

MERCURY INTERACTIVE

THE GLOBAL LEADER IN BUSINESS TECHNOLOGY OPTIMIZATION SOLUTIONS



IT Governance Center Release 5.5 Compatibility Matrix

Updated August 11, 2005

Introduction:

Mercury IT Governance Center is an enterprise application that supports installation and execution on a large variety of platforms and operating systems. This document provides a list of certified environments for Release 5.5 of IT Governance Center.

If you have any further questions about specific configurations and their compatibility with IT Governance Center, please contact a Mercury Customer Support Representative.

Server Hardware & JVM Requirements

It should be noted that the hardware specifications listed below are the absolute minimum requirements for a valid IT Governance Center installation. The requirements, as they apply to each installation, will vary based on number of users, volume of activity, and type of activity. Mercury will conduct these hardware assessments for customers at appropriate stages of the implementation.

Please contact a Mercury representative about obtaining a detailed assessment.

Note that support for each operating system version assumes that the appropriate patch(es) have been applied to support the JDK installation on that system.

Operating System	Minimum Hardware Requirements	Supported Server JVM
Windows™ Server 2003	Pentium 700MHz 1 GB MB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun JDK 1.3.1_07 Sun JDK 1.4.2
Windows 2000 / Windows 2000 Advanced Server	Pentium 700MHz 1 GB MB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun JDK 1.3.1_07 Sun JDK 1.4.2
WindowsNT™ 4.0 (Service Pack 3 or higher)	Pentium™ 700MHz 1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun™ JDK™ 1.3.1_07 Sun JDK 1.4.2

Solaris™ 2.6	UltraSPARC™ 400 MHz 1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun JDK 1.3.1_07
Solaris 7 Solaris 8 Solaris 9	UltraSPARC™ 400 MHz 1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun JDK 1.3.1_07 Sun JDK 1.4.2
HP-UX 11/11i	1 GB MB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	HP-UX SDK 1.3.1 HP-UX SDK 1.4.2
IBM AIX 5.2	1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	IBM JDK 1.4.1 (AIX build version ca1411-20030930)
IBM AIX 5.1L	1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	IBM JDK 1.3.1 (AIX build version ca131-20031105) IBM JDK 1.4 (AIX build version ca1411-20030930)
Red Hat Linux Advanced Server 2.1	1 GB RAM 250 MB disk space for installed files 250 MB disk space for installed tables	Sun JDK 1.3.1 Sun JDK 1.4.2

Java Plug-In Support

To access the Workbench, users must have the appropriate version of the Sun Java Plug-In installed into their web browser. Mercury IT Governance Center Release 5.5 requires the Sun Java Plug-In version 1.4.1_02. (This version of the Plug-In will be installed automatically by the system if it has not been pre-installed on the client workstation.)

Support for Sun Java Plug-In version 1.4.2_08 was introduced in PL18. See the README for configuration details.

Database Compatibility

Mercury IT Governance Center leverages an Oracle database to store its data. IT Governance Center currently supports multiple versions of the Oracle database (see table below). The installation requires creating a new schema for the Center. The amount of table space required depends upon:

- Volume of Packages, Requests, Projects, and other transactional entities expected
- Complexity of the workflows being used

The minimum table space required is 250MB (150MB for data and 100MB for index space). As volume increases the amount of database space required also increases. Please contact a Mercury representative for a more detailed assessment of the database requirements for your implementation.

Note: All database versions must be configured with the cost-based optimizer enabled.

Server OS	Compatible Database Version(s)
Microsoft Windows Server 2003	Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.3
Windows 2000 / Windows 2000 Advanced Server	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.3
Microsoft Windows NT 4.0	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4 Oracle 9.2.0.5
Solaris 2.6 Solaris 7	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4

	Oracle 9.2.0.5
Solaris 8, 9	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.2
HP-UX 11/11i	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.2
AIX 5.2	Oracle 9.2.0.4
AIX 5.1L	Oracle 8.1.7.4 Oracle 9.0.1.4 Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.2
Red Hat Linux Advanced Server 2.1	Oracle 9.2.0.4 Oracle 9.2.0.5 Oracle 10.1.0.2

Note on database clustering:

Mercury IT Governance Center also supports installation into a database cluster for load balancing and fault tolerance. The current cluster configuration supported is the Oracle 9i RAC (“Real Application Cluster”) running database version 9.2.0.4 and 9.2.0.5.

Database Character Sets

The following character sets have been explicitly tested with the Oracle versions noted above and are approved for use with Mercury IT Governance Center.

Code	Description
US7ASCII	ASCII 7-bit American
WE8ISO8859P1	ISO 8859-1 West European
WE8ISO8859P9	ISO 8859-9
WE8ISO8859P15	ISO 8859-15
WE8MSWIN1252	MS Windows Code Page 1252 8-bit West European
AL24UTFFSS	Unicode 1.1 UTF-8
UTF8	Unicode 3.0 UTF-8

External Web Servers

Mercury IT Governance Center provides an internal web server with its internal JSP engine that can handle the HTTP server requirements in the majority of implementations. Mercury recommends the use of this internal server except in specific cases where requirements create a need for an additional, external web server. In the case where integration with an external web server is required, IT Governance Center is compatible with the following:

External Web Server	Compatible Version
Apache	1.3x, 2.x
IIS	5.0, 6.0
Iplanet Sun ONE Web Server	6.0

Client-side Browser Compatibility

An IT Governance Center compatible browser is required to interact with the application. To run the Workbench, the browser must have Java support and have the Java Plug-In installed (see notes above regarding the Java Plug-In.)

