



# Asset Manager

Software Version: 9.63  
Windows® and Linux® operating systems

## Support Matrix

Document Release Date: May 2020  
Software Release Date: April 2017



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# Requirements

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This section provides information about the supported hardware and software that you must have to successfully install and run Asset Manager 9.63.

## Hardware

The Asset Manager 9.63 Web Client has the following minimum requirements:

- **Screen resolution:** 1366\*768
- **Network identification:** IPv4/IPv6

For other components:

- **Screen resolution:** 800\*600
- **Network identification:** IPv4/IPv6

For detailed hardware requirements, refer to the Asset Manager sizing guide.

## Operating System

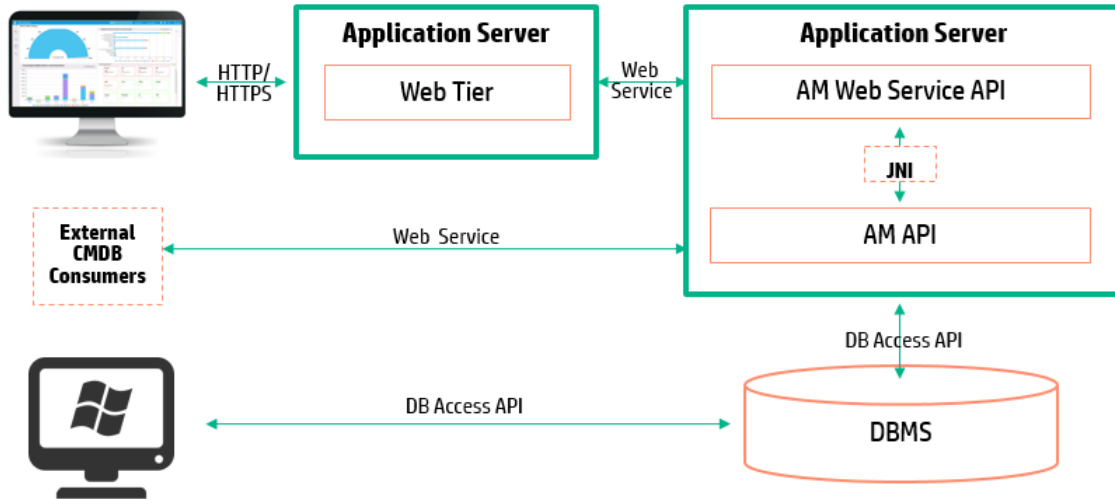
The Asset Manager 9.63 Server is supported on the following operating systems.

**Note:** Asset Manager Server is the computer where the web service and API modules are located.

Platform	Operating System
x64 Microsoft	Windows Server 2012 Windows Server 2012 R2 Windows Server 2016
x64 RedHat	RedHat Enterprise Linux Server and Advanced Platform 6.x RedHat Enterprise Linux Server and Advanced Platform 7.x
x64 Oracle	Oracle Linux 6 Oracle Linux 7
CentOS	CentOS 6.6 CentOS 7.1

## Supported Asset Manager Components

### HPE Asset Manager Architecture



In the following table:

- **C1** = Windows Client
- **C2** = Web Tier
- **C3** = Web Services
- **C4** = Automated Process Manager, Application Designer and Export Tool (Graphical)

**Note:** Asset Manager Automated Process Manager is installed as both a graphical program and a Windows service. Only server versions of Microsoft Windows are recommended for Asset Manager Automated Process Manager in a production environment.

- **C5** = Import and Export (Command Line)
- **C6** = Automated Process Manager (Command Line)
- **C7** = Application Designer (Command Line)
- **C8** = APIs

<b>Platform and Operating System</b>	<b>C1</b>	<b>C2</b>	<b>C3</b>	<b>C4</b>	<b>C5</b>	<b>C6</b>	<b>C7</b>	<b>C8</b>
<b>Microsoft Windows desktop workstations</b> <ul style="list-style-type: none"> <li>• Windows 7</li> <li>• Windows 8.1</li> <li>• Windows 10 (64-bit only)</li> </ul>	Yes	No	No	No	Yes	No	Yes	Yes
<b>Microsoft Windows servers</b> <ul style="list-style-type: none"> <li>• Windows Server 2012</li> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2016</li> </ul>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>x64 (64-bit application mode) Linux</b> <ul style="list-style-type: none"> <li>• RedHat Enterprise Linux 6.x Server and Advanced Platform</li> <li>• RedHat Enterprise Linux 7.x Server and Advanced Platform</li> <li>• Oracle Linux 6</li> <li>• Oracle Linux 7</li> <li>• CentOS 6.6</li> <li>• CentOS 7.1</li> </ul>	No	Yes	Yes	No	Yes	Yes	Yes	Yes

## Virtual Environments

Hardware virtualization solutions, such as VMware, reside in the hardware layer underneath the operating system and are used by customers to partition and virtualize their server hardware.

