

Mercury IT Governance Center™

**System Requirements
and Compatibility Matrix**

Version: 7.0

Updated: November 17, 2006



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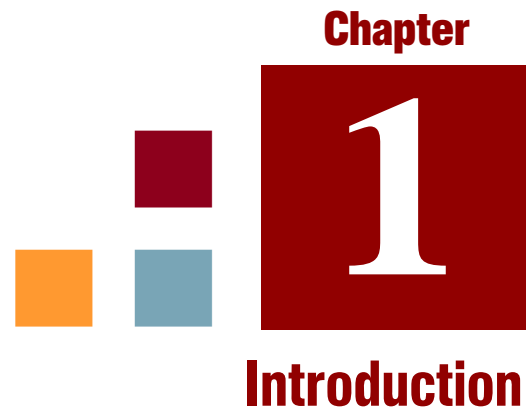
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Change History

Publication Date	Summary of Changes
November 17, 2006	<ul style="list-style-type: none"><li data-bbox="493 898 1263 961">■ Included (or updated) Oracle database patch and configuration requirements.<li data-bbox="493 968 1114 999">■ Added information pertinent to Cygwin installation.



The change bars in the left margins reflect the modifications made in the *most recent* version of the guide—these change bars are not cumulative.

A decorative graphic consisting of four colored squares: an orange square on the left, a blue square below a maroon square, and a large maroon square on the right containing a white number '1'. The word 'Chapter' is positioned above the large square, and the word 'Introduction' is positioned below it.

Chapter
1
Introduction

In This Chapter:

- *About This Guide*
 - *Overview of the Mercury IT Governance Center Architecture*
 - *Related Information*
-

About This Guide

Welcome to Mercury IT Governance Center™. This goal of this document is to provide you with the details that will allow you to understand the hardware and software options available for your deployment of Mercury IT Governance Center.

This document provides the details about the environments and products supported by Mercury for release 7.0. Additionally, this guide identifies required third-party software as well as software that can be used to enable optional features, functionality, and topologies.

Overview of the Mercury IT Governance Center Architecture

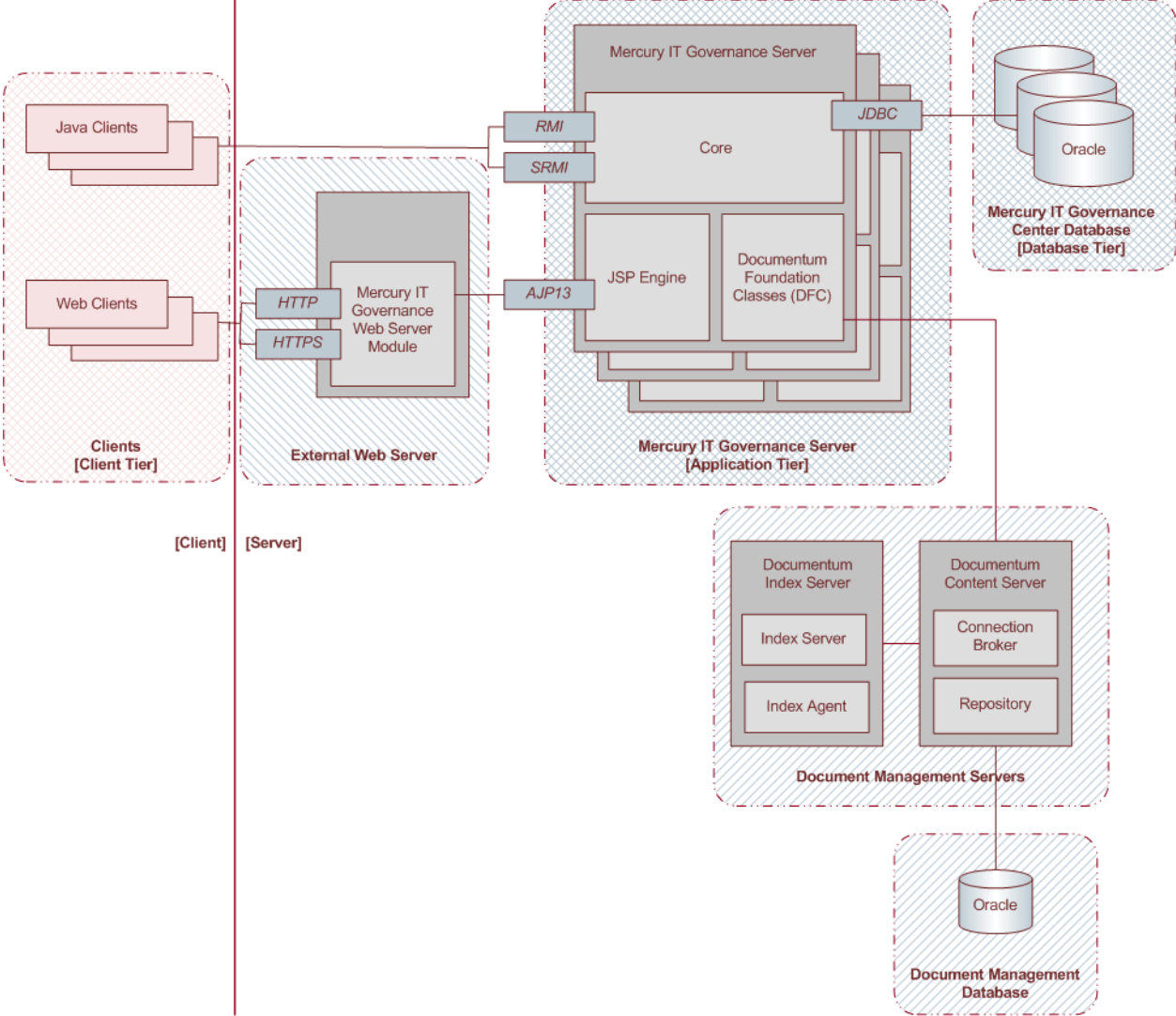
Mercury IT Governance Center employs a three-tier, client-server architecture as shown in the following conceptual diagram (*Figure 1-1*). Refer to the *System Administration Guide and Reference* for details about the available system configuration options.

Chapter 2, *Client-Side Products and Environments*, on page 13 provides details about the requirements and optional software used in the client tier. These components are identified in the pale crimson area on the client-side (left) portion of *Figure 1-1*.

