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# HP Closed Loop Incident Process (CLIP) Solution System Requirements Readme

for the Windows operating system

**Software version: 9.10**

**Publication date: October 2011**

This file provides information about the HP Closed Loop Incident Process (CLIP) Solution version 9.10 system requirements.

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## Enterprise Hardware and Software Requirements

### HP Universal CMDB (UCMDB) Requirements

<b>Recommendations</b>	<p><b>Operating System</b></p> <p>For 64-bit Windows systems, one of the following:</p> <ul style="list-style-type: none"><li>• Windows 2003 Enterprise SP2 and R2 SP2</li><li>• Windows 2008 Enterprise SP2 and R2 (recommended)</li><li>• Red hat Linux 5 Enterprise/Advanced</li></ul> <p>To fulfill the CPU requirements, one of the following:</p> <ul style="list-style-type: none"><li>• Intel Dual Core Xeon Processor 2.4 GHz or higher</li><li>• AMD Opteron Dual Core Processor 2.4 GHz or higher</li></ul> <p>The following number of CPU Cores, depending on your deployment configuration:</p> <ul style="list-style-type: none"><li>• Small deployment: 1 CPU</li><li>• Standard deployment: 4 CPU</li><li>• Enterprise deployment: 8 CPUs</li></ul> <p><b>Note:</b> As HP Universal CMDB performance is dependent upon processor speed, to ensure proper HP Universal CMDB performance, it is recommended that you use the fastest possible processor speed.</p> <p><b>Memory: Windows</b></p> <p>One of the following:</p> <ul style="list-style-type: none"><li>• Small deployment: 4 GB RAM</li><li>• Standard deployment: 8 GB RAM</li><li>• Enterprise deployment: 16 GB RAM</li></ul> <p><b>Virtual Memory/Memory Swap File: Windows</b></p> <p>One of the following:</p> <ul style="list-style-type: none"><li>• Small deployment: 6 GB (Supported)</li><li>• Standard deployment: 12 GB</li><li>• Enterprise deployment: 24 GB</li></ul> <p><b>Note:</b>. The virtual memory for Windows should be at least 1.5 times the physical memory size.</p> <p><b>Scriptlet Language Support</b></p>
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	<p>If you run a flow that contains a Perl scriptlet operation, ActivePerl 5.8.8.824 is required. When installing ActivePerl, select the option to add its path to the PATH environmental variable.</p> <p><b>Flash AnimationSupport</b></p> <ul style="list-style-type: none"><li>• Adobe Flash Player version 10.0</li></ul>
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## HP Service Manager (SM) Requirements

<b>Recommendations</b>	<p><b>Service Manager Server</b></p> <ul style="list-style-type: none"><li>• X86-64 Server</li></ul> <p><b>Operating Systems:</b></p> <ul style="list-style-type: none"><li>• Windows 2008+</li><li>• Red Hat Enterprise Linux 5.4+</li></ul> <p>For more supported platforms, refer to the product compatibility guide.</p> <p><b>RDBMS</b></p> <ul style="list-style-type: none"><li>• Oracle 11.1</li><li>• Oracle 11.2</li></ul> <p>For more details about supported RDBMS, refer to the product compatibility guide.</p> <p><b>Service Manager Client</b></p> <p><b>Operating Systems:</b></p> <ul style="list-style-type: none"><li>• Windows XP</li><li>• Windows Vista</li><li>• Windows 7</li></ul> <p><b>Service Manager Web Tier</b></p> <ul style="list-style-type: none"><li>• X86-64 Server</li></ul> <p><b>Operating Systems:</b></p> <ul style="list-style-type: none"><li>• Windows 2008+</li><li>• Red Hat Enterprise Linux 5.4+</li></ul> <p><b>Application Server:</b></p> <ul style="list-style-type: none"><li>• Apache Tomcat 5.5.33</li><li>• Apache Tomcat 6.0</li></ul> <p><b>Web Server:</b></p>
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	<ul style="list-style-type: none"><li>• Apache Web Server 2.2</li></ul> <p>For more details about supported Web and Application Servers, refer to the product compatibility guide.</p>
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## HP Business Service Management (BSM) Requirements