HPE will support customers who run software products on supported Operating Systems, irrespective of whether they are running VMware in their environment or not. HPE supports operating systems, not specific hardware configurations. Accordingly, HPE does not support VMware since it operates at the hardware layer. VMware supports a set of certified operating systems and hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use of VMware.

HPE will not require customers to recreate and troubleshoot every issue in a non-VMware environment; however, HPE does reserve the right to request our customers to diagnose certain issues in a native certified operating system environment without the virtual image. HPE will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

While HPE software products are expected to function properly in virtual environments, 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 contention, which can have significant impact on performance and scalability, particularly under peak load.



## Databases

Database Engine	Versions
Oracle Database	11.2 (including Oracle RAC)
Oracle Database	12c (including Oracle RAC)
Oracle Database	19c (including Oracle RAC)
Microsoft SQL Server	2008 R2
Microsoft SQL Server	2012
Microsoft SQL Server	2014
Microsoft SQL Server	2016
PostgreSQL	9.41
PostgreSQL	9.5

- In the current version of Asset Manager, the support for PostgreSQL has the following limitations:
  - Only Unicode code page is supported
  - Binding variable is not supported
  - Case-insensitivity is not supported for text fields
  - Connect-It does not support Asset Manager on PostgreSQL database
  - AM Generic Adapter does not support Asset Manager on PostgreSQL database

Asset Manager 9.63 introduces an early support for PostgreSQL databases. It intends to provide the possibility to set up a demo database using PostgreSQL and covers most features you can find in traditionally supported RDBMS. Currently, Asset Manager with PostgreSQL database is not supported in production environments. Provided you read and understand the limitation of this release, you are welcome to send us your expectations, feedbacks, and undocumented issues you may find during your early testing of this feature.

- SQL Server Express is not supported for production environments. SQL Server Express is for demonstration purposes only.
- For Oracle Database version 11.2, we strongly recommend that you use 11.2.0.4 or higher patch level for optimal application performance.

- Microsoft SQL Server and Oracle Database are the recommended database engines for Asset Manager. DB2 is no longer supported, you can migrate your DB2 database by following the instructions in the *Migrating from DB2 to MS SQL Server and Oracle* white paper located in `<AMInstallationDIR>\doc\white_papers\Asset Management Processes`.
- For Microsoft SQL Server, it is only supported by the Asset Manager on the Windows platforms.

# Application Servers

Asset Manager 9.63 supports the application servers detailed in the following table:

**Note:** We recommend that you use Tomcat as your application server.

Application Server	Supported (64-bit)
Tomcat 7.0	Oracle J2SDK 7.0, Update 75
Tomcat 8.0 Tomcat 8.5	<p>Oracle J2SDK 7.0, Update 75</p> <p>Oracle J2SDK 8.0, Update 40</p> <p>OpenJDK 8.0</p> <p>Zulu 8.15.0.1-win64 (OpenJDK build 1.8.0_92-b15) for Windows</p> <p><b>Note:</b> OpenJDK does not support FIPS mode. If you need to enable FIPS mode for Asset Manager, use Oracle JDK or IBM JRE as needed.</p> <p><b>Note:</b> To use Asset Manager 9.63 with Tomcat 8.5 or 9.0, the user needs to add the highlighted line below to the <i>&lt;Tomcat home&gt;/conf/context.xml</i> file.</p>
Tomcat 9.0	<pre>&lt;Context&gt; &lt;WatchedResource&gt;WEB-INF/web.xml&lt;/WatchedResource&gt; &lt;WatchedResource&gt;WEB-INF/tomcat-web.xml&lt;/WatchedResource&gt; &lt;WatchedResource&gt;\${catalina.base}/conf/web.xml&lt;/WatchedResource&gt; &lt;CookieProcessor className="org.apache.tomcat.util.http.LegacyCookieProcessor" /&gt; &lt;/Context&gt;</pre>
Latest version of WebSphere Application Server 8.5	IBM Runtime Environment Java Technology Edition 7.0
Oracle WebLogic Server 12c	<p>Oracle J2SDK 7.0</p> <p>Oracle J2SDK 8.0 for Linux</p> <p><b>Note:</b> For Oracle Weblogic Server 12c R2, Oracle J2SDK 8.0.11 or above is</p>

<b>Applicati on Server</b>	<b>Supported (64-bit)</b>
Oracle Weblogic Server 12c R2	required.

