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# HP Service Manager

for supported Windows® and UNIX® operating systems

## Compatibility Matrix

Software version: 9.30 / July 2011 (Updated January, 2016)

This document lists the supported configurations for HP Service Manger 9.30.

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## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:

[http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp)

This site requires that you register for an HP Passport and sign-in. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link 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 HP sales representative for details.

**Note:** To view files in PDF format (\*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:

<http://www.adobe.com/>

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## Service Manager server

The Service Manager 9.30 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.

**Important:** A 32-bit Java version 1.6 (update 20 or greater) must be pre-installed on all systems except for x86 systems where it is provided in the Service Manager installation.

Supported operating systems for the Service Manager 9.30 server include:

### Server platform

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HP Itanium	<ul style="list-style-type: none"><li>• HP-UX 11i v2 (11.23)</li><li>• HP-UX 11i v3 (11.31)</li></ul>
x86	<ul style="list-style-type: none"><li>• Novell SUSE Linux Enterprise 10.1+ *</li><li>• Oracle Enterprise Linux 5 (Update 4+) *</li><li>• Red Hat Enterprise Linux 5.4+*</li><li>• Windows 2008</li></ul>
x86-64	<ul style="list-style-type: none"><li>• Novell SUSE Linux Enterprise 10.1+ *</li><li>• Novell SUSE Linux Enterprise 11 *</li><li>• Oracle Enterprise Linux 5 (Update 4+) *</li><li>• Red Hat Enterprise Linux 5.4+ *</li><li>• Red Hat Enterprise Linux 6 *</li><li>• Windows 2008</li><li>• Windows 2008R2</li></ul>
Sun SPARC	<ul style="list-style-type: none"><li>• Sun Solaris Server 9</li><li>• Sun Solaris Server 10</li></ul>
IBM pSeries	<ul style="list-style-type: none"><li>• AIX 6.1</li><li>• AIX 7.1</li></ul>

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\* The Linux Kernel version must be 2.6.16 or greater.

## 64-Bit platform support

The Service Manager 9.30 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 and DB2 uses their native clients; connectivity to SQLServer is performed through ODBC and requires the 32-bit version of the ODBC Driver Manager. You may use either the

SQLServer 2005 or SQLServer 2008 client library, but not the Windows default SQLServer client library when configuring the ODBC connection.

## RDBMS

Supported back-end databases for the Service Manager 9.30 server include:

RDBMS		Notes
Oracle	<ul style="list-style-type: none"> <li>Oracle 11.2</li> </ul>	HP strongly recommends the use of the Oracle 11R2 (Oracle 11.2.0.3 or later) and avoiding the use of Oracle 11R1. Our experience has shown numerous problems with the Oracle 11.1 release including both stability and performance that are improved in the Oracle 11.2 release and cannot be mitigated by changes in the Service Manager code base.
DB2 9	<ul style="list-style-type: none"> <li>DB2 9.5</li> <li>DB2 9.7</li> </ul>	
SQLServer	<ul style="list-style-type: none"> <li>SQLServer 2005</li> <li>SQLServer 2008</li> </ul>	

**Note:** SQLServer connectivity is only supported in configurations where Service Manager server is running on a Windows operating system.

## Virtualization support

Supported virtualization platforms for the Service Manager 9.30 server include:

Virtualization Platform	Notes
<ul style="list-style-type: none"> <li>VMWare ESX 4</li> <li>VMWare ESXi 4.1</li> <li>VMWare ESXi 5 (supported only for Service Manager 9.30p3 or later)</li> </ul>	Do not run with vMotion. Memory must be dedicated.
<ul style="list-style-type: none"> <li>Microsoft Hyper-V</li> </ul>	

## Case-sensitivity

Service Manager 9.30 supports the default case-sensitivity for all of the RDBMS platforms listed, including the case insensitive collations in Microsoft SQL Server. In addition to these defaults, Service Manager 9.30 supports case-insensitive mode in Oracle 11.2.

## Oracle Real Application Cluster and Transparent Application Failover

Oracle Transparent Application Failover (TAF) is a feature that allows for 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. See [Transparent technology and virtualization support](#) for more information.

Since similar functionality is already available in Service Manager, the product has not been modified to run in an Oracle TAF configuration.

**Warning:** Using Service Manager in combination with Oracle TAF could actually cause connectivity issues to the database. Do not run Service Manager in an Oracle TAF configuration.

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## Service Manager clients

Viewing Service Manager forms with either the Windows or Web client requires a minimum screen resolution of 1024x768.

### Client/Application compatibility

The client version cannot be earlier than the application version. For example, if you are using 9.30 applications, then you must use a client version 9.30 or greater.

### Client/Server compatibility

Supported Service Manager client/server combinations include:

- The same version for the client and the server. (Recommended)
- Differing versions of the client and server while upgrading them, for example the Service Manager 9.2x or Service Manager 7.11 client with Service Manager 9.30 server.

### Windows client

Supported operating systems for the Service Manager 9.30 Windows client include:

- Windows 7, 32-bit and 64-bit
- Windows Vista, 32-bit and 64-bit
- Windows XP

Virtualization options, such as Citrix, are considered transparent technologies. See [Transparent technology and virtualization support](#) for more information.

### Web Tier: Web client

Supported browsers for the Service Manager Web tier include:

- Internet Explorer 9

**Note:** Internet Explorer 9 is supported only for Web tier 9.30p3 or later.

- Internet Explorer 11 Enterprise Mode

**Note:** If you use IE 11 Enterprise Mode, it is recommended that you select **IE8 Document Mode** in Enterprise Mode Site List Manager.

