

Platforms Supported

Applications/Servers Monitored in Agent-based/Agentless Manner							
Component Name	Versions Supported	* Agentless Monitoring Recommended	Operating Systems Support for Agent-based Monitoring				
			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Citrix							
Citrix Access Gateway	1, 2, 3, 4		✓				
Citrix AppController	2.8	✓					
Citrix Branch Repeater	5.0, 6.x	✓					
Citrix Cloud Connector			✓				
Citrix Cloud Delivery Controller		✓					
Citrix CloudBridge	6.2, 7.x	✓					
Citrix Delivery Controller	3, 4, 5.x, 7.x		✓				
Citrix Director	7.x		✓				
Citrix Federated Authentication Service		✓					
Citrix License Server			✓	✓			✓
Citrix NetScaler MAS Insight	10 (and above)	✓					
Citrix NetScaler SDX	11.x	✓					
Citrix NetScaler VPX/MPX	9.x and above	✓					
Citrix Provisioning Server	5.x and above		✓		✓		

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Citrix SD-WAN	VPX-020-SE VPX-050-SE VPX-100-SE VPX-200-SE VPX-500-SE VPX-1000-SE	✓					
Citrix Secure Gateway	3.3.2, 3.3.3, 3.3.4		✓		✓		
Citrix Session Recording Server		✓					
Citrix ShareFile		✓					
Citrix Storage Zones			✓		✓		
Citrix StoreFront	2.x, 3.x		✓				
Citrix Web Interface			✓				
Citrix WEM	4.x		✓				
Citrix XenApp	5.x, 6.x, 7.x		✓	✓ (7.x only)			
Citrix XenDesktop	5, 6, 7.x		✓				
Citrix XenMobile	8.6, 9.0, 10.x	✓					
Citrix ZDC	4.x, 5.x, 6.x	✓	✓	✓			
Virtual Desktop Infrastructure							
Leostream Connection Broker	5.1		✓				
Oracle VDI Broker	3.2.1		✓	✓			✓

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
VMware App Volumes Manager	6.3.7 and above	✓					
VMware Horizon Connection Server	4.x, 5.x, 6.x, 7.x		✓				
VMware Horizon Pod	6.3.2 and above	✓					
VMware Horizon Security Server	7.0 and above		✓				
VMware Horizon View Composer	4.x, 5.x, 6.x, 7.x		✓				
VMware Horizon View RDS				✓			
VMware Identity Manager	7.0 and above			✓			
VMware Update Manager Server	7.0	✓					
Cloud Technologies							
Alibaba Cloud		✓	✓	✓			
AWS Cloud		✓					
Cloud Desktops (e.g. AWS Workspaces, DaaS)		✓					
Microsoft Azure	Classic and ARM	✓					
Microsoft Azure Partner Center	7.0	✓					
Microsoft Certificate Authority Server			✓	✓	✓	✓	✓
Microsoft Exchange Online		✓	✓				
Exchange Online Tenants		✓	✓				

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Component Name	Versions Supported	* Agentless Monitoring Recommended	Operating Systems Support for Agent-based Monitoring				
			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Microsoft Office 365		✓	✓				
Microsoft OneDrive for Business							
Microsoft SharePoint Online		✓	✓				
Microsoft Skype for Business Online		✓					
Microsoft Teams		✓					
Salesforce		✓					
VMware vCloud Director	1.5 to 5.6		✓				

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Database Servers							
Apache CouchDB	2.3.1		✓	✓			
Cache Database	5.1 and above		✓	✓	✓	✓	✓
Cassandra Database	3.9		✓	✓			
DB2 Universal Database	7.x, 8.x, 9.x, 10.x		✓	✓	✓	✓	✓
Hadoop	2.6			✓			
Informix Dynamic Server	9.4 and higher		✓		✓	✓	✓
Maria Database	10.0,10.1,10.2 OR 10.x		✓	✓			✓
MaxDB	7.5 and higher		✓	✓	✓	✓	✓
Microsoft SQL	7.0, 2000, 2005, 2008, 2012, 2014		✓	✓			
	2016, 2017 & 2019		✓ (Windows 2012/2016 /2019 only)				
Microsoft SQL Azure Database	v12		✓				
Microsoft SQL Server Analysis Services	SQL Server 2012 and above	✓	✓				
Microsoft SQL Server Integration Services	2008, 2012, 2014, 2016, 2017, 2019		✓				
Microsoft SQL Server Reporting Services	2008 R2, 2012, 2014, 2016, 2017, 2019		✓	✓			

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
MongoDB	3.0, 3.2		✓	✓			
MySQL	3, 4, 4.1, 5, 6.0		✓	✓			✓
Oracle Database Server	7, 8, 9, 10G, 11G, 12c (including multi-tenant setup), 19c		✓	✓	✓	✓	✓
PostgreSQL	9.0 (or above)		✓	✓	✓	✓	✓
Progress Database	11.6		✓	✓			
SAP HANA	1.00.27		✓	✓	✓	✓	✓
Sybase ASE	12.5, 15 and higher		✓	✓	✓	✓	✓
Tibero Database Server	6.0		✓	✓	✓	✓	✓
UniVerse Database	11.2.4		✓	✓			
Web Servers							
Apache Web Server	1.x, 2.x		✓	✓	✓	✓	✓
IBM HTTP Server	1.x, 2.x, 6., 6.1, 7.x, 8.5		✓	✓	✓	✓	✓
Microsoft IIS Web Server	4, 5, 6, 7, 8, 8.x		✓				
NGINX Web Server	1.x		✓	✓	✓	✓	✓
Oracle HTTP Server	12c		✓	✓			
Oracle iPlanet Web Server	4, 4.1, 6.0, 6.1,7						✓
Oracle Web Server	9i, 10G		✓	✓	✓	✓	✓
WebToB	5.0		✓				

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Application Servers							
Adobe ColdFusion Server	x 4, 5, MX7		✓	✓			✓
Apache Tomcat Server	3.x, 4.x, 5.x, 6.x, 7.x, 8.x, 9.x		✓	✓	✓	✓	✓
Borland Enterprise Server	5.x		✓	✓	✓	✓	✓
IBM Lotus Domino Application Server	5.0 and higher		✓	✓	✓	✓	✓
GemFire	8.2, 9.0		✓	✓			
GlassFish	2.11, 3.x and 4.x		✓	✓	✓	✓	✓
IBM WebSphere Application Server	4, 5, 6, 7, 8, 8.5		✓	✓	✓	✓	✓
IBM WebSphere Liberty	Liberty 17.0.0.3		✓	✓			
JBoss (AS/EAP) Application	4.0, 4.2, 5.1, 6.x,7.0		✓	✓	✓	✓	✓
JEUS	7.x		✓				
JRUN Application	3, 4		✓	✓			✓
Oracle Application Server	9i, 10G, 11		✓	✓	✓	✓	✓
Oracle Forms	9i		✓				
Oracle Tuxedo			✓	✓	✓		
Oracle Tuxedo PeopleSoft Internet Architecture (PIA)	8.52 (and above)		✓	✓	✓	✓	✓
Oracle WebLogic	5.1, 6.x, 7, 8.x, 9.x, 10.x, 11G,12.x		✓	✓	✓	✓	✓
Orion			✓	✓	✓	✓	✓

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Progress OpenEdge Server	11.6		✓	✓	✓	✓	✓
SilverStream Application Server				✓		✓	✓
WildFly JBoss	8.x, 9.x, 10.x, 17, 18 and 19		✓	✓			
Mail Servers							
IBM Lotus Domino Mail Server	5, 6, 7, 8, 9		✓	✓	✓	✓	✓
IronPort AsyncOS Mail	c100	✓					
Microsoft Exchange Server	2007/2010/2013/2016/2019		✓				
Postfix Mail Server	2.11			✓			
Qmail Server	1.05			✓	✓	✓	✓
Messaging Servers							
ActiveMQ			✓	✓			✓
Fiorano MQ			✓	✓			✓
IBM WebSphere MQ Series	5, 6, 7, 8		✓	✓	✓	✓	✓
Microsoft MQ Server	4.0		✓				
Mosquitto MQTT	1.5.3		✓	✓	✓		
Oracle Communications Messaging Server	5.2, 6.2						✓
RabbitMQ	3.6.10		✓	✓	✓	✓	✓
Tibco EMS	5.1		✓				

