

Compatibility matrix: HP Service Manager Software version 7.10

Updated September 2, 2014

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Servers

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

NOTE: 3rd-party components such as databases are supported at the minor level unless a different minimum level is specified. For example, Oracle 10.2 is supported at the minimum release of Oracle 10.2.0. 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 10 to be supported on 10.2.0.3, 10.2.0.4, etc.

Server platform	Operating system (OS)	Database	Java Version
HP Itanium	HP-UX 11.23 and 11.31	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	Java JDK 1.5 32-bit distributed by Hewlett-Packard Not included with Service Manager Must be installed as a prerequisite
HP PA-RISC	HP-UX 11.23 and 11.31	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	Java JDK 1.5 32-bit distributed by Hewlett-Packard Not included with Service Manager Must be installed as a prerequisite
X86 Compatibles	Windows Server 2003 (32-bit and 64-bit) Windows Server 2008 (32-bit and 64-bit) Windows Server 2008 R2 (32-bit and 64-bit)	SQL Server 2005 Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	Sun Java JRE 1.5 bundled with Service Manager

X86 Compatibles	RedHat Linux Enterprise Edition 5 (32 bit and 64 bit) Novell SuSE Linux Enterprise Server 10 (32 bit and 64 bit)	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	Sun Java JRE 1.5 provided with Service Manager 7.10
Sun SPARC	Solaris 9, 10	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	Sun Java JDK 1.5 32-bit not included with Service Manager. Must be installed as a prerequisite
IBM pSeries	AIX 5.3	Oracle 10.2,11.1 IBM DB2 9.1,9.5	IBM Java JDK 1.5 32-bit not included with Service Manager. Must be installed as a prerequisite

64-bit platform support

Service Manager server is a 32-bit application and will run as a native 32-bit application on the supported OS. Service Manager connects to Oracle and DB2 databases via native clients and to SQL Server via ODBC driver. All database clients should be 32-bit version of the database client. The Service Manager server using the 32-bit client can connect to 32-bit or 64-bit database server.

Windows Client

Client OS

Windows XP Professional SP2 or higher (32-bit only)

Windows Vista SP1 or higher (32-bit only)

Windows Client Notes:

Virtualization options such as Citrix are considered transparent technologies and the support policy below applies.

Web Client

Supported Browser

Internet Explorer 6

Internet Explorer 7

Firefox 2, 3 (Windows and Mac)

Web Client Notes:

The stated browsers have been tested and certified on Windows XP Professional and Windows Vista. While not explicitly tested or supported, access from other operating systems and/or browsers should be feasible through browsers based upon the Trident or Gecko engines.

Web tier: Application servers

Application server	Notes
IBM WebSphere Application Server 6.1	
Tomcat 5.5, 6.0 (only on JAVA 5)	
BEA WebLogic 9,10	
Sun Application Server 8.1	
JBOSS AS 4.2	

Web tier: web servers

Web server must be compatible with the supported web tier application server.

Knowledge Management: Knowledge Server

Server platform	Operating system (OS)
HP PA-RISC	HP-UX 11.11
Intel Compatibles	Windows 2000 Server (minimum SP2) Windows Server 2003 SP2 Windows Server 2008 Windows Server 2008 R2 Red Hat Linux Advanced 4 Novell SuSE Linux Enterprise Server 9
Sun SPARC	Solaris 9,10
IBM pSeries	AIX 5.2, 5.3

NOTE: JRE 1.5 is required at the time of the search engine installation. This is for initial install only and not a requirement for the runtime environment of the Knowledge Management server.

Compatibility between Service Manager servers, clients, and applications

Due to solution advances provided by Service Manager 7.10, the Service Manager 7.10 server only supports connection of 7.10 based clients.

At the Ship Release SR of Service Manager, the 7.10 server only supports the 7.10 applications. 7.00 applications are targeted for supported in a future maintenance release

Languages, localization, and internationalization

Service Manager supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (www.iso.org). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange. Service Manager 7 supports UTF-8 as an encoding method for new or existing ASCII and multi-byte characters. For more information about the languages and character sets supported by UTF-8, refer to www.unicode.org.

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

1. Language packs provide translated user interfaces (UI), Online Help (OLH), and installation documentation or unless otherwise noted.
2. Updated Japanese, French, Italian, German, Spanish, Korean, Russian, Brazilian Portuguese (UI only), Dutch (UI only), Polish (UI only), Czech (UI only), and Hungarian (UI only) and Simplified Chinese language packs will be available approximately 1 quarter following the Sales Release of SM
3. Service Manager accepts and displays data for any language supported by UTF-8, regardless of the language pack installed. Furthermore, no translation is required for this feature to occur. For example, a French Service Manager system can accept and display German. A Japanese system can accept and display Spanish. Note that appropriate SQL database data types and/or code pages are required for this.

Compatibility with other Hewlett-Packard products

Service Manager supports many HP portfolio integrations as well as those of many third parties. These integrations are identified in the integration library. Access the catalog at the following link and select Service Manager

http://support.openview.hp.com/sc/integration_catalog.jsp

Transparent technology and virtualization support for Service Manager

In recent years a number of “transparent” hardware and software technologies and virtualization solutions, such as Citrix, Microsoft Cluster Software and VMware have become increasingly prevalent. These solutions operate in the technology layers adjacent to the operating systems or in some cases as extensions of the operating systems. Similarly, database solutions offer transparent components as supported elements.

HP supports Service Manager running on operating systems and databases on particular platform as described in the matrix above, not specific hardware and software configurations. HP will support Service Manager customers who run HP software products on supported Operating Systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HP does not support these transparent or virtualization technologies directly. Since the providers of these technologies support a set of certified operating systems and hardware, the customer and the providers of these technologies will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use.

HP will not require customers to recreate and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request our customers to diagnose certain issues in a native certified operating system environment without the transparent technology. HP will only make this request when there is reason to believe that the environment is a contributing factor to the reported issue.

While Service Manager is expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HP’s typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource contention. This can have significant impact on performance and scalability, particularly under peak load.