

COMPATIBILITY MATRIX

# HYCU SCOM Management Pack for Nutanix

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Document edition: First



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# Supported Nutanix versions and editions

This section lists Nutanix AOS versions and Nutanix Acropolis software editions that HYCU SCOM Management Pack for Nutanix (SCOM MP for Nutanix) is compatible with.

**⚠ Important** Each listed version of a platform, operating system, or application is supported by SCOM MP 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
5.10	✓
5.9	✓
5.5	✓

## Nutanix Acropolis support matrix

Nutanix Acropolis software edition	Supported AOS versions
Ultimate	all
Pro	all
Starter	all

# Supported HYCU Data Protection versions

This section lists versions of HYCU Data Protection that can be monitored with SCOM MP for Nutanix. HYCU Data Protection is a Nutanix backup and recovery solution by HYCU, Inc.

## HYCU Data Protection support matrix

HYCU Data Protection version	Supported
3.5.x	✓
3.1.x	✓
3.0.x	✓
2.0.x	✓
1.5.x	✓

# Supported Microsoft System Center Operations Manager versions

This section lists Microsoft System Center Operations Manager versions that SCOM MP for Nutanix is compatible with.

## Microsoft System Center Operations Manager support matrix

Microsoft System Center Operations Manager version	Supported
1807	✓
1801	✓
2016	✓

# Application Awareness

This section lists applications for which the Application Awareness feature is available in SCOM MP for Nutanix, that enables you to identify which applications are running on Nutanix virtual machines.

## Supported applications

Application	Supported versions
Citrix XenApp and XenDesktop	7.17, 7.16, 7.15 LTSR, 7.14, 7.13, 7.12, 7.11, 7.9, 7.8, 7.7, 7.6 LTSR
Citrix StoreFront	3.14, 3.13, 3.12, 3.11, 3.9, 3.8, 3.7, 3.6, 3.5, 3.0
Microsoft Exchange Server	2019, 2016, 2013
Microsoft SharePoint Server	2019, 2016, 2013
Microsoft SQL Server	2017, 2016, 2014

# SuperPacks

This section lists applications that are supported by the SuperPacks feature. With this feature, application monitoring data is correlated with monitoring data of Nutanix infrastructure and the correlation is displayed in SuperPacks dashboards. To enable data correlation for an application, you must deploy a corresponding third-party SCOM add-in (Management Pack product) that can monitor that application.

## Supported applications

Application	Supported versions
Citrix XenApp and XenDesktop	7.17, 7.16, 7.15 LTSR, 7.14, 7.13, 7.12, 7.11, 7.9, 7.8, 7.7, 7.6 LTSR
Microsoft Exchange Server	2019, 2016, 2013
Microsoft SQL Server	2017 <sup>1</sup> , 2016, 2014

<sup>1</sup> Application must be running on a Microsoft Windows operating system.

## Supported third-party SCOM add-ins (Management Pack products)

Management Pack product	Supported (versions)
Citrix SCOM Management Pack for XenApp and XenDesktop	✓ (3.14, 3.13, 3.12, 3.11, 3.9, 3.8, 3.7, 3.6, 3.5 <sup>2</sup> )
Microsoft Exchange Server 2013 Management Pack	✓
Microsoft System Center Management Pack for SQL Server 2017+	✓
Microsoft System Center Management Pack for SQL Server 2016	✓
Microsoft System Center Management Pack for SQL Server 2014	✓



<sup>2</sup> Product versions earlier than 3.6 were released under the name Comtrade Management Pack for Citrix XenApp and XenDesktop. They are no longer available for purchase.

# 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](https://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](mailto: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:

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## Feedback

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We will be glad to hear from you!

