Compatibility Matrix for HP Service Manager
Software Version 9.20

Updated September 2, 2014

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

Tier Definitions

Tier 1: The configuration has been certified by the HP Service Manager Quality Assurance team, and is therefore highly recommended.

Tier 2: The configuration is expected to work but has not been specifically certified and therefore represents more risk. This typically includes newly released underlying technologies, older and less common underlying technologies, or less common platform or component combinations. Although Tier 2 configurations may ease subsequent adoption of Tier 1 configurations on newer Service Manager releases, HP recommends that you migrate to a Tier 1 configuration as soon as possible. Remaining on a Tier 2 configuration is not recommended.

Note: A new release of a supported platform configuration will be considered supported under Tier 2 until it has been formally tested to Tier 1 standards, at which time it will become Tier 1-certified. Tier 2 certifications are not guaranteed to reach Tier 1 certification. While Tier 2 configurations are supported, in some cases issue remediation may mean moving to Tier 1 configuration.

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	**Tier 1:** HP Itanium 11.31 **Tier 2:** HP Itanium 11.23	**Tier 1:** Oracle 11.1 DB2 9.7 **Tier 2:** Oracle 10.2 DB2 9.5, DB2 9.1	JRE 1.6, provided 32-bit distributed by HP must be installed as a prerequisite
HP PA-RISC	**Tier 1:** HP PA-RISC 11.31 **Tier 2:** HP PA-RISC 11.23	**Tier 1:** Oracle 11.1 DB2 9.7 **Tier 2:** Oracle 10.2 DB2 9.5, DB2 9.1	JRE 1.6 must be installed as a prerequisite
X86 Compatibles	**Tier 1:** Windows 2008 (32 and 64 bit) Windows 2008 R2 (32 and 64 bit) **Tier 2:** Windows 2003 (32 and 64 bit)	**Tier 1:** SQLServer 2008 Oracle 11.1 DB2 9.7 **Tier 2:** SQLServer 2005 Oracle 10.2 DB2 9.5, DB2 9.1	Sun Java JRE 1.6, provided with Service Manager
X86 Compatibles	**Tier 1:** RHEL 5 Novell SUSE Linux Enterprise 11 (32 and 64 bit) **Tier 2:** RHEL 4 Novell SUSE Linux Enterprise 10 (32 and 64 bit)	**Tier 1:** Oracle 11.1 DB2 9.7 server **Tier 2:** Oracle 10.2 DB2 9.5, DB2 9.1	Sun Java JRE 1.6, provided with Service Manager **Notes:** • On Linux, we cannot support the DB2 9.7 client due to a library conflict. Use the 9.5 client instead. • The Linux kernel version has to be 2.6.16 or higher.
Sun SPARC	**Tier 1:** Sun Solaris Server 10 **Tier 2:** Sun Solaris Server 9	**Tier 1:** Oracle 11.1 DB2 9.7 **Tier 2:** Oracle 10.2 DB2 9.5, DB2 9.1	JRE 1.6 must be installed as a prerequisite

Server Platform	Operating System (OS)	Database	Java Version
IBM pSeries	**Tier 1:** AIX 6.1 **Tier 2:** AIX 5.3	**Tier 1:** Oracle 11.1: DB2 9.7 **Tier 2:** Oracle 10.2: DB2 9.5, DB2 9.1	JRE 1.6 must be installed as a prerequisite
Virtualization support	VMWare 4.0		

64-Bit Platform Support

The 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 SQLServer via ODBC driver. All database clients should be 32-bit versions. The Service Manager server using the 32-bit client can connect to a 32-bit or 64-bit database server. The Windows ODBC driver uses the SQLServer 2000 client. Customers should download the SQLServer 2005 client or SQLServer 2008 client.

Oracle Transparent Application Failover (TAF)

Oracle Transparent Application Failover (TAF) is a feature that allows for database clients to reconnect to surviving nodes in an Oracle Real Application Cluster (RAC) in the event of a failure of an instance. Oracle RAC is supported. See Transparent Technology and Virtualization Support for more information.

All supported Service Manager server versions currently perform similar session recovery operations within our own application. When detecting a connection failure, Service Manager will attempt to reestablish the connection, setup necessary session properties and then attempt to repeat the failed transactions. Service Manager will continue to retry the connection for 1 minute. If the database is within an Oracle RAC configuration this should allow time for failover and reconnection to another available instance.

Since similar functionality is already available in Service Manager, the product has not been modified to run in an Oracle TAF configuration.

Warning: Using Service Manager in combination with Oracle TAF could actually cause connectivity issues to the database. Do not run Service Manager in an Oracle TAF configuration.

Applications Support

Service Manager 9.20 RTE supports all Service Manager Applications levels from Service Manager 7.00 through 9.20.

Virtualization Support

Service Manager 9.20 can be run in virtualized environments described above with the following caveats:

- Do not run with V-Motion.

- Memory must be dedicated.

Note: Additional considerations may arise from late-stage testing.

