HP Service Health Reporter Software Support Matrix

Software version: 9.20

This document provides an overview of the system requirements and supported applications for HP Service Health Reporter (SHR) 9.20.

Contents

Pre-installation requirements, as well as instructions for installing SHR are documented in the *HP Service Health Reporter 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 **http://h20230.www2.hp.com/selfsolve/manuals**.

Software Requirements

The software requirements for installing SHR are provided below:

Operating System

Supported operating systems:
- Microsoft Windows Server 2008 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server 2008 R2 x64 Enterprise Edition with Service Pack 1
- Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2

Supported Web Browsers

SHR supports the following web browsers:
- Internet Explorer 8.x, 9.x (Compatibility Mode Only)
- Mozilla FireFox – 10.x ESR

Supported Java Environment

SHR supports JDK 1.7.0_xx.

Supported Database

SHR is bundled with Sybase IQ 15.4 ESD 2.

Supported SAP Business Intelligence Platform

The following SAP business intelligence applications are supported by SHR.

Table 1: SAP Business Intelligence Applications

Software	Version	Description
SAP BusinessObjects	XI 3.1 Service Pack 2	This software is embedded in SHR.
SAP BusinessObjects Xcelsius	Xcelsius 2008 Service Pack 2	This is a design tool that must be manually installed on the client machine if you want to create Xcelsius Flash-based reports in SHR.

Supported Applications

SHR supports the following Microsoft Office applications:
- Microsoft Office 2003
- Microsoft Office XP
- Microsoft Office 2007

This is required only if you want to use XCelsius 2008 to create the XCelsius reports in SHR.

Integration and Coexistence with Other HP Products

Integrated products

The following table lists the versions of the various products that can integrate with SHR.

Table 2: HP products that can integrate with SHR

Product	Versions	Comments
BSM	9.10, 9.12, 9.13, 9.20	
SiteScope	11.12, 11.20	
HP Operations Agent	11.10, 11.0x	
HPOM for Unix	9.10	
HPOM for Linux	9.10	
HPOM for Solaris	9.10	
HPOM for Windows	8.16, 9.00	
Microsoft Exchange Server 2007/2010 SPI	13.xx	With latest patch.
Oracle Database SPI	12.xx	With latest patch.
Microsoft SQL Server Database SPI	12.xx	With latest patch.
IBM WebSphere AS SPI	07.xx	With latest patch.
Oracle WebLogic Server SPI	07.xx	With latest patch.
Microsoft Active Directory SPI	07.xx	With latest patch.
Business Process Monitor	BPM 9.03 GA	
Real User Monitor	BSM9.20	
BSM Operations Management (OMi)	BSM 9.20	

Coexistence

The following products can coexist on the same system as SHR 9.20.

Table 3: HP products that can co-exist with SHR 9.20

Product	Versions	Description
HP Operations agent	11.10	
HP Service Health Optimizer	9.20	

Supported Virtualization Technologies

The following table lists the virtualization technologies that are supported by SHR in each deployment scenario.

Table 4: SHR 9.20 supported virtualization technologies

Deployment Scenario	Data source	Supported Virtualization technology
HPOM	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		IBM AIX LPARs
Service and Operations Bridge (SaOB)	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
	HP SiteScope	VMware
Application Performance Management (APM)	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
	HP SiteScope	VMware