Chapter 3, *Server-Side Products and Environments*, on page 17 focuses on the hardware and software requirements for the application and database tiers. The major components of these tiers are identified in the cross-hatched pale blue areas on the server-side (right) portion of *Figure 1-1*.

In addition the application and database tier components, the server-side chapter also provides details about the optional Web server and Document Management components (identified in the diagonally-slashed pale blue areas on the server-side (right) portion of *Figure 1-1*).

Figure 1-1. Mercury IT Governance Center architecture



Although not shown in *Figure 1-1*, Mercury IT Governance Center is able to integrate with most industry standard single sign-on systems such as eTrust SiteMinder, Oblix, RSA Sign-On Manager, and Tivoli Access Manager.

■ ■ Note

Mercury will support single sign-on integration to the extent that the Mercury API is used for this purpose. Mercury will provide logging information so that customers and third-party vendors can troubleshoot the integration themselves. Mercury will not set up the third-party system for debugging purposes. Mercury does not commit to changing any Mercury-produced code should the integration fail.

Chapter 4, *Mercury Migrator and Extension Products and Environments*, on page 61 details the third-party software supported for the Mercury IT Governance Center Extensions and Migrators.

For support information about Mercury Accelerators, Mercury Adapters, and any Mercury IT Governance Center integrations, see the documentation that accompanies those products.

Related Information

Selected information from the following documents can assist you with your planning and deployment activities:

- *System Administration Guide and Reference*

This guide includes initial product installation procedures as well as configuration, operation, maintenance, migration, and performance information.

In particular, this guide provides an overview of the Mercury IT Governance Center architecture and optional configurations—this information can help you determine the optimal configuration of your deployment.

- *Document Management Guide and Reference*

This guide provides additional details about the hardware and software requirements used to support Mercury Document Management. Implementation of this functionality has notable topological impact.

- *Release Notes*

This document provides late-breaking information that may affect your installation and deployment of Mercury IT Governance Center.

Chapter

2

Client-Side Products and Environments

In This Chapter:

- *Overview of Client-Side Support*
 - *Platform and Browser Requirements*
 - *Mercury IT Governance Workbench Requirements*
 - *Java Plug-In Requirements*
 - *Disk Space Requirements*
 - *Optional Third-Party Products*
 - *Microsoft Project*
 - *Microsoft Excel*
-

Overview of Client-Side Support

The following sections provide information about Web client environment requirements for both the Mercury IT Governance Center standard interface and the Mercury IT Governance Workbench as well as support for optional, third-party, client-based products.

For Java client requirements, contact Mercury Support (support.mercury.com).

Platform and Browser Requirements

Table 2-1 lists the supported client platforms and browsers.

Table 2-1. Browser requirements

Client Operating System	Supported Browsers
<ul style="list-style-type: none">■ Microsoft Windows XP Professional SP1■ Microsoft Windows XP Professional SP2	<ul style="list-style-type: none">■ Microsoft Internet Explorer 6.0 (SP2)■ Mozilla Firefox 1.5.x^a
a. Use version 5.0 update 6 of the Sun Java plug-in with Mozilla Firefox.	

Clients running the Mercury IT Governance Workbench need at least 256 MB of RAM.

Clients not running the Mercury IT Governance Workbench need at least 128 MB of RAM.



Note

Microsoft Internet Explorer 7.0 is not currently supported.

Mercury IT Governance Workbench Requirements

Java Plug-In Requirements

Clients that provide access to the Mercury IT Governance Workbench must have an appropriate version of the Sun Java plug-in (JRE) installed.

Supported versions include:

- 1.4.2_06 (or later)
- 5.0 update 2 (or later)

The Java plug-in is automatically installed the first time a user accesses the Workbench.

Disk Space Requirements

User machines that access the Mercury IT Governance Workbench require 40 MB of disk space more than is required by the browser. This space is required to store client-side Java files.

Optional Third-Party Products

This section lists the optional third-party products that can be used with Mercury IT Governance Center release 7.0.

Microsoft Project

Mercury Project Management supports the following versions of Microsoft Project:

- Microsoft Project 2000 Standard Edition SP1
- Microsoft Project 2002 Standard Edition
- Microsoft Project 2002 Professional Edition
- Microsoft Project Standard 2003
- Microsoft Project Professional 2003

For More Information

For more information about using Microsoft Project with Mercury Project Management, see the *Mercury Project Management User's Guide*.

Microsoft Excel

The following versions of Microsoft Excel are supported:

- Microsoft Excel 2000 Standard Edition
- Microsoft Excel 2002 Standard Edition
- Microsoft Office Excel 2003

Server-Side Products and Environments

In This Chapter:

- *Overview of Server-Side Support*
- *Important Considerations*
- *Mercury IT Governance Server*
 - *Microsoft Platforms*
 - *Sun Platforms*
 - *HP Platforms*
 - *IBM Platforms*
 - *Red Hat Platforms*
 - *SUSE Platforms*
 - *Hardware Sizing Estimates*
 - *Email Server Requirements*
- *Mercury IT Governance Center Database*
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 - *Database Character Sets*
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 - *IBM Platforms*
 - *Red Hat Platforms*
 - *SUSE Platforms*

- *Document Management Content Server and Index Server Sizing Recommendations*
 - *Document Management Database*
 - *Microsoft Platforms*
 - *Sun Platforms*
 - *HP Platforms*
 - *IBM Platforms*
 - *Red Hat Platforms*
 - *SUSE Platforms*
 - *Document Management Database Sizing Recommendations*
 - *External Web Servers*
-

Overview of Server-Side Support

The following sections list the requirements for the Mercury IT Governance Center server-side components. Details specific to each component are documented in their own section. For your convenience the information is further categorized by platform and each section includes additional important information and considerations, if necessary.

Important Considerations

Carefully consider each of the following during your planning and deployment phases of Mercury IT Governance Center:

- Oracle Support
 - All installed Oracle versions should include the most recent patches and follow the guidelines provided in the latest *Critical Patch Update*. This information is available from <https://metalink.oracle.com>.
 - Throughout this guide, any Oracle patches or similar updates that are critical for Mercury IT Governance Center support are noted.
 - Standard Edition One as well as the Standard and Enterprise Editions of the Oracle database versions are supported.

- Mercury supports 32-bit and 64-bit Oracle for the versions and operating systems supported by Mercury IT Governance Center. These are subject to the hardware and operating system requirements established by Oracle. If you install Mercury IT Governance Center on a single server machine sharing both the application server and database, Mercury does not support use of 64-bit JVMs.
- Operating System Support
 - Support for each operating system version assumes that the appropriate patch or patches have been applied to support the Java 2 SDK installation on that system.
- VMware Support
 - Where VMware ESX Server 2.5 on x86 platforms is supported, Mercury IT Governance Center release 7.0 is expected to function properly in virtual environments for which Mercury has explicitly stated support; however, there may be functional and performance implications. Mercury will not require customers to re-create and troubleshoot every issue in a non-VMware environment; however, Mercury does reserve the right to request that customers diagnose certain issues in a native supported operating system environment without the virtual environment. Mercury will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue. If the issue cannot be reproduced in a supported non-virtual environment, customers will need to refer their issues to VMware. VMware-specific problems must be handled by the customer and VMware.

Mercury IT Governance Server

Microsoft Platforms

Table 3-1. Mercury IT Governance Server requirements on Microsoft platforms (page 1 of 3)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Server 2003 SP1, Standard Edition ■ Microsoft Windows Server 2003 SP1, Enterprise Edition ■ Microsoft Windows Server 2003 R2, Enterprise Edition 	All of the following: <ul style="list-style-type: none"> ■ Pentium 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
When installed on an x86 VMware ESX Server 2.5 partition, one of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Server 2003 SP1, Standard Edition ■ Microsoft Windows Server 2003 SP1, Enterprise Edition 	All of the following: <ul style="list-style-type: none"> ■ 1 AMD Opteron in 32-bit mode or 2 Intel 900MHz Pentium 3 Xeon (or later) ■ 3 GB RAM ■ 600 MB disk space for installed files ■ 400 MB temporary space for installation files 	<ul style="list-style-type: none"> ■ Remote Management of ESX is required. ■ For system sizing impact, contact Mercury Support (support.mercury.com)
Platform (with Document Management)		
One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Server 2003 SP1, Standard Edition ■ Microsoft Windows Server 2003 SP1, Enterprise Edition 	All of the following: <ul style="list-style-type: none"> ■ Pentium 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
SDK Software		
For all of the Microsoft operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Sun Java™ SDK, Standard Edition 1.4.2_12 (available from Sun) 	

Table 3-1. Mercury IT Governance Server requirements on Microsoft platforms (page 2 of 3)

Operating System	Minimum Requirements	Additional Information
Communications Software		
For all of the Microsoft operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Services for UNIX version 3.0 ■ Microsoft Windows Services for UNIX version 3.5 ■ Microsoft Telnet Services 	
Secure Communications Software		
For all of the Microsoft operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ VanDyke (VShell Server) version 2.6 ■ OpenSSH version 4.2 (included in Cygwin) ■ OpenSSH version 4.3p2 (included in Cygwin) 	<ul style="list-style-type: none"> ■ During Cygwin installation, use the installer's recommended values for the Install For and Default Text File Type fields.
Terminal Emulation Software		
For all of the Microsoft operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ "Dumb" mode ■ VT100 mode ■ VT220 mode 	

Table 3-1. Mercury IT Governance Server requirements on Microsoft platforms (page 3 of 3)

Operating System	Minimum Requirements	Additional Information
Other Software		
For all of the Microsoft operating systems previously identified in this table	<ul style="list-style-type: none"> ■ SQL*Net 	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
For all of the Microsoft operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Email application configuration (optional) 	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.
For all of the Microsoft operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Bourne shell 	<ul style="list-style-type: none"> ■ This software is included in the Cygwin utilities. ■ The Bourne shell (bash) must be available on both the source and destination servers.

Sun Platforms

Table 3-2. Mercury IT Governance Server requirements on Sun platforms (page 1 of 2)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
One of the following:		
<ul style="list-style-type: none"> ■ Sun Solaris 9 	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC 800 MHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
<ul style="list-style-type: none"> ■ Sun Solaris 10 	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC 600 MHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
Platform (with Document Management)		
One of the following:		
<ul style="list-style-type: none"> ■ Sun Solaris 9 	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC 800 MHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
<ul style="list-style-type: none"> ■ Sun Solaris 10 	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC 600 MHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	
SDK Software		
For all of the Sun operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Sun Java™ SDK, Standard Edition 1.4.2_12 (available from Sun) 	

Table 3-2. Mercury IT Governance Server requirements on Sun platforms (page 2 of 2)

Operating System	Minimum Requirements	Additional Information
Secure Communications Software		
For: ■ Sun Solaris 9	One of the following: ■ SSH-2.0_Sun_SSH_1.0 ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2	
For: ■ Sun Solaris 10	One of the following: ■ SSH-2.0_Sun_SSH_1.1 ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2	
Terminal Emulation Software		
For all of the Sun operating systems previously identified in this table	One of the following: ■ “Dumb” mode ■ VT100 mode ■ VT220 mode	
Other Software		
For all of the Sun operating systems previously identified in this table	■ SQL*Net	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
For all of the Sun operating systems previously identified in this table	■ Email application configuration (optional)	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.

HP Platforms

Table 3-3. Mercury IT Governance Server requirements on HP platforms (page 1 of 2)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
One of the following: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2.0 (11.23) 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
Platform (with Document Management)		
One of the following: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2.0 (11.23) 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
SDK Software		
For all of the HP operating systems previously identified in this table	<ul style="list-style-type: none"> ■ HP-UX Java 2 SDK, Standard Edition version 1.4.2_11 (available from HP) 	
Secure Communications Software		
For all of the HP operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2 	
Terminal Emulation Software		
For all of the HP operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ “Dumb” mode ■ VT100 mode ■ VT220 mode 	

Table 3-3. Mercury IT Governance Server requirements on HP platforms (page 2 of 2)

Operating System	Minimum Requirements	Additional Information
Other Software		
For all of the HP operating systems previously identified in this table	<ul style="list-style-type: none"> ■ SQL*Net 	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
For all of the HP operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Email application configuration (optional) 	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.

