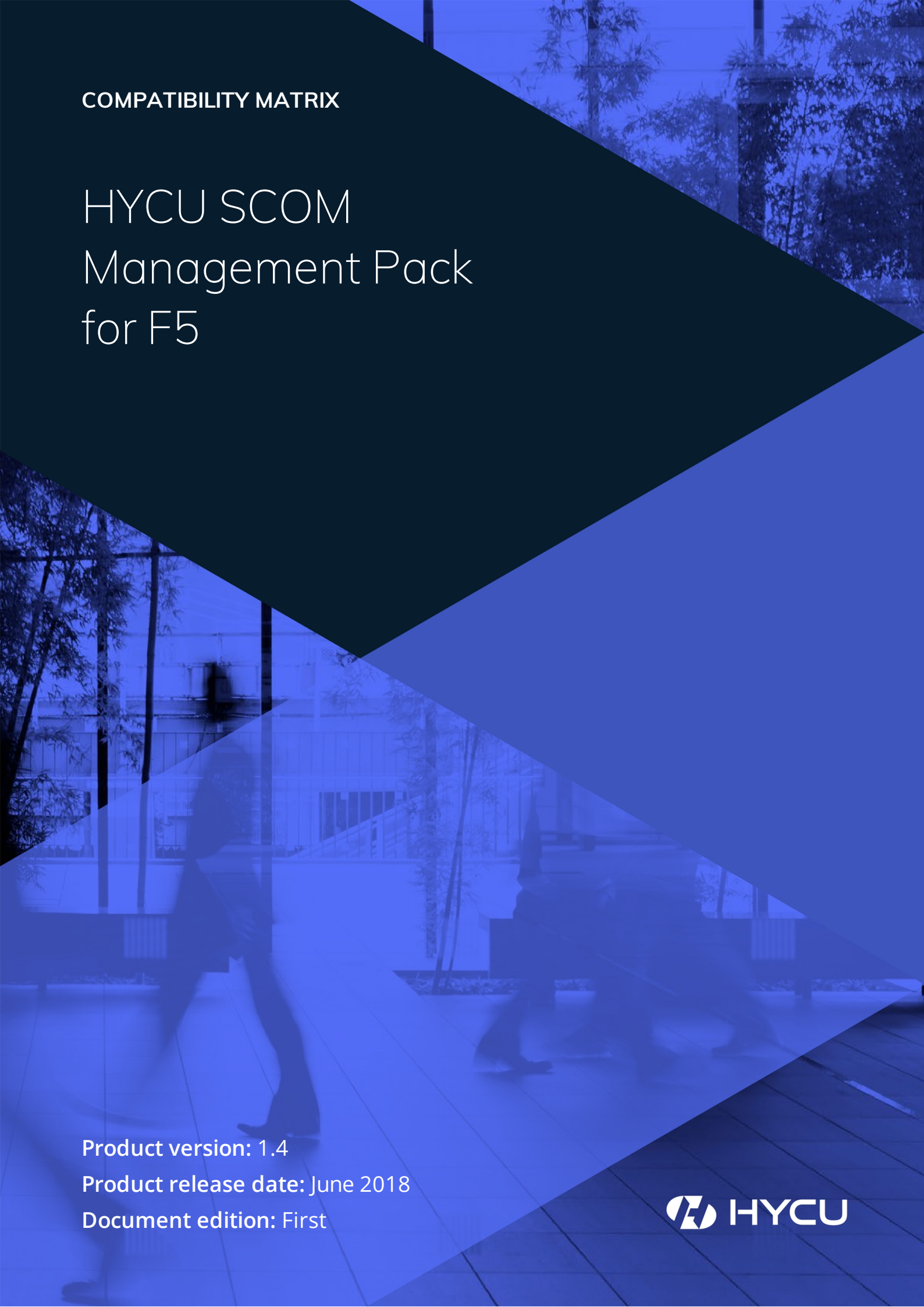
COMPATIBILITY MATRIX

HYCU SCOM Management Pack for F5



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Supported F5 BIG-IQ versions

This section lists F5 BIG-IQ versions that the management packs included in HYCU SCOM Management Pack for F5 (SCOM MP for F5) are compatible with.

> ⚠ Important Each listed version of a platform, operating system, or application is supported by SCOM MP for F5 as long as manufacturer provides mainstream support for it. This rule applies to the entire document.

F5 BIG-IQ support matrix

F5 BIG-IQ version	Supported
6.0	✓
5.4	✓
5.3	✓
5.2	✓
5.1	✓
5.0	✓
4.6	✓

> Note In the F5 BIG-IQ versions later than 5.0, basic authentication is disabled by default. To enable basic authentication, do the following:
>
> 1. Log on to the BIG-IQ system through its Advanced Shell (bash) by using a user account that has administrative privileges.
> 2. Run the following command:
>
>    ```
>    set-basic-auth on
>    ```

Supported Microsoft System Center Operations Manager versions

This section lists Microsoft System Center Operations Manager versions that SCOM MP for F5 is compatible with.

Microsoft System Center Operations Manager support matrix

Microsoft System Center Operations Manager version	Supported
1801	✓
2016	✓

Operating systems supported by the Data Collector

This section lists operating systems that HYCU SCOM Data Collector for F5 BIG-IQ (SCOM DC for F5 BIG-IQ, Data Collector) is compatible with. The Data Collector is used for proxy monitoring of F5 BIG-IQ devices.

Data Collector support matrix

Operating system	Supported
Microsoft Windows Server 2016	✓
Microsoft Windows Server 2012 R2	✓
Microsoft Windows Server 2012	✓

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

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