

HP Service Health Reporter Software Support Matrix

Software version: 9.30

This document provides an overview of the system requirements and supported applications for HP Service Health Reporter (SHR) 9.30.

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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 Systems

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 2008 R2 x64 Standard Edition with Service Pack 1
- Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2
- Red Hat Enterprise Linux Server 5.5, 6.0, 6.2, 6.3, 6.4, 6.5 (specific pre-requisite libraries for each version is mentioned in the Installation and Configuration Guide)

Supported Web Browsers

SHR supports the following web browsers:

- Internet Explorer 8.x, 9.x (Compatibility Mode Only)
- Mozilla Firefox – 10.x ESR, 17.x ESR

Supported Java Environment

SHR supports JDK 1.7.0_xx

Supported Database

SHR is bundled with Sybase IQ 15.4 ESD 1.8.

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 5, FP 3	This software is embedded 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	9.12, 9.13, 9.20, 9.22	
SiteScope	11.12, 11.20, 11.22*	
HP Operations Agent	11.0x, 11.1x*	

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 the latest patch.
Oracle Database SPI	12.xx	With the latest patch.
Microsoft SQL Server Database SPI	12.xx	With the latest patch.
IBM WebSphere AS SPI	07.xx	With the latest patch.
Oracle WebLogic Server SPI	07.xx	With the latest patch.
Microsoft Active Directory SPI	07.xx	With the latest patch.
Business Process Monitor	Refer to BSM versions above.	
Real User Monitor	Refer to BSM versions above.	
BSM Operations Management (OMi)	Refer to BSM versions above.	
NNM iSPI Performance for Metrics	9.2x	With the latest patch.
OMi Management Pack for Vertica	1.00	
OMi Management Pack for Hadoop	1.00	
OMi Management Pack for Infrastructure	1.00	
OMi Management Pack for Oracle Database	1.00	

* SiteScope – Support for VMware Virtualization only from 11.22 onwards

* Agent appliance support from 11.12 onwards (RTSM sync for appliance available only from 11.12)

Coexistence

The following products can coexist on the same system as SHR 9.30.

Table 3: HP products that can coexist with SHR 9.30

Products	Version	Description
HP Operations Agent	11.10, 11.11, 11.12	QCCR1A149034 fix needs to be installed in case the agent is installed after installation of SHR 9.30.

Note: SHR 9.30 does not integrate or coexist with any versions of HP Service Health Optimizer (SHO). When SHO 9.20 and SHR 9.20 are installed on the same system, you must reinstall SHR on a different system before upgrading it to the version 9.30.

Follow these steps before upgrading to SHR 9.30:

1. Take a backup of the SHR data on the system where SHR and SHO coexist.
See the Database Backup and Recovery chapter in the HP Service Health Reporter 9.20 Installation and Configuration Guide for more information.
2. Install SHR 9.20 on a different system.
See the HP Service Health Reporter 9.20 Installation and Configuration Guide for more information.
3. Recover the backed-up SHR data on the system where you installed SHR (in step 2).
See the Database Backup and Recovery chapter in the HP Service Health Reporter 9.20 Installation and Configuration Guide for more information.
4. Upgrade the newly installed SHR instance to the version 9.30.
See the Upgrading SHR chapter in the HP Service Health Reporter 9.30 Installation and Configuration Guide for more information.
5. Remove the old instance of SHR 9.20 from the server where SHO 9.20 is installed.

Supported Virtualization Technologies

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

Table 4: SHR 9.30 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
	VMware vCenter 4.x, 5.0	VMware
Service and Operations Bridge (SaOB)	HP Performance Agent or HP Operations Agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		VMware
	HP SiteScope	VMware
	VMware vCenter 4.x, 5.0	VMware
Application Performance Management (APM)	HP Performance Agent or HP Operations Agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		VMware
	HP SiteScope	VMware
	VMware vCenter 4.x, 5.0	VMware
VMware vCenter	VMware vCenter 4.x, 5.0	VMware

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