

Service Navigator Value Pack Version 8.x and 9.x

Updated: January 15, 2009 HP Internal, Channel Partner and HP Software Customers Use Only
Version 01/09

Please find the details of the latest changes in the matrix below colored in red and italic.

Obsolescence SNVP 8 and SNVP 9 obsolescence

Due to changes in product strategy HP discontinued any further development and Operating System / Oracle database / JRE certification activities for the Service Navigator Value Packs (SNVP) versions 8 and 9.▪

Thus:

1. Support for SNVP 8 and 9 will be limited to June 30, 2009 and will be restricted to the following terms and conditions:

- The customer is running SNVP 8 (latest patch level) or 9 with JRE 1.4 from Sun Microsystems.
- The customer is limited to versions of HP Service Desk that do not require or include a JRE above version 1.4.

This means:

- SD 4.5 customers are restricted to Service Pack 25 or below.
- SD 5.0 customers are restricted to Patch 2 or below.
- SD 5.1 customers are restricted to Patch 5 or below.

2. SNVP will not be available with the next major release of HPOM.

Legend
OMU = Operations Manager for UNIX (new name for OVO/U)
OVO/U = HP OpenView Operations for UNIX
RDBMS = Relational Database Management System
SNVP = Service Navigator Value Pack
SD = Service Desk
PA = PA-RISC processor
IPF = Itanium Processor Family

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Info Sources
Service Navigator Value Pack product information can be found on http://www.openview.hp.com/products/servnav/prod_servnav_0001.html.
The Service Navigator Value Pack support matrices for version 8.x and 9.x, and a separate one for the obsolete version 7.x as reference only, are located on the:
A: HP Software support page: http://support.openview.hp.com/sc/support_matrices.jsp.
B: Channel Web: http://partners.openview.hp.com/ovcw/pricing/config_matrix.jsp -> HP OpenView Support Matrix
The support matrix web page is password protected.
HP Software customers need a valid support handle to receive a logon and a password to access the support matrix web pages.
Please contact the support center for this.

**Product
Components**
SNVP is not a separate product.
It comes for free with the OVO/U media kit and does not need an additional license.
OVO/U including Service Navigator is needed to run SNVP.
From an architecture point of view, the SNVP is composed of four components:

- RDBMS
- Application Server
- SNVP GUI
- OVO/U Service Engine Adapter

Please find the supported versions for the RDBMS, the Application Server, the SNVP GUI, and the OVO/U Service Engine Adapter in the 'Service Navigator Value Pack Support Matrix' below.
In addition the first column differentiates between the demo versions (for SNVP 8 only) and the released versions.

**Important
Coexistence
Information**
Important: Only those component combinations are supported which are mentioned together in one row of this matrix!

A: SNVP integrated with SD

In case SD is used for the integration with SNVP the following applies:

- Don't install the application server for SNVP separately. Only install the Service Configuration module on the SD server system.
- SD uses the same database instance as SNVP.

SD 4.5: It is supported, but not recommended to have the SD 4.5 server and the OVO/U management server on the same system.
 SD 4.5 is supported with SNVP 8. It is not supported with SNVP 9.
 SD 5.x: It is NOT supported to have the SD 5 server and the OVO/U management server on the same system.
 SD 5.1: In addition to the information provided in the row above and in the section 'Important' below please see note 7 as well stating that package SNVP-09.00.160 is needed for SNVP 9.0. For download info see note 7.
 SD 5.x is supported with SNVP 9. It is not supported with SNVP 8.

Important: When you use SD 5 SPx with x= 2 or SD 5.1 (without and with patches) it's necessary to install the SD client on the OVOU management server.
 Via the SD client installation it will be ensured that the same common components are installed on the application and the OVOU management server.
 Warning:
 DO NOT install the OVOU A.08.16 core agent on the OVOU management in this scenario.
 There is a conflict between different Core components when OVOU A.08.16 Core agent is installed on a system where any SD 5.1 component is installed.
 For details please check the Technical Bulletin 342 on <http://support.openview.hp.com>
 The SD team is working on this issue together with the Core agent team, but until proper solution is found for this problem, do not install A.08.16 core agent on systems having an SD 5.1 component installed.
 Customer should stay on A.08.14 Core agent or lower.

Please keep in mind that SD 4.5 and SD 5 is only a prerequisite if you want to use the SD integration (SD 4.5 for SNVP 8, SD 5 for SNVP 9) (adding CIs, Service Pages integration into the OVO Java GUI, etc.).
 Otherwise you can use SNVP just along with OVO/U including Service Navigator.

The initial (not patched) SNVP 8 version is supported with SD 4.5 SP7.
 The initial (not patched) SNVP 9 version is supported with SD 5 SP1.

