

vFoglight[™] Pro 5.2.4

System Requirements and Platform Support Guide





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Introduction to this Guide

This chapter provides information about what is contained in the *vFoglight System Requirements and Platform Support Guide*. It also provides information about the vFoglight documentation suite and Vizioncore.

This chapter contains the following sections:

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vFoglight System Requirements and Platform Support Guide

About vFoglight

vFoglight helps IT organizations understand the virtual infrastructure by managing the relationships and interaction between all the components in the environment, including data centers, data stores, clusters, resource pools, hosts and virtual machines. With vFoglight, administrators can quickly determine the root-cause of an incident or problem, track virtual machine (VM) movements and understand their impact, and identify contention for resources between virtual machines.

About this Guide

This *System Requirements and Platform Support Guide* contains information on the Windows hardware requirements for vFoglight v.5.2.4. Please review the information in this guide before installing the vFoglight Management Server.

This guide is organized as follows:

Chapter 1, Hardware Requirements and Guidelines—This chapter outlines the current Windows hardware requirements (CPU type, RAM and Storage) for 32- and 64bit installations of the vFoglight Management Server and for the database repository. It also includes the requirements for the Java Runtime Engine.

Chapter 2, Supported Platforms—This chapter outlines the platform requirements for the vFoglight Management Server and a list of supported web browsers

vFoglight Documentation Suite

The vFoglight documentation suite is made up of the core documentation set, plus the documentation set for each vFoglight cartridge that you deploy. Documentation is provided in a combination of online help, PDF and HTML.

• **Online Help:** You can open the online help by selecting the Help tab from vFoglight's action panel.

	Design Help	r	
 Administ 	ration		
More			
	rch		
		D Find	X Clear
→ Help Cor	tents		
	Welcome to For	glight 5.2.4	
00	User Guide		
	Administration	and Configuratio	n Guide
00	Command-Line	Reference Guide	6
	Web Componer	nt Guide	
00	Web Componer	nt Tutorial	
0.0	Web Componer	t Reference	

- PDF: The Getting Started Guide, What's New Guide, System Requirements and Platform Support Guide, Installation and Setup Guide set, Administration and Configuration Guide, vFoglight User Guide, Command-Line Reference Guide, Web Component Guide, and Web Component Tutorial, are provided as PDF files. The PDF guides are included in the zip file downloaded from Vizioncore. Adobe® Reader® is required.
- HTML: Release Notes are provided in HTML.

Core Documentation Set

The core documentation set consists of the following files:

- Release Notes (HTML)
- Getting Started Guide (PDF)
- What's New Guide (PDF)
- System Requirements and Platform Support Guide (PDF)
- Installation and Setup Guide set (all in PDF format):
 - Installation and Setup Guide—Installing on Windows with an Embedded MySQL Database
 - Installation and Setup Guide—Installing on Windows with an External MySQL Database

- Installation and Setup Guide—Installing on Windows with an External Oracle Database
- Administration and Configuration Guide (PDF and online help)
- *vFoglight User Guide* (PDF and online help)
- Advanced Configuration Guide set
 - Command-Line Reference Guide (PDF and online help)
 - Web Component Guide (PDF and online help)
 - Web Component Tutorial (PDF and online help)
 - Web Component Reference (online help)

Cartridge Documentation Sets

When you deploy a cartridge, the documentation set for the cartridge is installed. The online help for the cartridge is integrated automatically with the core vFoglight help. When you open the help, the name of the cartridge is displayed in a top level entry within the table of contents.

Some cartridges include additional PDF guides, which may be one or more of the following: a *Getting Started Guide*, an *Installation Guide*, a *User Guide*, and a *Reference Guide*.

Feedback on the Documentation

We are interested in receiving feedback from you about our documentation. For example, did you notice any errors in the documentation? Were any features undocumented? Do you have any suggestions on how we can improve the documentation? All comments are welcome. Please submit your feedback to the following email address:

info@vizioncore.com

Please do not submit Technical Support related issues to this email address.

Text Conventions

Convention	Description
Code	 Monospace text represents code, code objects, and command-line input. This includes: Java language source code and examples of file contents Classes, objects, methods, properties, constants, and events HTML documents, tags, and attributes
Variables	Monospace-plus-italic text represents variable code or command-line objects that are replaced by an actual value or parameter.
Interface	Bold text is used for interface options that you select (such as menu items) as well as keyboard commands.
Files, components, and documents	Italic text is used to highlight the following items:Pathnames, file names, and programsThe names of other documents referenced in this guide

About Vizioncore Inc.

Vizioncore was formed in July 2002 as a consulting and software-development company with the mission to create easy-to-use software solutions that performed reliable and repeatable automation of datacenter functions specifically for the Citrix platform. A main corporate goal was to enable business partners to offer solutions that targeted real-world IT issues and provided the best possible installation and automation for their clients' systems.

Vizioncore's solutions have proved successful in organizations from small to mid-sized businesses to large enterprises, in a wide variety of vertical industries, including Financial Services, Government, Healthcare, Manufacturing, and High Tech. Vizioncore, Inc. can be found in offices around the globe and at www.vizioncore.com.

Contacting Dell

Note: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

- 1 Visit http://support.dell.com.
- 2 Verify your country or region in the Choose A Country/Region drop-down menu at the bottom of the page.
- **3** Click Contact Us on the left side of the page.Note: Toll-free numbers are for use within the country for which they are listed.
- 4 Select the appropriate service or support link based on your need.
- 5 Choose the method of contacting Dell that is convenient for you.

