Service Manager

Software Version: 9.61
For the supported Windows® and Linux® operating systems

Support Matrix

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Documentation Updates

About this document:

- Documented Product: Service Manager, Software Version number: 9.61
- Document Release Date: August 2018
- Software Release Date: August 2018

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Contents

Requirements

This section provides information about the supported hardware and software that you must have to successfully install and run Service Manager (SM) 9.61.

JRE support

Oracle Java 7 (JRE 7) has reached the end of public updates since April 2015. As a result, Service Manager will no longer support JRE 7 for SM 9.61. Customers on SM 9.61 should use JRE 8.

This applies to all SM components such as SM server and Solr search engine, and web elements such as web client, mobility client, and SRC running on Tomcat application server. For the IBM WebSphere application server, use JRE 8 for WebSphere 8.5.5 and JRE 7 for Websphere 8.5 as Websphere 8.5 does not support JRE 8. Please contact IBM or Oracle for further information on these product versions and the supported JRE.

Additional support of OpenJDK

As of version 9.50, Service Manager adds the support of Open Java Development Kit (OpenJDK) 8.

- A 32-bit OpenJDK JRE is bundled with the Windows Server and Windows Client installation packages so that you do not need to manually install a JRE for them. If you want, you can replace the bundled OpenJDK JRE folder with an Oracle JRE folder.

- For the Linux Server and other components, you can install either an OpenJDK JRE or Oracle JRE.

For more information, search for "JRE support" in Service Manager help center.

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. Micro Focus 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 8 (OpenJDK 8) is provided in the Service Manager installation for Windows. For Linux

servers, you must pre-install a 32-bit OpenJDK JRE 8 or Oracle JRE 8.

Server platforms

The Service Manager 9.61 server supports the following 64-bit operating systems:

Windows	• Windows Server 2016, 2012 R2, 2012 **Note:** For Windows Server 2016, using the Server Core option to install the Service Manager server is not supported.
Linux	• Red Hat Enterprise Linux 7.5, 7.4, 7.3, 6.9, 6.8 • Oracle Enterprise Linux 7.5, 7.4, 7.3, 6.9, 6.8 • Novell SUSE Linux Enterprise Server 12 SP3, 11 SP4

Databases

The Service Manager 9.61 server supports the following back-end databases:

RDBMS	Versions	Notes
PostgreSQL	• 10 • 9.6	

Oracle	• Oracle 12c Release 1(12.1)
	• Oracle 12c Release 2 (12.2)
		When you upgrade the Oracle database client to 12c, make sure that the following settings are correct:
		
		• After upgrade, the following two lines in sm.ini are the same as before.
		
		`[oracle**]`
		`sqldictionary:oracle**`
		
		• The RDBMS driver setting for the **sqllibrary** parameter in sm.ini is `sqllibrary:sqoracle.oci12.so` on Linux and `sqllibrary:sqoracle.oci10.DLL` on Windows.

SQL Server	• SQL Server 2017 • SQL Server 2016 • SQL Server 2014 SP2	SQL Server connectivity is only supported in configurations where the Service Manager server is running on a Windows operating system.

> **Note:** For better performance and stronger security, we recommend that you use the Enterprise edition of the databases.

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 9.61 server supports the following virtualization platforms:

Virtualization platform	Notes
VMWare vSphere 6.x, 5.x	vMotion is supported.
Microsoft Hyper-V 2016, 2012 R2, 2012	
KVM	The kernel version must be 3.10.0 or later.

> **Note:**
>
> - 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 Software Support website: https://softwaresupport.softwaregrp.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 9.61 supports case-insensitive mode in the Oracle database and the PostgreSQL database.

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. We fully support Oracle RAC configurations and will honor this re-connect strategy. For more information, see "Transparent technology and virtualization support" on page 18.

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.

Support of SQL Server AlwaysOn

Service Manager supports SQL Server AlwaysOn, which is a high availability solution for SQL Server databases.

> **Caution:** To support this functionality, Microsoft ODBC Driver 11 for SQL Server (or a later version) must be installed and used to create a system DSN for the Service Manager database.

For more information, see the *Support of SQL Server AlwaysOn* topic in the Service Manager Help Center.

