

# HP Service Manager Compatibility Matrix

Software Version 7.11

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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.

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	<ul style="list-style-type: none"><li>• Java JDK 1.7 32-bit</li><li>• Distributed by Hewlett-Packard</li><li>• Not included with Service Manager</li><li>• Must be installed as a prerequisite</li></ul>
HP PA-RISC	HP-UX 11.23 and 11.31	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	<ul style="list-style-type: none"><li>• Java JDK 1.7 32-bit</li><li>• Distributed by Hewlett-Packard</li><li>• Not included with Service Manager</li><li>• Must be installed as a prerequisite</li></ul>
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, 2008 Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	<ul style="list-style-type: none"><li>• Oracle Java JRE 1.7</li><li>• Provided with Service Manager 7.11</li></ul>

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	<ul style="list-style-type: none"> <li>• Oracle Java JRE 1.7</li> <li>• Provided with Service Manager 7.11</li> </ul>
Sun SPARC	Solaris 9, 10	Oracle 10.2, 11.1 IBM DB2 9.1, 9.5	<ul style="list-style-type: none"> <li>• Solaris 9: Oracle Java JDK 1.6*</li> <li>• Solaris 10: Oracle Java JDK 1.7 32-bit</li> <li>• Not included with Service Manager</li> <li>• Must be installed as a prerequisite</li> </ul>
IBM pSeries	AIX 5.3, 6.1 and 7.1 <b>Note:</b> AIX 6.1 and 7.1 are supported only for SM7.11p19 or later.	Oracle 10.2,11.1 IBM DB2 9.1,9.5	<ul style="list-style-type: none"> <li>• IBM Java JDK 1.7 32-bit</li> <li>• Not included with Service Manager</li> <li>• Must be installed as a prerequisite</li> </ul>

\* **Note:** Oracle stopped issuing updates for Java Runtime Environment (JRE) 6.0 in February 2013. Additionally, JRE 6.0 will enter the Extended Support phase in December 2013. Therefore, Service manager 7.11p21 upgrades the embedded version of JRE to JRE 7. However, JRE 7 is not supported by Oracle Solaris 9. Therefore, we recommend that you upgrade to Solaris 10.

## 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 versions 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	Notes
Windows Vista SP1 or higher (32-bit and 64-bit)	Support of Windows XP has been discontinued because it has reached its end of life.
Windows 7 (32-bit and 64-bit)	

### Windows client notes:

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

Users considering Windows 7 for client support should review Knowledge Article: KM870340

## Web client

Supported Browser	Notes
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Internet Explorer (IE) 7, 8, 9	<ul style="list-style-type: none"> <li>Support of IE 6 has been discontinued because it has reached its end of life.</li> <li>IE 9 is supported only for SM7.11p20 or later.</li> <li>If using IE, IE 9 is recommended for optimal performance.</li> </ul>
Firefox 24 and greater	<ul style="list-style-type: none"> <li>Support of earlier versions has been discontinued because they have reached their end of life.</li> <li>Extended Support Releases are recommended.</li> </ul>

### 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.

This matrix includes support for Internet Explorer 8 and 9. We expect this to work correctly. Should there be any issue experienced with this browser we recommend using the compatibility view option as described in the Internet Explorer 8/9 web site at <http://www.microsoft.com/windows/internet-explorer/default.aspx>

Service Manager components such as CI visualization and the workflow widget require a JRE level of 1.5 or above for the user's browser. JRE 7 has been certified only on the SM7.11p20 or later web client.