## Java

Asset Manager 9.63 supports Java 7 and Java 8.

## Web Servers

Server
IIS 8.0 for Windows Server 2012
IIS 8.5 for Windows Server 2012 R2
Apache 2.0.x (x>=43) <b>Note:</b> Only mod_jk is certified.
Apache 2.2 <b>Note:</b> Only mod_jk is certified.

## Web Browsers and Plug-ins

Browser	Version
Internet Explorer (IE)	Internet Explorer 10 and 11
Firefox	ESR 45.0 and later versions
Chrome	56.0 and later versions

**Note:** For Firefox, Asset Manager certifies ESR versions only. See <https://www.mozilla.org/en-US/firefox/organizations/faq/> for Firefox ESR overview. For Google Chrome, Asset Manager so far certifies version 56.0 and later versions only. However, Asset Manager is committed to investigating the reported issues on non-certified Chrome versions.

# Compatibility

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This section provides information about software and configurations that are not required, but which are compatible with Asset Manager 9.63.

## Languages

In addition to English, Asset Manager is localized into the following languages:

French, German, Italian, Portuguese\*, Dutch\*, Spanish, Japanese, Simplified Chinese, Korean and Russian.

**Note:** There is no localized documentation for Dutch and Portuguese.

Asset Manager can support the following languages in the Standard English version using that Latin charset DB without any user interface or documentation localization:

Basque, Catalan, Danish, Finnish, Icelandic, Norwegian, Swedish

For other languages, Asset Manager supports standard English version with DB Unicode text fields enabled. There is no user interface or documentation localization available.

## Localization Variance

Asset Manager 9.63 runs identically on all locales described in this document. There is no known variance.

## 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.

HPE supports Asset Manager running on operating systems and databases on particular platforms as described in the matrix above, not specific hardware and software configurations. HPE will support Service Manager customers who run HPE software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HPE 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. HPE will not require customers to re-create and troubleshoot every issue in a non-transparent environment; however, HPE does reserve the right to request that its customers diagnose certain issues in a native certified operating system environment without the transparent technology. HPE will only make this request when there is reason to believe that the environment is a contributing factor to the reported issue.

While Asset Manager is expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HPE’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.



## High-Availability Products

Asset Manager 9.63 supports high-availability implementations as described in the *AM High Availability Guidelines* document.

## HPE Software Integrations

Information about HPE software that integrates with Asset Manager 9.63 can be found at the HPE Support web site.

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

**Note:** The Connect-It scenario files for AM-SM integration can be downloaded from HPE Live Network Integration Content for Asset Manager (<https://hpln.hpe.com/>).

You can download the Connect-It Scenario files in the “AM-SM Integration” folder for the following two integrations:

- Employee Self-Service Catalog for Asset Manager (ID: 351 <https://softwaresupport.hpe.com>)

Notice that Service Manager 9.40 process designer introduces a new field of "phase" for Interaction lifecycle management, which prevents AM from closing SM Interaction for request of AM catalog Items. The Connect-It scenario above has made a change to take "phase" into consideration.

- Reference Data Synchronization via Connect-It (ID: 415 <https://softwaresupport.hpe.com>)

## Third Party Product Integrations

Product	Versions
BusinessObjects Business Intelligence Platform	4.1 <b>Notes:</b> <ol style="list-style-type: none"><li>1. As it requires the Asset Manager ODBC driver, which is provided only under Windows, the Crystal Reports integration is only supported on Windows. Crystal Reports Server for Linux or Unix cannot be used with Asset Manager.</li></ol>

Product	Versions
	2. Both OEM and standard versions of Crystal Reports are supported by Asset Manager.

For more third-party product integrations, see <https://softwaresupport.hpe.com/#!/&tab=tab1>.

## HPE Software Coexistence

There are no known coexistence issues with Asset Manager 9.63.

## Other Software Coexistence

There are no known coexistence issues with Asset Manager 9.63.

## Performance and Sizing

For details, see the *Asset Manager Sizing Guide Using the Oracle Database Server, or IBM DB2 Database Server, or Microsoft SQL Server*.

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