Client OS	Compatible Browsers
Microsoft Windows NT 4.0 Workstation	Microsoft Internet Explorer 5.0 Microsoft Internet Explorer 5.5 (SP 2) Microsoft Internet Explorer 6.0 (SP 1) Netscape Navigator 7.02
Microsoft Windows 98 Second Edition	Microsoft Internet Explorer 5.0 Microsoft Internet Explorer 5.5 (SP 2) Microsoft Internet Explorer 6.0 (SP 1) Netscape Navigator 7.02
Microsoft Windows 2000 Professional	Microsoft Internet Explorer 5.0 Microsoft Internet Explorer 5.5 (SP 2) Microsoft Internet Explorer 6.0 (SP 1) Netscape Navigator 7.02 Netscape Navigator 7.2
Microsoft Windows XP	Microsoft Internet Explorer 6.0 (SP 1) Netscape Navigator 7.02 Netscape Navigator 7.2
Sun Solaris 2.6 Sun Solaris 7, 8, 9	Netscape Navigator 7.02* *The Workbench must be run as an application.

Using Internet Explorer with Mercury IT Governance Center Release 5.5:

Problem:

Mercury IT Governance Center Release 5.5 uses GZIP compression for HTTP traffic. We have uncovered a defect in Internet Explorer that could potentially affect customers using IIS as an external webserver with IE browsers. This defect is documented in the Microsoft Knowledge Base Article 823099 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;823099>).

This defect can manifest itself most commonly in Kintana Create:

- 1) Users receive the Internet Explorer error "Page Cannot Be Displayed"
- 2) Users incorrectly receive the Kintana error "Request has been updated by another user. Please refresh"
- 3) Users receive a null pointer exception on the RequestUpdate.jsp

Solution Options:

- 1) Two solutions are available from Microsoft in Knowledge Base Article 823099 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;823099>).
 - a. Hot Fix for IE 6.0
 - 1) For users who previously experienced errors, clear the IE browser cache (Tools -> Internet Options -> General -> Delete Files)
 - b. Registry workaround for IE, described in the Knowledge Base article
- 2) Use a Mercury ITG supported Netscape browser

Problem:

We have uncovered a defect in Internet Explorer that occurs when the browser sends a large number of HTTP requests. This defect is documented in the Microsoft Knowledge Base Article 818506 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;818506>).

This defect can manifest itself most commonly when you personalize a Dashboard page:

- a. Images (such as the 'Edit' and 'X' icons) may not load
- b. The browser seems to hang as it attempts to load the images

Solution Options:

Two options are available for fixing this problem:

- 1) Apply the Hot Fix available from Microsoft in Knowledge Base Article 818506 (<http://support.microsoft.com/default.aspx?scid=kb;en-us;818506>).
- 2) Do both of the following:
 - a. When accessing Mercury IT Governance Center Release 5.5, use the full path in the URL. For example, use <http://server.mercury.com:31000/> instead of <http://server:31000/>.
 - b. Set the method that Internet Explorer uses to check for pages in its cache:
 - i. In the Tools menu, select "Internet Options..."
 - ii. On the General tab, press the "Settings..." button
 - iii. Select "Automatically" in the "Check for newer versions of stored pages:" radio group.

Microsoft Project Integration

Mercury IT Governance Center (specifically the Project Manager module) contains a bi-directional integration with Microsoft Project. The following Microsoft Project versions are certified for this integration:

Compatible Microsoft Project Versions
Microsoft Project 98
Microsoft Project 2000 Professional
Microsoft Project 2002 Professional
Microsoft Project 2003 Professional

Secure Communications

Mercury IT Governance Center can leverage SSH and SSH2-based communications for managing and deploying content to systems. The following SSH/SSH2 servers are supported:

Server OS Type	Compatible Products
Windows – All Supported Versions	Van Dyke VShell Version 2.0.3, 2.1
Unix – All Supported Versions	Open SSH Version 2.5.2 patch level 2 Open SSH Version 3.5 patch level 1 SSH Communications Version 2.3 FSecure Versions 2.4, 3.0 Sun_SSH_1.0, protocol versions 1.5/2.0

Authentication: If the above supported products are used, Kintana supports both password and RSA authentication for SSH1. For SSH2 connections, only password authentication is supported.

Disclaimer

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: U.S. Patent Nos. 5,701,139; 5,657,438; 5,511,185; 5,870,559; 5,958,008; 5,974,572; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332; 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912 and 6,694,288. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury Interactive logo, LoadRunner, LoadRunner TestCenter, QuickTest Professional, SiteScope, SiteSeer, TestDirector, Topaz and WinRunner are trademarks or registered trademarks of Mercury Interactive Corporation or its subsidiaries, in the United States and/or other countries. The absence of a trademark from this list does not constitute a waiver of Mercury Interactive's intellectual property rights concerning that trademark.

All other company, brand and product names are registered trademarks or trademarks of their respective holders. Mercury Interactive Corporation disclaims any responsibility for specifying which marks are owned by which companies or which organizations.