HP IT Executive Scorecard

For the Windows ® operating system

Software Version: 9.41

Support Matrix

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The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
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- Search for knowledge documents of interest
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- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

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To find more information about access levels, go to:

http://h20230.www2.hp.com/new_access_levels.jsp

HP Software Solutions Now accesses the HPSW Solution and Integration Portal Web site. This site enables you to explore HP Product Solutions to meet your business needs, includes a full list of Integrations between HP Products, as well as a listing of ITIL Processes. The URL for this Web site is **http://h20230.www2.hp.com/sc/solutions/index.jsp**

Contents

Requirements

This section provides information about the supported hardware and software that you must have to successfully install and run IT Executive Scorecard 9.41.

Hardware

Although you can install all components on a single server, the recommended configuration is a distributed environment where each networked server hosts a specific component.

Third-party components, such as databases and operating systems, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor release are expected to be supported, unless a conflict specific to that release arises.

> **Note:**
>
> - The following requirements apply to both VMWare environments or physical machines.

IT Executive Scorecard 9.41 is supported on the following hardware:

Windows

- **Required CPU size and architecture:** You can install all components on a single server (Typical configuration) but the usual configuration is a distributed environment where each networked server hosts a specific component.

  The tables in Application Servers describe the recommended hardware requirements for the various Executive Scorecard components in a Distributed environment.

  If you are deploying a consolidated (Typical) environment, ensure that the server meets the combined total minimum space requirements described in the tables. For details, see "Application Servers" on page 8.

- **Required RAM:** You can install all components on a single server but the typical configuration is a distributed environment where each networked server hosts a specific component. The tables in Application Servers describe the recommended hardware requirements for the various Executive Scorecard components. If you are deploying a consolidated environment, ensure that the server meets the combined total minimum space requirements. For details, see "Application Servers" on page 8.

- **Required Disk space: Recommended:** Allow for 40 GB of free disk space in each server if you plan on copying the installation files to the server during the installation.

- **Required Screen resolution, minimum color display:** 1280 x 1024 and above

- **Required Network identification:** IPv4 and IPv6 (supported in dual mode). In addition, XS supports IPv6 network identification for data sources.

Operating System

IT Executive Scorecard 9.41 runs on the following operating system:

The following describe the software requirements for the Executive Scorecard components:

Server	Installed Applications	Operating System
Executive Scorecard server	IT Executive Scorecard 9.41	Microsoft Windows Server 2008 R2 Enterprise Edition Windows Server 2012
RDBMS server	Microsoft SQL Server 2008 R2 Enterprise Edition with SP1 Microsoft SQL Server 2008 Enterprise Edition with SP2 Microsoft SQL Server 2012 Enterprise Edition	RDBMS compatible
Data Warehouse Server	Microsoft .NET Framework 3.5	N/A
	Microsoft® SQL Server® 2008 R2 Native Client x64 package and the Microsoft® SQL Server® 2008 R2 Command Line Utilities x64 package	Microsoft Windows Server 2008 R2 Enterprise Edition Windows Server 2012
	Microsoft Excel 2007	N/A
SAP® BusinessObjects server	SAP® BusinessObjects Enterprise XI 3.1 SP3	Microsoft Windows Server 2008 R2 Enterprise Edition Windows Server 2012
SAP BusinessObjects Data Services	Version 12.2.3.2	

Note: All component systems must be joined to the same Windows server domain.

Databases

Make sure that you consult the RDBMS vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the RDBMS drivers required on different servers for HP Executive Scorecard to run successfully.

Product	Server	Supported Drivers (Client)
Microsoft SQL Server 2008	Application	Microsoft SQL Server JDBC driver 2.0.1803

Application Servers

Although you can install all components on a single server (consolidated (Typical) configuration), the usual configuration is a distributed environment where each networked server hosts a specific component. If you are deploying a consolidated (Typical) environment, ensure that the server meets the combined total minimum space requirements described in the tables below.

Third-party components, such as databases and operating systems, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor release are expected to be supported, unless a conflict specific to that release arises.

> **Note:** The following requirements apply to both VMWare environments or physical machines.
>
> The following requirements assume up to 10 data sources, 300 users, and
>
> ETLs that are run at most once every day.

Server	Server	Minimum Requirements
SAP BusinessObjects Enterprise Server	RAM	24GB
	Free disk space	200GB
	Processor	8 Cores in any configuration
	Required Ports	• port for the Central Management Console (CMC): 8080 • port for the Central Management Server (CMS): 6400 and 6410 • port for the Server Intelligence Agent (SIA): 8080
Data Warehouse Server	RAM	32GB
	Free disk space	200GB
	Processor	12 Cores in any configuration
	Required Ports	• ports: 10001 to 10010, 11020, 11021, and 28080. • HTTP default port: 80. You can select non default HTTP and HTTPS ports during post install • HTTPS default port: 443. You can select non default HTTP and HTTPS ports during post install

Server	Server	Minimum Requirements
Executive Scorecard Server	RAM	16GB
	Free disk space	200GB
	Processor	8 Cores in any configuration
	Required Ports	• ports: 10001 to 10010, 11020, and 11021 • HTTP default port: 80. You can select non default HTTP and HTTPS ports during post install • HTTPS default port: 443. You can select non default HTTP and HTTPS ports during post install
SQL Server	RAM	Minimum: 64GB
	Free disk space	Minimum: 5TB
	Processor	Minimum:16 Cores in any configuration
	Required Ports	MS SQL server listener default port: 1433.

Note: Additional ports are:

• Tomcat listener default port: 8080.

Web Servers

IT Executive Scorecard 9.41 uses an Apache web server.

The following supported web server is required to run IT Executive Scorecard9.41:

- Tomcat 5

- Tomcat 6

Security Issue - Prevent Remote Users to Bypass Authentication or Obtain Information Due to an Apache Tomcat AJP Protocol Processing Issue

To prevent the security issue, you must do the following:

- For SAP BusinessObjects Data Services upgrade Tomcat from version 5 to version 6. For details, see "Upgrade to Tomcat 6 (Data Services)" below.

- For SAP BusinessObjects Enterprise, upgrade to BOE version 3.1 SP6. For details, see "Upgrade to BOE 3.1 SP 6 (Tomcat 7)" on the next page.

Upgrade to Tomcat 6 (Data Services)

To upgrade Tomcat 5 to Tomcat 6, do the following:

1. Prerequisite steps:

    a. Download Tomcat 6 on the server where SAP BusinessObjects Data Services is installed.

    b. Unzip the zip file to a BODS folder parallel to the existing folder where the old version Tomcat is installed.

    c. