

opentext™

Dimensions RM

Software version: 24.3 (12.12)

Support Matrix

Contents

This document provides the latest hardware requirements, supported environments, and technologies for Dimensions RM.

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System Requirements

This section describes the Dimensions RM recommended hardware specifications.

Hardware

The Dimensions RM hardware setup depends on the type of use and the expected number of concurrent users. The following table provides scaling recommendations for optimal server configuration.



| Type of use | Description | Recommended configuration |
|-----------------|--|---|
| Extreme | Continuous use by very large enterprise sized teams 100,000s of artefacts More than 200 concurrent users | RM server farm and database (cluster): <ul style="list-style-type: none"> RM server: 6 cores + 0.1 x # of users, 6 GB + 48 MB x # of users RAM Database server: 6 cores + 0.15 x # of users, 6 GB + 64 MB x # of users RAM Total numbers for entire server farm |
| Heavy | Continuous use by enterprise sized teams 10,000s of artefacts Up to 200 concurrent users | Scale up with additional CPU/RAM or separating RM server and database server: <ul style="list-style-type: none"> RM server: 12-core CPU, 16–24 GB RAM Database server: 16-core CPU, 24–32 GB RAM |
| Moderate | Frequent use by medium-sized teams 1000s of artefacts Up to 100 concurrent users | Single system with all components: <ul style="list-style-type: none"> 12-core CPU 16–24 GB RAM |
| Light | Occasional use for small projects 100s of artefacts Up to 50 concurrent users | Single system with all components: <ul style="list-style-type: none"> 4-core CPU 8–12 GB RAM |

For more details on scaling and optimizing the Dimensions RM hardware, see the Dimensions RM Architecture whitepaper.

Operating Systems

The following table lists operating systems supported by this version of Dimensions RM.



| Operating system | Version | Certified | Supported | Comments |
|--|------------|-----------|-----------|--|
| MS Windows | 10, 64-bit | | ✓ | Client |
| | 11 | | ✓ | Client |
| MS Windows Server | 2022 | ✓ | ✓ | Server |
| | 2019 | ✓ | ✓ | Server |
| | 2016 | | ✓ | Server |
| Virtual machines and containers | | | ✓ | Server, client; VMs and containers are generally supported, provided they have dedicated resources. |

-  **Certified** indicates that this is the primary test platform. The platform functions normally, and defects will be fixed.
-  **Supported** indicates that the platform should function normally and defects will be fixed.

Databases

The following table lists databases supported by this version of Dimensions RM.

| Database | Version | Certified | Supported | Comments |
|---------------|------------|-----------|-----------|--|
| Oracle | 19c (19.3) | ✓ | ✓ | |
| | 21c | ✓ | ✓ | |
| | 21c XE | | ✓ | Limited performance, administration functions and sizing |
| MS SQL Server | 2019 | ✓ | ✓ | Includes Express |
| | 2017 | | ✓ | Includes Express |
| | 2022 | | ✓ | Includes Express |
| PostgreSQL | 16.x | | ✓ | |
| | 14.x | ✓ | ✓ | |
| | 13.x | | ✓ | |
| Amazon RDS | Oracle | | ✓ | |

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Application Servers

The following application servers are required for this version of Dimensions RM.

| Application server | Version | Certified | Supported |
|--------------------|---------|-----------|-----------|
| Apache Tomcat | 9.0 | ✓ | ✓ |



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Java Technologies

The following Java software is supported with this version of Dimensions RM.

| Software | Version | Certified | Supported |
|--------------|---------|-----------|-----------|
| Java Runtime | 11.0 | ✓ | ✓ |





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Web Browsers

The following browsers are supported with this version of Dimensions RM.



| Browser | Version | Certified | Supported | Comments |
|----------------|---------------|-----------|-----------|----------|
| Firefox | | ✓ | ✓ | |
| Google Chrome | | ✓ | ✓ | |
| Microsoft Edge | Edge Chromium | ✓ | ✓ | |
| Apple Safari | 15.0 | | ✓ | |

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Directory Servers

The following directory servers are supported with this version of Dimensions RM.



| Directory Server | Version | Certified | Supported | Comments |
|----------------------------|---------|-----------|-----------|---------------------|
| Microsoft Active Directory | 2019 | ✓ | ✓ | LDAP Interface only |
| | 2016 | | ✓ | LDAP Interface only |
| | 2012 | | ✓ | LDAP Interface only |
| Microsoft Azure AD | | ✓ | ✓ | |

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Mail Servers

The following mail servers are supported with this version of Dimensions RM.

| Browser | Version | Certified | Supported | Comments |
|---------|---------|-----------|-----------|----------|
| SMTP | | | ✓ | |

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Third Party Integrations

The following third party integrations are supported with this version of Dimensions RM.