IBM Platforms

Table 3-4. Mercury IT Governance Server requirements on IBM platforms (page 1 of 2)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
One of the following: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ■ IBM AIX 5L version 5.3 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
Platform (with Document Management)		
One of the following: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ML4 ■ IBM AIX 5L version 5.2 ML5 ■ IBM AIX 5L version 5.2 ML6 ■ IBM AIX 5L version 5.3 APAR IY58143 ■ IBM AIX 5L version 5.3 ML1 ■ IBM AIX 5L version 5.3 ML2 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
SDK Software		
For all of the IBM operating systems previously identified in this table	<ul style="list-style-type: none"> ■ IBM SDK for AIX, Java 2 Technology Edition, version 1.4.2.1 (IBM AIX build ca142-20050929a) (available from IBM) 	
Secure Communications Software		
For all of the IBM operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2 	

Table 3-4. Mercury IT Governance Server requirements on IBM platforms (page 2 of 2)

Operating System	Minimum Requirements	Additional Information
Terminal Emulation Software		
For all of the IBM operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ “Dumb” mode ■ VT100 mode ■ VT220 mode 	
Other Software		
For all of the IBM operating systems previously identified in this table	<ul style="list-style-type: none"> ■ SQL*Net 	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
For all of the IBM operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Email application configuration (optional) 	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.

Red Hat Platforms

Table 3-5. Mercury IT Governance Server requirements on Red Hat platforms (page 1 of 2)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
One of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 ■ Red Hat Enterprise Linux AS 4.0 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
When installed on an x86 VMware ESX Server 2.5 partition, one of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 ■ Red Hat Enterprise Linux AS 4.0 	All of the following: <ul style="list-style-type: none"> ■ 1 AMD Opteron in 32-bit mode or 2 Intel 900MHz Pentium 3 Xeon (or later) ■ 3 GB RAM ■ 600 MB disk space for installed files ■ 400 MB temporary space for installation files 	<ul style="list-style-type: none"> ■ Remote Management of ESX is required. ■ For system sizing impact, contact Mercury Support (support.mercury.com)
Platform (with Document Management)		
One of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 Update 3 ■ Red Hat Enterprise Linux AS 3.0 Update 4 ■ Red Hat Enterprise Linux AS 3.0 Update 6 ■ Red Hat Enterprise Linux AS 4.0 Update 2 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
SDK Software		
For all of the Red Hat operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Sun Java 2 SDK, Standard Edition 1.4.2_12 (available from Sun) 	

Table 3-5. Mercury IT Governance Server requirements on Red Hat platforms (page 2 of 2)

Operating System	Minimum Requirements	Additional Information
Secure Communications Software		
For all of the Red Hat operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2 	
Terminal Emulation Software		
For all of the Red Hat operating systems previously identified in this table	One of the following: <ul style="list-style-type: none"> ■ “Dumb” mode ■ VT100 mode ■ VT220 mode 	
Other Software		
For all of the Red Hat operating systems previously identified in this table	<ul style="list-style-type: none"> ■ SQL*Net 	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
For all of the Red Hat operating systems previously identified in this table	<ul style="list-style-type: none"> ■ Email application configuration (optional) 	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.

SUSE Platforms

Table 3-6. Mercury IT Governance Server requirements on SUSE platforms (page 1 of 2)

Operating System	Minimum Requirements	Additional Information
Platform (without Document Management)		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations.
When installed on an x86 VMware ESX Server 2.5 partition: <ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ Remote Management of ESX is required. ■ For system sizing impact, contact Mercury Support (support.mercury.com)
Platform (with Document Management)		
One of the following: <ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 ■ SUSE Linux Enterprise Server 9 SP1 ■ SUSE Linux Enterprise Server 9 SP2 	All of the following: <ul style="list-style-type: none"> ■ Intel 1.5 GHz ■ 2 GB RAM ■ 600 MB disk space ■ 400 MB temp space 	<ul style="list-style-type: none"> ■ See Hardware Sizing Estimates on page 33 for additional considerations. ■ DFC version 5.3 SP2 must be installed.
SDK Software		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	<ul style="list-style-type: none"> ■ Sun Java 2 SDK, Standard Edition 1.4.2_12 (available from Sun) 	
Secure Communications Software		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	One of the following: <ul style="list-style-type: none"> ■ AttachmateWRQ (Reflection for Secure IT) version 6.1 (formerly F-Secure SSH) ■ OpenSSH version 4.1p1 ■ OpenSSH version 4.3p2 	

Table 3-6. Mercury IT Governance Server requirements on SUSE platforms (page 2 of 2)

Operating System	Minimum Requirements	Additional Information
Terminal Emulation Software		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	One of the following: <ul style="list-style-type: none"> ■ “Dumb” mode ■ VT100 mode ■ VT220 mode 	
Other Software		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	<ul style="list-style-type: none"> ■ SQL*Net 	<ul style="list-style-type: none"> ■ The Oracle client version should correspond to the version of the database used with the Mercury IT Governance Center instance. ■ SQL*Net must be configured to recognize the connection string of the Oracle database that contains the Mercury IT Governance Center database schema.
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	<ul style="list-style-type: none"> ■ Email application configuration (optional) 	<ul style="list-style-type: none"> ■ If you are planning to use notifications, an email application is needed. See Email Server Requirements on page 33 for details.

Hardware Sizing Estimates

The hardware specifications provided in this guide are the minimum requirements for a valid Mercury IT Governance Center production installation. The requirements as they apply to each installation will vary based on the number of users, volume of activity, and type of activity. Mercury will conduct hardware assessments for customers at appropriate stages of the implementation. Contact Mercury Support (support.mercury.com) for a detailed assessment.

Email Server Requirements

An email server is required if you are planning to use notifications. Mercury IT Governance Center can send email notifications to identify pending actions or to notify users of status changes for various packages, requests, and tasks.

Mercury IT Governance Center can integrate with any SMTP-compliant mail server, including Microsoft Exchange, UNIX sendmail, and others.

To work with these third-party products, the Mercury IT Governance Server needs the IP address of the email server and the logon name of one or more valid users on the email server, which the Mercury IT Governance Server uses as “from” addresses for its notifications.

