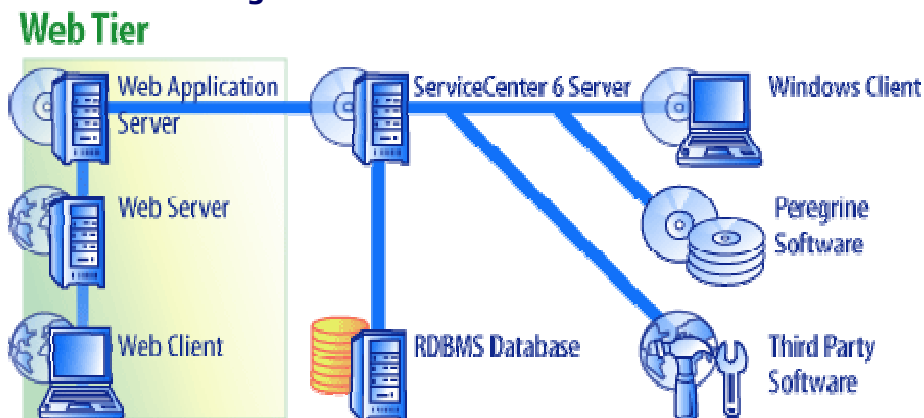


Compatibility Matrix for ServiceCenter 6.0

Click one of the following links to see more detailed information.

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Architecture diagram



Servers

The ServiceCenter server communicates with the database using the appropriate database client software. The appropriate database client software must be installed and configured on the ServiceCenter server. The database should reside on a different server, which may use a different operating system. Peregrine does not make compatibility statements about the operating systems supported by the database. Database vendors are responsible for indicating supported server platforms.

3rd-party components such as databases are supported at the minor level unless a different minimum level is specified. For example, Oracle 9i is supported at the minimum release of Oracle 9.0.1. Future maintenance releases on the same minor are expected to be supported, unless a conflict specific to that release arises. To continue the example, expect Oracle 9i to be supported on 9.0.2, 9.0.3, etc.

Server platform	Operating system (OS)	Database
PC compatibles (Intel)	Windows 2000 Server Windows Server 2003	Peregrine P4 MS SQL 7.0, SQL 2000 Oracle 8.1.7, 9.0.1, 9.2.0

		IBM DB2 UDB 8.1, 8.2 ² Sybase 12.5
PC compatibles (Intel)	RedHat Linux Enterprise Edition 2.1, 3.0 ³	Peregrine P4 Oracle 8.1.7, 9.0.1, 9.2.0 Sybase 12.5 IBM DB2 UDB 8.1, 8.2 ²
HP 9000/7xx HP 9000/8xx	HP-UX 11.0	Peregrine P4 Oracle 8.1.7, 9.0.1, 9.2.0 Sybase 12.5
Sun SPARC	Solaris 7, 8, 9 ¹	Peregrine P4 Oracle 8.1.7, 9.0.1, 9.2.0 IBM DB2 UDB 8.1, 8.2 ² Sybase 12.5
IBM pSeries	AIX 5.1, 5.2, 5.3	Peregrine P4 Oracle 8.1.7, 9.0.1, 9.2.0 IBM DB2 UDB 8.1, 8.2 ²

Server Notes:

¹When installing the ServiceCenter server on Solaris 7, 8, or 9 and connecting to an Oracle 9i database you must install the 32-bit Oracle 9i client on the ServiceCenter server. The ServiceCenter server using the 32-bit Oracle 9i client can connect to 32-bit or 64-bit Oracle 9i databases.

²IBM DB2 UDB 8.2 support begins with ServiceCenter 6.0.2

³RedHat Linux Enterprise Edition 3.0 support begins with ServiceCenter 6.0.2

Clients and browsers

Some new application functionality such as dashboards and workflow are only available with the ServiceCenter 6 client. The Web client replaces the Java client. The text client for SC3270 is not supported.

Client OS	Windows client	Web client: Netscape 7.1	Web client: Internet Explorer 6.0	Web client: Mozilla 1.6, 1.7
Windows 2000	X	X	X	X
Windows XP Professional ¹	X	X	X	X
Solaris 7, 8, 9		X		X
AIX 5.1, 5.2		X		X
HP-UX 11.0		X		X
Red Hat 9.0		X		X
Mac OS 9.1, 10.1			²	

Client Notes:

¹Windows XP Professional Service Pack 2 support begins with ServiceCenter 6.0.2

²The only browser version verified with Mac OS 9.1 is IE 5.1.7.; the only browser version verified with Mac OS 10.1 is IE 5.2.3.

Web tier: Application servers

Application servers require Java Development Kits (JDKs). Each application server vendor determines compatible JDKs.