| 3 rd Party Products | Version | Integration Type | Certified | Supported | Comments |
|---|----------------|------------------|-----------|-----------|--|
| Atlassian Jira | 4.6 and higher | | | ✓ | |
| IBM Doors | 9.6.1 | Import/Export | ✓ | ✓ | |
| | 9.6 | Import/Export | | ✓ | |
| | 9.5 | Import/Export | | ✓ | |
| IBM Rational Rhapsody | 8.4 | Plugin | | ✓ | |
| Matlab Simulink | 12b | Plugin | | ✓ | |
| Microsoft Excel | Office 365 | Import/Export | | ✓ | |
| | 2021 | Import/Export | ✓ | ✓ | |
| | 2019 | Import/Export | ✓ | ✓ | |
| | 2016 | Import/Export | | ✓ | |
| | 2013 | Import/Export | | ✓ | |
| Microsoft Project | | Import | ✓ | ✓ | |
| Microsoft Word | Office 365 | Import/Export | | ✓ | |
| | 2021 | Import/Export | ✓ | ✓ | |
| | 2019 | Import/Export | ✓ | ✓ | |
| | 2016 | Import/Export | | ✓ | |
| | 2013 | Import/Export | | ✓ | |
| Sparx Systems Enterprise Architect | 16.1 | Plugin | ✓ | ✓ | 32-bit only is supported for Integration |
| | 15.2 | Plugin | | ✓ | |
| Tasktop Sync | 4.x | | | ✓ | |





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Micro Focus Product Integrations

The following third party integrations are supported with this version of Dimensions RM.



| Micro Focus Products | Version | Integration Type | Certified | Supported | Comments |
|---------------------------|---------|------------------------|-----------|-----------|---|
| Dimensions CM | 14.6 | CM-RM (Point to Point) | ✓ | ✓ | |
| Prototype Composer | 3.4 | PC-RM (Point to Point) | ✓ | ✓ | |
| | 3.3 | PC-RM (Point to Point) | | ✓ | |
| | 3.2.1 | PC-RM (Point to Point) | | ✓ | |
| SBM | 12.1 | SBM-RM Integration | ✓ | ✓ | |
| | 12.0 | SBM-RM Integration | | ✓ | |
| Silk Central | 21.0 | MF Connect | | ✓ | |
| MF Connect | 4.4.3 | Connector | ✓ | ✓ | |
| Quality Center | 15.0 | | ✓ | ✓ | requires prerequisites for using OTA API with 64 bit application https://softwaresupport.sofwaregrp.com/doc/KM03119576 |
| | 12.6 | | | ✓ | requires prerequisites for using OTA API with 64 bit application https://softwaresupport.sofwaregrp.com/doc/KM03119576 |
| | 12.5 | | | ✓ | requires prerequisites for using OTA API with 64 bit application https://softwaresupport.sofwaregrp.com/doc/KM03119576 |

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License Managers

The following license managers are supported with this version of Dimensions RM.



| License Managers | Version | Certified | Supported | Comments |
|------------------|---------|-----------|-----------|----------|
| AutoPass | 24.2 | | ✓ | |
| | 2022.11 | ✓ | ✓ | |
| | 12.3.0 | | ✓ | |

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Language Support

The following languages are supported in this version of Dimensions RM.



| Language Support | Web | Client Applications | Comments |
|-----------------------|-----|---------------------|----------|
| English | ✓ | ✓ | |
| Brazilian Portuguese | ✓ | | |
| Chinese (Simplified) | ✓ | | |
| Chinese (Traditional) | ✓ | | |
| French | ✓ | | |
| German | ✓ | | |
| Korean | ✓ | | |
| Japanese | ✓ | | |
| Spanish | ✓ | | |

-  **Web** indicates language is supported in the Dimensions RM web application.
-  **Client Applications** indicates that the language is supported by client applications, e.g. RM Manage, Class Definition, RM Import.

Authentication

The following protocols are supported with this version of Dimensions RM.

| Authentication Protocol | Identity Provider | Certified | Supported | Comments |
|-------------------------|---|-----------|-----------|--|
| 2FA | one-time passwords (TOTP) | | ✓ | Works with internal RM authentication only |
| LDAP | Microsoft Active Directory (2019) | | ✓ | |
| | Microsoft Active Directory (2016) | | ✓ | |
| | Microsoft Active Directory (2012) | | ✓ | |
| SAML2 | ADFS | | ✓ | |
| | OneLogin | | ✓ | |
| | Azure AD | | ✓ | |
| | SBM SSO | | ✓ | |
| NTLM/Kerberos | Microsoft Key Distribution Center (KDC) | | ✓ | Microsoft Windows Negotiate SSO |
| OAuth | Azure AD | | ✓ | |

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Server Upgrade

The following versions of Dimensions RM servers can be upgraded to this version.

| Server Version | Certified | Supported | Comments |
|-----------------------|-----------|-----------|----------|
| Dimensions RM 12.11.2 | ✓ | ✓ | |
| Dimensions RM 12.11.1 | ✓ | ✓ | |
| Dimensions RM 12.11 | ✓ | ✓ | |
| Dimensions RM 12.10 | ✓ | ✓ | |
| Dimensions RM 12.9 | | ✓ | |
| Dimensions RM 12.8.1 | | ✓ | |



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For details on how to upgrade Dimensions RM, see the following documentation:

- Dimensions RM Installation Guide
- Dimensions RM Administrator's Guide

Send us feedback



Let us know how we can improve your experience with the Support Matrix.

Send your email to: docteam@microfocus.com