For More Information

For information about configuring the email server, see the *System Administration Guide and Reference*.

Mercury IT Governance Center Database

Microsoft Platforms

Table 3-7. Mercury IT Governance Center database requirements on Microsoft platforms

Component	Requirements	Additional Information
Platform		
One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Server 2003 SP1, Standard Edition ■ Microsoft Windows Server 2003 SP1, Enterprise Edition ■ Microsoft Windows Server 2003 R2, Enterprise Edition 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB for CLOB and 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-14 on page 42 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-20 on page 50 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ The value for the <code>blank_trimming</code> configuration parameter must be set to <code>true</code> in the initialization file (either <code>init.ora</code> or <code>spfile.ora</code>). 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	<ul style="list-style-type: none"> ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

Sun Platforms

Table 3-8. Mercury IT Governance Center database requirements on Sun platforms

Component	Minimum Requirements	Additional Information
Platform		
One of the following: <ul style="list-style-type: none"> ■ Solaris 9 ■ Solaris 10 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB for CLOB and 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-15 on page 43 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-21 on page 51 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 ■ Oracle 10.2.0.1 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. ■ Install and apply Oracle patch 5089814. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 5089814. ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

HP Platforms

Table 3-9. Mercury IT Governance Center database requirements on HP platforms

Component	Minimum Requirements	Additional Information
Platform		
One of the following: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2.0 (11.23) 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB for CLOB and 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-16 on page 44 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-22 on page 52 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 ■ Oracle 10.2.0.1 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790 (on PA-RISC only). ■ Install and apply Oracle patch 5089814 (on Itanium only). 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 5089814. ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

IBM Platforms

Table 3-10. Mercury IT Governance Center database requirements on IBM platforms

Component	Minimum Requirements	Additional Information
Platform		
One of the following: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ■ IBM AIX 5L version 5.3 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB for CLOB and 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-17 on page 45 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-23 on page 53 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 5089814. ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

Red Hat Platforms

Table 3-11. Mercury IT Governance Center database requirements on Red Hat platforms

Component	Minimum Requirements	Additional Information
Platform		
One of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 ■ Red Hat Enterprise Linux AS 4.0 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB for CLOB, 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-18 on page 46 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-24 on page 54 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790 (on x86 only). 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 ■ Oracle 10.2.0.1 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. ■ Install and apply Oracle patch 5089814. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 5089814. ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

SUSE Platforms

Table 3-12. Mercury IT Governance Center database requirements on SUSE platforms

Component	Minimum Requirements	Additional Information
Platform		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Pentium 3 GHz ■ 2 GB RAM ■ 1 GB disk space (25 MB CLOB and 100 MB for index) 	If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable version of the platform. See Table 3-19 on page 47 for information. ■ Also see Document Management Database Sizing Recommendations on page 56.
Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 ■ Oracle 9.2.0.7 RAC 		If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database: <ul style="list-style-type: none"> ■ Make sure that you select a suitable database version. See Table 3-25 on page 55 for information.
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 ■ Oracle 10.1.0.4 RAC 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790 (on x86 only). 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 ■ Oracle 10.2.0.1 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. ■ Install and apply Oracle patch 5089814. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.2 ■ Oracle 10.2.0.2 RAC 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 5089814. ■ Run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729. <pre>alter system set _optimizer_connect_by_cost_based=false scope=both;</pre> 	

Database Character Sets

Table 3-13 lists the database character sets supported in release 7.0 of Mercury IT Governance Center.

Table 3-13. Database character sets supported

Code	Description
US7ASCII	ASCII 7-bit U.S. America
WE8ISO8859P1	ISO 8859-1 Western Europe
WE8ISO8859P9	ISO 8859-9
WE8ISO8859P15	ISO 8859-15
WE8MSWIN1252	Microsoft Windows code page 1252 8-bit Western Europe
UTF8	Unicode 3.0 UTF-8
AL32UTF8	Unicode 3.0 UTF-8

Document Management Servers

The optional Document Management module provided by Mercury for use with Mercury IT Governance Center includes:

- Version 5.3 SP2 of the Documentum Foundation Classes (DFC)
- Version 5.3 SP2 of the Documentum Content Server
- Version 5.3 SP2 of the Documentum Index Server

The Document Management module files are available only from Mercury and can be obtained from the Mercury IT Governance Download Center (itg.merc-int.com/support/download/login.jsp).

For performance reasons, Mercury recommends that you install this software on separate servers and databases as shown in *Figure 1-1* on page 11.

For More Information

For information about the additional features and functionality available with Document Management module, see the *Document Management Guide and Reference*.

Microsoft Platforms

Table 3-14. Document Management server requirements on Microsoft platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
One of the following: <ul style="list-style-type: none"> ■ Windows 2000 SP4 ■ Windows 2000 SP4 Update Rollup 1 ■ Windows 2003 ■ Windows 2003 SP1 	All of the following: <ul style="list-style-type: none"> ■ Intel Pentium ■ 512 MB RAM ■ 700 MB disk space (for installation only) in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.
Document Management Index Server Platform		
For all of the Microsoft operating systems previously identified in this table	All of the following: <ul style="list-style-type: none"> ■ Intel Pentium ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.

Sun Platforms

Table 3-15. Document Management server requirements on Sun platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
One of the following: <ul style="list-style-type: none"> ■ Sun Solaris 8 ■ Sun Solaris 9 ■ Sun Solaris 10 	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC ■ 512 MB RAM ■ 700 MB disk space (for installation only) in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.
Document Management Index Server Platform		
For all of the Sun operating systems previously identified in this table	All of the following: <ul style="list-style-type: none"> ■ UltraSPARC ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.

HP Platforms

Table 3-16. Document Management server requirements on HP platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
One of the following: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2 (11.23) 	All of the following: <ul style="list-style-type: none"> ■ PA-RISC 2.0 ■ 512 MB RAM ■ 700 MB disk space (for installation only in addition to the minimum requirements for the operating system) 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.
Document Management Index Server Platform		
For all of the HP operating systems previously identified in this table	All of the following: <ul style="list-style-type: none"> ■ PA-RISC 2.0 or Itanium ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See <i>Document Management Content Server and Index Server Sizing Recommendations</i> on page 48 for additional storage considerations.

