



Mercury IT Governance Center™
**System Requirements
and Compatibility Matrix**

Version: 6.0

December 9, 2008

MERCURY™



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Chapter 1 Introduction

In This Chapter:

- *About This Document*
 - *Who Should Read This Document*
 - *Prerequisite Documents*
 - *Related Documents*
-

About This Document

This document provides a list of supported environments for release 6.0 of Mercury IT Governance Center™ for organizations installing or upgrading to release 6.0. This document also provides information about products that were supported in prior releases of Mercury IT Governance Center but that have been desupported in release 6.0.

For the benefit of customers upgrading from release 5.0 of Mercury IT Governance Center to release 6.0, this document also summarizes relevant support and desupport information about release 5.5.

System requirements from several other release 5.5 Mercury IT Governance Center product documents have been consolidated into this document, including:

- *Installation Guide*
- *Mercury GL Migrator Guide*
- *Mercury Object Migrator Guide*
- *System Administration Guide*
- *Upgrade Guide*
- Documentation for Mercury Change Management™ Extensions

Who Should Read This Document

This document is for the following users of Mercury IT Governance Center:

- Application developers or configurators
- System or instance administrators
- Database administrators

For More Information

For information about audience types, see the *Guide to Documentation*.

Prerequisite Documents

Documents that provide general (prerequisite) information about Mercury IT Governance Center include:

- *Configuring the Standard Interface*
- *Getting Started*
- *Key Concepts*

Documents that provide critical prerequisite installation and upgrade information to system and database administrators:

- *Release Notes and Readme*

Contains product issues and anomalies, along with any last-minute information not in the regular documentation set.

Always check the latest version of the *Readme*, which is available from the Mercury IT Governance Download Center, before installing, reinstalling, upgrading, or adding a product patch to release 6.0 of Mercury IT Governance Center.

- *What's New in Release 6.0*

Provides information about:

- New features in release 6.0 of Mercury IT Governance Center
- Potential impacts for customers upgrading from release 5.0 or 5.5 to 6.0

For More Information

For information about these documents and how to access them, see the *Guide to Documentation*.

Related Documents

Key related documents include:

- *Commands, Tokens, and Validations Guide and Reference*
- *Open Interface Guide and Reference*
- *Reports Guide and Reference*
- *Security Model Guide and Reference*
- *System Administration Guide and Reference*



Note

In release 6.0, installation and upgrade information has been consolidated (along with other system administration topics) in the *System Administration Guide and Reference*. This change was made to provide more efficient search and access to information.

For More Information

For information about these documents and how to access them, see the *Guide to Documentation*.

Chapter

2

Supported Products and Environments

In This Chapter:

- *Upgrades Supported in Release 6.0*
 - *Oracle Compatibility*
 - *Platforms and Products Supported in Release 6.0*
 - *Server Environment*
 - *Client Environment*
 - *Third-Party Products*
 - *Extension and Migrator Environment*
-

Upgrades Supported in Release 6.0

To upgrade to release 6.0 of Mercury IT Governance Center, customer sites must currently be at release 5.0 or 5.5. If you are running a Mercury IT Governance Center product release earlier than 5.0, you must first upgrade to release 5.0 before upgrading to release 6.0. Instructions for how to accomplish that are in the Kintana or Mercury IT Governance Center product documentation for release 5.0.

If the upgrade process detects an existing release 5.0 system, it upgrades in stages—first to release 5.5 and then to release 6.0. You can choose to follow this process yourself (by first upgrading your system to release 5.5 using the instructions in the 5.5 documentation, and then upgrading to release 6.0 using the instructions in the release 6.0 documentation), but this is not required.

Most sections of this document focus on the changes between release 5.5 and release 6.0 of Mercury IT Governance Center. Customers upgrading from release 5.0 may also want to read [Platforms and Products Desupported in Release 5.5 on page 68](#).

Additionally, you may want to review the information in the [Oracle Compatibility](#) section to determine the optimal upgrade path for your Oracle database. This section also provides details about the versions of the Oracle Applications and E-Business Suite that should be used with Mercury Object Migrator™, Kintana GL*Migrator, and the Mercury Change Management Extension for Oracle E-Business Suite.

For More Information

For more information about upgrading Mercury IT Governance Center applications, see the *What's New in Release 6.0* document and the *System Administration Guide and Reference*.

For more information about upgrading Mercury Change Management Extensions and Migrators, see the appropriate documents for the products you have purchased, which are listed and described in the *Guide to Documentation*.

Oracle Compatibility

Server Database

The following tables (*Table 2-1* through *Table 2-6*) provide an overview of the Oracle database versions supported for the Mercury IT Governance Server in the last three releases of Mercury IT Governance Center. Refer to *Table 2-11* on page 39 for details specific to release 6.0.

Environments that are not supported in release 6.0 are shown in the shaded areas. For informational purposes, Oracle versions that have been desupported in other releases, since the initial release of 6.0, are crossed out.



Warning

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>.

Table 2-1. Oracle database and Microsoft Windows platform support for Mercury IT Governance Center releases

Oracle Version	Windows NT 4.0 Server	Windows 2000 Server	Windows 2000 Advanced Server	Windows Server 2003, Standard Edition ^a	Windows Server 2003, Enterprise Edition ^a	Windows Server 2003 R2
8.0.5 (rule-based)	5.0	5.0	5.0			
8.0.6 (rule-based)	5.0	5.0	5.0			
8.1.7.4 (cost-based)	5.0 5.5	5.0 5.5	5.0 5.5			
9.0.1.4 (cost-based)	5.0 5.5	5.0 5.5	5.0 5.5			
9.2.0.3		5.0	5.0			
9.2.0.4	5.5	5.5	5.5	5.5	5.5	
9.2.0.5	5.5	5.5 6.0	5.5 6.0	5.5 6.0	5.5 6.0	
9.2.0.5 RAC		6.0	6.0	6.0	6.0	

Table 2-1. Oracle database and Microsoft Windows platform support for Mercury IT Governance Center releases [continued]

Oracle Version	Windows NT 4.0 Server	Windows 2000 Server	Windows 2000 Advanced Server	Windows Server 2003, Standard Edition ^a	Windows Server 2003, Enterprise Edition ^a	Windows Server 2003 R2
9.2.0.6		6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP10 (or later)
9.2.0.6 RAC		6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP10 (or later)
9.2.0.7		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP10 (or later)
9.2.0.7 RAC		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP10 (or later)
9.2.0.8		6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
9.2.0.8 RAC		6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
10.1.0.3		6.0	6.0	6.0	6.0	6.0 SP10 (or later)
10.1.0.3 RAC		6.0	6.0	6.0	6.0	6.0 SP10 (or later)
10.1.0.4 ^b		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP10 (or later)
10.1.0.4 RAC ^b		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP10 (or later)
10.1.0.5		6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.1.0.5 RAC		6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)

Table 2-1. Oracle database and Microsoft Windows platform support for Mercury IT Governance Center releases [continued]

Oracle Version	Windows NT 4.0 Server	Windows 2000 Server	Windows 2000 Advanced Server	Windows Server 2003, Standard Edition ^a	Windows Server 2003, Enterprise Edition ^a	Windows Server 2003 R2
10.2.0.2 ^c		6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)
10.2.0.2 RAC ^c		6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)

a. As of 6.0 SP8, Windows Server 2003 SP1 (Standard and Enterprise Editions) is certified for use with Mercury IT Governance Center.

b. Use of this version of Oracle requires special configuration. See the latest Mercury IT Governance Center Service Pack Readme for details.

c. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false scope=both;
```

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Table 2-2. Oracle database and Sun Solaris platform support for Mercury IT Governance Center releases

Oracle Version	Solaris 2.x	Solaris 2.6	Solaris 7	Solaris 8/9	Solaris 10
8.0.5 (rule-based)	5.0	5.0	5.0	5.0	
8.0.6 (rule-based)	5.0	5.0	5.0	5.0	
8.1.7.4 (cost-based)	5.0	5.5	5.5	5.5	
9.0.1.4 (cost-based)	5.0	5.5	5.5	5.5	
9.2.0.3	5.0	5.0	5.0	5.0	
9.2.0.4		5.5	5.5	5.5	
9.2.0.5		5.5	5.5 6.0	5.5 6.0	6.0 SP9 (or later)
9.2.0.5 RAC		5.5	5.5 6.0	5.5 6.0	6.0 SP9 (or later)
9.2.0.6			6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP9 (or later)
9.2.0.6 RAC			6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP9 (or later)
9.2.0.7			6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)
9.2.0.7 RAC			6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)
9.2.0.8			6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
9.2.0.8 RAC			6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
10.1.0.2				5.5	
10.1.0.3			6.0	6.0	6.0 SP9 (or later)
10.1.0.3 RAC			6.0	6.0	6.0 SP9 (or later)

Table 2-2. Oracle database and Sun Solaris platform support for Mercury IT Governance Center releases [continued]

Oracle Version	Solaris 2.x	Solaris 2.6	Solaris 7	Solaris 8/9	Solaris 10
10.1.0.4 ^a			6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)
10.1.0.4 RAC ^a			6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP9 (or later)
10.1.0.5			6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.1.0.5 RAC			6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.2.0.1 ^{a, b}			6.0 SP10 (or later)	6.0 SP10 (or later)	6.0 SP10 (or later)
10.2.0.1 RAC ^{a, b}			6.0 SP10 (or later)	6.0 SP10 (or later)	6.0 SP10 (or later)
10.2.0.2 ^{b, c}			6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)
10.2.0.2 RAC ^{b, c}			6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)

- a. To use this version of Oracle, you must install Oracle patch number 4458790. See the latest Mercury IT Governance Center Service Pack Readme for additional Mercury-specific implementation details.
- b. To use this version of Oracle, you must install Oracle patch number 5089814.
- c. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false scope=both;
```

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Table 2-3. Oracle database and HP-UX platform support for Mercury IT Governance Center releases

Oracle Version	HP-UX 10.20	HP-UX 11	HP-UX 11i
8.0.5 (rule-based)	5.0	5.0	5.0
8.0.6 (rule-based)	5.0	5.0	5.0
8.1.7.4 (cost-based)	5.0	5.0 5.5	5.0 5.5
9.0.1.0 (cost-based)	5.0	5.0	5.0
9.0.1.4 (cost-based)	5.0	5.0 5.5	5.0 5.5
9.2.0.3	5.0	5.0	5.0
9.2.0.4		5.5	5.5
9.2.0.5		5.5	5.5 6.0
9.2.0.5 RAC		5.5	5.5 6.0
9.2.0.6			6.0 SP2 (or later)
9.2.0.6 RAC			6.0 SP2 (or later)
9.2.0.7			6.0 SP9 (or later)
9.2.0.7 RAC			6.0 SP9 (or later)
9.2.0.8			6.0 SP15 or later)
9.2.0.8 RAC			6.0 SP15 (or later)
10.1.0.2		5.5	5.5
10.1.0.3			6.0
10.1.0.3 RAC			6.0

Table 2-3. Oracle database and HP-UX platform support for Mercury IT Governance Center releases [continued]

Oracle Version	HP-UX 10.20	HP-UX 11	HP-UX 11i
10.1.0.4 ^a			6.0 SP9 (or later)
10.1.0.4 RAC ^a			6.0 SP9 (or later)
10.1.0.5			6.0 SP14 (or later)
10.1.0.5 RAC			6.0 SP14 (or later)
10.2.0.1 ^{a, b}			6.0 SP10 (or later)
10.2.0.1 RAC ^{a, b}			6.0 SP10 (or later)
10.2.0.2 ^{b, c}			6.0 SP13 (or later)
10.2.0.2 RAC ^{b, c}			6.0 SP13 (or later)

a. To use this version of Oracle, you must install Oracle patch number 4458790. See the latest Mercury IT Governance Center Service Pack Readme for additional Mercury-specific implementation details.

b. To use this version of Oracle, you must install Oracle patch number 5089814.

c. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false
scope=both;
```

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Table 2-4. Oracle database and IBM AIX platform support for Mercury IT Governance Center releases

Oracle Version	AIX 4.3.x	AIX 5L Version 5.1	AIX 5L Version 5.2	AIX 5L Version 5.3
8.0.5 (rule-based)	5.0	5.0		
8.0.6 (rule-based)	5.0	5.0		
8.1.7.4 (cost-based)	5.0	5.5 5.0		
9.0.1.4 (cost-based)	5.0	5.5 5.0		
9.2.0.3	5.0	5.0		
9.2.0.4		5.5	5.5	
9.2.0.5		5.5 6.0	6.0	6.0 SP11 (or later)
9.2.0.5 RAC		5.5 6.0	6.0	6.0 SP11 (or later)
9.2.0.6		6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP11 (or later)
9.2.0.6 RAC		6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP11 (or later)
9.2.0.7		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP11 (or later)
9.2.0.7 RAC		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP11 (or later)
9.2.0.8		6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
9.2.0.8 RAC		6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
10.1.0.2		5.5		
10.1.0.3		6.0	6.0	6.0 SP11 (or later)
10.1.0.3 RAC		6.0	6.0	6.0 SP11 (or later)

Table 2-4. Oracle database and IBM AIX platform support for Mercury IT Governance Center releases [continued]

Oracle Version	AIX 4.3.x	AIX 5L Version 5.1	AIX 5L Version 5.2	AIX 5L Version 5.3
10.1.0.4 ^a		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP11 (or later)
10.1.0.4 RAC ^a		6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP11 (or later)
10.1.0.5		6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.1.0.5 RAC		6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.2.0.2 ^{b, c}		6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)
10.2.0.2 RAC ^{b, c}		6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP13 (or later)

a. To use this version of Oracle, you must install Oracle patch number 4458790. See the latest Mercury IT Governance Center Service Pack Readme for additional Mercury-specific implementation details.

b. To use this version of Oracle, you must install Oracle patch number 5089814.

c. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false scope=both;
```

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Table 2-5. Oracle database and Red Hat Linux platform support for Mercury IT Governance Center releases

Oracle Version	Red Hat Linux Advanced Server 2.1	Red Hat Enterprise Linux AS 3.0 ^a	Red Hat Enterprise Linux AS 4.0 ^e
9.2.0.3	5.0		
9.2.0.4	5.5		
9.2.0.5	5.5 6.0	6.0	6.0 SP14 (or later)
9.2.0.5 RAC	5.5 6.0	6.0	6.0 SP14 (or later)
9.2.0.6	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP14 (or later)
9.2.0.6 RAC	6.0 SP2 (or later)	6.0 SP2 (or later)	6.0 SP14 (or later)
9.2.0.7	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP14 (or later)
9.2.0.7 RAC	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP14 (or later)
9.2.0.8	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
9.2.0.8 RAC	6.0 SP15 (or later)	6.0 SP15 (or later)	6.0 SP15 (or later)
10.1.0.2	5.5		
10.1.0.3	6.0	6.0	6.0 SP14 (or later)
10.1.0.3 RAC	6.0	6.0	6.0 SP14 (or later)
10.1.0.4 ^b	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP14 (or later)
10.1.0.4 RAC ^b	6.0 SP9 (or later)	6.0 SP9 (or later)	6.0 SP14 (or later)
10.1.0.5	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)
10.1.0.5 RAC	6.0 SP14 (or later)	6.0 SP14 (or later)	6.0 SP14 (or later)

Table 2-5. Oracle database and Red Hat Linux platform support for Mercury IT Governance Center releases [continued]