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Microsoft Applications							
Active Directory			✓				
AD FS Server		✓					
ASP .NET Server			✓				
BizTalk Server	2000/2010/2013/2016		✓				
COM+ Applications			✓				
DHCP Server			✓				
Distributed File System			✓				
Domain Controller			✓				
Fast Search for SharePoint 2010			✓				
ISA Proxy Server			✓				
Microsoft App-V	5.2		✓				
Microsoft Dynamics AX			✓				
Microsoft Dynamics CRM	2011 and 2016		✓				
Microsoft Dynamics Navision	2013		✓				
Microsoft File Server			✓				
Microsoft Forefront			✓				
Microsoft FTP Server			✓				
Microsoft Project 2010	2010		✓				
Microsoft Radius			✓				
Microsoft RAS			✓				

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Microsoft RDS			✓				
Microsoft RDS Licensing			✓				
Microsoft SharePoint	2007/2010/2013/2016		✓				
Microsoft Skype for Business / Lync	2013		✓				
Microsoft Systems Management Server			✓				
Microsoft Windows Event Logs			✓				
Print Server			✓				
WINS			✓				
Infrastructure Servers							
BIND DNS	9.x			✓			
DNS Server			✓	✓	✓	✓	✓
eDirectory Server	8.7, 8.8		✓	✓	✓	✓	✓
FTP Server			✓	✓	✓	✓	✓
LDAP Server			✓	✓	✓	✓	✓
RSA Authentication Manager	v8.1	✓					
SiteMinder Policy Server	4, 5, 5.5, 6			✓		✓	✓
Sun Java System Directory Server	5.2 (or below)						✓
Syslog Server			✓	✓	✓	✓	✓

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
SAP							
SAP ABAP	NetWeaver/BA SIS 4.5b and above, S/4 HANA 1503 and above		✓	✓	✓	✓	✓
SAP BusinessObjects	4.0 (and above)		✓	✓	✓	✓	✓
SAP Business One	8.8 and above	✓	✓	✓	✓	✓	✓
SAP Business Warehouse	SAP BW/BI 7.0 and above	✓	✓	✓	✓	✓	✓
SAP BODS	4.0 and above	✓	✓	✓	✓	✓	✓
SAP Hybris	5.0 and above						
SAP Internet Transaction Server (ITS)	4.6 to 6.20		✓	✓	✓	✓	✓
SAP Netweaver Web Application Server	6.4 to 7.4		✓	✓	✓	✓	✓
SAP TREX	6.0 and above		✓	✓	✓	✓	✓
SAP Web Dispatcher	7.0 (and above)		✓	✓	✓	✓	✓
2X Products							
2X Client Gateway	10 and higher		✓		✓		
2X Publishing Agent	10 and higher		✓		✓		
2X Terminal Server	10 and higher		✓		✓		
Voyager							
Voyager Front End	2.x, 3.x		✓				
Voyager Load Balancer	2.x, 3.x		✓				

