

Compatibility Guide

MetrixInsight for CVAD



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Contents

Introduction	1
Support Guidelines	1
Compatibility Matrix	1
Known limitations	3
Notice Statement	4

Introduction

This document provides guidance for the compatibility of our solution with external vendor software releases .

Support Guidelines

At GripMatix we aim to support as much external vendor software releases as possible, however, when a vendor software release is End Of Life, then our delivered support is based on “Best Effort”.

In general we see that new releases of our product are working with older or unsupported external software releases as well. However, we cannot guarantee this is the case at all times.

“Best Effort” means that if something used to work correctly, but has stopped working, GripMatix will try to make it work as before. Again, we cannot give any guarantees.

Compatibility Matrix

The following table gives an overview of which external vendor software releases are supported.

Last updated: **20-07-2021**

Vendor	Product & version	EOL Vendor	MetrixInsight for CVAD minimum build	Last MetrixInsight for CVAD build before EOL Vendor
Citrix	ADC MPX/VPX firmware 11.1 *	31-dec-2021	1.3.20110.x	
Citrix	ADC MPX/VPX firmware 12.1	30-may-2023	1.3.20110.x	
Citrix	ADC MPX/VPX firmware 13.0	15-may-2024	1.3.20110.x	
Citrix	License Server for Windows 11.11.1	date unknown	1.0.18114.x	1.0.18114.x
Citrix	License Server for Windows 11.12.1	date unknown	1.0.18114.x	1.0.18114.x
Citrix	License Server for Windows 11.13.1	date unknown	1.0.18114.x	1.0.18114.x
Citrix	License Server for Windows 11.14.0.1	28-nov-22	1.0.18114.x	
Citrix	License Server for Windows 11.15	date unknown	1.0.18114.x	1.3.20121.x
Citrix	License Server for Windows 11.16.3	01-dec-24	1.2.19083.x	
Citrix	License Server for Windows 11.16.6	N/A	1.2.20070.x	
Citrix	Provisioning Services 7.7	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.8	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.9	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.11	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.12	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.13	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.14	27-dec-18	1.0.18114.x	1.0.18114.x
Citrix	Provisioning Services 7.15 LTSR	28-nov-22	1.0.18114.x	