Oracle Version	Red Hat Linux Advanced Server 2.1	Red Hat Enterprise Linux AS 3.0 ^a	Red Hat Enterprise Linux AS 4.0 ^e
10.2.0.1 ^{b, c}	6.0 SP10 (or later)	6.0 SP10 (or later)	6.0 SP14 (or later)
10.2.0.1 RAC ^{b, c}	6.0 SP10 (or later)	6.0 SP10 (or later)	6.0 SP14 (or later)
10.2.0.2 ^{c, d}	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP14 (or later)
10.2.0.2 RAC ^{c, d}	6.0 SP13 (or later)	6.0 SP13 (or later)	6.0 SP14 (or later)

a. Certification is limited to 32-bit only.

b. To use this version of Oracle, you must install Oracle patch number 4458790. See the latest Mercury IT Governance Center Service Pack Readme for additional Mercury-specific implementation details.

c. To use this version of Oracle, you must install Oracle patch number 5089814.

d. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false
scope=both;
```

e. Support introduced in SP14.

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Table 2-6. Oracle database and Compaq Alpha platform support for Mercury IT Governance Center releases

Oracle Version	Compaq Alpha Tru64
8.0.5 (rule-based)	5.0
8.0.6 (rule-based)	5.0
8.1.7.4 (cost-based)	5.0
9.0.1.4 (cost-based)	5.0
9.2.0.3	5.0

Table 2-7. Oracle database and SUSE Linux platform support for Mercury IT Governance Center releases

Oracle Version	SUSE Linux Enterprise Server 9 ^a
9.2.0.5	6.0 SP12 (or later)
9.2.0.5 RAC	6.0 SP12 (or later)
9.2.0.6	6.0 SP12 (or later)
9.2.0.6 RAC	6.0 SP12 (or later)
9.2.0.7	6.0 SP12 (or later)
9.2.0.7 RAC	6.0 SP12 (or later)
9.2.0.8	6.0 SP15 (or later)
9.2.0.8 RAC	6.0 SP15 (or later)
10.1.0.3	6.0 SP12 (or later)
10.1.0.3 RAC	6.0 SP12 (or later)
10.1.0.4 ^b	6.0 SP12 (or later)
10.1.0.4 RAC ^b	6.0 SP12 (or later)
10.1.0.5	6.0 SP14 (or later)
10.1.0.5 RAC	6.0 SP14 (or later)
10.2.0.1 ^{b, c}	6.0 SP12 (or later)
10.2.0.1 RAC ^{b, c}	6.0 SP12 (or later)

Table 2-7. Oracle database and SUSE Linux platform support for Mercury IT Governance Center releases [continued]

Oracle Version	SUSE Linux Enterprise Server 9 ^a
10.2.0.2 ^{c, d}	6.0 SP13 (or later)
10.2.0.2 RAC ^{c, d}	6.0 SP13 (or later)

- a. Certification is limited to 32-bit only.
- b. To use this version of Oracle, you must install Oracle patch number 4458790. See the latest Mercury IT Governance Center Service Pack Readme for additional Mercury-specific implementation details.
- c. To use this version of Oracle, you must install Oracle patch number 5089814.
- d. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false
scope=both;
```

NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

Mercury Object Migrator and Mercury GL Migrator

Table 2-8 details the versions of Oracle E-Business Suite that are supported by the various releases of the Migrators and Mercury IT Governance Center. Also refer to *Mercury Object Migrator on page 58* and *Mercury GL Migrator on page 60*.

Versions that are not supported for this release are shown in the shaded areas.

Table 2-8. Oracle E-Business Suite and Migrator support for Mercury IT Governance Center releases

Oracle E-Business Suite Version	Kintana Object* Migrator Release 5.1 ^a	Mercury Object Migrator Release 6.0	Kintana GL*Migrator Release 2.0 ^d	Mercury GL Migrator Release 6.0
10.7–11.5.1	5.0 5.5 6.0	5.0 5.5 6.0	5.0 5.5 6.0	5.0 5.5 6.0
11.5.2–11.5.6	5.0 5.5 6.0	5.0 5.5 6.0		5.0 5.5 6.0
11.5.7 Application Object Library: FND.E Applications DBA: AD.F Common Modules: AK.D Financials Suite: Family Pack A	5.0 5.5 6.0	5.0 5.5 6.0		5.0 5.5 6.0
11.5.8 Application Object Library: FND.F Applications DBA: AD.G Common Modules: AK.E Financials Suite: Family Pack C	5.5 6.0	5.5 6.0		5.5 6.0
11.5.9 ^b Application Object Library: FND.G Applications DBA: AD.H Common Modules: AK.F Financials Suite: Family Pack D	5.5 6.0	5.5 6.0		5.5 6.0
11.5.10 ^{b, c, f} Application Object Library: FND.H Applications DBA:AD.I Common Modules: AK.G Financials Suite: Family Pack F		6.0		6.0

Table 2-8. Oracle E-Business Suite and Migrator support for Mercury IT Governance Center releases [continued]

Oracle E-Business Suite Version	Kintana Object* Migrator Release 5.1 ^a	Mercury Object Migrator Release 6.0	Kintana GL*Migrator Release 2.0 ^d	Mercury GL Migrator Release 6.0
11.5.10.2 (CU2) ^{e, f} Application Object Library:FND.H Applications DBA: AD.I.3 Common Modules: AK.G Financials Suite: Family Pack F		6.0		6.0

- a. Use of Mercury Object Migrator Release 6.0 (instead of Kintana Object*Migrator) is recommended.
- b. 11.5.8 with the FND.G Mini Pack is functionally equivalent to 11.5.9.
- c. 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).
- d. Use of Mercury GL Migrator Release 6.0 (instead of Kintana GL*Migrator) is recommended.
- e. See the *Object Migrator Oracle Apps Release 11.5.10.2 Compatibility Patch Readme (#174141)*, available on the Mercury IT Governance Download Center, for details.
- f. Support for the Oracle Applications eBusiness Suite version 11.5.10 with the 10G database version requires installation of patch 154770. See the *OM_60 Database version 10G Compatibility Patch Readme (#154770)*, available on the Mercury IT Governance Download Center, for details.

Mercury Change Management Extension for Oracle E-Business Suite

Table 2-9 details the versions of Oracle E-Business Suite that are supported by the various releases of the Extension and Mercury IT Governance Center.

Versions that are not supported for this release are shown in the shaded areas.

Table 2-9. E-Business Suite and extension support for Mercury IT Governance Center releases

Oracle E-Business Suite Version	Mercury Change Management Extension for Oracle E-Business Suite Release 5.0.0	Mercury Change Management Extension for Oracle E-Business Suite Release 5.5.0	Mercury Change Management Extension for Oracle E-Business Suite Release 6.0.0
10.7–11.5.6	5.0	5.5	6.0
11.5.7 Application Object Library: FND.E Applications DBA: AD.F Common Modules: AK.D Financials Suite: Family Pack A	5.0	5.5	6.0
11.5.8 Application Object Library: FND.F Applications DBA: AD.G Common Modules: AK.E Financials Suite: Family Pack C		5.5	6.0
11.5.9 ^a Application Object Library: FND.G Applications DBA: AD.H Common Modules: AK.F Financials Suite: Family Pack D		5.5	6.0
11.5.10 ^{a, b} Application Object Library: FND.H Applications DBA:AD.I Common Modules: AK.G Financials Suite: Family Pack F			6.0 with EOESP1

Table 2-9. E-Business Suite and extension support for Mercury IT Governance Center releases [continued]

Oracle E-Business Suite Version	Mercury Change Management Extension for Oracle E-Business Suite Release 5.0.0	Mercury Change Management Extension for Oracle E-Business Suite Release 5.5.0	Mercury Change Management Extension for Oracle E-Business Suite Release 6.0.0
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			6.0 with EOESP1

- 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.

Platforms and Products Supported in Release 6.0

The following sections provide requirements for the Mercury IT Governance Server, database, clients, Extensions and Migrators, and third-party products that work with Mercury IT Governance Center.

Server Environment

The following sections provide information about release 6.0 requirements in the Mercury IT Governance Server environment.

The hardware specifications are the absolute minimum requirements for a valid Mercury IT Governance Center 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 a Mercury representative about obtaining a detailed assessment.

