



# Brother-Eagle<sup>®</sup> for DB2 LUW Version 2.3

## System Requirements October 30<sup>th</sup> 2008

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## Brother-Eagle Client Requirements

Verify that your system meets the following minimum requirements for the client computer.

Resource	Requirement
Memory	512 MB of RAM minimum.
Available Disk Space	1 MB minimum.
Operating Systems	Microsoft® Windows® 2003 (32 bit). Microsoft® Windows® XP Professional SP2 (32 bit).
Browser Software	Microsoft Internet Explorer® (IE) 6.x or later.
Additional Software	Microsoft® Windows® .NET Framework 2.0. If this is not installed, it will be installed during the client console installation.

## Brother-Eagle Database Support

Brother-Eagle provides support for the following databases.

Resource	Requirement
Database Clients	IBM® DB2® for LUW Runtime Client v8.1 FP 9a or later, or v9 or later.  <i>Note:</i> Snapshot views must exist in the monitored database. For DB2 version V8.2, verify that SYSCATV82 .SNAPDB exists. For DB2 version 9, verify that SYSIBMADM .SNAPDB exists, If these do not exist, an error message will be displayed after connecting to the monitored database.
Database Servers	Any DB2 LUW WSE or ESE.

# Contacting Database-Brothers, Inc.

**Web Support:** <http://www.DBISoftware.com/suptreq.php>

**Email Support:** [Support@DBISoftware.com](mailto:Support@DBISoftware.com)

**Customer Feedback:** [Debbie.Peters@DBISoftware.com](mailto:Debbie.Peters@DBISoftware.com)

Call from inside the U.S: 512 249-2324  
Send a fax from inside the U.S: 512 249-9324

Call from outside the U.S: 01 512 249-2324  
Send a fax from outside the U.S: 01 512 249-9324

Mail your questions or comments to:

10713 RR 620 North  
BLDG 400  
Austin, Texas 78726-1708

## PRODUCT SUPPORT

Before contacting Database-Brothers for technical support issues, please have the following information ready:

### *Product information:*

- product name
- product version (release number)

### *Operating system and environment information:*

- computer model
- operating system, version, and service pack or other maintenance level
- system hardware configuration
- related software (database, application, and communication) including type, version, and service pack or maintenance level

### *Sequence of events leading to the issue.*

- messages received (and the time and date that you received them)
- product error messages
- messages from the operating system
- messages from related software