Service Manager clients

This section provides support matrix information of the Service Manager 9.61 clients.

> **Note:** No new features are being added to the Windows (Eclipse) client. We recommend that Service Manager administrators deploy other Service Manager clients (web client, SRC client, Mobility client, or Service Portal) instead of the Windows (Eclipse) 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 9.61 web tier supports the following configurations:

Application server	• Apache Tomcat 9.x, 8.5.x • WebSphere Application Server (WAS) 8.5 (8.5.5 or a later version) • JBoss Enterprise Web Server (JWS) 3.1
Web server	• Apache HTTP Server 2.4 • IIS 8.5, 8.0 > **Note:** The web server must be compatible with the web tier application server.
Web client	• Internet Explorer (IE) 11 • Edge (the latest version) • Firefox (the latest version) • Chrome (the latest version) > **Note:** • We recommend that you use Windows desktop operating systems to access the Service Manager web client. • You must enable the Java plug-in (32-bit JRE 8) in web browsers to use Service Manager telephony (the legacy CTI method), workflows (non-Process Designer-based), and CI visualization. The latest JRE 8 update 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/releasenotes/. 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).

- Chrome 44 disables NPAPI support by default. You need to enable the NPAPI support in Chrome to use the following applet sensitive features in SM: telephony (the legacy CTI method), workflows (non-Process Designer-based), and CI visualization.

  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.softwaregrp.com/km/KM01585680

Mobility client

The Service Manager 9.61 mobility client supports the following configurations:

Application server	- Apache Tomcat 9.x, 8.5.x - WebSphere Application Server (WAS) 8.5 (8.5.5 or a later version)
Handset	The Service Manager Mobility client supports handsets that are running the following operating system versions and their built-in browsers. **Mobile operating system** / **Mobile browser** iOS 11.x, 10.x — Safari Android 8.x, 7.x — Chrome, Android browser **Note:** - 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.

Service Request Catalog

To work with Service Request Catalog (SRC) 9.61, both the Service Manager server and applications must upgrade to version 9.61.

Service Request Catalog 9.61 supports the following configurations:

Application server	• Tomcat 9.x, 8.5.x
Web server	• Apache HTTP Server 2.4 • IIS 8.5, 8.0
Browser	• Internet Explorer 11 • Firefox (the latest version) • Chrome (the latest version) **Note:** • SRC does not support Edge. • We recommend that you use Windows desktop operating systems to access Service Request Catalog. • The user's browser requires Adobe Flash Player 10.3 or a later version. After you access SRC, when the browser displays a notification about installing the Flash Player, go ahead and install the Flash Player. • For Firefox 60.0.0 and later, you cannot upload attachments in SRC. This issue is caused by a bug in Firefox 60.0.1. For more information about this bug, see https://bugzilla.mozilla.org/show_bug.cgi?id=1462979.

Service Manager Service Portal

Service Manager Service Portal 9.61 supports the following configurations:

Operating systems	• Red Hat Enterprise Linux 7.4, 7.3
Database	• PostgreSQL 9.6 (Embedded in the Service Manager Service Portal installation)
Browser	• Internet Explorer 11

	• Edge (the latest version)
	• Firefox (the latest version)
	• Chrome (the latest version)
	• Safari 9.0 or higher
End-point systems for integration	Cloud Service Automation 4.8, 4.7

Windows client

The Service Manager 9.61 Windows client supports the following operating systems:

Operating system (32-bit and 64-bit)	• Windows 10
	• Windows 8.1

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 18 for more information.

Solr Search Engine

The Service Manager 9.61 Solr Search Engine for Knowledge Management runs on the same platforms as the Service Manager server and requires JDK 8. The latest update of JDK 8 is recommended.

Smart Analytics

Note: Before you install Smart Analytics, make sure that your Service Manager Applications version is not earlier than the Smart Analytics version.