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.

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.

Server and Java 2 SDK Requirements

Note

Support for the Java 2 SE Release 1.4 software provided by Sun Microsystems ended as of October 30, 2008 (see java.sun.com/products/archive/eol.policy.html for details).

For platforms relying on Java 1.4 software from Sun, use of Java SE for Business Release 1.4.2_18-rev is recommended.

Prior to SP14, there was only one version of the Java 2 SDK that was certified for use on the Mercury IT Governance Server. To comply with the revised dates of Daylight Saving Time (DST) as outlined in the U.S. Energy Policy Act of 2005, newer versions of the SDK are supported as of SP14. See [Table 2-10](#) for the server-side requirements as well as the DST-related article available from the Knowledge Base.

For Sun Java plug-in (JRE) client-side requirements, see [Java Plug-In Requirement \(Workbench Access Only\)](#) on page 55.

Note

Note the following important document management considerations and updates:

- Starting with SP10, the Documentum Foundation Classes are now supported on Red Hat Enterprise Linux AS 3.0 (or later). However, they are no longer supported on Red Hat Linux Advanced Server 2.1. See [Requirements for Documentum Foundation Classes \(DFC\)](#) on page 49 for details.
- Starting with SP10, the Document Management Content Server is now supported on version 3.0 (or later) of Linux. See [Requirements for the Document Management Content Server](#) on page 45 for supported platforms.

Table 2-10. Server and Java 2 SDK requirements (page 1 of 6)

Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
Microsoft Windows Platforms		
<ul style="list-style-type: none"> Microsoft Windows Server 2003, Standard Edition^a Microsoft Windows Server 2003, Enterprise Edition^a 	Pentium 700 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java™ 2 SDK, Standard Edition 1.4.2_06^d Sun Java SE for Business Release 1.4.2_18-rev ^e
<ul style="list-style-type: none"> Microsoft Windows 2000 Server, SP4 or later Microsoft Windows 2000 Advanced Server, SP4 or later 	Pentium 700 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^d Sun Java SE for Business Release 1.4.2_18-rev ^e
<ul style="list-style-type: none"> Microsoft Windows Server 2003 R2^c 	Pentium 700 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^d Sun Java SE for Business Release 1.4.2_18-rev ^e
Either: <ul style="list-style-type: none"> Microsoft Windows Server 2003, Standard Edition^a Microsoft Windows Server 2003, Enterprise Edition^a installed on an x86 VMware ESX Server 2.5 partition. ^b Use with Mercury IT Governance Center release 6.0 SP9 or later. Remote Management of ESX is required. System sizing is impacted as described in Hardware Sizing Estimates on page 53.	1 AMD Opteron in 32-bit mode or 2 Intel 900MHz Pentium 3 Xeon (or later) 2 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^d Sun Java SE for Business Release 1.4.2_18-rev ^e

Table 2-10. Server and Java 2 SDK requirements (page 2 of 6)

Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
-------------------------	---	---------------------

- a. As of 6.0 SP8, Windows Server 2003 SP1 (Standard and Enterprise Editions) is certified for use with Mercury IT Governance Center.
- b. As of 6.0 SP9, VMware ESX Server 2.5 on x86 platforms is certified for use with Microsoft Windows 2003 Server (Standard and Enterprise Editions). While Mercury IT Governance Center 6.0 is expected to function properly in virtual environments for which Mercury has explicitly stated support, 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 certified 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.
- c. As of 6.0 SP10, Windows Server 2003 R2 is certified for use with Mercury IT Governance Center.
- d. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.
- e. Java 2 SDK, Standard Edition 1.4.2_06 is no longer supported by Sun.

Table 2-10. Server and Java 2 SDK requirements (page 3 of 6)

Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
Sun Solaris Platforms		
Sun Solaris 7	UltraSPARC 400 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^f Sun Java SE for Business Release 1.4.2_18-rev ^g
Sun Solaris 8	UltraSPARC 400 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^f Sun Java SE for Business Release 1.4.2_18-rev ^g
Sun Solaris 9	UltraSPARC 400 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^f Sun Java SE for Business Release 1.4.2_18-rev ^g
Sun Solaris 10	UltraSPARC 400 MHz 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06^f Sun Java SE for Business Release 1.4.2_18-rev ^g
<p>f. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.</p> <p>g. Java 2 SDK, Standard Edition 1.4.2_06 is no longer supported by Sun.</p>		
HP Platform		
HP-UX 11i	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	HP-UX Java 2 SDK, Standard Edition version 1.4.2.06 ^h
<p>h. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.</p>		

Table 2-10. Server and Java 2 SDK requirements (page 4 of 6)

Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
IBM AIX Platforms		
IBM AIX 5L version 5.1	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	IBM SDK for AIX, Java 2 Technology Edition, version 1.4.2.1 (IBM AIX build ca142-20040917) ⁱ
IBM AIX 5L version 5.2	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	IBM SDK for AIX, Java 2 Technology Edition, version 1.4.2.1 (IBM AIX build ca142-20040917) ⁱ
IBM AIX 5L version 5.3	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	IBM SDK for AIX, Java 2 Technology Edition, version 1.4.2.1 (IBM AIX build ca142-20040917) ⁱ
<p>i. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.</p>		

Table 2-10. Server and Java 2 SDK requirements (page 5 of 6)


Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
Red Hat Linux Platforms		
Red Hat Linux Advanced Server 2.1	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06[†] Sun Java SE for Business Release 1.4.2_18-rev ⁿ
Red Hat Enterprise Linux AS 3.0 ^j	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06[†] Sun Java SE for Business Release 1.4.2_18-rev ⁿ
Red Hat Enterprise Linux AS 3.0 installed on an x86 VMware ESX Server 2.5 partition. ^{j, k} Use with Mercury IT Governance Center release 6.0 SP4 or later. Remote Management of ESX is required. System sizing is impacted as described in Hardware Sizing Estimates on page 53.	1 AMD Opteron in 32-bit mode or 2 Intel 900MHz Pentium 3 Xeon (or later) 2 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06[†] Sun Java SE for Business Release 1.4.2_18-rev ⁿ
Red Hat Enterprise Linux AS 4.0 ^m	Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files	Sun Java 2 SDK, Standard Edition 1.4.2_06[†] Sun Java SE for Business Release 1.4.2_18-rev ⁿ

Table 2-10. Server and Java 2 SDK requirements (page 6 of 6)

Server Operating System	Minimum Hardware and Storage Requirements	Required Java 2 SDK
<p>j. Certification is limited to 32-bit only.</p> <p>k. As of 6.0 SP4, VMware ESX Server 2.5 on x86 platforms is certified for use with Red Hat Enterprise Linux AS 3.0. While Mercury IT Governance Center 6.0 is expected to function properly in virtual environments for which Mercury has explicitly stated support, 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 certified 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.</p> <p>l. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.</p> <p>m. Support introduced in SP14.</p> <p>n. Java 2 SDK, Standard Edition 1.4.2_06 is no longer supported by Sun.</p>		
<p>SUSE Linux Enterprise Server Platform</p>		
<p>SUSE Linux Enterprise Server 9^o</p>	<p>Pentium 700 MHz or equivalent 1 GB RAM 250 MB disk space for installed files 200 MB temporary space for installation files</p>	<p>Sun Java 2 SDK, Standard Edition 1.4.2_06^p Sun Java SE for Business Release 1.4.2_18-rev^q</p>
<p>o. Support added in SP12.</p> <p>p. To comply with the current regulations regarding Daylight Savings Time, see the DST-related article available from the Knowledge Base.</p> <p>q. Java 2 SDK, Standard Edition 1.4.2_06 is no longer supported by Sun.</p>		

Database Requirements

Table 2-11 shows Oracle database requirements on any of the operating systems listed in *Table 2-10*. The storage requirements are in addition to the requirements stated in *Table 2-10*.