Important: Different patch strategy for SNVP 8 integrated with SD 4.5, and SNVP 9 integrated with SD 5.

SD 4.5: For each succeeding SD 4.5 Service Pack (patch) level (> SD 4.5 SP7) it is necessary to use the corresponding SNVP Service Pack level (patch).
 As the naming convention for the SD and SNVP Service Pack numbering doesn't allow to directly map the SD 4.5 Service Pack level to the SNVP Service Pack level, please find as help the matrix 'Corresponding SD Service Packs and SNVP Service Packs Overview' below.

SD 5.x SNVP 9 needs minimum SD SP1 service pack. There is no need anymore to have an equivalent SNVP 9 and SD 5.x patch level, but:
 Important: When you use SD 5 SPx with x= 2 or SD 5.1 it's necessary to install the SD client on the OVOU management server.
 Via the SD client installation it will be ensured that the same common components are installed on the application and the OVOU management server.
 Please see also the warning above!

B: SNVP NOT integrated with SD

In case Service Desk is NOT used for the integration with SNVP the following applies:

- SNVP 8:
 - The SNVP application server can be on the same system as the OVO/U management server.
 - The SNVP application server can either use a separate database or the OVO/U management server database.
- SNVP 9:
 - Coexistence of the SNVP application server and OVO/U on the same system is NOT supported.
 - The SNVP application server can either use a separate database or the OVO/U management server database.

JRE/JDK Requirements

SNVP 8 SPx with x<18 supports JRE 1.3.1_y with y= 3 or JRE 1.4 (see info on Daylight Saving Time below)
 SNVP 8 SPx with x= 18 supports JRE 1.3.1_y with y= 3 or JRE 1.4 (see info on Daylight Saving Time below)
 SNVP 8 SPx with x> 18 supports JRE 1.4 only.
 SNVP 9 supports JRE 1.4 only.
 Equivalent JDK versions are needed when using SD Service Pages.
 Support for Daylight Saving Time
 Change in Year 2007
 SNVP 8.0 and SNVP 9.0 work correctly without creating or installing any new patch.
 Nevertheless to have minimum the corresponding JRE version please install for:
 SNVP 8.0 JRE 1.4.02_11 or newer, downloadable from <http://java.sun.com/javase/downloads/index.jsp>
 SNVP 9.0 'HPOVJre-01.04.222-<platform>-release' downloadable from <http://ovweb.external.hp.com/pub/cpe/ito/ProductImages-snvp-09.00.160/>

Corresponding Service Desk 4.5 and Service Pack 8 Service Pack levels
 (No dependency for SD 5.x and SNVP 9)

SD/SNVP Service Pack Level	SD 4.5 Service Pack Name	SNVP 8 SP Name
SP1	N/A	
SP2	N/A	
SP3	N/A	
SP4	N/A	
SP5	N/A	
SP6	N/A	
SP7	SDSK_00035	N/A
SP8	SDSK_00037	SNVP_00006
SP9	SDSK_00038	SNVP_00007
SP10	SDSK_00039	SNVP_00008
SP11	SDSK_00042	SNVP_00012
SP12	SDSK_00045	SNVP_00014
SP13	SDSK_00048 + SDSA_00052	SNVP_00016
SP14	SDSK_00051	SNVP_00018
SP15	SDSK_00054	SNVP_00020
SP16	SDSK_00058 + SDSA_00060	SNVP_00022
SP17	SDSK_00061	SNVP_00023
SP18	SDSK_00064	SNVP_00024
SP19	SDSK_00069	SNVP_00025
SP20	SDSK_00082	SNVP_00026
SP21	SDSK_00104	SNVP_00027
SP22	SDSK_00108	SNVP_00030
SP23	SDSK_00123	SNVP_00031
SP24	SDSK_00148	SNVP_00032
SP25	SDSK_00159	SNVP_00033

Service Navigator Value Pack Support Matrix

For support statement for SNVP components used on guest systems of virtualization software please see note 8.

