

# HP Service Health Optimizer Software Support Matrix

---

**Software version:** 9.10

This document provides an overview of the system requirements and supported applications for HP Service Health Optimizer (HP SH Optimizer) 9.10.

## Contents

- Prerequisites..... 2
  - Operating Systems ..... 2
  - Web Browsers ..... 2
  - HP Service Health Reporter..... 2
- Integration and Coexistence with Other HP Products..... 2
  - Integration ..... 2
  - Coexistence ..... 3
- Supported Virtualization Technologies..... 3

Pre-installation requirements and instructions for installing HP SH Optimizer 9.10 are documented in the *HP Service Health Optimizer Installation and Configuration Guide* provided in Adobe Acrobat (.pdf) format in the software media. To check for recent updates or to verify that you are using the most recent edition of a document, go to the [HP Software Product Manuals](#) web site.

This document is intended to augment the *HP Service Health Optimizer 9.10 Release Notes*.

## Prerequisites

### Operating Systems

HP SH Optimizer 9.10 supports the following operating systems:

- Microsoft Windows Server 2008 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server Windows 2008 R2 x64 Enterprise Edition with Service Pack 1

### Web Browsers

HP SH Optimizer 9.10 supports the following web browsers:

- Internet Explorer 8.0
- Mozilla Firefox 5.0, 6.0

### HP Service Health Reporter

Before installing HP SH Optimizer 9.10, make sure you install and configure HP Service Health Reporter (HP SH Reporter) 9.10 along with its required content packs.

Pre-installation requirements and instructions for installing HP SH Reporter are documented in the *HP Service Health Reporter Installation and Configuration Guide* at [HP Software Product Manuals](#) web site.

For a detailed list of products supported by HP SH Reporter 9.10, see the [HP SH Reporter Support Matrix](#).

## Integration and Coexistence with Other HP Products

### Integration

HP SH Optimizer 9.10 integrates with HP SH Reporter 9.10.

The following table lists the versions of the various products that can integrate with HP SH Reporter 9.10 and in turn integrate with HP SH Optimizer 9.10.

Product	Versions
HP Business Service Management	9.10
HP Performance Agent	5.0
HP Operations agent	8.60 11.01
HPOM for UNIX	9.10
HPOM for Linux	9.10
HPOM for Solaris	9.10
HPOM for Windows	8.16 9.00
Operations Management i (OMi)	BSM 9.10

HP Operations Smart Plug-ins for Infrastructure <i>(Includes System Infrastructure, Virtual Infrastructure, and Cluster Infrastructure SPIs)</i>	1.6 2.0
Business Process Monitor	BSM 9.10
Real User Monitor	BSM 9.10

## Coexistence

HP SH Optimizer 9.10 can co-exist with HP SH Reporter 9.10 on the same system.

## Supported Virtualization Technologies

The following table lists the virtualization technologies that are supported by HP SH Optimizer 9.10 in the respective deployment scenario.

Deployment Scenario	Data source	Supported Virtualization technology
HP Operations Manager	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
BSM Service and Operations Bridge (SaOB)	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V