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Voyager Transaction Processor	2.x, 3.x		✓				
Backup Servers							
Symantec Backup	2012		✓		✓		
Unitrends Backup Server	All Series		✓	✓	✓	✓	✓
Veeam Backup	6		✓				
NetBackup	8.0		✓				
Commvault backup	V10,V11		✓				
UPS							
Generic UPS			✓	✓	✓	✓	✓
APC UPS	1500, 3000		✓	✓	✓	✓	✓
Delta UPS	NH – Series ,NT - Series		✓	✓	✓	✓	✓
XUPS			✓	✓	✓	✓	✓
Siebel CRM							
Siebel Application Server	7.0 and above		✓	✓	✓	✓	✓
Siebel Gateway Server	7.0 and above		✓	✓	✓	✓	✓
Siebel Web Server	7.0 and above		✓	✓	✓	✓	✓
Others							
Atlassian Confluence	5.9, 6.1.4 and 6.5		✓	✓	✓	✓	✓
BlackBerry Server	3.5, 3.6, 4.1, 5.x	✓					
Blue Coat AV	3.2.2.1	✓					
Cisco UCS Manager	1.3 (and above)	✓					

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
DELL PowerEdge VRTX	IDRAC 7	✓					
Egenera PAN Manager	7.1.0		✓	✓	✓	✓	✓
Endeca Search			✓	✓	✓	✓	✓
Elasticsearch	2.3 to 6.2.2		✓	✓	✓	✓	✓
EverRun	6.0		✓	✓	✓	✓	✓
External TFTP Server	4.6	✓					
Groupwise							
HAProxy	1.7.0	✓	✓	✓	✓	✓	✓
Hitachi Compute Blade	500, 520	✓					
HP Blade Server	ProLiant BL460C Generation 7 & 8	✓					
IBM Integration Bus	WMB 7.5.x, 8.0.x, 9.0.x		✓	✓	✓	✓	✓

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Component Name	Versions Supported	* Agentless Monitoring Recommended	Operating Systems Support for Agent-based Monitoring				
			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
Java Applications	• Sun JVM - 1.5 or higher • JRockit JVM 5.0 R27.1 or higher • IBM JRE 1.5 or higher • OpenJDK 1.5 or higher • Zing JVM 1.6 or higher • WildFly 17,18 & 19		✓	✓	✓	✓	✓
NetApp Filers and NetCache	FAS3200 Series	✓					
Network File Systems				✓			✓
NTP Server			✓	✓			✓
NVIDIA License Server		✓	✓				
Radius Authentication Server			✓	✓	✓	✓	✓
Raspberry Pi				✓			✓
Redis	3.0 to 4.0.6		✓	✓	✓	✓	✓
REST		✓					
Sun Ray Server							✓

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			Windows 2008/2012 / 2016/2019	Linux	AIX	HPUX	Solaris
TeraText ArborText			✓				
TeraText Content Server			✓				
Trend Micro Server			✓				
VMware Horizon Unified Access Gateway (Access point)	3.0	✓					
VMware Horizon View RDS			✓				

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Infrastructure Elements Monitored only in an Agentless Manner*	
Component Name	Versions Supported
Storage Devices	
Atlantis ILIO	
Dell Compellent	Compellent StorageCenter v4.2.3
DELL EqualLogic	PS Series
Dell EMC ECS	U4000
Data Domain	DD – Series (160,2200,2500,4200,4500,7200,990)
Double Take SAN	
EMC Clariion SAN	AX4-5 series, CX4 series, CX3-series, and CX-series
EMC Isilon	OneFs Version 7.x & 8.x
EMC Unity	1600/3200
EMC VNXe	1600/3200
EMC XtremeIO	3.x, 4.x (and above)
Fujitsu Primergy Rack Server	RX series
Generic Storage RAID	
Hitachi AMS	200,500,1000,1500,2100, 2500
Hitachi Content Platform	G10
Hitachi USP	
Hitachi VSP	
Hitachi VSP Gx00 Series	VSP G200, G400, G600, G800
HP 3PAR	7XXX, 10XXX, 3PAR InServ(R) E200, 3PAR InServ F200, 3PAR InServ F400, 3PAR InServ S400, 3PAR InServ S800, 3PAR InServ T400, 3PAR InServ T800
HP EVA StorageWorks	3000, 4000, 5000, 6000, 8000 Series
HP Lefthand SAN	P4500 Series
HP P2000 SAN	G3

