MS SQL 2008 R2, MS SQL 2012, MS SQL 2014</p> <p>Client: MS SQL 2005, MS SQL 2008 R2, MS SQL 2012, MS SQL 2014</p> <p>Network protocols: TCP/IP, NetBIOS</p> <p>Oracle (native)</p> <p>Server: 10.1.0, 10.2.0, 11.1, 11.2, 12c</p> <p>Client: 10.1.0, 10.2.0, 11.1, 11.2, 12c</p> <p>Network protocols: all network protocols supported by the OCI are supported (in particular: TCP/IP, SPX/IPX (Novell), NetBEUI).</p> <p>Sybase Adaptive Server (native)</p> <p>Server: 12.5.x</p> <p>Client: 12.5.x</p> <p>Network protocols: all network protocols supported by the Ct/lib are supported (in particular: TCP/IP, SPX/IPX (Novell), NetBEUI)</p> <p>MySQL (native)</p> <p>Server: 5.x</p> <p>DB2 UDB (native)</p> <p>Server: 8.2, 10.1, 10.50, 11.1</p> <p>Client: 8.2, 10.1, 10.50, 11.1</p>

Connector	Windows	Linux	Support detail
			<p>Network protocols: TCP/IP, NetBIOS</p> <p>DB2 MVS (via ODBC)*</p> <p>Server: 7.2, 10.1</p> <p>Client: DB2 connect DB2 SDK 8.1.10, 10.1</p> <p>Network protocols: TCP/IP, NetBIOS</p> <p>(*) Windows only.</p>
E-MAIL (fetch / send)	X	X	<p>POP3/POP3 over SSL, TLS</p> <p>Supported encodings:</p> <ul style="list-style-type: none"> Big5*, CP437*, CP850*, CP866*, GB2312*, GBK*, GB18030*, HZ-GB-2312*, x-cp50227*, Big5-HKSCS*, IBM437*, ISO-8859-1, ISO-8859-2*, ISO-8859-9*, ISO-8859-15*, ISO-2022-JP*, ISO-2022-KR*, csISO2022JP*, Shift_JIS*, UTF-8, UTF-16*, US-ASCII, Windows-1250*, Windows-1251*, Windows-1252*, Windows-1254*, KOI8-R* <p>IMAP/IMAP over SSL, TLS</p> <p>Supported encodings:</p> <ul style="list-style-type: none"> Check online documentation for encodings supported by JVM. For example, for the Oracle's JVM 1.6, you can refer to: http://download.oracle.com/javase/6/docs/technotes/guides/intl/encoding.doc.html <p>SMTP/SMTP over SSL, TLS/SMTP - authentication</p> <p>Supported encodings:</p> <ul style="list-style-type: none"> Big5*, CP437*, CP850*, CP866*, GB2312*, GBK*, GB18030*, HZ-GB-2312*, x-cp50227*, Big5-HKSCS*, IBM437*, ISO-8859-1, ISO-8859-2*, ISO-8859-9*, ISO-8859-15*, ISO-2022-JP*, ISO-2022-KR*, csISO2022JP*, Shift_JIS*, UTF-8, UTF-16*, US-ASCII, Windows-1250*, Windows-1251*, Windows-1252*, Windows-1254*, KOI8-R* <p>Simple MAPI (Microsoft Exchange Server 2007 and Microsoft Exchange Server 2010). Refer to vendor library availability on UNIX platform.</p> <p>Supported encodings:</p> <ul style="list-style-type: none"> Any codepage (read / sent), providing it is supported by the Connect-It engine*, ISO-8859-1

Connector	Windows	Linux	Support detail
			<p>Extended MAPI (Microsoft Exchange Server 2007, 2010, and 2013). Refer to vendor library availability on UNIX platform.</p> <p>Supported encodings:</p> <ul style="list-style-type: none"> Any codepage (read / sent), providing it is supported by the Connect-It engine*, ISO-8859-1 <p>(*) Windows only.</p> <p>Receiving connector: Support HTML and Rich text. Skip format information in multipart email type.</p> <p>Sending connector: Support HTML. Not support Rich text.</p> <p>Connect-It support the following versions of the Exchange Web Service:</p> <ul style="list-style-type: none"> 2010 2013
JMS	X	X	<p>Supports XML messages based on an XML schema</p> <p>Interacts with any JMS provider that implements JMS 1.1 via a Destination (Queue or Topic)</p> <p>In particular:</p> <ul style="list-style-type: none"> JBossMQ Apache ActiveMQ
LDAP (read + write)	X	X	<p>LDAP version 3.</p> <p>In particular:</p> <ul style="list-style-type: none"> IBM Domino Microsoft Active Directory Novell Directory Services OpenLDAP Oracle Directory Server

