

COMPATIBILITY MATRIX

HYCU SCOM Management Pack for F5 BIG-IP

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Supported F5 BIG-IP versions

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

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

F5 BIG-IP support matrix

F5 BIG-IP version	Supported
15.1.x	✓
15.0.x	✓
14.1.x	✓
13.1.x	✓
12.1.x	✓
11.6.1+	✓

 **Note** License utilization reports, alerts, and rules are available only for F5 BIG-IP versions 12.1.x and later.

HYCU Management Pack for F5 BIG-IP ASM (Core) and HYCU Management Pack for F5 BIG-IP ASM (Reports) are available only for F5 BIG-IP versions 11.6.1 and later.

Supported Microsoft System Center Operations Manager versions

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

Microsoft System Center Operations Manager support matrix

Microsoft System Center Operations Manager version	Supported
2019	✓
2016	✓

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!

