

Unicenter Service Catalog/Accounting r11.2 SP1 Certification Matrix

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Unicenter Service Catalog/Accounting will support service packs and point releases of Operating Systems, Databases, Browsers, etc. not necessarily noted on this matrix as long as the problem reported is reproducible with versions that are listed on the support matrix. CA reserves the right to refuse support of new point releases should the reported problem require a major redesign in order to function properly. Both Technical Support (Level 1) and Sustaining Engineering (Level 2) will do their best to resolve any issues that occur in a timely manner. If the resolution to the problem is determined to be outside the realm of their support responsibilities, they may ask that you escalate your request for certification to your local account team.

Certified Windows Server Platforms (32 bit only)

- Microsoft Windows 2000 Server Family with Service Pack 4 applied
- Microsoft Windows 2003 (Standard/Enterprise) with Service Pack 1 applied
- Microsoft Windows 2003 (Standard/Enterprise) with Service Pack 2 applied
- Microsoft Windows 2003 R2

Certified Databases (32 bit only)

- Open Source Ingres r3.
- Microsoft SQL Server 2000 (Standard/Enterprise) with Service Pack 4 applied
- Microsoft SQL Server 2005 (Standard/Enterprise) with Service 1 applied
- Microsoft SQL Server 2005 (Standard/Enterprise) with Service 2 applied
- Oracle 10g Release 2

Note: Open Source Ingres r3 is included on the installation DVD.

Certified Web Servers

- Apache Jakarta Tomcat 4.1.31
- BEA Weblogic 9.2 (Only for English)

Certified Browsers

- Microsoft Internet Explorer 6.0 with Service Pack 2 applied.
- Microsoft Internet Explorer 7.0
- Mozilla 1.7.13

Certified LDAP Enabled Directories with eIAM:

- Microsoft Active Directory

Certified Web Protocols

- HTTP
- HTTPS

Certified Integrations

- Unicenter Asset Portfolio Management r11.3
 - English, Japanese, German, French
- Unicenter Service Desk r11.2
 - English
- CA Workflow 1.1.1 SP2 (a.k.a 1.1.60.2)
 - English, Simplified Chinese, Japanese, Korean, French, German, Spanish
- eIAM 8.1 & 8.2
 - English, Simplified Chinese, Japanese, Korean, French, German, Spanish
- SiteMinder 6.0
 - English

Note: Refer to certification matrix of the integrated products to check the support of environment (Operating System, Database, Language etc.) you wish to configure.

Third party components included in the product are:

- Apache Cocoon release 1.8.2
- Apache Axis 1.1
- Apache Xerces 2.6 (XML Parser)
- Apache Xalan 2.6
- Java Runtime Environment version (JRE) 1.4.2_13
- Mozilla Rhino 1.5R4.1
- OpenVizViewer 2.4.1
- Source Forge 8.5 (TCL Interpreter)
- Sun ONE Message Queue version 3.5
- Dom4j 1.1
- IBM WSDL4J
- Concurrent Utilities 1.3.4

International Support

An internationalized product (also referred to as a language-certified product) is an English product that runs on local language versions of the supported operating system and required third-party products. Internationalized products support local language data for input and output, and also support the ability to specify local language conventions for date, time, currency and number formats.

A translated product (also referred to as a localized product) is an internationalized product that includes local language support for the product's user interface, online help, and other documentation, as well as local language default settings for date, time, currency and number formats.

The English release of Unicenter Service Catalog/Accounting r11.2 SP1 supports following languages:

Language	Internationalized	Translated
Japanese	Yes	Yes
German	Yes	Yes
French	Yes	Yes

Spanish	Yes	Yes
Simplified Chinese	Yes	Yes
Korean	Yes	Yes

Note: On Windows platforms, the languages mentioned above must be fully localized regional releases of the supported Windows Server operating systems. In particular, Windows operating environments which utilize a Language Interface Pack or MUI running on an English core are not supported.

Implementation Guide is not localized for all the languages, it is available in English only.

Software Support (in Matrix Format)

	Catalog & Accounting	Meter Server	Meter Hub
Windows			
Windows 2000 Workstation	○	○	○
Windows 2000 Server	○	○	○
Windows 2000 Advanced Server	○	○	○
Windows 2000 Enterprise Server	○	○	○
Windows 2000 SP1	○	○	○
Windows 2000 SP2	○	○	○
Windows 2000 SP3	○	○	○
Windows 2000 SP4	✓	✓	✓
Windows XP Professional	✗	✗	✗
Windows XP SP1	✗	✗	✗
Windows 2003 Professional	○	○	○
Windows 2003 Small Business Server	○	○	○
Windows 2003 Web Edition	○	○	○
Windows 2003 Standard Edition	✓	✓	✓
Windows 2003 Enterprise Edition	✓	✓	✓
Windows 2003 Datacenter Edition	○	○	○
Windows 2003 SP1	○	○	○
Windows 2003 SP2	✓	✓	✓
Windows 2003 R2 Standard Edition	○	○	○
Windows 2003 R2 Enterprise Edition	✓	✓	✓
Windows Vista	✗	✗	✗
Linux			
RedHat AS 3.0	✗	✗	✗

RedHat AS 4.0	x	x	x
SUSE ES 9.0	x	x	x
Solaris			
Solaris 2.6	x	x	x
Solaris 2.7	x	x	x
Solaris 2.8	x	x	x
Solaris 2.9	x	x	x
HP-UX			
HP-UX 10.0	x	x	x
HP-UX 10.10	x	x	x
HP-UX 10.11	x	x	x
HP-UX 11.11	x	x	x
HP-UX ia64 11.23	x	x	x
AIX			
AIX 4.2	x	x	x
AIX 4.3	x	x	x
AIX 4.33	x	x	x
AIX 5.1	x	x	x
AIX 5.2	x	x	x
AIX 5.3	x	x	x

KEY	
P	Pending
x	Not supported / Not applicable
O	Not tested, but expected to work
✓	Supported
Qoxxxxx	Published patch required for support