Connector	Windows	Linux	Support detail
			<p>Relies on provided OpenLDAP library (oldap.dll or libolap.so). Network protocols: TCP/IP</p> <p>OpenLDAP 2.4.33 is supported on Windows and Linux systems.</p>
Text (CSV, ...) (read + write)	X	X	<p>Connection:</p> <ul style="list-style-type: none"> • local file • http* • https, support client and server certificate* <p>Supported encodings:</p> <p>Big5*, CP437*, CP850*, GB2312*, IBM437*, ISO-8859-1, ISO-8859-2*, ISO-8859-9*, ISO-8859-15*, ISO-2022-JP*, ISO-2022-KR*, Shift_JIS*, UTF-8, UTF-16*, US-ASCII, Windows-1250*, Windows-1252*, Windows-1254*</p> <p>Compression (read mode):</p> <ul style="list-style-type: none"> • gzip 1.2.4 <p>(*) Windows only.</p>
XML (read + write)	X	X	<p>Supports DTD and XML schema (XML schema requires JRE installed)</p> <p>Parsing:</p> <ul style="list-style-type: none"> • SAX parser <p>Supported encoding (read):</p> <p>Big5*, CP437*, CP850*, GB2312*, IBM437*, ISO-8859-1, ISO-8859-2*, ISO-8859-4*, ISO-8859-9*, ISO-8859-15*, Shift_JIS*, UTF-8, UTF-16*, US-ASCII, Windows-1250*, Windows-1252*, Windows-1254*</p> <p>Supported encoding (write):</p> <p>Big5*, CP437*, CP850*, GB2312*, IBM437*, ISO-8859-1, ISO-8859-2*, ISO-8859-4*, ISO-8859-9*, ISO-</p>

Connector	Windows	Linux	Support detail
			<p>8859-15*, Shift_JIS*, UTF-8, UTF-16*, US-ASCII, Windows-1250*, Windows-1252*, Windows-1254*</p> <p>Compliant with XML 1.0 except:</p> <ul style="list-style-type: none"> • ANY element declaration is not supported • PCDATA (blob) in XML file is not supported • Namespaces are not supported for DTDs <p>Default values on elements in XSD declaration are not supported: the XSD is properly parsed but the default values will not be added in the produced document(default values on attributes in DTD declaration are supported).</p> <p>Connection:</p> <ul style="list-style-type: none"> • local file • ftp* • http* • https, support client and server certificate* <p>Compression (read mode):</p> <ul style="list-style-type: none"> • gzip 1.2.4 <p>(*) Windows only.</p>
XML listener	X	X	Relies on a Web Server able to host a servlet. Refer to RESTful exposure of a connector as an alternative.
SOAP	X	X	<p>Bindings:</p> <p>SOAP protocol 1.1 and 1.2 support</p> <p>SOAP - Transport: HTTP/HTTPS POST - Encoding: Document Literal, RPC Literal and RPC Encoded (Document Encoded is not supported)</p>

Connector	Windows	Linux	Support detail
			<p>HTTP/HTTPS GET - support response mime content type 'text/xml' and 'application/xml'</p> <p>HTTP/HTTPS POST - support request mime content type 'application/x-www-form-urlencoded' and response mime content type 'text/xml' and 'application/xml' MTOM attachments support in request and response, MIME attachments support in response.</p> <p>HTTP over SSL support</p> <p>Compression: gzip</p> <p>Authentication: Basic, NTLMv2</p> <p>Support proxy (HTTP proxy)</p>
REST	X	X	<p>Interacts with a RESTful service or an HTTP server;</p> <p>Protocol: HTTP/HTTPS, customized HTTP header.</p> <p>Data format: Text/File/Multipart, XML format, ATOM based an ATOM XSD.</p> <p>Compression: gzip</p> <p>Transport: HTTP/HTTPS, Support dynamic http methods (POST, PUT, DELETE, GET).</p> <p>SSL: "trustall" SSL certificate option.</p> <p>Authentication: Basic, NTLMv2</p> <p>Support proxy (HTTP proxy)</p>
REST (Deprecated)	X	X	<p>Interacts with an HTTP server using:</p> <p>Protocol: ATOM feed with entries whose content is XML-based</p> <p>Transport: HTTP/HTTPS POST,PUT,DELETE,GET</p> <p>Authentication: Basic</p> <p>Support proxy</p>

Connector	Windows	Linux	Support detail
HTTP Service	X	X	Protocol: ATOM/XML (with XML based entries) and JSON Transport: HTTP/HTTPS POST,PUT,DELETE,GET Authentication: Basic Support proxy

ERP and CRM Connectors

Connector	Windows	Linux	Support detail
SAP R/3	X	X	R/3 3.1I and higher. Require SAP JCo Release 2.1.8 or higher (successfully tested with SAP JCo 2.1.8). <ul style="list-style-type: none">• BAPI• IDOC• ALE
SAP WebServices	X	X	WebAS 6.40 and higher, NetWeaver 7.0 <ul style="list-style-type: none">• Out-of-Box WebServices• User-defined WebServices• XI WebServices

Obsolescence Plans

As of October 2016, there are no plans to end support for any currently supported version of Connect-It.

Send documentation feedback

If you have comments about this document, you can [contact the documentation team](#) by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Support Matrix (Connect-It 9.70)

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 connectit_support@groups.hpe.com.

We appreciate your feedback!