Case-Sensitivity Support

Service Manager 9.20 is supported as a case-insensitive application in Microsoft SQLServer and Oracle 11 environments described above.

Windows Client

Client OS
Tier 1: Windows 7 (32 or 64 bit)
Tier 2: Windows Vista (32 or 64 bit) Windows XP (32 or 64 bit)

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

Web Client

Supported Browsers	Versions
Internet Explorer	**Tier 1:** Internet Explorer 8; **Tier 2:** Internet Explorer 7
Firefox	**Tier 1:** Firefox 3; **Tier 2:** Firefox 3.5 (Windows and Mac)

The stated browsers have been tested and certified on Windows 7, Windows Vista and Windows XP. While not explicitly tested or supported, access from other operating systems or browsers should be feasible through browsers based upon the Trident (Internet Explorer) or Gecko (Firefox) engines.

This matrix includes support for Internet Explorer 8. We expect this to work correctly. With this browser, HP recommends using the compatibility view option, as described in the Internet Explorer 8 web site at: http://www.microsoft.com/windows/internet-explorer/default.aspx

Note: Service Manager components, such as CI visualization and the workflow widget, require a JRE level of 1.5 for the user's browser.

Web Tier: Application Servers

Application server	Notes
Tier 1: Tomcat 6.0 IBM WebSphere Application Server 6.1	**Note:** Using MySM with Websphere requires Websphere 6.1.0.19 or higher.

Tier 2: Tomcat 5.5 IBM WebSphere Application Server 7.0 Oracle WebLogic 9,10 Sun Glassfish JBOSS AS 4.2	

Web Tier: Web Servers

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

Compatibility between Service Manager Server (RTE) and Applications

The Service Manager 9.20 server supports all Service Manager Application languages, localization, and internationalization versions.

Client/Server Compatibility

SM Clients and Servers	Notes
Tier 1: Same version for the client and the server	Highly recommended.
Tier 2: Different client and server versions between 7.11.x and 9.20.x	While Tier 2 is supported, using a Tier 2 configuration is not recommended except as an interim step. Please plan to update to a Tier 1 configuration as soon as possible.

Knowledge Management: Knowledge Server

Server Platform	Operating System (OS)
HP PA-RISC	HP-UX 11.11 with the following patches: • PHKL_25729 signals, threads enh, Psets Enablement • PHCO_25452 libc cumulative patch • PHKL_25840 Thread NOSTOP, Psets, Thread abort • PHKL_25367 Priority inversion and thread hang • PHSS_30966: s700_800 11.11 Id (1) and linker tools cumulative patch (required for the multi-language [uni] locale)

Intel Compatibles	• Windows 2000 Server (minimum SP2) • Windows Server 2003 SP2 • Windows Server 2008 • Windows Server 2008 R2 • Linux: - Red Hat Linux Advanced Server V3.0 Tarron update 3, kernel version 2.4.21 or higher - Red Hat Linux Advanced Server V4.0 Nahant Update 1, kernel version 2.6.9 or higher - SuSE Linux 9.0 Enterprise Edition Kernel version 2.6.5
Sun SPARC	• 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 • Solaris 2.9 – Patches 111711-13 (32-bit only), 111712-13 (64-bit only), 112963-23, 111703-03, 111722-04 or later • Solaris 10 – Patch 113886-27
IBM pSeries	• AIX 5.2 maintenance level 1, patch APAR IY70159 • AIX 5.3 maintenance level 3, patch APAR IY70159

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

Note: The Knowledge Management 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.

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 9.20 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.

Note: The Service Request Catalog release of version 1.20 is English only. There is a planned subsequent release that will include all language packs, localized Help system and user interface text for deployment in a multinational environment.

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

- Language packs provide translated user interfaces (UI), Online Help (OLH), and installation documentation unless otherwise noted.
- 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 one quarter after the Sales Release of Service Manager.

- 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 or code pages are required for this.

Compatibility with other Hewlett-Packard Products

Service Manager supports many Hewlett-Packard (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

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 platforms 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 re-create and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request that its customers 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 overload, which can have significant impact on performance and scalability, particularly under peak load.

Underlying 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 of the same minor release are expected to be supported, unless a conflict specific to that release arises. For example, you can 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 (e.g., Oracle 10.0, then 10.2, then 10.2g, etc.); we only list the latest version of the vendor product that we actually certified at the time of our product release.

Document Revision History

Date	Description
March 18. 2011	Added Windows XP to the Windows Client table
March 07. 2011	Added Oracle TAF Statement
Jan 6, 2011	Added SRC Support information.
December 20, 2010	Updated info on Websphere and MySM and web client browsers. Updated table of contents.
September 29, 2010	Updated information about Tier 1 and Tier 2 support.
June 14, 2010	Initial release of HP Service Manager version 9.20
July 13, 2010	Added Tomcat 5.5 to list of Tier 2 Web Tier: Application Servers. Compatibility between Service Manager RTE and applications specified to include applications from 7.00 to 9.20. Minor refinement to Note about Tier Definitions.