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Code		Toll-Free Numbers
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City Code		
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5	E-Mail Address	<u>la-techsupport@dell.com</u>
	Technical Support., Customer Service, Sales	toll-free: 800-335-0031
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	E-Mail Address	<u>la-techsupport@dell.com</u>
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Aomen	Technical Support	
	Dell^{TM} Dimension TM , Dell Inspirion TM , Dell	0800-105
	Optiplex TM , Dell Lattitude TM , and Dell	0800 105
	Precision TM Servers and Storage	0800-105
Argentina (Buenos Aires)		<u>www.dell.com.ar</u>
International Access	E-Mail Address for Desktop/ Portable Computers	<u>la-techsupport@dell.com</u>
Code: 00	E-Mail Address for Servers and EMC [®] Storage	la_enterprise@dell.com
Country Code: 54	Products	toll-free: 0-800-444-0730
City Code: 11	Customer Service	
City Coue. 11	Technical Support	toll-free: 0-800-444-0733
	Technical Support Services	toll-free: 0-800-444-0724
	Sales	0-800-444-3355
Aruba	Web Address	www.Dell.com/aw
	E-Mail Address	la-techsupport@dell.com
	Technical Support., Customer Service, Sales	toll-free: 800-1578
Australia (Sydney)	Web Address	support.ap.dell.com
International Access	Contact Dell Web Address	support.ap.dell.com/contactus
Code: 0011	Technical Support., Customer Service, Sales	13DELL-133355
Country Code: 61		
City Code: 2		

Austria (Vienna)	Web Address	Support.euro.dell.com
International Access	E-Mail Address	Tech support central europe@dell.com
Code: 900	Home/Small Business Sales	0820 240 530 00
	Home/Small Business Fax	0820 240 530 49
Country Code: 43	Home/Small Business Customer Service	0820 240 530 14
City Code: 1	Home/Small Business Support	0820 240 530 17
	Preferred Accounts/Corporate Customer	0820 240 530 16
	Service Preferred Accounts/Corporate Customer	0820 240 530 17
	Switchboard	0820 240 530 17
Bahamas	Web Address	<u>www.dell.com/bs</u>
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	Customer Service	02 481 92 95
	Corporate Sales	02 481 91 00
	Fax	02 481 91 99
	Switchboard	02 481 91 00
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Code: 00	Customer Service and Tech Support	0800 970 3355
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City Code: 51	Customer Service Fax	51 2104 5480
	Sales	0800 722 3498
British Virgin Islands	Technical Support, Customer Service, Sales	toll-free: 1-866-278-6820
Brunei	Technical Support (Penang, Malaysia)	604 633 4966
Country Code: 673	Customer Service (Penang, Malaysia)	604 633 4888
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Canada (North York,	Online Order Status Web Address	www.dell.ca/ostatus
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International Access	Support)	support.ca.dell.com
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	Small Business	toll-free:1-800-906-3355
	Medium/Large Business, Government, Education	toll-free:1-800-387-5757
	Hardware Warranty Phone Support	
		toll-free:1-800-847-4096
	Computers for Home/Home Office	toll-free:1-800-387-5757
	Computers for Small/Medium/Large Business	
	Government	1-877-335-5767
	Printers, Projectors, Televisions, Handheld,	1-077-355-5707
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	Jukebox, and Wireless Sales	toll-free:1-800-999-3355
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	Large Corporate Accounts North Government and	toll-free: 800 858 2955
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	Large Corporate Accounts East Government and	toll-free: 800 858 2669
	Education	
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	Fax	0207 533 530
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	Fax	0207 533 530
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	Fax	0825 004 701
	Fax (calls from outside of France)	04 99 75 40 01
	Corporate	
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	Large Accounts Customer Service	069 9792-7320
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Country Code: 49	Switchboard	2108129810
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	Fax	2108129812
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		toll-free: 1-877-270-4609
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Country Code: 852	Technical Support - OptiPlex, Latitude, and Dell	00852-2969 3191
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	Global Customer Programs	00852-3416 0908
	Medium Business Division	00852-3416 0912
	Home and Small Business Division	00852-2969 3105
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	Portable Support E-mail Address	india support notebook@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or
	Thome Trainbers	your city STD code $+$ 60003355 or
		toll-free: 1-800-425-8045
	Server Support	
	E-mail Address	india_support_Server@dell.com
	Phone Numbers	080-25068032 or 080-25068034 or
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		toll-free: 1-800-425-8045
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	E-mail Address	eec_ap@dell.com
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		60003355 or
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	Home and Sman Dusiness	
		$toll_{free} \cdot 1800 A254051$
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	Large Corporate Accounts	toll-free : 1800-4254051 India care REL@dell.com
	Large Corporate Accounts	
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		India_care_REL@dell.com