 **Note** 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>.

 **Note** Both Standard and Enterprise Editions of the Oracle database versions listed in *Table 2-11* are supported.

Table 2-11. Database requirements

Oracle Version	Minimum Hardware and Storage Requirements
<ul style="list-style-type: none"> • Oracle 9.2.0.5 • Oracle 9.2.0.5 RAC • Oracle 9.2.0.6 (support starting with SP2) • Oracle 9.2.0.6 RAC (support starting with SP2) • Oracle 9.2.0.7 (support starting with SP9) • Oracle 9.2.0.7 RAC (support starting with SP9) • Oracle 9.2.0.8 (support starting with SP15) • Oracle 9.2.0.8 RAC (support starting with SP15) • Oracle 10.1.0.3 • Oracle 10.1.0.3 RAC • Oracle 10.1.0.4^a (support starting with SP9) • Oracle 10.1.0.4 RAC^a (support starting with SP9) • Oracle 10.1.0.5 (support starting with SP14) • Oracle 10.1.0.5 RAC (support starting with SP14) • Oracle 10.2.0.1^{a, b} all platforms except Windows and AIX (support starting with SP10) • Oracle 10.2.0.1 RAC^{a, b} all platforms except Windows and AIX (support starting with SP10) 	<p>Pentium 700 MHz or equivalent 1 GB RAM 275 MB disk space for installed objects (150 for data, 100 for indexes, 25 for CLOB)</p>

Table 2-11. Database requirements [continued]

Oracle Version	Minimum Hardware and Storage Requirements
<ul style="list-style-type: none"> • Oracle 10.2.0.2^c Windows platforms only (support starting with SP13) • Oracle 10.2.0.2 RAC^c Windows platforms only (support starting with SP13) • Oracle 10.2.0.2^{b, c} AIX platforms only (support starting with SP13) • Oracle 10.2.0.2 RAC^{b, c} AIX platforms only (support starting with SP13) • Oracle 10.2.0.2^{b, c} All supported Solaris, HP-UX and Linux platforms (support starting with SP13) • Oracle 10.2.0.2 RAC^{b, c} All supported Solaris, HP-UX and Linux platforms (support starting with SP13) 	(Same as previously listed)

a. To use this version of Oracle, you must install Oracle patch number 4458790 on all platforms except Windows. For Windows, this version of Oracle requires special configuration. See the latest Mercury IT Governance Center Service Pack Readme for details as well as for additional Mercury-specific implementation information.

b. To use this version of Oracle, you must install Oracle patch number 5089814.

c. To use this version of Oracle, you must run the following command from an SQL*Plus session as sysdba. For details, refer to Oracle bug number 5455729.

```
alter system set "_optimizer_connect_by_cost_based"=false scope=both;
```

NOTE: If you plan to install the Document Management module, see [Requirements for the Document Management Content Server on page 45](#) for compatibility information. If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle. See [Document Management Requirements on page 45](#) for details.

SQL*Net Requirements

The computer hosting Mercury IT Governance Server must have an Oracle client installed to communicate with the Mercury IT Governance Center database schema. 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.

Database Character Sets Supported

Table 2-12 lists and describes the database character sets supported in release 6.0 of Mercury IT Governance Center.

Table 2-12. 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 ^a	Unicode 3.0 UTF-8

a. Supported with Oracle 9i (and later).

Web Server Requirements

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 uses 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.

[Table 2-13](#) lists and describes the external Web servers supported.

Table 2-13. External Web servers supported

External Web Server	Supported Operating System
Sun ONE Web Server 6.0 (Service Pack 8 or later)	<ul style="list-style-type: none"> ● Red Hat Linux Advanced Server 2.1 ● Sun Solaris 8 ● Sun Solaris 9 ● HP-UX 11i ● IBM AIX 5L version 5.1^a
Sun Java System Web Server 6.1 (Service Pack 2 or later)	<ul style="list-style-type: none"> ● Red Hat Linux Advanced Server 2.1 ● Red Hat Enterprise Linux AS 3.0 ● Sun Solaris 8 ● Sun Solaris 9 ● HP-UX 11i ● IBM AIX 5L version 5.1^a ● IBM AIX 5L version 5.2^a
Sun Java System Web Server 6.1 (Service Pack 4 or later)	<ul style="list-style-type: none"> ● Sun Solaris 10
Sun Java System Web Server 6.1 (Service Pack 5 or later)	<ul style="list-style-type: none"> ● IBM AIX 5L version 5.3^a ● Red Hat Enterprise Linux AS 4.0
Sun Java System Web Server 6.1 (Service Pack 6 or later)	<ul style="list-style-type: none"> ● SUSE Linux Enterprise Server 9

Table 2-13. External Web servers supported [continued]

External Web Server	Supported Operating System
IBM HTTP Server 6.1 ^a	<ul style="list-style-type: none"> • IBM AIX 5L version 5.1 • IBM AIX 5L version 5.2 • IBM AIX 5L version 5.3
IBM HTTP Server V2.0.47.1 ^a	<ul style="list-style-type: none"> • IBM AIX 5L version 5.1 • IBM AIX 5L version 5.2 • IBM AIX 5L version 5.3
Microsoft IIS 5.0	<ul style="list-style-type: none"> • Windows 2000 Server • Windows 2000 Advanced Server
Microsoft IIS 6.0	<ul style="list-style-type: none"> • Windows Server 2003 Standard Edition • Windows Server 2003 Enterprise Edition • Windows Server 2003 R2
Apache HTTP Server 1.3 (version 1.3.31 or later)	<ul style="list-style-type: none"> • Red Hat Linux Advanced Server 2.1 • Sun Solaris 7 • Sun Solaris 8 • Sun Solaris 9 • Sun Solaris 10
Apache HTTP Server 2.0 (version 2.0.50 or later)	<ul style="list-style-type: none"> • Red Hat Linux Advanced Server 2.1 • Red Hat Enterprise Linux AS 3.0 • Red Hat Enterprise Linux AS 4.0 • Sun Solaris 7 • Sun Solaris 8 • Sun Solaris 9 • Sun Solaris 10 • HP-UX 11i • SUSE Linux Enterprise Server 9

a. Starting with SP13, Mercury is deprecating support for Sun ONE Web Server 6.0 and Sun Java System Web Server 6.1 on IBM platforms. New deployments should use one of the listed Web server products provided by IBM.

For More Information

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

External Authentication

Single Sign-On

Mercury IT Governance Center supports single sign-on in server cluster environments using the following products:

- eTrust SiteMinder version 5.5 (formerly Netegrity SiteMinder version 5.5)
- eTrust SiteMinder version 6.0 (formerly Netegrity SiteMinder version 6.0)

Other Technologies

Mercury IT Governance Center also supports the following additional third-party technologies for external authentication:

- NTLM on Microsoft Windows
- Any LDAP server that is version 3–compliant

Examples of LDAP servers include (but are not limited to):

- Red Hat Directory Server 7.1 (formerly Netscape Directory Server)
- Microsoft Active Directory for Windows 2000 and Windows 2003
- Sun ONE Directory Server 5.2

Document Management Requirements

Starting with SP10, the Document Management module provided by Mercury for optional use in Mercury IT Governance Center includes:

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



Note

You must upgrade the DFC even if you do not upgrade to version 5.3 SP2 of the Document Management Content Server, and you continue to use version 5.2.5 SP1 of the Document Management Content Server.

- Version 5.3 SP2 of the Documentum full-text indexing software (index server and index agent)

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).

Requirements for the Document Management Content Server

The Mercury-supplied Document Management Content Server application has a server component and a database component. These two components do not have to reside on the same machine, and neither are required to be on the same machine as the Mercury IT Governance Server. Mercury recommends that these components reside on separate machines.

You can run the Indexing Server on the same server as the Content Server. However, if the Content Server and the Indexing Server reside on the same host, a minimum of 2.5 GB of RAM is required (512 MB for the Content Server and 2 GB for the Indexing Server). For best performance, Mercury recommends that you run the Indexing Server and Content Server on separate machines.

Table 2-14 lists the Document Management Content Server application requirements. These are in addition to all other requirements for this machine.

