

HP Service Health Optimizer Software Support Matrix

Software version: 9.20

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

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Pre-installation requirements and instructions for installing SHO 9.20 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 9.20 Release Notes*.

Prerequisites

Operating Systems

SHO 9.20 supports the following operating systems:

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

Web Browsers

SHO 9.20 supports the following web browsers:

- Internet Explorer 8.x, 9.x
- Mozilla Firefox – 10.x ESR (Compatibility mode only)

Supported Java Environment

SHO 9.20 supports JDK 1.7.0_xx.

Supported Database

SHO 9.20 bundles Sybase IQ 15.4 ESD 2.

Integration and Coexistence with Other HP Products

Integration

The following table lists the versions of the various products that can integrate with SHO 9.20.

Product	Versions
HP Business Service Management	9.10, 9.12, 9.13, 9.20
HP Operations agent	11.10
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 9.20
HP Operations Smart Plug-ins for Infrastructure (Includes System Infrastructure, Virtual Infrastructure, and Cluster Infrastructure SPIs)	2.0x, 11.10 (part of OA 11.10)
Business Process Monitor (SHR 9.20 required for integration)	BPM 9.03 GA
Real User Monitor (SHR 9.20 required for integration)	BSM 9.20

Coexistence

SHO 9.20 can co-exist with HP Service Health Reporter (SHR) 9.20 on the same system.

Supported Virtualization Technologies

The following table lists the virtualization technologies that are supported by SHO 9.20 in the respective deployment scenario.

Deployment Scenario	Data source	Supported Virtualization technology
vCenter	VMware vCenter Note: SHO 9.20 supports VMware vCenter versions 4.0, 4.1, 5.0, and 5.1 (Update 1).	VMware
HP Operations Manager	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
BSM Service and Operations Bridge (SaOB)	HP Operations agent with Virtual Infrastructure SPI or Sitescope	VMware
		Microsoft Hyper-V