

COMPATIBILITY MATRIX

HYCU OMS Solution for Nutanix

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Supported Nutanix software

This section lists Nutanix AOS versions and Nutanix Acropolis software editions that HYCU OMS Solution for Nutanix (OMS Solution for Nutanix) is compatible with.

⚠ Important Each listed version of a platform, operating system, or application is supported by OMS Solution for Nutanix as long as manufacturer provides mainstream support for it. This rule applies to the entire document.

Nutanix AOS support matrix

Nutanix AOS version	Supported
5.6	✓
5.5	✓
5.1	✓
5.0	✓
4.7	✓

Nutanix Acropolis support matrix

Nutanix Acropolis software edition	Supported versions
Ultimate	all
Pro	all
Starter	5.0 and later

Software supported by Data Collector

HYCU OMS Data Collector for Nutanix (OMS Data Collector for Nutanix) is the part of OMS Solution for Nutanix that is installed on an on-premises system. This section lists operating systems that OMS Data Collector for Nutanix is compatible with, and web browsers that its configuration GUI is compatible with.

Operating system support matrix

Operating system	Supported versions
CentOS	7.x, 6.7
Red Hat Enterprise Linux	7.x, 6.8

Web browser support matrix

Web browser	Supported versions
Google Chrome	55 and later
Internet Explorer	11
Microsoft Edge	all
Mozilla Firefox	50 and later

HYCU Customer Support and information

Use the communication channels listed in this section if you need:

- Help with the product licensing process
- Assistance while using the product
- Additional information about this product
- Information about other HYCU products

Customer Support

Should you require additional information or assistance while using the product, contact the vendor that shipped it.

If you have purchased the product directly from HYCU, and are experiencing a problem, search for a solution on the following webpage:

support.hycu.com

In the absence of an article addressing your problem, ask HYCU Customer Support for assistance: on the webpage, click **Submit a request** and fill in the request form. You must be signed in with a valid account prior to submission. Apply for an account at the following email address:

support@hycu.com

Important: Before submitting a request to the Customer Support department, perform a health check on all systems that are in failed (critical, red) state and have the following information ready:

- Symptoms
- Sequence of events leading to the problem
- Commands and options that you used
- Messages you have received (a description with the date and time)

For a complete list of pieces of required support information, check troubleshooting sections in the product documentation.

Company website and video channel

For more information about our company and other products we offer, visit HYCU website at:

www.hycu.com

For additional product-related information, watch videos on the HYCU channel on YouTube:

www.youtube.com/c/HYCUInc

General information

For questions related to product business or purchase of this or other HYCU products, send an email to:

info@hycu.com

Feedback

For comments or suggestions about this product, including its documentation, send an email to:

info@hycu.com

We will be glad to hear from you!