SNVP Release	RDBMS ¹⁾	Application Server ²⁾³⁾	SNVP GUI ²⁾	OVO/UNIX Service Engine Adapter OVO/UNIX version	SD Version Supported for Integration
Demo 8	MSDE	Win 2000 SP4	Win 2000 SP4	n/a	embedded database
SNVP 8 ¹⁰⁾	Oracle 9.2 ¹⁾ , 10gR2 MS SQL 2000 DB Server	Win 2000 SP4 Win 2003 SP1 HP-UX 11.00 PA ⁴⁾ HP-UX 11.11 PA ⁴⁾ HP-UX 11.23 Itanium ^{4,9)} Solaris 8,9 ⁵⁾	Win 2000 SP4 Win 2003 SP1 Win XP SP1	7.x (x>0) HP-UX 11.00 PA HP-UX 11.11 PA Solaris 8,9 8.x (x>0, x*20) HP-UX 11.00 PA HP-UX 11.11 PA HP-UX 11.23 PA Solaris 8,9,10 8.2x (x*0) HP-UX 11.23 IPF ⁵⁾	Please read the info under 'A: SNVP integrated with SD' above.
SNVP 9	Oracle 9.2 ¹⁾ , 10g, 10gR2 MS SQL 2000 DB Server ⁷⁾	Win 2000 SP4 Win 2003, SP1 Win XP SP2 HP-UX 11.11 PA ⁴⁾ HP-UX 11.23 PA ⁴⁾ HP-UX 11.23 IPF ^{4,6)} Solaris 9,10 ⁵⁾		8.x (>0, x*20) HP-UX 11.11 PA HP-UX 11.23 PA Solaris 9,10 8.2x (x*0) HP-UX 11.23 IPF ⁶⁾	Please read the info under 'A: SNVP integrated with SD' above. For SD 5.1 integration with SNVP 9 please see also note 7 and the warning above.

Notes:

N/A = Not available.

- 1) OVO/UNIX 8.y with y>=2 on HP-UX 11.23 Itanium is supported on Oracle 10g only, but NOT on Oracle 9.2. Therefore you cannot use the same database for both OVO/UNIX 8.y on HP-UX 11.23 Itanium and SNVP if this uses Oracle 9.2.
 - 2) All supported Windows operating systems mentioned above are 32-bit versions.
 - 3) For the Application Server system please consider the part 'Important Coexistence Information' above.
 - 4) HP-UX 11.11 and HP-UX 11.23 need to be updated with the latest patch bundle.
 - 5) Solaris 9 and 10 needed to be updated with the latest patch cluster.
 - 6) Hint for Itanium support:
For SNVP 9 a separate depot is necessary. It includes the binaries for both the Application Server and the Service Engine Adapter. The installation package of SNVP 9 for HP-UX Itanium is not available on CD-ROM and is only available for download via <http://support.openview.hp.com/patches/snvp/snvp.jsp>
The installation of SNVP 9 on HP-UX Itanium follows the same process as for HP-UX on PA-RISC which is described in the SNVP 9 installation guide.
 - 7) For SNVP 9 download of new SNVP-09.00.160 packages needed:
<ftp://ovweb.external.hp.com/pub/cpe/ito/ProductImages-snvp-09.00.160/>
 - 8) Support statement for SNVP components used on guest systems of virtualization software
Only guest systems of the virtualization software mentioned below are supported, not host systems: •
The following VMWare products are supported for those SNVP components supported on Windows if potential problems can be reproduced outside of VMWare.
- VMWare workstation 4.x, 5.x and newer
- VMWare GSX server 2.5.x and 3.x
- VMWare Server 1.x and newer
- VMWare ESX server 2.x, 3.x and newer

Microsoft® Virtual Server 2005 is supported for those SNVP components supported on Windows if potential problems can be reproduced outside of Virtual Server.

HP-UX VM is only offered for Itanium, but not for PA-RISC. • Support is only provided for HP-UX guest systems! •
Supported versions are: HP Virtual Machine (HP-VM) for HP-UX 1.0 and 2.0.
Windows isn't verified for HP-UX VM and such NOT supported.
 - 9) SNVP 8.0 Minimum SP 17 = SNVP_00023 • is required for Itanium support.
 - 10) For Itanium the same bits are used as for PA-RISC.
- High Availability Support OVO/UNIX Service Engine Adapter only! *
- Support is only given for the OVO/UNIX Service Engine Adapter component on the OVO/UNIX machine. None of the other components listed in the matrix above is supported in a High Availability environment.
- * In addition it's mentioned for which scenario the SNVP data is supported in a clustered environment.
- SNVP 8: MC/SG
Veritas Cluster
* SNVP data is supported in the OVO instance cluster for Veritas Cluster
* SNVP data is NOT supported in a separate oracle instance cluster for Veritas Cluster.
- SNVP 9: MC/SG
* SNVP data is supported in the OVO instance cluster for MC/SG.
* SNVP data is supported in a separate oracle instance cluster for MC/SG.
Veritas Cluster
* SNVP data is supported in the OVO instance cluster for Veritas Cluster
* SNVP data is NOT supported in a separate oracle instance cluster for Veritas Cluster.
- For supported MC/SG and Veritas Cluster versions please see the OVO/UNIX support matrix on: http://support.openview.hp.com/sc/support_matrices.jsp.