The Service Manager 9.61 Smart Analytics supports the following 64-bit operating systems:

Windows	• Windows Server 2016, 2012 R2, 2012
Linux	• Red Hat Enterprise Linux 7.5, 7.4, 7.3, 6.9, 6.8

Service Manager Collaboration

The Service Manager 9.61 Collaboration chat server (Openfire) supports the following configurations:

Database	• PostgreSQL 9.6 • Oracle 12c Release 1(12.1), 12c Release 2 (12.2) • SQL Server 2017, 2016, 2014 SP2
Operating systems	• Windows Server 2016, 2012 R2, 2012
Web server	• Apache HTTP Server 2.4 • IIS 8.5, 8.0
Microsoft Skype for Business	• Skype for Business 2016 client

Identity Manager (IdM) service

The Service Manager 9.61 Identity Manager (IdM) service supports the following configurations:

Web application server	Tomcat 9.x, 8.x, 7.x
Identity provider (IdP)	Microsoft Active Directory Federation Services (ADFS) 3.0, 2.0 **Note:** ADFS must be configured to authenticate users stored in an LDAP server.
Database	• Oracle 12c • SQL Server 2016, 2014, 2012 • PostgreSQL 9.4 or later

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 9.5x client together with the SM 9.6x server or using an SM 9.6x client together with an SM 9.5x server is not supported.

In addition, we strongly recommend that you use Service Manger server together with the clients that are from the same release. For example, use the Service Manager 9.61 server together with the Service Manager 9.61 clients.

> **Note:** For SRC and SMSP, 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 must be no earlier than the applications version.

If you use the 9.61 applications, you must use a client/server version of 9.61 or greater.

If you use the 9.61 client/server, you can use the 9.61, 9.60, 9.52, 9.51, 9.50, 9.41, or 9.40 applications.

Service Request Catalog

Service Request Catalog (SRC) requires the same applications version as its own. Refer to the following table for details.

SRC version	SM Applications version
9.61	9.61

Service Portal

Important: Micro Focus has chosen SMA-SM Service Portal as the strategic focus for further Service Portal development, and Service Manager Service Portal (SMSP) will no longer evolve functionally. Customers are encouraged to adopt SMA-SM Service Portal as a replacement for SMSP. SMSP is delivered in this release only for the existing SMSP install base.

> **Tip:** To learn the compatibility information for SMA Service Portal and Service Manager , see the support matrix document of the SMA-SM suite.

Service Manager Service Portal (SMSP) requires the applications version as indicated in the following table.

SMSP version	SM Applications version
9.61	9.61

Search engine compatibility

Service Manager 9.61 supports the Solr Search Engine and the IDOL Search Engine.

> **Note:** The IDOL Search Engine is introduced in Service Manager 9.41 Smart Analytics as a new feature called Smart Search. If you enable Smart Analytics, the IDOL Search Engine is also enabled and you can no longer use the Solr Search Engine.

Compatibility with other Micro Focus software products

Service Manager supports many Micro Focus 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 website and select "Service Manager":

https://softwaresupport.softwaregrp.com/km/KM01663677

Languages, localization, and internationalization

The Service Manager 9.61 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 9.61 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 9.61 approaches languages, localization, and internationalization as follows:

- Language packs provide a translated UI for Service Manager.

- Service Manager 9.60 language packs are available for the following languages: Arabic, French, German, Italian, Japanese, Russian, Simplified Chinese, Spanish, Brazilian Portuguese, Korean, and Turkish.

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

  Service Portal supports Swedish in addition to all the languages that are listed above.

  The Mobility client supports all the languages that are listed above, except for Arabic (the right-to-left display language).

- 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.

Micro Focus supports Service Manager running on operating systems and databases on particular platforms as described in the matrix above, not specific hardware and software configurations. Micro Focus will support Service Manager customers who run Micro Focus software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. Micro Focus 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.

Micro Focus will not require customers to re-create and troubleshoot every issue in a non-transparent environment; however, Micro Focus does reserve the right to request that its customers diagnose certain issues in a native certified operating system environment without the transparent technology. Micro Focus 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 Micro Focus'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 the previously released versions of Service Manager and the Micro Focus products that integrate with Service Manager, go to:

https://softwaresupport.softwaregrp.com/web/softwaresupport/obsolescence-migrations.

Change log

The table below lists the changes to this document since it was first released for version 9.61.

Document Date (product version)	Change
October 17, 2018	Added PostgreSQL 10 for server.
August 2018	Initial release.

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