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Component Name	Versions Supported
HPE StoreOnce Backup	4500,5100
IBM DS Raid Storage	DS4000, DS4100, DS4200, DS4300, DS4500, DS4700, DS4800, DS5000, IBM FastT Series
IBM Storwize	6.2 and above of SVC and Storwize V series
NetApp USD	NetApp Firmware OS version 8.2 and below
NetApp Cluster	NetApp Firmware OS version 8.3 and above
NexentaStor	3.x.x.
Nimble Storage	CS210, CS215, CS235, CS300, CS500, CS700
Oracle ZFS Storage	ZS3-2, zs7-2
Oracle Primavera	18.8 ,19.12
Pure Storage	PurityOS REST API v 1.6 and above
Proxmox	5.2
QNAP NAS	TS – Series
SolidFire	8.0
SIOS DataKeeper	
Sun Oracle Database Machine and Exadata Storage Server	11g,12c
Synology NAS	All versions
VNX Unified Storage	VNX 5000 series, 7000 series, 8000 series
Network Elements	
3COM Core Builder Switch	
3Com Switch	2900 series
A10 Application Delivery Controller	AX 1030 ADC, AX 3030 ADC, AX 3200-12 ADC, AX 3530 ADC and AX 5630 ADC
Array Application Delivery Controller	AVX APV 3600,6600,7600
Alcatel Lucent Switch	Lucent OS6900 Series
Bay Stack Hub	
Brocade FastIron Switch	ICX 6000 Series

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Component Name	Versions Supported
BlueCoat PacketShapper Load Balancer	PacketShapper S-Series
Blue Coat ProxySG	SGOS 6.5.3.1
Brocade SAN Switch	48000
Check Point Firewall	4.0.1
Check Point Smart Appliance	Smart-1 205, 210, 225, 3050 and 3150
Cisco ASA	5000 Series
Cisco Catalyst Switch	3850
Cisco CSS	
Cisco Meraki	All Versions
Cisco Nexus Switch	5000 and 7000 Series
Cisco PIX Firewall	
Cisco Router	ISR Series
Cisco SAN Switch	
Cisco SG Switch	All Versions
Cisco VPN Concentrators	3000 Series
Cisco Wireless Accesspoint	300 series
Coyote Point Equalizer	
Coyote Load Balancer	
Cyberoam Firewall	All versions
D-Link DGS Switch	
Dell EMC S Switch	S4048, S4128, S4148
Dell N Series Switch	N1500 Series
Dell Switch M-Series	M-Series Version 1.0
Dell Force10 Switch	MXL Series

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Component Name	Versions Supported
F5 Big-IP Global Traffic Manager	BIG-IP 11.5 onwards
F5 Big-IP Load Balancer	
F5 Big-IP Local Traffic Manager	BIG-IP 11.0 onwards
F5 BIG-IP LTM Analytics	BIG-IP 11.0 onwards
F5 Access Policy Manager (F5 BIG-IP APM)	BIG-IP 11.x onwards
Fibre Channel Switch	Brocade 300 V7.4.1D
Fortigate Firewall	Above v4.0 Versions
Fortinet Sandbox	FortiSandbox 500F, 1000F, 2000E, 3000E
Forefront TMG	7.0.7734.100
HP Procurve Switch	2510 Series
HP Router	MSR93x
HP Switch	5120,5500,5820,5830,5800, A5830, A5500
IBM Blade Chassis	All Chassis Series
InfoBlox	
JetNexus Load Balancer	ALB-X series
Juniper DX and SA devices	Juniper SRX 650
Juniper EX Switch	EX4500 Series
Juniper MX Router	Juniper MX Series
Load Balancer VA R20	VA R20, VA Max
Local Director	
Maipu Router	MP1800, MP2900 Series
McAfee Email Gateway	7.x
MikroTik Router	RB2011U Series
Mule ESB	3.7 to 3.9