Table 2-14. Content Server application requirements (page 1 of 2)

SP9 (or earlier)		SP10 (or later)	
Environment	Software Platforms	Environment	Software Platforms
<p>Content Server (and its integrated indexing component) host computer:</p> <ul style="list-style-type: none"> • Disk space: 700 MB (for installation only; see Document Management Disk Space Requirements on page 48 for additional storage considerations) • RAM: 512 MB • CPU: 400 MHz (minimum) 	<ul style="list-style-type: none"> • Microsoft Windows 2000 Server SP4 • Microsoft Windows Server 2003 • Sun Solaris 8 • Sun Solaris 9 • HP-UX 11i • IBM AIX 5L version 5.1 • IBM AIX 5L version 5.2 	<p>Content Server host computer:</p> <ul style="list-style-type: none"> • Disk space: 700 MB (for installation only) • Disk space: See Document Management Disk Space Requirements on page 48 for additional storage considerations • RAM: 512 MB • CPU: 400 MHz (minimum) • 300 MB in <code>/var/tmp</code> for Linux and UNIX <p>Indexing Server host computer:</p> <ul style="list-style-type: none"> • Disk space: 700 MB (for installation only) • Disk space: 3 GB plus the additional storage considerations detailed in Document Management Disk Space Requirements on page 48 • RAM: 2GB • CPU: 400 MHz (minimum) • 300 MB in <code>/var/tmp</code> for Linux and UNIX 	<ul style="list-style-type: none"> • Microsoft Windows 2000 Server SP4 • Microsoft Windows 2000 Server SP4 Update Rollup 1 • Microsoft Windows Server 2003 • Microsoft Windows Server 2003 SP1 • Sun Solaris 8, 9, or 10 • HP-UX 11 • HP-UX 11i version 2.0 (11.23) • 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 ML1 • IBM AIX 5L version 5.3 ML2 • IBM AIX 5L version 5.3 APAR IY58143 • Red Hat Enterprise Linux 3.0 Update 3 • Red Hat Enterprise Linux 3.0 Update 4 • Red Hat Enterprise Linux 3.0 Update 6 • Red Hat Enterprise Linux 4.0 Update 2 • SUSE Linux Enterprise Server 9 • SUSE Linux Enterprise Server 9 SP1 • SUSE Linux Enterprise Server 9 SP2

Table 2-14. Content Server application requirements (page 2 of 2)

SP9 (or earlier)		SP10 (or later)	
Environment	Software Platforms	Environment	Software Platforms
<p>Content Server (and its integrated indexing component) database:</p> <p>For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes. See Document Management Disk Space Requirements on page 48 for additional storage considerations.</p>	<ul style="list-style-type: none"> Oracle 8.1.7 Oracle 9.2 <p>NOTE: If you plan to use the same database for both Mercury IT Governance Center and the Document Management Content Server, make sure that you select an appropriate version of Oracle.</p>	<p>Content Server database and Indexing Server database:</p> <p>For installation and initial usage, Mercury recommends 180 MB for data and 180 MB for indexes. See Document Management Disk Space Requirements on page 48 for additional storage considerations.</p>	<p>Microsoft Windows platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, 9.2.0.7, 10.1.0.3, 10.1.0.4, or 10.2.0.1 <p>Sun Solaris platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, 9.2.0.7, 10.1.0.3, 10.1.0.4, 10.1.0.5, or 10.2.0.1 <p>HP-UX platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, 9.2.0.7, 10.1.0.3, 10.1.0.4, or 10.2.0.1 <p>IBM AIX platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, 9.2.0.7, 10.1.0.3, 10.1.0.4, or 10.2.0.1 <p>Red Hat Linux platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, or 10.1.0.3 <p>SUSE Linux platforms:</p> <ul style="list-style-type: none"> Oracle 9.2.0.5, 9.2.0.6, or 10.1.0.3

Document Management Disk Space Requirements

In the Mercury document management environment, document storage consists of the document itself, the document's metadata (for example, author, description, and comments), and the full-text index of the document.

Prior to SP10, the document and its index are stored on the Document Management Content Server file system. Starting with SP10, the document is stored on the Document Management Content Server file system and the index is stored on the Document Management Indexing Server file system. As a rough approximation, you can expect the index size to be about 30% of the document's full size.

The metadata is stored in the Document Management Content Server's database schema. The metadata for each version of each document should take up less than 5 MB.

Use the following guidelines to provide a conservative estimate of the storage required for document content.

- For each document, on the Document Management Content Server:
 - Document content: (document size) x (number of versions)
 - Full-text indexes: (30% of original document size) x (number of versions)
- For each document, in the Document Management Content Server database:
 - Document metadata: (5 KB) x (number of versions)

To estimate the total disk storage space required:

1. Determine or estimate the average document size.
2. Compute the space required per average document, using the formulas above.
3. Multiply by the average number of versions anticipated for the average document.
4. Multiply by the anticipated total number of documents.

For 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 to store and index these documents would be:

- Prior to SP10:
 - On the Document Management Content Server:
 $(100 \text{ KB document size} + 30 \text{ KB index size}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 52 \text{ GB}$
- SP10 or later:
 - 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 Indexing Server:
 $(30 \text{ KB index size}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 12 \text{ GB}$
- In the Document Management Content Server database:
 $(5 \text{ KB metadata}) \times (4 \text{ versions}) \times (100,000 \text{ documents}) = 2 \text{ GB (maximum)}$

Requirements for Documentum Foundation Classes (DFC)

The Documentum Foundation Classes (DFC) comprise the API that Mercury IT Governance Center uses to communicate with the Document Management Content Server. The DFC must be installed on the same machine that is hosting the Mercury IT Governance Server.

System Requirements:

- Disk space: An additional 100 MB (which remains constant with usage)
- Supported operating systems (as of SP10 or later):
 - Microsoft Windows 2000 Server SP4
 - Microsoft Windows Server 2003
 - Microsoft Windows Server 2003 SP1
 - Sun Solaris 8, 9, or 10
 - HP-UX 11
 - HP-UX 11i version 2.0 (11.23)
 - IBM AIX 5L V5.2 ML4
 - IBM AIX 5L V5.2 ML5

- IBM AIX 5L V5.2 ML6
- IBM AIX 5L V5.3 ML1
- IBM AIX 5L V5.3 ML2
- IBM AIX 5L V5.3 APAR IY58143
- Red Hat Enterprise Linux 3.0 Update 3
- Red Hat Enterprise Linux 3.0 Update 4
- Red Hat Enterprise Linux 3.0 Update 6
- Red Hat Enterprise Linux 4.0 Update 2
- SUSE Linux Enterprise Server 9.0
- SUSE Linux Enterprise Server 9.0 SP1
- SUSE Linux Enterprise Server 9.0 SP2



Note

Some operating systems in the preceding list may not be supported for the Mercury IT Governance Server.

Communications Requirements

When configured correctly, the Mercury IT Governance Center is able to execute commands on remote servers, as well as move files. To accomplish this, you need to have both Telnet and FTP capabilities. These capabilities are built in to UNIX operating systems, but they need to be added to the Windows environment.

The specific requirements vary depending on whether your communications requirements are non-secure or secure.

Non-Secure Environment

For the Windows environment (both the Mercury IT Governance Server and the destination server), you need to have:

- A Telnet server
- An FTP server
- The Bourne shell (bash), which is part of the Cygwin utilities

Standard Telnet and FTP communications requirements are listed in [Table 2-15](#).