IBM Platforms

Table 3-17. Document Management server requirements on IBM platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
One of the following: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ■ IBM AIX 5L version 5.3 	All of the following: <ul style="list-style-type: none"> ■ Power ■ 512 MB RAM ■ 700 MB disk space (for installation only) in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.
Document Management Index Server Platform		
For all of the IBM operating systems previously identified in this table	All of the following: <ul style="list-style-type: none"> ■ Power ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.

Red Hat Platforms

Table 3-18. Document Management server requirements on Red Hat platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
One of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 Update 3 ■ Red Hat Enterprise Linux AS 3.0 Update 4 ■ Red Hat Enterprise Linux AS 3.0 Update 6 ■ Red Hat Enterprise Linux AS 4.0 Update 2 	All of the following: <ul style="list-style-type: none"> ■ Intel (x86) ■ 512 MB RAM ■ 700 MB disk space (for installation only) in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.
Document Management Index Server Platform		
For all of the Red Hat operating systems previously identified in this table	All of the following: <ul style="list-style-type: none"> ■ Intel (x86) ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.

SUSE Platforms

Table 3-19. Document Management server requirements on SUSE platforms

Component	Minimum Requirements	Additional Information
Document Management Content Server Platform		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Intel (x86) ■ 512 MB RAM ■ 700 MB disk space (for installation only) in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.
Document Management Index Server Platform		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Intel (x86) ■ 2 GB RAM ■ 3 GB disk space in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ See Document Management Content Server and Index Server Sizing Recommendations on page 48 for additional storage considerations.

Document Management Content Server and Index Server Sizing Recommendations

In the Mercury document management environment, document storage consists of:

- The document itself, stored on the Document Management Content Server file system
- The document's full-text index stored on the Document Management Index Server file system
- The document's metadata (for example, author and description) stored in the Document Management database (see *Document Management Database Sizing Recommendations* on page 56 for those sizing details)

Use the following guidelines to provide a conservative estimate of the storage required for your document content and full-text indexes on the two Document Management servers:

1. Determine or estimate the average *number of documents*.
2. Determine or estimate the average *document size*.
3. Determine or estimate the average *number of versions* (of each document).
4. Estimate the average full-text *index size* by multiplying the average document size by 30%.
5. Estimate the document size as follows:
 $(document\ size) \times (number\ of\ versions) \times (number\ of\ documents)$
6. Estimate the full-text index size as follows:
 $(index\ size) \times (number\ of\ versions) \times (number\ of\ documents)$

Example

If you are planning for 100,000 documents, 100 KB in size (on average), with four versions (on average), then the amount of storage necessary for the content and indexes of these documents would be:

- On the Document Management Content Server:

$$(100 \text{ KB document size}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 40 \text{ GB}$$

- On the Document Management Index Server:

$$(30 \text{ KB index size}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 12 \text{ GB}$$

Document Management Database

Microsoft Platforms

Table 3-20. Document Management database requirements on Microsoft platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
One of the following: <ul style="list-style-type: none"> ■ Windows 2000 SP4 ■ Windows 2000 SP4 Update Rollup 1 ■ Windows 2003 ■ Windows 2003 SP1 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-1 on page 20 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-7 on page 34 for details.
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 		
<ul style="list-style-type: none"> ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 	<ul style="list-style-type: none"> ■ The value for the <code>blank_trimming</code> configuration parameter must be set to <code>true</code> in the initialization file (either <code>init.ora</code> or <code>spfile.ora</code>). 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	

Sun Platforms

Table 3-21. Document Management database requirements on Sun platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
One of the following: <ul style="list-style-type: none"> ■ Sun Solaris 8 ■ Sun Solaris 9 ■ Sun Solaris 10 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-2 on page 23 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-8 on page 35 for details.
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 		
<ul style="list-style-type: none"> ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.1.0.5 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. ■ Install and apply Oracle patch 5089814. 	

HP Platforms

Table 3-22. Document Management database requirements on HP platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
One of the following: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2 (11.23) 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-3 on page 25 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-9 on page 36 for details.
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 		
<ul style="list-style-type: none"> ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 	All of the following: <ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790 (on PA-RISC only). ■ Install and apply Oracle patch 5089814 (on Itanium only). 	

IBM Platforms

Table 3-23. Document Management database requirements on IBM platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
One of the following: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ■ IBM AIX 5L version 5.3 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-4 on page 27 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-10 on page 37 for details.
<ul style="list-style-type: none"> ■ Oracle 9.2.0.7 		
<ul style="list-style-type: none"> ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	
<ul style="list-style-type: none"> ■ Oracle 10.1.0.4 	<ul style="list-style-type: none"> ■ Install and apply Oracle patch 4458790. 	
<ul style="list-style-type: none"> ■ Oracle 10.2.0.1 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	

Red Hat Platforms

Table 3-24. Document Management database requirements on Red Hat platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
One of the following: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 Update 3 ■ Red Hat Enterprise Linux AS 3.0 Update 4 ■ Red Hat Enterprise Linux AS 3.0 Update 6 ■ Red Hat Enterprise Linux AS 4.0 Update 2 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-5 on page 29 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-11 on page 38 for details.

SUSE Platforms

Table 3-25. Document Management database requirements on SUSE platforms

Component	Minimum Requirements	Additional Information
Document Management Database Server Platforms		
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	All of the following: <ul style="list-style-type: none"> ■ Intel 400 MHz ■ 512 MB RAM ■ For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes in addition to the minimum requirements for the operating system 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable version of the platform. See Table 3-6 on page 31 for details. ■ See Document Management Database Sizing Recommendations on page 56 for additional storage considerations.
Document Management Database Software		
One of the following:		
<ul style="list-style-type: none"> ■ Oracle 9.2.0.5 ■ Oracle 9.2.0.6 ■ Oracle 10.1.0.3 	<ul style="list-style-type: none"> ■ Requirements unknown—check https://metalink.oracle.com for any necessary patches or configuration changes. 	<ul style="list-style-type: none"> ■ If you plan to use the same database for the Mercury IT Governance Center database and the Document Management database, make sure that you select a suitable database version. See Table 3-12 on page 39 for details.