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Component Name	Versions Supported
NetScaler Web AppFlow	12.1
Netscreen Firewall	NetScreen-ISG 2000 version 6.3.0r16.0
Network Nodes	
Network Printer	
Nokia IPSO Firewall	IPSO 4.2
OpenVPN Access Server	
Palo Alto Firewall	PA-200, PA-500, PA-2020, PA-2050, PA-3020, PA-3050, PA-4020, PA-4050, PA-4060, PA-5020, PA-5050, PA-5060
PEPLINK WAN Router	Peplink Balance 380 Series
Radware Alteon Load Balancer	5208, 6024, 6420, VA (Virtual Appliance)
Ruckus ZoneDirector	1200
SonicWall	TZ, NSA –Series
WatchGuard Firewall	XTM – Series
Riverbed SteelHead SD	CX770 Series
InfiniBand Switch	SUN DCS 36p version: 1.3.0-1

* - For monitoring infrastructure elements, use an eG agent deployed on a remote Windows host.

Virtualization Technologies		
Component Name	Versions Supported	Monitoring Recommendation *
VMWare vSphere/ESX	3.x, 3i, 3.5i, 4i, 4.x, 5.x, 6	Agentless
VMWare vCenter	2.5, 4.x, 5.x, 6	Agentless
Citrix XenServer	4.x, 5.x, 6.x, 7, 8.2	Agentless
Microsoft Hyper-V	2.x and above	Agent-based
Nutanix Acropolis	3.5, 4.x	Agentless
Nutanix Prism	3.5, 4.x	Agentless
RHEV Hypervisor	6.3	Agentless
RHEV Manager	3.1 and above	Agentless
Solaris Containers	11	Agent-based
Solaris LDoms		Agent-based
AIX LPARs/IBM pSeries	5.0 and above	Agentless
IBM HMC Server	5.0 and above	Agentless
Oracle VM Server	3.3.1 and higher	Agentless
Oracle VirtualBox	3.0	Agentless
Oracle VM Manager	3.3.1 and above	Agentless
Docker	1.4 and above	Agentless
Kubernetes	7.0	Agentless
KVM Server	2.6 and above	Agent-based
Quality Virtual Desktop	2.0	Agentless
Microsoft Virtual Server	2005	Agent-based
Proxmox Hypervisor	5.2	Agent-based

* - For monitoring DevOps components, use an eG agent deployed on a remote Windows host.

Languages Supported for Web Application Transaction Tracing
Java, .NET, PHP, Node.js

DevOps Applications Supported for Monitoring
Ansible Tower, GitHub, Jira Software, Jenkins, Bitbucket

Operating Systems		
Component Name	Versions Supported	Monitoring Approach *
Red Hat Enterprise Linux	5 (and above) ¹	Agent-based/Agentless
Solaris	7, 8, 9, or 10	Agent-based/Agentless
Windows	2008, Vista, 7, 8, 10, 2012, 2016	Agent-based/Agentless
AIX	4.3.3, 5.x, 6.1, 7	Agent-based/Agentless
HP-UX	10 and above	Agent-based/Agentless
Oracle Linux	6.x (or higher)	Agent-based/Agentless
CentOS	5.2 (and above)	Agent-based/Agentless
Free BSD	5.4	Agent-based/Agentless
Tru64	5.1	Agent-based/Agentless
openSUSE	11 (and above)	Agent-based/Agentless
Novell Netware		Agentless only
OS/400		Agentless only
OpenVMS		Agentless only
Mac OS		Agentless only

* - For agentless monitoring of servers, use an eG agent deployed on a remote Windows/Linux host.

Metrics collected may differ between agent-based and agentless approaches

(1)- eG can monitor different flavors of Red Hat Enterprise Linux for e.g., Ubuntu. The Linux versions mentioned in the above table are supported for the flavors too.

eG Mobile App			
Mobile Operating System	Versions Supported	Devices Supported	Download App
Android	5 and above	Smartphones and tablets	Google Store
Apple iOS	8 and above	iPhone, iPad and iPod touch	Apple Store
Windows Mobile	8 and above	Smartphones and tablets	Microsoft Store