Application server	Operating system	Notes
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WebSphere Application Server 4.0, 5.0, 5.1, 5.2	Windows 2000 Server Windows Server 2003 AIX 5.1, 5.2 Solaris 7, 8, 9 Red Hat Linux Enterprise Edition 2.1	For ServiceCenter 6.0 and WAS 4.0, 5.0, the supported JDK is 1.3.1
Tomcat 4.1 (minimum 4.1.29), 5.0 ¹	Windows 2000 Server Windows Server 2003 AIX 5.1, 5.2 Solaris 7, 8, 9 Red Hat Linux Enterprise Edition 2.1	In a production environment, Tomcat must be used with a commercial web server. Also, it requires a particular version of the JDK. For ServiceCenter 6.0 and Tomcat 4.1 and 5.0 the supported JDK is 1.4.x.
WebLogic 8.1 ²	Windows 2000 Server Windows Server 2003 AIX 5.1, 5.2 Solaris 7, 8, 9 Red Hat Linux Enterprise Edition 2.1	

Application Server Notes:

¹Tomcat 5.0 support begins with ServiceCenter 6.0.2. Tomcat 5.0 requires activation.jar from Tomcat 4.1

²WebLogic 8.1 support begins with ServiceCenter 6.0.1.

Web tier: Web servers

Ensure that the web server and application server you choose are compatible with one another.

Web server	Operating system
IBM HTTP Server (minimum 1.3.19)	Windows 2000 Server Windows Server 2003 AIX 5.1, 5.2 Solaris 7, 8, 9 Red Hat Linux Enterprise Edition 2.1
Apache 1.3.19 if using AIX Apache 2.0 (minimum 2.0.43) - if using Windows, Solaris or Linux	Windows 2000 Server Windows Server 2003 AIX 5.1, 5.2 Solaris 7, 8, 9 Red Hat Linux Enterprise Edition 2.1
IIS 5.0	Windows 2000 Server
IIS 6.0	Windows Server 2003
SunONE 6.0	Solaris 7, 8, 9

Languages, localization, and internationalization

ServiceCenter supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (<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. ServiceCenter 6 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 <http://www.unicode.org/>.

ServiceCenter approaches languages, localization, and internationalization as follows:

1. Japanese, French, Italian, and German (JFIG) language packs are available for download.
2. Language packs provide translated user interfaces (UI) and documentation.
3. ServiceCenter 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 occur. For example, a French ServiceCenter system can accept and display German. A Japanese system can accept and display Spanish.
4. In ServiceCenter 5.x clients, non LATIN-1 characters do not display correctly.

Compatibility with other Peregrine products

Support for each product begins with the general availability of the product and version listed. Many of the products listed below may not be generally available right now.

Product	Connecting software
AssetCenter 4.3 (minimum 4.3.2)	Connect-It 3.3 (minimum 3.3.2), 3.4
AssetCenter 4.4	Connect-It 3.4
Network Discovery 5.2	Connect-It 3.3 (minimum 3.3.2)
Desktop Inventory 8	Connect-It 3.3 (minimum 3.3.2)
Get-Services 4.1 (minimum 4.1.2.1), 4.2	Not applicable
Get-Resources 4.1 (minimum 4.1.2.1), 4.2	Not applicable
Get-Answers 4.1 (minimum 4.1.2.1), 4.2	Not applicable
ReportCenter (Crystal 8.5, 9.0)	ServiceCenter 6 ODBC Driver
BI Portal 5.1	Connect-It 3.3 (minimum 3.3.2)

Compatibility between ServiceCenter servers and clients

ServiceCenter client	ServiceCenter server
ServiceCenter 5.1.x (Windows and Java)	ServiceCenter 6.0
ServiceCenter 6.0.x	ServiceCenter 6.0

Dropped support

The ServiceCenter 6.0 compatibility matrix reflects changes made by 3rd-party vendors in their support policies as well as Peregrine customer usage. For ServiceCenter 6.0, the following 3rd-party components are not supported:

AIX 4.3 and prior
DB2 UDB 7.2 and prior
Informix (all versions)
Microsoft Internet Explorer 5.5 and prior
Microsoft Windows NT 4.0 Workstation
Microsoft Windows NT 4.0 Server
Microsoft Windows 98
MVS (all versions)
Netscape 4.75, 4.78, 6.1, 6.2, 7.0
OS/390 (all versions)
TAPI protocol
Sun Solaris 2.6
Sybase Adaptive Server Enterprise 12 and prior
z/OS (all versions)

In addition, support for the following Peregrine products and modules has been dropped.

Peregrine Desktop Administration
ServiceCenter text client
ServiceCenter 3270 client

For more information about migration plans for Desktop Administration, OS/390, z/OS, and ServiceCenter clients from previous versions, please contact Peregrine Customer Support.

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