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Country Code: 353	E-mail Address	<u>dell direct support@dell.com</u>
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	Home computers	1850 543 543
	At Home Support	1850 200 889
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	Home	1850 333 200
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	Medium Business	1850 200 646
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	E-mail Address	Dell IRL Outlet@dell.com
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	Switchboard	204 4444
	U.K. Customer Service (dealing with U.K.only)	0870 906 0010
	Corporate Customer Service (dial within U.K.	0870 907 4499
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International Access	Home and Small Business	
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City Code: 02	Fax	02 696 821 13
	Switchboard	02 696 821 12
	Corporate	
	Technical Support	02 577 826 90
	Customer Service	02 577 825 55
	Fax	02 575 035 30
	Switchboard	02 577 821
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International Access Code: 001Technical Support - Dimension and Inspirontoll-free: 0120-198-26Country Code: 81 City Code: 44Technical Support outside of Japan - Dimensiontoll-free: 0120-198-433City Code: 44Technical Support outside of Japan - Dell81-44-556-3894Precision, OptiPlex, and LatitudeTechnical Support outside of Japan - Dell81-44-556-3894Precision, OptiPlex, and LatitudeTechnical Support outside of Japan - Polltoll-free: 0120-198-498PowerEdge?, DeuterConnect, and PowerVaultTechnical Support outside of Japan - PowerApp.81-44-556-4162PowerEdge?, PowerConnect, and PowerVaultTechnical Support outside of Japan - Projectors,81-44-556-4162PowerEdge, PowerConnect, and PowerVaultTechnical Support outside of Japan - Projectors,81-44-556-4162PowerEdge, PowerConnect, and PowerVaultTechnical Support outside of Japan - Projectors,81-44-556-3468PDAs, Printers, Routers044-556-340024-Hour Automated Order Status Service044-556-3430Customer Service044-556-3430044-556-3433employeesPublic Sales - government agencies, educational044-556-3430Other Status Service044-556-1657Individual UserIndividual User Online Sales044-556-456-1657Individual User Online Sales044-556-456-1657Individual User Online Sales044-556-400Outry Code: 82Sales101-free: 080-200-3800Coutry Code: 82Sales101-free: 080-200-3800Coutry Code: 82Sales12/28-4600Customer Fervice	Japan (Kawasaki)	Web Address	support.jp.dell.com
International Access Technical Support outside of Japan - Dimension 81-44-520-1435 Contry Code: 81 Technical Support - Dell Precision, OptiPlex, and Latitude toll-free: 0120-198-433 City Code: 44 Technical Support outside of Japan - Dell 81-44-556-3894 Precision, OptiPlex, and Latitude toll-free: 0120-198-493 Precision, OptiPlex, and Latitude toll-free: 0120-198-498 PowerEdget*M, Dell PowerConnect*N, and Dell PowerEdget*Option touside of Japan - PowerApp Rechnical Support outside of Japan - PowerApp 81-44-556-4462 PowerEdget*M, Dell PowerConnect*N, and Dell PowerEdget*Option touside of Japan - Projectors, Phas, Printers, Routers Technical Support outside of Japan - Projectors, Pabox Service 044-556-3468 PDAS, Printers, Routers Faxbox Service Public Sales Division - up to 400 employees 044-556-4363 Out Automated Order Status Service 044-556-3468 Public Sales - government agencies, educational 044-556-3463 Out Automated Site Sales 044-556-3463 Code: 001 Calkerss 044-556-3463 Public Sales - government agencies, educational 044-556-3463 Indiv	• • •		
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Public Sales - government agencies, educational044-556-5963institutions, and medical institutions044-556-306Global Segment Japan044-556-1657Individual User044-556-1657Individual User Online Sales044-556-4649Switchboard044-556-4649Switchboard044-556-4649Code: 001Technical Support, Customer Servicetoll-free: 080-200-3800Code: 001and Accessoriescoll-free: 080-200-3800Country Code: 82Salestoll-free: 080-200-3800City Code: 2Salestoll-free: 080-200-3800FaxCustomer Technical Support (Austin, Texas, US.A.)512 728-4093U.S.A.)Customer Technical Support (Austin, Texas, US.A.)512 728-3619Fax (Customer Technical Support and Customer Service)512 728-3833(Austin, Texas, U.S.A.)512 728-4397Sales (Austin, Texas, U.S.A.)512 728-4397Sales Fax (Austin, Texas, U.S.A.)512 728-400 or 512 728-3772LuxemborgWeb AddressSupportInternational Access4-32 (0)2 713 15 96Country Code: 352Corporate Sales26 25 77 81Customer Service+32 (0)2 713 15 9626 25 77 82MacaoIechnical Support502 77 802MacaoIechnical Support26 25 77 82Macao<		Preferred Accounts Division Sales - over 400	044-556-3433
institutions, and medical institutions Global Segment Japan 044-556-3469 Individual User Online Sales 044-556-1657 Individual User Online Sales 044-556-4649 Switchboard 044-556-4649 Switchboard 044-556-4649 Support.ap.dell.com International Access Code: 001 Technical Support, Customer Service toll-free: 080-200-3800 Technical Support - Dimension, PDA, Electronics, toll-free: 080-200-3801 and Accessories Country Code: 82 City Code: 2 Sales toll-free: 080-200-3600 Fax 2194-6000 Latin America Customer Technical Support (Austin, Texas, 2194-6020 Switchboard 2194-6000 Latin America Customer Technical Support (Austin, Texas, 0512 728-4093 U.S.A.) Customer Service (Austin, Texas, U.S.A.) 512 728-3619 Fax (Technical Support and Customer Service) 512 728-3883 (Austin, Texas, U.S.A.) 512 728-4600 or 512 728-3772 Sales (Austin, Texas, U.S.A.) 512 728-4600 or 512 728-3772 Sales Fax (Austin, Texas, U.S.A.) 512 728-4600 or 512 728-3772 Luxemborg Web Address Support International Access Code: 00 Corporate Sales +32 (0)2 713 15 96 Country Code: 352 Corporate Sales (Corporate Sales 26 25 77 81 Customer Service +32 (0)2 481 91 19 Fax 26 25 77 82 Macao Technical Support totle-free: 080-105		employees	
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Individual User Real Site Sales044-556-4649Switchboard044-556-4300Korea (Seoul)Web AddressSupport.ap.dell.comInternational Access Code: 001Technical Support, Customer Servicetoll-free: 080-200-3800Country Code: 82 City Code: 2Technical Support - Dimension, PDA, Electronics, and Accessoriestoll-free: 080-200-3800Country Code: 2 FaxSalestoll-free: 080-200-3600Latin AmericaCustomer Technical Support (Austin, Texas, U.S.A.)2194-6202Sales (Austin, Texas, U.S.A.)512 728-4093U.S.A.)Sales (Austin, Texas, U.S.A.)512 728-3819Fax (Technical Support and Customer Service)512 728-3879Sales (Austin, Texas, U.S.A.)512 728-4397Sales (Austin, Texas, U.S.A.)512 728-4397Sales Fax (Austin, Texas, U.S.A.)512 728-4307Sales Gaustin, Texas, U.S.A.)512 728-4307Sales Fax (Austin, Texas, U.S.A.)512 728-4307Sales Fax (Austin, Texas, U.S.A.)512 728-4500 or 512 728-3772LuxemborgWeb AddressSupportInternational Access Code: 00Corporate Sales420(0) 2713 15 96Country Code: 352Corporate Sales26 25 77 81MacaoTechnical Support+32 (0) 2481 91 19Fax26 25 77 82MacaoTechnical S		Individual User	044-556-1657
Switchboard044-556-4300Korea (Seoul)Web AddressSupport.ap.dell.comInternational Access Code: 001Technical Support, Customer Servicetoll-free: 080-200-3800Country Code: 82 City Code: 2and Accessoriestoll-free: 080-200-3600Country Code: 2Salestoll-free: 080-200-3600Fax2194-6020Switchboard2194-6020Switchboard2194-6000Latin AmericaCustomer Technical Support (Austin, Texas, U.S.A.)512 728-4093U.S.A.)Customer Service (Austin, Texas, U.S.A.)512 728-3619Fax (Technical Support and Customer Service)512 728-3833(Austin, Texas, U.S.A.)512 728-3497Sales (Austin, Texas, U.S.A.)512 728-3497Sales Fax (Austin, Texas, U.S.A.)512 728-3497Sales Fax (Austin, Texas, U.S.A.)512 728-3497Sales Fax (Austin, Texas, U.S.A.)512 728-3400 or 512 728-3772LuxemborgWeb AddressSupport.euro.dell.comInternational Access Code: 00Home/Small Business Sales+32 (0) 2 713 15 96Country Code: 352Corporate Sales26 2 5 77 81Country Code: 352Customer Service+32 (0) 2 481 91 19Fax26 2 5 77 82MacaoTechnical Supporttoll-free: 0800 105		Individual User Online Sales	044-556-2203
Korea (Seoul)Web AddressSupport.ap.dell.comInternational Access Code: 001Technical Support, Customer Servicetoll-free: 080-200-3800Country Code: 82 City Code: 2and Accessoriestoll-free: 080-200-3600Country Code: 2Salestoll-free: 080-200-3600Fax2194-6202Switchboard2194-6202Latin AmericaCustomer Technical Support (Austin, Texas, U.S.A.)512 728-4093U.S.A.)Customer Service (Austin, Texas, U.S.A.)512 728-3619Fax (Technical Support and Customer Service)512 728-3619Fax (Austin, Texas, U.S.A.)512 728-4600 or 512 728-3772Sales Fax (Austin, Texas, U.S.A.)512 728-4600 or 512 728-3772Sales Fax (Austin, Texas, U.S.A.)512 728-4600 or 512 728-3772SupportSupport3420808075Home/Small Business Sales+32 (0)2 713 15 96Country Code: 352Corporate Sales26 25 77 81Customer Service+32 (0)2 481 91 19Fax26 25 77 82MacaoTechnical Support512 728 200 105		Individual User Real Site Sales	
International Access Code: 001Technical Support, Customer Servicetoll-free: 080-200-3800Country Code: 82 City Code: 2and Accessoriestoll-free: 080-200-3801Country Code: 82 City Code: 2Salestoll-free: 080-200-3600Fax2194-6202Switchboard2194-6000Latin AmericaCustomer Technical Support (Austin, Texas, U.S.A.)512 728-3619FaxCustomer Service (Austin, Texas, U.S.A.)512 728-3883(Austin, Texas, U.S.A.)Sales (Austin, Texas, U.S.A.)512 728-4097Sales (Austin, Texas, U.S.A.)Sales (Austin, Texas, U.S.A.)512 728-3872LuxemborgWeb AddressSupport-euro.dell.comInternational Access Code: 00Gorporate Sales420808075Country Code: 352Corporate Sales26 25 77 82MacaoTechnical Support426 25 77 82			
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$\begin{array}{c c} \mbox{Country Code: 82} \\ \mbox{City Code: 2} \\ \mbox{Fax} \\ \mbox{Switchboard} \\ \mbox{Latin America} \\ \mbox{Latin America} \\ \mbox{Customer Technical Support (Austin, Texas, U.S.A.)} \\ \mbox{Latin America} \\ \mbox{Customer Service (Austin, Texas, U.S.A.)} \\ \mbox{Customer Service (Austin, Texas, U.S.A.)} \\ \mbox{Fax (Technical Support and Customer Service)} \\ \mbox{Fax (Technical Support and Customer Service)} \\ \mbox{Sales (Austin, Texas, U.S.A.)} \\ \mbox{Sales Fax (Austin, Texas, U.S.A.)} \\ $	Code: 001	**	toll-free: 080-200-3801
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LuxemborgWeb AddressSupport.euro.dell.comInternational AccessSupport3420808075Code: 00Home/Small Business Sales+32 (0)2 713 15 96Country Code: 352Corporate Sales26 25 77 81Customer Service+32 (0)2 481 91 19Fax26 25 77 82MacaoTechnical Supporttoll-free: 0800 105			
International Access Support 3420808075 Code: 00 Home/Small Business Sales +32 (0)2 713 15 96 Country Code: 352 Corporate Sales 26 25 77 81 Fax 26 25 77 82 Macao Technical Support toll-free: 0800 105	Luxemborg		
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Country Code: 532 Customer Service +32 (0)2 481 91 19 Fax 26 25 77 82 Macao Technical Support toll-free: 0800 105		Corporate Sales	
Fax26 25 77 82MacaoTechnical Supporttoll-free: 0800 105	Country Code: 352		
Macao Technical Support toll-free: 0800 105			
	Масао	Technical Support	
LOUDITY LODE' AS	Country Code: 83	Customer Service (Xiamen, China)	34 160 910
Transaction Sales (Xiamen, China) 29 693 115		Transaction Sales (Xiamen, China)	29 693 115