Document Management Database Sizing Recommendations

In the Mercury document management environment, document storage consists of:

- The document itself, stored on the Document Management Content Server file system (see *Document Management Content Server and Index Server Sizing Recommendations* on page 48 for those sizing details)
- The document's full-text index stored on the Document Management Index Server file system (see *Document Management Content Server and Index Server Sizing Recommendations* on page 48 for those sizing details)
- The document's metadata (for example, author and description) stored in the Document Management database

Use the following guidelines to provide a conservative estimate of the database storage required for your documents' metadata.

1. Determine or estimate the average *number of documents*.
2. Determine or estimate the average *number of versions* (of each document).
3. Estimate the metadata size as follows:

$$(5 \text{ KB}) \times (\textit{number of versions}) \times (\textit{number of documents})$$

Example

Continuing with the *Example on page 49* where you were planning for 100,000 documents, 100 KB in size (on average), with four versions (on average), then the amount of storage necessary for your metadata would be:

- In the Document Management database:

$$(5 \text{ KB}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 2 \text{ GB}$$

External Web Servers

Mercury IT Governance Center comes with an internal Web server to handle HTTP requirements in many implementations.

External Web servers are required in the following situations:

- Mercury IT Governance Center is deployed as a cluster configuration and you do not want to use a load balancer to distribute the load.
- HTTPS is required to access Mercury IT Governance Center.
- Mercury IT Governance Server is running on a UNIX platform and the HTTP port number must be lower than 1024.
- Integration with a single sign-on system that utilizes the Mercury IT Governance Web Server Module (such as *eTrust SiteMinder*) is desired.

An external Web server does not have to be installed on the same machine as the Mercury IT Governance Server. The optional Web servers supported by Mercury are listed in [Table 3-26](#).

For More Information

For information about configuring an external Web server (as well as setting up a cluster environment), see the *System Administration Guide and Reference*.

Table 3-26. Web Server support (page 1 of 3)

Operating System	Minimum Requirements
Microsoft Platforms	
One of the following: <ul style="list-style-type: none"> ■ Microsoft Windows Server 2003 SP1, Standard Edition ■ Microsoft Windows Server 2003 SP1, Enterprise Edition ■ Microsoft Windows Server 2003 R2, Enterprise Edition 	<ul style="list-style-type: none"> ■ Microsoft IIS 6.0

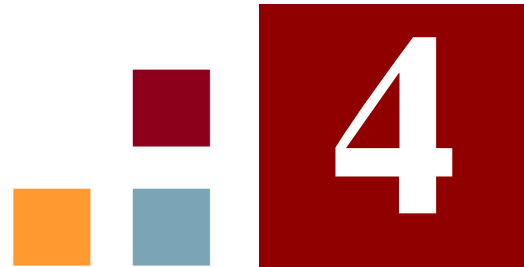
Table 3-26. Web Server support (page 2 of 3)

Operating System	Minimum Requirements
Sun Platforms	
For: <ul style="list-style-type: none"> ■ Sun Solaris 9 	One of the following: <ul style="list-style-type: none"> ■ Sun Java System Web Server 6.1 (Service Pack 5 or later) ■ Apache HTTP Server 2.0 (version 2.0.50 or later)
For: <ul style="list-style-type: none"> ■ Sun Solaris 10 	One of the following: <ul style="list-style-type: none"> ■ Sun Java System Web Server 6.1 (Service Pack 5 or later) ■ Apache HTTP Server 2.0 (version 2.0.50 or later)
HP Platforms	
For: <ul style="list-style-type: none"> ■ HP-UX 11i version 1.0 (11.11) ■ HP-UX 11i version 2 (11.23) 	<ul style="list-style-type: none"> ■ Apache-based Web Server version 2.0.58.00 (available from HP)
IBM Platforms	
For: <ul style="list-style-type: none"> ■ IBM AIX 5L version 5.2 ■ IBM AIX 5L version 5.3 	One of the following: <ul style="list-style-type: none"> ■ IBM HTTP Server (IHS) version 2.0.47.1 (available from IBM) ■ IBM HTTP Server (IHS) version 6.1 (available from IBM)

Table 3-26. Web Server support (page 3 of 3)

Operating System	Minimum Requirements
Red Hat Platforms	
For: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 3.0 	One of the following: <ul style="list-style-type: none"> ■ Sun Java System Web Server 6.1 (Service Pack 5 or later) ■ Apache HTTP Server 2.0 (version 2.0.50 or later)
For: <ul style="list-style-type: none"> ■ Red Hat Enterprise Linux AS 4.0 	One of the following: <ul style="list-style-type: none"> ■ Sun Java System Web Server 6.1 (Service Pack 5 or later) ■ Apache HTTP Server 2.0 (version 2.0.50 or later)
SUSE Platforms	
<ul style="list-style-type: none"> ■ SUSE Linux Enterprise Server 9 	One of the following: <ul style="list-style-type: none"> ■ Sun Java System Web Server 6.1 (Service Pack 5 or later) ■ Apache HTTP Server 2.0 (version 2.0.50 or later)

Chapter



Mercury Migrator and Extension Products and Environments

In This Chapter:

- *Overview of Mercury Migrator and Extension Support*
 - *Mercury Migrators*
 - *Application Requirements*
 - *File and Table Space Requirements*
 - *Archive Tables*
 - *Mercury Deployment Management Extension for Oracle E-Business Suite*
 - *Mercury Deployment Management Extension for Oracle Technology*
 - *Mercury Deployment Management Extension for PeopleSoft Enterprise*
 - *Mercury Deployment Management Extension for SAP® Solutions*
-

Overview of Mercury Migrator and Extension Support

System requirements for release 7.0.0 of the Mercury Deployment Management Extensions and Migrators are the same as the system requirements for Mercury IT Governance Center release 7.0 in addition to the requirements listed in the following sections.

Mercury Migrators

Application Requirements

Mercury IT Governance Center release 7.0 used with Mercury Object Migrator supports the following Oracle E-Business Suite versions:

- 11
- 11i (11.5.1 through 11.5.10.2 (CU2))

For additional version information, see *Table 4-1*. Versions that are not supported in this release are shown in the lightly shaded areas.