<b>Recommendations</b>	<p><b>Operating System</b></p> <ul style="list-style-type: none"><li>• Windows 2008 Server/Enterprise SP2 (64bit)</li><li>• Windows 2008 Server/Enterprise R2 (64bit)</li><li>• Windows 2003 Server/Enterprise SP2 (64bit)</li><li>• Windows 2003 Server/Enterprise R2 (64bit)</li></ul> <p>To fulfill the CPU requirements, one of the following:</p> <ul style="list-style-type: none"><li>• Intel Dual Core Xeon Processor 2.4 GHz or higher</li><li>• AMD Opteron Dual Core Processor 2.4 GHz or higher</li></ul> <p><b>Note:</b> As Business Service Management performance is dependent upon processor speed, it is recommended to get the fastest possible processor speed to ensure proper performance.</p> <p><b>Web Server</b></p> <ul style="list-style-type: none"><li>• Microsoft Internet Information Server (IIS) 7.0, 7.5</li><li>• Microsoft Internet Information Server (IIS) 6.0</li><li>• Apache HTTP Server 2.2.11 (adapted by HP for HP Business Service Management and installed during HP Business Service Management server installation).</li></ul> <p><b>Hardware Requirements</b></p> <ul style="list-style-type: none"><li>• Standard: 1 dual core<ul style="list-style-type: none"><li>▪ Minimum: 2G RAM</li><li>▪ Recommended: 4G RAM</li></ul></li><li>• Large: Minimum 2 dual core or 1 quad core<ul style="list-style-type: none"><li>▪ Minimum: 4G RAM</li><li>▪ Recommended: 8G RAM</li></ul></li></ul> <p><b>Memory and CPU Requirements</b></p> <ul style="list-style-type: none"><li>• APM Basic<ul style="list-style-type: none"><li>▪ Server Type: One machine</li></ul></li></ul>
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## System Requirements Readme

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	<ul style="list-style-type: none"><li>▪ Memory: Recommended 6 GB/ minimum 4 GB</li><li>▪ CPU: 4</li><li>▪ Virtual Memory/Swap Space: 6 GB</li><li>• APM Advanced<ul style="list-style-type: none"><li>▪ Server Type: Gateway</li><li>▪ Memory: Recommended 7 GB</li><li>▪ CPU: 8</li><li>▪ Virtual Memory/Swap Space: 8 GB</li></ul></li><li>AND</li><li>▪ Server Type: Data Processing</li><li>▪ Memory: Recommended 15 GB</li><li>▪ CPU: 8</li><li>▪ Virtual Memory/Swap Space: 8 GB</li><li>• OPS Basic<ul style="list-style-type: none"><li>▪ Server Type: One machine</li><li>▪ Memory: Recommended 7 GB</li><li>▪ CPU: 4</li><li>▪ Virtual Memory/Swap Space: 6 GB</li></ul></li><li>• OPS Advanced<ul style="list-style-type: none"><li>▪ Server Type: Gateway</li><li>▪ Memory: Recommended 9 GB</li><li>▪ CPU: 4</li><li>▪ Virtual Memory/Swap Space: 6 GB</li></ul></li><li>AND</li><li>▪ Server Type: Data Processing</li><li>▪ Memory: Recommended 19 GB</li><li>▪ CPU: 8</li><li>▪ Virtual Memory/Swap Space: 8 GB</li><li>• Full BSM<ul style="list-style-type: none"><li>▪ Server Type: Gateway</li><li>▪ Memory: Recommended 9 GB</li></ul></li></ul>
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	<ul style="list-style-type: none"><li>■ CPU: 8</li><li>■ Virtual Memory/Swap Space: 8 GB</li></ul> <p>AND</p> <ul style="list-style-type: none"><li>■ Server Type: Data Processing</li><li>■ Memory: Recommended 19 GB</li><li>■ CPU: 8</li><li>■ Virtual Memory/Swap Space: 8 GB</li></ul> <p><b>Display</b></p> <ul style="list-style-type: none"><li>● Minimum: color palette setting of at least 256 colors</li><li>● Recommended: color palette setting of 32,000 colors</li></ul> <p><b>Resolution</b></p> <ul style="list-style-type: none"><li>● 1280x1024 or higher (recommended)</li><li>● 1024x768</li><li>● 1280x800</li></ul> <p><b>Supported Browsers</b></p> <ul style="list-style-type: none"><li>● Microsoft Internet Explorer (IE) 8.0</li><li>● Microsoft Internet Explorer (IE) 7.0</li></ul> <p><b>Note:</b> The browser must be set to accept all cookies.</p> <p><b>Flash Player</b></p> <ul style="list-style-type: none"><li>● Adobe Flash 10.0 or later</li></ul> <p><b>Software Requirements - Microsoft SQL Server</b></p> <ul style="list-style-type: none"><li>● Microsoft SQL Server 2008, Enterprise Edition, 32 bit Service Pack 1</li><li>● Microsoft SQL Server 2008, Enterprise Edition, 64 bit Service Pack 1</li><li>● Microsoft SQL Server 2005, Enterprise Edition, 32 bit Service Pack 3</li><li>● Microsoft SQL Server 2005, Enterprise Edition, 64 bit Service Pack 3</li></ul>
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## HP Operations Orchestration (OO) Requirements