Table 2-15. Standard Telnet and FTP communications

Telnet Service	Operating System
Ataman TCP Remote Logon Services (ATRLS) version 3.1	<ul style="list-style-type: none"> ● Windows 2000 Server ● Windows 2000 Advanced Server
Microsoft Telnet Services	<ul style="list-style-type: none"> ● Windows Server 2003 Standard Edition ● Windows Server 2003 Enterprise Edition ● Windows Server 2003 R2
Windows Services for UNIX version 3.0	<ul style="list-style-type: none"> ● Windows 2000 Server ● Windows 2000 Advanced Server ● Windows Server 2003 Standard Edition ● Windows Server 2003 Enterprise Edition ● Windows Server 2003 R2
Windows Services for UNIX version 3.5	<ul style="list-style-type: none"> ● Windows 2000 Server ● Windows 2000 Advanced Server ● Windows Server 2003 Standard Edition ● Windows Server 2003 Enterprise Edition ● Windows Server 2003 R2

Secure Environment

For the Windows environment, both the Mercury IT Governance Server and the destination server require the Bourne shell (bash), which is part of the Cygwin utilities.

In addition, you need to have one of the supported products listed in [Table 2-16](#).

Table 2-16. Secure communications requirements

Supported Products	Operating System Environment
Van Dyke (VShell Server) version 2.3.1 Van Dyke (VShell Server) version 2.5 (SP9 or later) OpenSSH version 3.9, included in Cygwin OpenSSH 4.3p2, included in Cygwin (SP9 or later)	Windows environments (all supported versions)
SSH Communications (Tectia Server) version 4.1 F-Secure (F-Secure SSH) version 3.3 OpenSSH version 3.9p1 OpenSSH 4.3p2 (SP9 or later)	UNIX environments (all supported versions)
SSH-2.0_Sun_SSH_1.0	Sun Solaris 9
SSH-2.0_Sun_SSH_1.1	Sun Solaris 10

Terminal Emulation

The following terminal emulations are supported for connecting Mercury IT Governance Center to other servers using Telnet or SSH:

- “Dumb” mode
- VT100 mode
- VT220 mode

Hardware Sizing Estimates

[Table 2-17](#) shows hardware sizing estimates based on typical workloads. Sizing varies widely by the nature of use, and these guidelines are intended to reflect average usage. They are based on Sun Solaris 900 MHz systems.

Table 2-17. Hardware sizing estimates

Usage		Multiple Machines			Single Machine
Number of Licensed Users	Number of Concurrent Users	Database Server	Application Server	Application Server	Database Server plus Application Server
			Without VMware	With VMware ^{a,b}	
Up to 250	Up to 50	1 CPU 2 GB	1 CPU 1 GB	2 CPU 2 GB	2 CPU 4 GB
Up to 1000	Up to 100	2 CPU 4 GB	1 CPU 2 GB	2 CPU 3 GB	4 CPU 8 GB
Up to 2500	Up to 200	4 CPU 8 GB	2 CPU 4 GB	3 CPU 5 GB	Contact Mercury Support
More than 2500	More than 200	Contact Mercury Support			

a. As of 6.0 SP4, VMware ESX Server 2.5 on x86 platforms is certified for use with Red Hat Enterprise Linux AS 3.0 (32-bit only).

b. As of 6.0 SP9, VMware ESX Server 2.5 on x86 platforms is certified for use with Microsoft Windows 2003 Server (Standard and Enterprise Editions).

While Mercury IT Governance Center 6.0 is expected to function properly in virtual environments for which Mercury has explicitly stated support, 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 certified 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.



Note

Indicated limits on the number of licensed users and the number of concurrent users in [Table 2-17](#) are guidelines only and do not apply in all environments. For configuration assistance in these or other environments, contact Mercury Support.

For More Information

For more information about supported hardware and software configurations, see the *System Administration Guide and Reference*.

Client Environment

The following sections provide information about client environment requirements for both the Mercury IT Governance Center standard interface and the Mercury IT Governance Workbench.

Browser Requirements (All Clients)

Table 2-18 lists the supported browsers.

Table 2-18. Browser requirements (all clients)

Client Operating System	Supported Browsers
Microsoft Windows 2000 Professional (SP4 and later)	<ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (SP1)^b • Microsoft Internet Explorer 6.0 (SP2)^b (support added in Mercury IT Governance Center SP3)
Microsoft Windows XP (SP1 and SP2)	<ul style="list-style-type: none"> • Microsoft Internet Explorer 6.0 (SP1)^b • Microsoft Internet Explorer 7.^c (support added in Mercury IT Governance Center SP13) • Mozilla Firefox 1.0.x^a (support added in Mercury IT Governance Center SP3) • Mozilla Firefox 1.5.x^a (support added in Mercury IT Governance Center SP14)

- Use version 5.0 update 2 or update 6 of the Sun Java plug-in with Mozilla Firefox.
- Due to the default security settings in Internet Explorer 6.0, users cannot export to Microsoft Excel from maximized portlet views when accessing Mercury IT Governance Center using https. As a workaround, users should deselect the "Do not save encrypted pages" option in their Internet Explorer 6.0 settings.
- Due to the default security settings in Internet Explorer 7.0, users cannot export to Microsoft Excel from maximized portlet views. As a workaround, Microsoft Windows XP users could use the Mozilla Firefox browser.

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.

Special Considerations for Customers Using Project Management

Mercury recommends at least 512 MB of RAM for client machines that access Mercury Project Management™ and have the following usage characteristics:

- Use the Mercury IT Governance Workbench for managing projects
- Export to Microsoft Project
- Import from Microsoft Project
- Synchronize with Microsoft Project

To maximize performance, users working with Mercury Project Management and Microsoft Project in the Workbench should also add a Java runtime parameter of `-Xmx256m` in the Java Plug-In Control Panel. Mercury recommends this initial value of 256 MB for a machine with 512 MB of RAM. The value could range from half to two-thirds of the machine's physical memory.

Java Plug-In Requirement (Workbench Access Only)

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

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

Note

Support for the Java 2 SE Release 1.4 software provided by Sun Microsystems ended as of October 30, 2008 (see java.sun.com/products/archive/eol.policy.html for details).

For platforms relying on Java 1.4 software from Sun, use of Java SE for Business Release 1.4.2_18-rev is recommended.

The certified versions include:

- 5.0 update 2 (SP3 or later)
- 5.0 update 6 (SP10 or later)
- Java SE for Business Release 1.4.2_18-rev (or later)

Although no longer supported by Sun, there should be minimal risk in using the following versions of the Java Standard Edition plug-in. However, should problems occur, upgrade to one of the supported versions before engaging support.

- 1.4.2_06 (default)
- 1.4.2_08 (SP3 or later)
- 1.4.2_09 (SP9 or later)
- 1.4.2_12 (SP14 or later)



Note

Starting with SP9, use the `WORKBENCH_PLUGIN_VERSION` configuration parameter in the `server.conf` file to specify a version other than the default.

These versions of the Sun Java plug-in are supported on the server side by only one version of the Sun Java 2 SDK. See [Table 2-10 on page 33](#) for details about this specific version.

Client Disk Space Required (Workbench Access Only)

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.

Third-Party Products

This section discusses various third-party products that work with Mercury IT Governance Center release 6.0.

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*.

Microsoft Project (Optional)

Mercury Project Management supports the following versions of Microsoft Project:

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

For More Information

For special client memory considerations for the Mercury Project Management environment, see [Browser Requirements \(All Clients\)](#) on page 54.

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

Microsoft Excel (Optional)

The following versions of Microsoft Excel are supported:

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

For More Information

For information about exporting data to Excel spreadsheets, see the *Getting Started Guide*.

Extension and Migrator Environment

System requirements for Mercury Change Management Extensions and Migrators release 6.0 are the same as the system requirements for Mercury IT Governance Center, with any additional requirements listed in the following sections.

Note

An Extension may include capabilities that are not compatible with a version of the core product associated with the Extension. For example, PeopleSoft Version Control functionality is supported on PeopleTools version 8.4 (or later); you should not attempt to use this functionality when PeopleTools 8.1.x is installed. Be sure to review the features the Extension provides as well as the support provided for such features in the core product you are using.

Oracle Environment

The following sections describe requirements for Mercury Object Migrator, Mercury GL Migrator™, and the Oracle-specific Mercury Change Management Extensions.