Under the following circumstances you must download and install one (or more) Mercury-supplied patches to enable compatibility with Object Migrator:

- If you plan to use Oracle E-Business Suite 11.5.10.2 (CU2), install patch 174141.
- If you plan to use Oracle E-Business Suite 11i with Oracle database version 10g, install patch 154770.

These patches are available from the Mercury IT Governance Download Center (itg.merc-int.com/support/download/login.jsp).

Table 4-1. Oracle E-Business Suite and Migrator support

Oracle E-Business Suite Version	Kintana Object* Migrator Release 5.1	Mercury Object Migrator Release 6.0	Kintana GL*Migrator Release 2.0	Mercury GL Migrator Release 6.0
11–11.5.1	7.0	7.0	7.0	7.0
11.5.2–11.5.6	7.0	7.0		7.0
11.5.7 Application Object Library: FND.E Applications DBA: AD.F Common Modules: AK.D Financials Suite: Family Pack A	7.0	7.0		7.0
11.5.8 Application Object Library: FND.F Applications DBA: AD.G Common Modules: AK.E Financials Suite: Family Pack C	7.0	7.0		7.0
11.5.9 ^a Application Object Library: FND.G Applications DBA: AD.H Common Modules: AK.F Financials Suite: Family Pack D	7.0	7.0		7.0
11.5.10 with FND.H Mini Pack ^{a, b, d} Application Object Library: FND.H Applications DBA: AD.I Common Modules: AK.G Financials Suite: Family Pack F		7.0		7.0
11.5.10.2 (CU2) ^{c, d} Application Object Library: FND.H Applications DBA: AD.I.3 Common Modules: AK.G Financials Suite: Family Pack F		7.0		7.0
<p>a. 11.5.8 with the FND.G Mini Pack is functionally equivalent to 11.5.9.</p> <p>b. 11.5.8-11.5.9 with the FND.H Mini Pack is functionally equivalent to 11.5.10 (for Mercury Object Migrator). 11.5.8-11.5.9 with the Financials Family Pack F is functionally equivalent to 11.5.10 (for Mercury GL Migrator).</p> <p>c. See the Object Migrator Oracle Apps Release 11.5.10.2 Compatibility Patch (#174141) readme (available on the Mercury IT Governance Download Center) for details.</p> <p>d. Support for the Oracle Applications eBusiness Suite version 11.5.10 with the 10G database version requires installation of patch154770. See the OM_60 Database version 10G Compatibility Patch (#154770) readme (available on the Mercury IT Governance Download Center) for details.</p>				

File and Table Space Requirements

Table 4-2 lists the file and table space requirements for Mercury Object Migrator. The table space sizings may vary widely depending on your database version, configuration, and the number of entities you have under version control.

Table 4-2. Mercury Object Migrator file and table space requirements

Item	Required Space	Recommended Space
Install bundle	30 MB (temporary)	35 MB (temporary)
Install scripts	5 MB	
Programs (.rdf files)	1.5 MB per program 30 MB total	
Interface tables	30 MB	60 MB
Indexes on interface tables	20 MB	30 MB
Archive tables and indexes	30 MB* *See Archive Tables , following.	60 MB

Archive Tables

When saving an object to the object archive, Mercury Object Migrator takes the entire definition of the entity and stores it in special archive tables. The growth of these archive tables directly corresponds to the number of objects and the number of versions put into these tables. For some objects, complexity and size may also be a factor.

If you plan to periodically store versions of entire groups of objects rather than only objects that change, then more table space will be required than the recommended 30 MB. Mercury recommends starting with a 30 MB allocation and then adding table space as needed.

Mercury Deployment Management Extension for Oracle E-Business Suite

Mercury IT Governance Center release 7.0 used with Mercury Deployment Management Extension for Oracle® E-Business Suite™ supports the following Oracle E-Business Suite versions:

- 11
- 11i (11.5.1 through 11.5.10.2 (CU2))

For additional version information, see [Table 4-3](#).

Table 4-3. E-Business Suite and Extension support (page 1 of 2)

Oracle E-Business Suite Version
11–11.5.6
11.5.7 Application Object Library: FND.E Applications DBA: AD.F Common Modules: AK.D Financials Suite: Family Pack A
11.5.8 Application Object Library: FND.F Applications DBA: AD.G Common Modules: AK.E Financials Suite: Family Pack C
11.5.9 ^a Application Object Library: FND.G Applications DBA: AD.H Common Modules: AK.F Financials Suite: Family Pack D
11.5.10 ^{a, b} Application Object Library: FND.H Applications DBA: AD.I Common Modules: AK.G Financials Suite: Family Pack F

Table 4-3. E-Business Suite and Extension support (page 2 of 2)

Oracle E-Business Suite Version
11.5.10.2 (CU2) ^b Application Object Library: FND.H Applications DBA: AD.I.3 Common Modules: AK.G Financials Suite: Family Pack F
a. 11.5.8 with the FND.G Mini Pack is functionally equivalent to 11.5.9. b. 11.5.8-11.5.9 with the FND.H Mini Pack is functionally equivalent to 11.5.10.

Mercury Deployment Management Extension for Oracle Technology

Mercury IT Governance Center release 7.0 used with Mercury Deployment Management Extension for Oracle Technology™ supports:

- Versions of Oracle tools that support Oracle database 7, 8, 8i, or 9i
- Oracle Developer 2000 or Developer 6i

Mercury Deployment Management Extension for PeopleSoft Enterprise

Mercury IT Governance Center release 7.0 used with Mercury Deployment Management Extension for PeopleSoft® Enterprise™ supports the following PeopleTools versions:

- 8.1.x
- 8.4.1
- 8.44
- 8.46

Mercury Deployment Management Extension for SAP® Solutions

Mercury IT Governance Center release 7.0 used with Mercury Deployment Management Extension for SAP® Solutions™ supports the following:

- SAP® R/3 4.6B/4.6C (Basis 4.6B/4.6C)
- APO 3.10 (Basis 4.6D)
- R/3 4.7 (Web Application Server 6.20)
- ECC 5.0.0 (NetWeaver 6.40)
- BW 3.50 (NetWeaver 6.40)
- CRM 4.0.0 (NetWeaver 6.40)
- EP 6.0 (NetWeaver 6.40)



Note

BC Sets and patching are supported on the NetWeaver 6.40 (or later) platform only. All other functionality is supported on all platforms.