<b>Recommendations</b>	<p><b>HP OO Central and Database Server(s)</b></p> <p>The hard-drive space requirements differ depending on whether you install the database and Central on the same machine.</p>
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	<p><b>Hardware</b></p> <p>For 64-bit Windows systems, OO supports the AMD64 and Intel64 servers.</p> <ul style="list-style-type: none"><li>• <b>CPU:</b> 3 Gigahertz (GHz) for single-processor systems or 2 GHz for multi-processor systems</li><li>• <b>Memory (RAM):</b> 3 Gigabyte (GB)</li><li>• <b>Hard-drive space:</b><ul style="list-style-type: none"><li>▪ <b>Database server:</b> As described in your database system requirements</li><li>▪ <b>HP OO Central server:</b> 4 GB (This includes room for the flows and operations that are included in the installation and for their rolling backups.)</li></ul></li></ul> <p>When the database and Central are installed on the same machine, sum the requirements for the database and the Central servers.</p> <p>Add 100KB for each flow that you have created and its rolling backups.</p> <p>Add 10.2MB if you install HP OO Load Balancer.</p> <p>If the Central server and database server are on different physical servers:</p> <ul style="list-style-type: none"><li>• A Central server that is installed on a Linux operating system can now use a SQL Server database.</li><li>• A Central server that is installed on a Windows operating system can now use an Oracle database. If the Oracle database is resides on an Oracle RAC, incorporate the Guide to Installing HP OO with RAC (InstallingHPOO_RACGuide.pdf) into your HP OO installation planning and procedures.</li></ul> <p><b>Software</b></p> <p><b>Operating System</b></p> <p>One of the following:</p> <ul style="list-style-type: none"><li>• Microsoft Windows 2003 Server (Standard, Enterprise, or Datacenter edition) Service Pack (SP) 2, 32-bit or 64-bit, with the December 2008 cumulative time zone update for Microsoft Windows operating systems applied. For information on applying the time zone update, see support.microsoft.com, Knowledge Base article 955839.</li><li>• Microsoft Windows 2008 R2, Server (Standard, Enterprise, or Datacenter edition) SP 2, 32-bit or 64-bit.</li></ul> <p><b>Runtime Environments</b></p>
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	<ul style="list-style-type: none"><li>• Microsoft .NET Framework 2.0 Service Pack 1 (SP 1) and either 3.0 or 3.5 SP 1, with ASP.NET enabled for either</li></ul> <p><b>Important:</b> If you have .NET Framework 3.0 or 3.5 SP 1 installed, you must also install .NET Framework 2.0 SP 1, side by side with version 3.0 or 3.5 SP 1.</p> <p><b>Database Management System</b></p> <p>One of the following:</p> <ul style="list-style-type: none"><li>• Microsoft SQL Server 2000 Service Pack 3a or later, SQL Server 2005 SP 3, or SQL Server 2008 SP 1.</li><li>• Oracle (one of the following):<ul style="list-style-type: none"><li>▪ 10g Standard R2</li><li>▪ 10g Enterprise R2</li><li>▪ 11g Standard R2</li><li>▪ 11g Enterprise R2</li><li>▪ 11g RAC R2</li></ul></li><li>• Sun Microsystems MySQL 5.0.41 or 5.1.30.</li></ul> <p><b>Web browsers</b></p> <p>One of the following:</p> <ul style="list-style-type: none"><li>• Microsoft Internet Explorer 6.x, 7.x, or 8.x</li><li>• FireFox 1.5, 2.x, or 3.x</li></ul> <p><b>Scriptlet Language Support</b></p> <p>If you run a flow that contains a Perl scriptlet operation, ActivePerl 5.8.8.824 is required. When installing ActivePerl, select the option to add its path to the PATH environmental variable.</p> <p><b>Flash AnimationSupport</b></p> <ul style="list-style-type: none"><li>• Adobe Flash Player version 10.0</li></ul>
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This web site provides contact information and details about the products, services, and support that HP Software offers. For more information, visit the HP Support web site at: HP Software Support Online.

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## System Requirements Readme

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