Malaysia (Penang)	Web Address	Support.ap.dell.com
International Access	Technical Support - Dell Precision, OptiPlex, and	
Code: 00	Latitude	
	Technical Support - Dimension, Inspiron, and	toll-free: 1800 881 306
Country Code: 60	Electronics and Accessories	
City Code: 4	Technical Support - PowerApp, PowerEdge,	toll-free: 1800 881 386
	PowerConnect, and PowerVault	
	Customer Service	toll-free: 1800 881 306 (option 6)
	Transaction Sales	toll-free: 1800 888 202
	Corporate Sales	toll-free: 1800 888 213
Mexico	Web Address	www.dell.com/mx
International Access	E-mail Address	<u>la-techsupport@dell.com</u>
Code: 00	Customer Technical Support	001-877-384-8979 or 001-877-269-3383
	Sales	50-81-8800 or 01-800-888-3355
Country Code: 52	Customer Service	001-877-384-8979 or 001-877-269-3383
	Main	50-81-8800 or 01-800-888-3355
Montserrat	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	
		Toll-free: 1-866-278-6822
Netherlands	E-mail Address	la-techsupport@dell.com
Antilles	Web Address	support.euro.dell.com
Netherlands	Technical Support	020 674 45 00
(Amsterdam)	Technical Support Fax	020 674 47 66
International Access	Home/Small Business Customer Service	020 674 42 00
Code: 00	Relational Customer Service	020 674 43 25
	Home/Small Business Sales	020 674 55 00
Country Code: 31 City Code: 20	Relational Sales	020 674 50 00
City Code. 20	Home/Small Business Sales Fax	020 674 47 75
	Relational Sales Fax	020 674 47 50
	Switchboard	020 674 50 00
	Switchboard Fax	020 674 47 50
New Zealand	Web Address	Support.ap.dell.com
International Access	E-mail Address	Support.ap.dell.com/contactus
Code: 00	Technical Support, Customer Service, Sales	0800 441 567
Country Code: 64		
Nicaragua	Web Address	www.dell.com/ni
Nicalayua	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	001-800-220-1377
Norway (Lysaker)	Web Address	Support.euro.dell.com
5.5	Technical Support	671 16882
International Access	Relational Customer Service	671 17575
Code: 00	Home/Small Business Customer Service	231 62298
Country Code: 47	Switchboard	671 16800
	Fax Switchboard	671 16865
Panama	Web Address	www.dell.com/pa
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	011-800-507-1264
Peru	Web Address	www.dell.com/pe
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	0800-50-669
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Poland (Warsaw)	Web Address	support.euro.dell.com
	E-mail Address	pl_support_tech@dell.com
International Access	Customer Service Phone	57 95 700
Code: 011	Customer Service	57 95 999
Country Code: 48	Sales	57 95 999
City Code: 22	Customer Service Fax	57 95 806
	Reception Desk Fax	57 95 998
	Switchboard	57 95 999
Portugal	Web Address	Support.euro.dell.com
International Access	Technical Support	707200149
	Customer Service	800 300 413
Code: 00	Sales	800-300-410 or 800-300 -411 or
Country Code: 351		800-300-412 or 21-422-07-10
	Fax	21-424-01-12
Puerto Rico	Web Address	www.dell.com/pr
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	1-877-537-3355
St. Kitts and Nevis	Web Address	www.dell.com/kn
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-866-540-3355
St. Lucia	Web Address	www.dell.com/lc
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4352
St. Vincent and the	Web Address	www.dell.com/vc
Grenadines	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 1-866-464-4353
Singapore	NOTE: The phone numbers in this section should	
International Access	be called from within Singapore or Malaysia only.	
Code: 005		1.11
Country Code: 65	Web Address	support.ap.dell.com
	Technical Support - Dimension, Inspiron, and	toll-free: 1 800 394 7430
	Electronics and Accessories	
	Technical Support - OptiPlex, Latitude,	toll-free: 1 800 394 7488
	and Dell Precision	
	Technical Support - PowerApp, PowerEdge,	toll-free: 1 800 394 7478
	PowerConnect, and PowerVault	
	Customer Service	toll-free: 1 800 394 7430 (option 6)
	Transaction Sales	toll-free: 1 800 394 7412
	Corporate Sales Web Address	toll-free: 1 800 394 7419
Slovakia (Prague)		support.euro.dell.com
International Access	E-mail Address	czech_dell@dell.com
Code: 00	Technical Support	02 5441 5727
Country Code: 421	Customer Service	420 22537 2707
	Fax	02 5441 8328
	Tech Fax	02 5441 8328
	Switchboard (Sales)	02 5441 8328
0 11 461	Wah Address	02 5441 7585
South Africa	Web Address	support.euro.dell.com
(Johannesburg)	E-mail Address	dell_za_suppor@dell.com
International Access	Gold Queue	011 709 7713
Code: 09/091	Technical Support	011 709 7710
Country Code: 27	Customer Service	011 709 7707
City Code: 11	Sales	011 709 7700