Citrix	Provisioning Services 7.16	28-may-19	1.0.18114.x	1.1.19035.x
Citrix	Provisioning Services 7.17	27-aug-19	1.0.18114.x	1.2.19083.x
Citrix	Provisioning Services 7.18	05-dec-19	1.0.18114.x	1.2.19127.x
Citrix	Citrix Provisioning 1808	28-feb-2020	1.0.18114.x	1.2.20036.x
Citrix	Citrix Provisioning 1811	12-jun-2020	1.0.18114.x	1.2.20047.x
Citrix	Citrix Provisioning 1903	28-sep-2020	1.1.19035.x	1.2.20095.x
Citrix	Citrix Provisioning 1906	18-dec-2020	1.2.19071.x	1.3.20120.x
Citrix	Citrix Provisioning 1909	19-mar-2021	1.2.19083.x	1.3.21022.x
Citrix	Citrix Provisioning 1912 LTSR	01-dec-2024	1.2.19129.x	
Citrix	Citrix Provisioning 2003	26-sep-2021	1.2.20047.x	
Citrix	Citrix Provisioning 2006	17-dec-2021	1.2.20090.x	
Citrix	Citrix Provisioning 2009	28-feb-2022	1.3.20110.x	
Citrix	Citrix Provisioning 2012	14-jun-2022	1.3.20122.x	
Citrix	StoreFront 2.6*	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.0*	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.0.1 (7.6 LTSR)*	11-jan-21	1.0.18114.x	1.3.20121.x
Citrix	StoreFront 3.5	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.6	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.7	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.8	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.9	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.11	27-dec-18	1.0.18114.x	1.0.18114.x
Citrix	StoreFront 3.12 (7.15 LTSR)	28-nov-22	1.0.18114.x	
Citrix	StoreFront 3.13	28-may-19	1.0.18114.x	1.1.19035.x
Citrix	StoreFront 3.14	27-aug-19	1.0.18114.x	1.2.19083.x
Citrix	StoreFront 3.15	05-dec-19	1.0.18114.x	1.2.19127.x
Citrix	StoreFront 3.16	28-feb-2020	1.0.18114.x	1.2.20036.x
Citrix	StoreFront 1811	12-jun-2020	1.0.18114.x	1.2.20047.x
Citrix	StoreFront 1903	28-sep-2020	1.1.19035.x	1.2.20095.x
Citrix	StoreFront 1906	18-dec-2020	1.2.19071.x	1.3.20120.x
Citrix	StoreFront 1909	19-mar-2021	1.2.19083.x	1.3.21022.x
Citrix	StoreFront 1912	01-dec-2024	1.2.19129.x	
Citrix	Virtual Apps and Desktops 1808	28-feb-2020	1.0.18114.x	1.2.20036.x
Citrix	Virtual Apps and Desktops 1811	12-jun-2020	1.0.18114.x	1.2.20047.x
Citrix	Virtual Apps and Desktops 1903	28-sep-2020	1.1.19035.x	1.2.20095.x
Citrix	Virtual Apps and Desktops 1906	18-dec-2020	1.2.19071.x	1.3.20120.x
Citrix	Virtual Apps and Desktops 1909	19-mar-2021	1.2.19083.x	1.3.21022.x
Citrix	Virtual Apps and Desktops 1912 LTSR	01-dec-2024	1.2.19129.x	
Citrix	Virtual Apps and Desktops 2003	26-sep-2021	1.2.20047.x	
Citrix	Virtual Apps and Desktops 2006	17-dec-2021	1.2.20090.x	
Citrix	Virtual Apps and Desktops 2009	28-feb-2022	1.3.20110.x	
Citrix	Virtual Apps and Desktops 2012	14-jun-2022	1.3.20122.x	
Citrix	Virtual Apps and Desktops 2103	17-sep-2022	1.3.21030.x	
Citrix	XenApp/XenDesktop 7.6 LTSR *	11-jan-21	1.0.18114.x	1.3.20121.x
Citrix	XenApp/XenDesktop 7.7 *	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.8	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.9	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.11	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.12	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.13	30-jun-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.14	27-dec-18	1.0.18114.x	1.0.18114.x
Citrix	XenApp/XenDesktop 7.15 LTSR	28-nov-22	1.0.18114.x	
Citrix	XenApp/XenDesktop 7.16	28-may-19	1.0.18114.x	1.1.19035.x
Citrix	XenApp/XenDesktop 7.17	27-aug-19	1.0.18114.x	1.2.19083.x

Citrix	XenApp/XenDesktop 7.18	05-dec-19	1.0.18114.x	1.2.19127.x
Microsoft	Windows Server 2008 R2	14-jan-20	1.0.18114.x	1.2.19127.x
Microsoft	Windows Server 2012	10-okt-23	1.0.18114.x	
Microsoft	Windows Server 2012 R2	10-okt-23	1.0.18114.x	
Microsoft	Windows Server 2016	12-jan-27	1.0.18114.x	
Microsoft	Windows Server 2019	9-jan-29	1.0.18114.x	
Microsoft	System Center Operations Manager 1801	8-aug-19	1.0.18114.x	1.2.19083.x
Microsoft	System Center Operations Manager 1807	24-jan-20	1.0.18114.x	1.2.19127.x
Microsoft	System Center Operations Manager 2012 R2	12-jul-22	1.0.18114.x	
Microsoft	System Center Operations Manager 2016	11-jan-27	1.0.18114.x	
Microsoft	System Center Operations Manager 2019	9-apr-29	1.1.19035.x	

* = Some monitoring metrics are not available within this version, so you may experience reduced functionality

Known limitations

- Session Round Trip Time (ICA RTT) monitoring is only supported on XenApp and/or XenDesktop 7.8 or higher.
- The NetScaler/ADC License Expiration monitor is only supported on NetScaler/ADC version 12.0 build 59 and higher.
- For StoreFront versions below 3.5 we do not provide XML Broker Service monitoring.

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