Mercury Object Migrator

Application Requirements

Mercury IT Governance Center used with Mercury Object Migrator supports Oracle E-Business Suite 10.7, 11, or 11i (11.5.1 through 11.5.10.2 (CU2)). For supplemental information, see [Mercury Object Migrator and Mercury GL Migrator on page 27](#).

Note

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).

File and Table Space Requirements

Table 2-19 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 2-19. 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 GL Migrator**Application Requirements**

Mercury IT Governance Center used with Mercury GL Migrator supports Oracle E-Business Suite 10.7, 11, or 11i (11.5.1 through 11.5.10.2 (CU2)). For supplemental information, see [Mercury Object Migrator and Mercury GL Migrator on page 27](#).

File and Table Space Requirements

[Table 2-19](#) lists the file and table space requirements for Mercury GL 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 2-20. Mercury GL Migrator file and table space requirements

Item	Required Space	Recommended Space
Install bundle	20 MB (temporary)	25 MB (temporary)
Install scripts	3 MB	
Programs (.rdf files)	15 MB	
Interface tables	10 MB	25 MB
Indexes on interface tables	5 MB	10 MB
Archive tables and indexes	15 MB* *See Archive Tables , following.	30 MB

Archive Tables

The actual space required depends on the number of objects placed under version control.

Mercury Change Management Extension for Oracle E-Business Suite

Mercury IT Governance Center used with Mercury Change Management Extension for Oracle® E-Business Suite™ supports Oracle E-Business Suite 10.7, 11, or 11i (11.5.1 through 11.5.10.2 (CU2)).

Mercury Change Management Extension for Oracle Technology

Mercury IT Governance Center used with Mercury Change 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 Change Management Extension for Databases

Mercury IT Governance Center used with Mercury Change Management Extension for Databases™ supports:

- IBM DB2 6.0 for OS/390
- IBM DB2 UDB 7.0 for Windows or UNIX
- Microsoft SQL Server 7.0
- Sybase Adaptive Server 12.0

Mercury Change Management Extension for E-Commerce

There are no additional release 6.0 system requirements for Mercury Change Management Extension for E-Commerce™.

Mercury Change Management Extension for PeopleSoft Enterprise

Mercury IT Governance Center used with Mercury Change Management Extension for PeopleSoft® Enterprise™ supports PeopleTools 8.1.x, 8.4.1, 8.44, or 8.46.

Mercury Change Management Extension for SAP® Solutions

Mercury IT Governance Center used with Mercury Change Management Extension for SAP® Solutions™ Service Pack 3 supports:

- 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 in the Extension's Service Pack 3 is supported on all platforms.

Mercury Change Management Extension for Siebel eBusiness Applications

Mercury IT Governance Center used with Mercury Change Management Extension for Siebel® eBusiness Applications™ supports Siebel eBusiness Applications 5.5, 5.6, 6.0, 7.0, 7.5, or 7.7.

Chapter

3

Desupported Platforms and Products

In This Chapter:

- *Platforms and Products Desupported in Release 6.0*
 - *Server Environment*
 - *Client Environment*
 - *Third-Party Products*
 - *Extension and Migrator Environment*
 - *Platforms and Products Desupported in Release 5.5*
 - *Server Environment*
 - *Client Environment*
 - *Product Changes*
-

Platforms and Products Desupported in Release 6.0

The following products are being desupported in release 6.0 of Mercury IT Governance Center. This information is relevant to customers upgrading to release 6.0 from either release 5.0 or release 5.5.

Server Environment

Desupported operating systems, SDKs, and databases are listed in the following sections.

Server Operating Systems

The following server operating systems are no longer supported:

- Windows NT
- Sun Solaris 2.6
- IBM AIX 4.3
- HP-UX 11

Servers and SDKs

The following servers and SDKs are no longer supported:

- Sun Java 2 SDK, Standard Edition, version 1.4.2_03 and earlier
- Sun Java SDK, Standard Edition, version 1.3
- HP-UX Java 2 SDK, Standard Edition, version 1.4.2.04 and earlier
- HP-UX Java SDK, Standard Edition, version 1.3
- IBM SDK for AIX, Java 2 Technology Edition, version 1.4 (build version ca1411-20030930 and earlier)
- IBM SDK for AIX, Java Technology Edition, version 1.3

The following SDK is no longer supported by Sun Microsystems:

- Sun Java 2 SDK, Standard Edition 1.4

Databases

The following databases are no longer supported (or may never have been supported). Only the versions specified in [Database Requirements on page 38](#) are supported in this release.

- Oracle versions 10 through 10.1.0.2
- All Oracle versions 9.2.0.4 and earlier

Database Character Sets

The AL24UTF8SS character set (Unicode 1.1 UTF-8) is no longer supported.

Web Server Versions

The following Web server versions are no longer supported:

- Apache 1.3.29 and earlier
- Apache 2.0.49 and earlier
- Sun ONE Web Server 6.0 SP7 and earlier

Single Sign-On Products

The following single sign-on products are no longer supported:

- Netegrity SiteMinder 5.0
- Netegrity SiteMinder 4.6

Secure Communications Products

The following secure communications products are no longer supported:

- Van Dyke (VShell Server) version 2.1 and earlier
- OpenSSH version 2.x
- OpenSSH version 3.5p1 and all earlier versions
- F-Secure (F-Secure SSH) version 2.4
- F-Secure (F-Secure SSH) version 3.0
- SSH Communications version 2.3

Document Management

As of 6.0 SP10, Documentum Foundation Classes (DFC), version 5.2.5 SP1, is being desupported.

- All new installations of the Document Management module should use DFC version 5.3 SP2.
- If you are already using version 5.2.5 SP1, you must upgrade the DFC to version 5.3 SP2 (when using 6.0 SP10 or later). However, you may continue to use version 5.2.5 SP1 of the Document Management Content Server (and its integrated indexing component).

Client Environment

Desupported products for the client environment are listed in the following sections.

Client Operating Systems

The following client operating systems are no longer supported:

- Microsoft Windows 98 SE
- Microsoft Windows NT 4.0 Workstation
- Sun Solaris 2.6
- Microsoft Windows 2000 Professional (SP3 and all earlier versions are no longer supported)

Browsers

The following browsers are no longer supported:

- Microsoft Internet Explorer 5.0
- Microsoft Internet Explorer 5.5
- All versions of Netscape

Java Plug-Ins

The following Java plug-ins are no longer supported:

- Sun Java Plug-In 1.4.1
- Sun Java Plug-In 1.4.2_03 and all earlier versions

The following Java plug-in is no longer supported by Sun Microsystems:

- Sun Java 2, Standard Edition 1.4

Third-Party Products

Microsoft Project 98 is no longer supported.

Microsoft Excel 97 is no longer supported.

Extension and Migrator Environment

The following section lists products related to the Mercury Object Migrator, Mercury GL Migrator, or the Mercury Change Management Extensions that are being desupported in release 6.0.

Mercury Change Management Extension for PeopleSoft Enterprise

The following third-party products related to Mercury Change Management Extension for PeopleSoft Enterprise are no longer supported:

- Microsoft SQL Server database
- PeopleSoft Enterprise 7.5.x

Mercury Change Management Extension for SAP® Solutions

The following third-party products related to Mercury Change Management Extension for SAP® Solutions are no longer supported:

- R/3 3.1I (Basis 3.1I)
- R/3 4.0B (Basis 3.1I)

Platforms and Products Desupported in Release 5.5

This section contains a list of platforms and products desupported in release 5.5 of Mercury IT Governance Center.

This information would probably be of interest only to customers upgrading from release 5.0 to release 6.0 of Mercury IT Governance Center.

Server Environment

The following server, database, and technology platforms and products were desupported in release 5.5:

- IBM AIX 4.3 (as a server platform)
- Oracle database version 9.2.0.3
- Oracle database version 8.0
- Sun Java 2 SDK version 1.4.1

Client Environment

Windows 95 as a client platform was desupported in release 5.5.

Product Changes

DSS Reports were desupported in release 5.5.