Spain (Madrid)	Web Address	Support.euro.com
• • •	Home and Small Business	
International Access	Technical Support	902 100 130
Code: 00	Customer Service	902 118 540
Country Code: 34	Sales	902 118 541
City Code: 91	Switchboard	902 118 541
	Fax	902 118 539
	Corporate	,
	Technical Support	902 100 130
	Customer Service	902 115 236
	Switchboard	91 722 92 00
	Fax	91 722 95 83
Sweden (Upplands	Web Address	support.euro.dell.com
Vasby)	Technical Support	08 590 05 199
•	Relational Customer Service	08 590 05 642
International Access	Home/Small Business Customer Service	08 587 70 527
Code: 00	Employee Purchase Program (EPP) Support	020 140 14 44
Country Code: 46	Technical Support Fax	08 590 05 594
City Code: 8	**	
Switzerland (Geneva)	Web Address	Support.euro.dell.com
International Access	E-mail Address	Tech_support_central_Europe@dell.com
Code: 00		0944 911 411
Country Code: 41	Technical Support – Home and Small Business	0844 811 411
City Code: 22	Technical Support – Corporate	0844 822 844
	Customer Service – Home and Small Business	0848 802 202
	Customer Service – Corporate	0848 821 721
	Fax	022 799 01 90
	Switchboard Web Address	022 799 01 01
Taiwan	E-mail Address	support.ap.dell.com
International Access		support.dell.com.cn/email toll-free: 0080 186 1011
Code: 002	Technical Support - OptiPlex, Latitude, Inspiron, Dimension, and Electronics and Accessories	1011-1166: 0080 186 1011
Country Code: 886	· · · · · · · · · · · · · · · · · · ·	tall free 0000 100 1250
	Technical Support - Servers and Storage	toll-free: 0080 160 1256
	Customer Service	toll-free: 0080 160 1250 (option 5)
	Transaction Sales	toll-free: 0080 165 1228
Thailand	Corporate Sales Web Address	toll-free: 0080 165 1227 Support.ap.dell.com
Inaliano	Technical Support (OptiPlex, Latitude, and Dell	toll-free: 1800 0060 07
International Access	Precision)	1011-1166. 1800 0000 07
Code: 001	Technical Support (PowerApp, PowerEdge,	toll-free: 1800 0600 09
Country Code: 66	PowerConnect, and PowerVault)	1011-1122. 1800 0000 09
	Customer Service	tall frage 1800 006 007 (artica 7)
		toll-free: 1800 006 007 (option 7) toll-free: 1800 006 009
	Corporate Sales Transaction Sales	toll-free: 1800 006 009
Tripidad/Tobaga	Web Address	www.dell.com/tt
Trinidad/Tobago	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-888-799-5908
Turks and Caicos Islands	s Web Address	www.dell.com/tc
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-441-4735
	reennear support, customer service, saies	ton nee. 1 0// ++1-+/55