**Note:** IE 7 and IE 8 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7 and IE 8 running on Windows desktop operating systems.

- Firefox 3.6 to 10.x

**Note:** Service Manager components such as CI visualization and the workflow widget require a JRE level of 1.5 or greater for the user's browser.

## Web Tier: Application servers

Supported application servers for the Service Manager Web tier include:

### Application server

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Apache Tomcat	<ul style="list-style-type: none"><li>• Tomcat 6.0</li><li>• Tomcat 7.0</li></ul>
IBM Web Application Server	<ul style="list-style-type: none"><li>• WAS 6.1</li><li>• WAS 7</li><li>• WAS 8.0 (Supported only for Service Manager 9.30p4 or later)</li></ul>
Oracle WebLogic	<ul style="list-style-type: none"><li>• WebLogic 10.3</li><li>• WebLogic 11g</li></ul>
JBoss EAP	<ul style="list-style-type: none"><li>• EAP 5.1</li></ul>

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## Web Tier: Web servers

Supported web servers for the Service Manager Web tier include:

- IIS 7.0 or 7.5
- Apache HTTP Server 2.2

**Note:** The Web server must be compatible with the Web tier application server.

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## Service Manager applications

The Service Manager 9.30 server supports all Service Manager application levels from Service Manager 7.11 through 9.30.

### Knowledge Management Search Engine

The Service Manager 9.30 Knowledge Management Search Engine runs on the same platforms as the Service Manager server, but requires SUN JDK 1.6 update 21 or greater.

### Mobile Applications

The Service Manager 9.30 Mobile Applications run on the same platforms as the Service Manager server, but require the following:

- Tomcat 6.0 Application Server
- Sun JRE 1.6 update 21 or greater

Service Manager mobile applications support handsets running the following operating system versions with their built-in browsers:

<b>Mobile Operating System</b>	<b>Mobile Browser</b>
iOS	Safari
<ul style="list-style-type: none"><li>• iOS 3.x</li><li>• iOS 4.x</li></ul>	
Android	Android browser
<ul style="list-style-type: none"><li>• Android 2.1</li><li>• Android 2.2</li><li>• Android 2.3</li></ul>	
BlackBerry	BlackBerry browser
<ul style="list-style-type: none"><li>• BlackBerry 6.0</li></ul>	
WebOS	WebOS browser
<ul style="list-style-type: none"><li>• WebOS 2.0.x</li><li>• WebOS 2.1</li></ul>	

**Note:** Other third-party web browsers have not been certified and are therefore not supported.

## Service Request Catalog

Service Manager (SM) 9.30 supports Service Request Catalog (SRC) version 1.30. SRC 1.30 can only work the SM 9.30 server and SM 9.30 applications.

**Note:** HP recommends that you install SRC on a different machine than the Service Manager server for performance reasons.

Supported configurations for HP Service Request Catalog 1.30 include:

### Server OS

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- HP Itanium**
- HP-UX 11i v3 (11.x)
  - Oracle Enterprise Linux 5

- x86-64**
- Oracle Enterprise Linux 5
  - Red Hat Enterprise Linux 5
  - Red Hat Enterprise Linux 6
  - Windows 2008R2
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### Application server

- Tomcat 6.0
- Tomcat 7.0

**Note:** Requires Java version 1.6 (update 20 or greater)

### Browser

- Internet Explorer 11 Enterprise Mode

**Note:** If you use IE 11 Enterprise Mode, it is recommended that you select **IE8 Document Mode** in Enterprise Mode Site List Manager.

**Note:** IE 7 and IE 8 are no longer supported because starting from January 12, 2016, Microsoft ends technical support and security updates for IE 7 and IE 8 running on Windows desktop operating systems.

- Firefox 3.6

**Note:** Requires Adobe Flash 10.2 or greater

### Web server

- Apache HTTP Server 2.2

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## Languages, localization, and internationalization

The Service Manager 9.30 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](http://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 9.30 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 supported by UTF-8, refer to [www.unicode.org](http://www.unicode.org).

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

- Language packs provide translated user interfaces (UI), Online Help (OLH), and installation documentation unless otherwise noted.
- Updated Brazilian Portuguese (UI only), Czech (UI only), Dutch (UI only), French, German, Hungarian (UI only) Italian, Japanese, Korean, Polish (UI only), Russian, Simplified Chinese, and Spanish, language packs will be available approximately 90 days after the Sales Release of Service Manager.
- New Arabic language pack will also be available approximately 90 days post-release, but additionally requires either the Windows client 9.30p1 or greater (on a supported Windows operating system other than Windows XP) or the Service Manager Web client and Internet Explorer 8.
- Service Manager accepts and displays data for any language 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.

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## Compatibility with other Hewlett-Packard products

Service Manager supports many Hewlett-Packard (HP) portfolio integrations, as well as those of many Third parties. These integrations are identified in the integration library. Access the catalog at the following link and select Service Manager: [http://support.openview.hp.com/sc/integration\\_catalog.jsp](http://support.openview.hp.com/sc/integration_catalog.jsp)

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## 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.

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## 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 maintenance releases of the same minor release 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 (e.g., Oracle 11.0, then 11.2, then 11.2g, etc.); we only list the latest version of the vendor product that we actually certified at the time of our product release.