### Web tier: application servers

Application server	Notes
IBM WebSphere Application Server 7	<ul style="list-style-type: none"> <li>Support of IBM WAS6.1 has been discontinued because it has reached its end of life.</li> <li>IBM WAS7 is supported only for SM7.11p20 or later.</li> </ul>
Tomcat 6.0	<ul style="list-style-type: none"> <li>Support of Tomcat 5.5 has been discontinued because Tomcat 5.5 has reached its end of life.</li> <li>For enhanced security, Tomcat 6.0.36 is recommended.</li> <li>SM7.11p21 introduces support for JRE 6 and JRE 7 on Tomcat 6.0 application servers that do not have the "-Dsun.lang.ClassLoader.allowArraySyntax=true" JVM setting.</li> </ul>
Oracle WebLogic 9, 10	
Sun Glassfish 3	
JBoss EAP 5.1	<ul style="list-style-type: none"> <li>Support of JBOSS AS 4.2 has been discontinued because it has reached its end of life.</li> </ul>

### 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)
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HP PA-RISC	<ul style="list-style-type: none"> <li>• HP-UX 11.11 ; with the following patches: <ul style="list-style-type: none"> <li>○ PHKL_25729 signals, threads enh, Psets Enablement</li> <li>○ PHCO_25452 libc cumulative patch</li> <li>○ PHKL_25840 Thread NOSTOP, Psets, Thread abort</li> <li>○ PHKL_25367 Priority inversion and thread hang</li> <li>○ PHSS_30966: s700_800 11.11 ld(1)and linker tools cumulative patch (required for the multilanguage [uni] locale)</li> </ul> </li> <li>• HP-UX 11.23</li> </ul>
Intel Compatibles	<ul style="list-style-type: none"> <li>• Windows 2000 Server (minimum SP2)</li> <li>• Windows Server 2003 SP2</li> <li>• Windows Server 2008 As of version 7.11p22, Windows Server 2008 is supported.</li> <li>• Windows Server 2008 R2 As of version 7.11p22, Windows Server 2008 R2 is supported.</li> <li>• Linux <ul style="list-style-type: none"> <li>○ Red Hat Linux Advanced Server V3.0 Tarron update 3, kernel version 2.4.21 or higher</li> <li>○ Red Hat Linux Advanced Server V4.0 Nahant Update 1, kernel version 2.6.9 or higher</li> <li>○ RedHat Enterprise Linux 5.7</li> <li>○ SuSE Linux 9.0 Enterprise Edition Kernel version 2.6.5</li> </ul> </li> </ul>
Sun SPARC	<ul style="list-style-type: none"> <li>• Solaris 2.8 (32-bit and 64-bit) Patches 108434-20 (32-bit only), 108435-20 (64-bit only), 109147-39, 111697-04, 114802-02 (32-bit only), 111721-04 or later</li> <li>• Solaris 2.9 - Patches 111711-13 (32-bit only), 111712-13 (64-bit only), 112963-23, 111703-03, 111722-04 or later</li> <li>• Solaris 10 - Patch 113886-27</li> </ul>
IBM pSeries	<ul style="list-style-type: none"> <li>• AIX 5.2 maintenance level 1, patch APAR IY70159</li> <li>• AIX 5.3 maintenance level 3, patch APAR IY70159</li> </ul>

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

**Note:** the KM search engine leverages a third party component. As a result, the compatibility matrix is fixed and will not change until this component is replaced in a subsequent release.

## Compatibility between Service Manager servers, clients, and applications

At the Ship Release (SR) of Service Manager the 7.11, the server now supports the 7.00 application as well as the 7.10 applications.

## 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](http://www.iso.org)). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange. Service Manager 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](http://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](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.

## Underpinning technology version policy

Third-party components such as databases and operating systems are supported at the minor level unless a different minimum level is specified. For example, Oracle 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. Refer to the support matrix provided for the vendor for restrictions and other considerations.

It is not our policy to recertify a released product against a new version of a vendor product, unless the current version of our product will be supported well past the end of obtainable or extended support of the associated vendor product, and there is not a viable extension to the support of that product. We also, as a rule, do not recertify on minor releases (that is, Oracle 10.0, then 10.2, then 10.2g, and so on). We only list the latest version of the vendor product that we actually certified at the time of our product release.