U.K.(Bracknell)	Web Address	upport.euro.dell.com
International Access	E-mail Address	dell_direct_support@dell.com
Code: 00	Customer Service Website	support.euro.dell.com/uk/en/ECare/
Country Code: 44		form/home.asp
City Code: 1344	Sales	
City Coue. 1544	Home and Small Business Sales	0870 907 4000
	Corporate/Public Sector Sales	01344 860 456
	Customer Service	
	Home and Small Business	0870 906 0010
	Corporate	01344 373 185
	Preferred Accounts (500-5000 employees)	0870 906 0010
	Global Accounts	01344 373 186
	Central Government	01344 373 196
	Local Government & Education	01344 373 199
	Health	01344 373 194
	Technical Support	
	Corporate/Preferred Accounts/PCA (1000+	0870 908 0500
	employees)	
	Other Dell Products	0870 353 0800
	General	
	Home and Small Business Fax	0870 907 4006
Uruguay	Web Address	<u>www.dell.com/uy</u>
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	toll-free: 000-413-598-2521
U.S.A. (Austin, Texas)	Automated Order-Status Service	toll-free: 1-800-433-9014
International Access	AutoTech (portable and desktop computers)	toll-free: 1-800-247-9362
Code: 011	Hardware and Warranty Support (Dell TV,	toll-free: 1-877-459-7298
Country Code: 1	Printers, and Projectors) for Relationship	
5	customers	
	Consumer (Home and Home Office) Support for	toll-free: 1-800-624-9896
	Dell products	
	Customer Service	toll-free: 1-800-624-9897
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Financial Services Web Address	www.dellfinancialservices.com
	Financial Services (lease/loans)	toll-free: 1-877-577-3355
	Financial Services (Dell Preferred Accounts	toll-free: 1-800-283-2210
	[DPA])	
	Business	
	Customer Service	toll-free: 1-800-624-9897
	Employee Purchase Program (EPP)	toll-free: 1-800-695-8133
	Customer s Support for printers, projectors, PDAs, and MP3 players	toll-free: 1-877-459-7298
	Public (government, education, and healthcare)	
	Customer Service and Support	toll-free: 1-800-456-3355
	Employee Purchase Program (EPP) Customers	toll-free: 1-800-695-8133
	Dell Sales	toll-free: 1-800-289-3355 or
		toll-free: 1-800-879-3355
	Dell Outlet Store (Dell refurbished computers)	toll-free: 1-888-798-7561
	Software and Peripherals Sales	toll-free: 1-800-671-3355
	Spare Parts Sales	toll-free: 1-800-357-3355
	Extended Service and Warranty Sales	toll-free: 1-800-247-4618
	Fax	toll-free: 1-800-727-8320
	Dell Services for the Deaf, Hard-of-Hearing, or	toll-free: 1-877-DELLTTY
	Speech-Impaired	(1-877-335-5889)
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U.S. Virgin Islands	Web Address	www.dell.com/vi
	E-mail Address	la-techsupport@dell.com
	Technical Support, Customer Service, Sales	toll-free: 1-877-702-4360
Venezuela	Web Address	www.dell.com/ve
	E-mail Address	<u>la-techsupport@dell.com</u>
	Technical Support, Customer Service, Sales	0800-100-4752

Hardware Requirements and Guidelines

This chapter outlines the Windows hardware requirements (CPU, RAM and disk storage) for 32- and 64-bit installations of the vFoglight Management Server and the database repository.

