



Connect-It

Software Version: 9.80
Windows® and Linux® operating systems

Support Matrix

Document Release Date: March 2019
Software Release Date: March 2019



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Requirements

This section provides information about the supported hardware and software that you must have to successfully install and run Connect-It 9.80.

Hardware

The recommended hardware requirements for Connect-It 9.80 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 9.80 runs on the following operating systems:

Platform	OS
x86-32 / Microsoft Windows*	Windows 8.1 Windows 10
x86-64 / Microsoft Windows*	Windows Server 2012 Windows Server 2012 R2 Windows Server 2016 Windows 8.1 Windows 10
x86-32 / Linux*	Red Hat Enterprise Linux 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 9.80 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 9.80:

Version
Oracle Java Runtime Environment 7.0 and 8.0
OpenJDK 8.0 (with Connect-It 9.80 Patch 1)

Compatibility

This section provides information about software and configurations that are not required, but which are compatible with Connect-It 9.80.

Languages

The following table lists the supported languages of Connect-It 9.80:

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 9.80 runs on all locales described in this document. There are no known variances.

Virtualization Products

Connect-It 9.80 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 9.80 is compatible with the following high-availability products:

- VMware vMotion

Micro Focus Software Integrations

Information about Micro Focus software that integrates with Connect-It 9.80 can be found at our Support web site.

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

Micro Focus Software Coexistence

There are no known coexistence issues with Connect-It 9.80.

Other Software Coexistence

No coexistence information for Connect-It 9.80 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 9.80.

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 7	X		Altiris 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 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 4.2.1 Scenario provided for Tivoli Enterprise Data Warehouse to ServiceCenter 6.x, on the basis of the XML connector.
Aperture VISTA(Formerly named DCIM) <ul style="list-style-type: none"> • Aperture VISTA Portal Database(*) 500, 600 • Aperture VISTA Repository Database(*) 	X	X	(*) Based on the Database connector, so compatibility list is the one provided for that connector.

Support Matrix
Compatibility

Connector	Windows	Linux	Support detail
500, 600 <ul style="list-style-type: none"><li data-bbox="247 337 768 402">• Aperture VISTA Symbols Database(*) 500, 600<li data-bbox="247 418 737 451">• Aperture VISTA Web Services 500, 600			

Micro Focus Connectors

Connector	Windows	Linux	Support detail
Asset Manager (with released API dynamic library) <ul style="list-style-type: none"> Asset Manager 9.40, 9.41 Asset Manager 9.50 Asset Manager 9.60, 9.61, 9.62, 9.63 Asset Manager 9.70 	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 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).
SCAauto listener	X	X	Java-based connector Supports all SCAuto adapters except: <ul style="list-style-type: none"> The Japanese version of the SCAuto Network Node Manager adapter version 3.x. SCAauto 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 library for Service Manager 7.11 and previous versions)	X	X	For Service Manager 7.11 and previous versions: 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

Connector	Windows	Linux	Support detail
<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 • Service Manager 9.60 • Service Manager 9.61 (with Connect-It 9.80 Patch 3) • Service Manager 9.62 (with Connect-It 9.80 Patch 3) 			<p>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 • Service Manager 9.60 	X	X	

Support Matrix
Compatibility

Connector	Windows	Linux	Support detail
<ul style="list-style-type: none"> Service Manager 9.61 (with Connect-It 9.80 Patch 3) Service Manager 9.62 (with Connect-It 9.80 Patch 3) 			
Cloud Service Automation (CSA) <ul style="list-style-type: none"> 3.x 4.0 	X	X	Based on REST connector, so compatibility list is the one provided for that connector. Interact with a RESTful service with Cloud Service Automation Server.
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"> Inventory Manager 8.1 Service Events 8.1 Usage Manager 8.1 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)	X	X	Based on Web Services API.

Support Matrix
Compatibility

Connector	Windows	Linux	Support detail
<ul style="list-style-type: none"> 9.2 10.0 			
Universal CMDB <ul style="list-style-type: none"> 10.01 10.10 10.11 10.20 10.21 10.22 2018.05 (with Connect-It 9.80 Patch 1) 2018.08 (with Connect-It 9.80 Patch 1) 2018.11 (with Connect-It 9.80 Patch 3) 2019.02 (with Connect-It 9.80 Patch 3) 	X	X	Based on UCMDB 10 Java API.
Project and Portfolio Management Center (SOAP) <ul style="list-style-type: none"> 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.
<ul style="list-style-type: none"> Management as a Service 	X	X	Based on REST connector, so compatibility list is the one provided for that

Connector	Windows	Linux	Support detail
<ul style="list-style-type: none">• SMAX 2018.02• SMAX 2018.11 (with Connect-It 9.80 Patch 3)• SMAX 2019.02 (with Connect-It 9.80 Patch 3)			connector. Interact with a RESTful service with Management as a Service Server.

Application Connectors

Connector	Windows	Linux	Support detail
Action Request System®	X	X	AR System® 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 8.5
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 • IBM WebSphere MQ 7.x	X	X	MQ 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)* Server: MS SQL 2005, MS SQL 2008 R2, MS SQL 2012, MS SQL 2014, MS SQL 2016 Client: MS SQL 2005, MS SQL 2008 R2, MS SQL 2012, MS SQL 2014, MS SQL 2016 Network protocols: TCP/IP, NetBIOS</p> <p>Oracle (native) Server: 10.1.0, 10.2.0, 11.1, 11.2, 12c, 12c R2 Client: 10.1.0, 10.2.0, 11.1, 11.2, 12c, 12c R2 Network protocols: all network protocols supported by the OCI are supported (in particular: TCP/IP, SPX/IPX (Novell), NetBEUI).</p> <p>Note: New data type introduced in MS SQL Server 2016 and Oracle 12c R2 is not supported.</p> <p>Sybase Adaptive Server (native) Server: 12.5.x Client: 12.5.x Network protocols: all network protocols supported by the Ct/lib are supported (in particular: TCP/IP, SPX/IPX (Novell), NetBEUI)</p> <p>MySQL (native) Server: 5.x</p> <p>DB2 UDB (native)</p>

Connector	Windows	Linux	Support detail
			<p>Server: 8.2, 10.1, 10.50, 11.1 Client: 8.2, 10.1, 10.50, 11.1 Network protocols: TCP/IP, NetBIOS</p> <p>DB2 MVS (via ODBC)* Server: 7.2, 10.1 Client: DB2 connect DB2 SDK 8.1.10, 10.1 Network protocols: TCP/IP, NetBIOS</p> <p>(*) Windows only.</p>
E-MAIL (fetch / send)	X	X	<p>POP3/POP3 over SSL, TLS 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 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 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>

Connector	Windows	Linux	Support detail
			<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>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

Connector	Windows	Linux	Support detail
			<ul style="list-style-type: none"> Novell Directory Services OpenLDAP Oracle Directory Server <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>

Connector	Windows	Linux	Support detail
			<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-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.

Connector	Windows	Linux	Support detail
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> <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>

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Compatibility

Connector	Windows	Linux	Support detail
			Transport: HTTP/HTTPS POST,PUT,DELETE,GET Authentication: Basic Support proxy
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 March 2019, there are no plans to end support for any currently supported version of Connect-It.