This chapter contains the following sections:

About vFoglight Hardware Requirements	24
Single-Tier vFoglight Hardware Requirements	
Multi-Tier vFoglight Hardware Requirements	
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About vFoglight Hardware Requirements

The hardware needed to run vFoglight can vary widely depending on a number of factors, including:

- The number and type of agents that are being used
- The persistence and data-rollup policies
- Agent configuration settings

You should not consider doing a production implementation without conducting a proper scoping and sizing exercise with a qualified Vizioncore representative. You can arrange for a sizing analysis by contacting your Vizioncore Sales Representative. At a minimum, you will be required to provide hardware matching the specifications below.

Installation Recommendations

Running a vFoglight server requires:

- The vFoglight Management Server
- The vFoglight database repository

vFoglight runs in either a single-tier or multi-tier configuration. While these components can be installed on a single tier or on multiple tiers, it is critical to realize that the management server and database repository require separately dedicated resources to support them. To help facilitate sizing, the resources required to support each component are addressed separately.

Single-Tier vFoglight Hardware Requirements

To install vFoglight in a single-tier configuration, you must have hardware to run the vFoglight Management Server (JVM) and vFoglight database repository together. The requirements are listed below.

32-bit Platforms

The hardware requirements for a single-tier 32-bit installation of vFoglight are as follows:

CPU	 4-way 2.4 GHz CPUs—one of the following: 1 quad core 2 dual core 4 single core
RAM	 4 GB in total: 2.4 GB for Management Server (1.6 GB for Heap, 0.8 GB for Java Virtual Machine) 0.8 GB for database repository 0.8 GB for the operating system
Storage	 For Management Server: 40 GB, 7500 RPM hard disk or better For Database Repository: 80 GB, 10000 RPM hard disk or better

Important Some 32-bit operating systems, such as Windows Server 2003 Standard Edition, have a 4 GB memory limit. Please adjust your memory allocation accordingly. Windows Server 2003 Enterprise Edition can support up to 32 GB of physical memory with the Physical Address Extension utility enabled. For more details, please see http://msdn.microsoft.com/en-us/library/aa366778(VS.85).aspx.

64-bit Platforms

The hardware requirements for a single-tier 64-bit installation of vFoglight are as follows:

CPU	4-way 2.4 GHz CPUs—one of the following:
	 1 quad core 2 dual core
	• 2 dual core
	• 4 single core

RAM	 12 GB in total: 6 GB for Management Server (4 GB for Heap, 2 GB for Java Virtual Machine) 4 GB for database repository 2 GB for the operating system
Storage	 For Management Server: 40 GB, 7500 RPM hard disk or better For Database Repository: 80 GB, 10000 RPM hard disk or better

Multi-Tier vFoglight Hardware Requirements

To install vFoglight in a multi-tier configuration, you must have separate hardware to run the vFoglight Management Server (JVM) and separate hardware to run the vFoglight Database Repository. The requirements are listed below.

vFoglight Management Server (32- and 64-bit Platforms)

The hardware requirements for a vFoglight Management Server tier installation are as follows:

	32-bit	64-bit
CPU	2-way 2.4 GHz CPUs - one of the following:1 dual core2 single core	
RAM	 4 GB in total: 3 GB for Management Server (2 GB for Heap, 1 GB for Java Virtual Machine) 1 GB for the operating system 	 8 GB in total: 6 GB for Management Server (4 GB for Heap, 2 GB for Java Virtual Machine) 2 GB for the operating system
Storage	• 40 GB, 7500 RPM hard disk or better	

vFoglight Database Repository (32- and 64-bit Platforms)

The hardware requirements for a vFoglight Database Repository Server tier installation are as follows:

	32-bit	64-bit
CPU	2-way 2.4 GHz CPUs - one of the following:1 dual core2 single core	
RAM	3 GB in total:2 GB for database repository1 GB for the operating system	6 GB in total:4 GB for the database repository2 GB for the operating system
Storage	• 80 GB, 10000 RPM hard disk or better	

vFoglight System Requirements and Platform Support Guide

Supported Platforms

This chapter outlines the platforms supported for the vFoglight Management Server and database repository, supported platforms for the vFoglight Agent Manager, supported operating systems for the Operating System cartridges, and requirements for other software used with vFoglight.

This chapter contains the following sections:

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Supported External Databases	31
Supported Platforms for the vFoglight Agent Manager	32
Supported Operating Systems for System Cartridges	35
Supported Web Browsers	37
Supported Report Viewer	

Supported Platforms for the vFoglight Management Server

Vizioncore supports the platforms listed in the following table. These platforms have passed quality assurance testing with vFoglight.

Note vFoglight is licensed for operative matrix.	en systems only, i	n accordance with	the supported platform
Operating System	Version	Architecture	Additional Details
Microsoft Windows®	Server 2003	x86	32-bit support
		x86_64	32-bit and 64-bit support

Important The vFoglight Management Server requires a Java Runtime Environment (JRE) to run. Please see "Operating System Patch Requirements for the JRE" on page 34 for JRE and operating system patch requirements.

Supported External Databases

The vFoglight Management Server requires a database repository. You have the option of using the embedded database included with vFoglight, or using an external database.

The external database must be a supported platform and version. Customers are responsible for the procurement, installation, and management of an external database.

The following table outlines the external databases supported for vFoglight 5.2.4. These versions are supported for any platform supported for the vFoglight Management Server.

Database	Supported Versions
Oracle	• Oracle 9i R2 (9.2.x branch)
	• Oracle 10g R2 (10.2.x branch)
MySQL	• 5.0.x branch, with 5.0.27 as the minimum allowed version

While you can run your external database on any operating system platform supported by your database vendor, Vizioncore will only support database issues that can be reproduced on the following OS platforms (32- or 64-bit):

Operating System	Version
Microsoft Windows [®]	Server 2003
RedHat [®] Enterprise Linux [®]	AS/ES 5
IBM AIX®	5.3
HP-UX [®]	11i v2
Sun Solaris [™]	10

Supported Platforms for the vFoglight Agent Manager

The vFoglight Agent Manager (FglAM) is supported on the following platforms:

Operating System	Version	Architecture	Additional Details
IBM AIX®	M AIX [®] 5.2 IBM PowerPC 4		32-bit and 64-bit support
	5.3	and PowerPC 5	
	6.1	_	
HP-UX®	11i v2	PA-RISC	32-bit and 64-bit
		Itanium	support
	11i v1	PA-RISC	
	11i v3	PA-RISC and Itanium	
Red Hat [®] Enterprise Linux [®]	AS/ES 4	x86_64	32-bit and 64-bit support
		x86	32-bit support
	AS/ES 5	x86_64	32-bit and 64-bit support
	EL 2.1	x86	32-bit support
Novell SUSE [®] Linux [®] Enterprise Server	10	x86_64	32-bit and 64-bit support
		x86	32-bit support
	9	x86_64	32-bit and 64-bit support
		x86	32-bit support
	8	x86	32-bit support

Supported Platforms Supported Platforms for the vFoglight Agent Manager

Operating System	Version	Architecture	Additional Details
Oracle Unbreakable Linux	4	x86_64	32-bit and 64-bit support
		x86	32-bit support
	5	x86_64	32-bit and 64-bit support
		x86	32-bit support
Linux CentOS	5.0	x86_64	32-bit and 64-bit support
		x86	32-bit support
Sun Solaris™	10	SPARC	32-bit and 64-bit
		x86_64	support
	9	SPARC	
	8	_	
Microsoft Windows®	ХР	x86	32-bit support
		x86_64	32-bit and 64-bit support
	Server 2003	x86_64	32-bit and 64-bit support
		x86	32-bit support
		Itanium	32-bit and 64-bit support
	Server 2000	x86	32-bit support

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Operating System Patch Requirements for the JRE

The vFoglight Management Server and the vFoglight Agent Manager require a Java Runtime Environment (JRE). In order for vFoglight to run properly, it requires that the operating system is at a minimum patch level to support our JRE.

Please ensure that your OS is properly patched for the JRE. It is recommended that you check with your OS vendor for the latest patches for your platform.

The vFoglight Management Server must be patched to support Java 1.6.

Monitored hosts must be patched to support Java 1.5.

Supported Operating Systems for System Cartridges

Cartridge for Operating Systems

Operating System	Version	Architecture	Additional Details
IBM AIX [®]	5.2	IBM PowerPC 4	32-bit and 64-bit support
	5.3	and PowerPC 5	
	6.1		
HP-UX [®]	11i v1	PA-RISC	32-bit and 64-bit support
	11i v2 PA-RISC	32-bit and 64-bit support	
		Itanium	32-bit and 64-bit support
	11i v3	PA-RISC	32-bit and 64-bit support
		Itanium	32-bit and 64-bit support

The Cartridge for Operating Systems is supported on the following operating systems:

Note The Cartridge for Operating Systems is only available with the Professional version of vFoglight.

vFoglight System Requirements and Platform Support Guide

Operating System	Version	Architecture	Additional Details
Red Hat [®] Enterprise Linux [®]	AS/ES 4	x86_64	32-bit and 64-bit support
		x86	32-bit support
	AS/ES 5	x86_64	32-bit and 64-bit support
	EL 2.1	x86	32-bit support
Novell SUSE [®] Linux [®] Enterprise Server	10	x86_64	32-bit and 64-bit support
		x86	32-bit support
	9	x86_64	32-bit and 64-bit support
		x86	32-bit support
	8	x86	32-bit support
Oracle Unbreakable Linux	4	x86_64	32-bit and 64-bit support
		x86	32-bit support
	5	x86_64	32-bit and 64-bit support
		x86	32-bit support
Linux CentOS	5.0	x86_64	32-bit and 64-bit support
		x86	32-bit support

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Operating System	Version	Architecture	Additional Details
Sun Solaris [™]	10	x86	32-bit support
		SPARC	32-bit and 64-bit support
	9	SPARC	32-bit and 64-bit
	8		support
Microsoft Windows®	ХР	x86	32-bit support
		x86_64	32-bit and 64-bit support
	Server 2003	x86_64	32-bit and 64-bit support
		x86	32-bit support
		Itanium	32-bit and 64-bit support
	Server 2000	x86	32-bit support

Supported Web Browsers

The following table lists the Web browsers supported for use with vFoglight 5.2.4. Note that you must use the latest patch release for the browsers.

Browser Type	Operating System
Internet Explorer 6 and 7	Windows XP
	Windows 2003
	Windows Vista (IE 7 only)

Browser Type	Operating System	
Firefox 2 and 3	Windows XP	
	Windows 2003	
	Windows Vista	
	Linux RedHat, SuSE	
	Note Firefox 3 is only supported on Desktop Linux— Enterprise Linux is not supported.	

Supported Report Viewer

To view PDF reports in vFoglight, Adobe Acrobat Reader version 7.0.9 (or higher) is preferred.

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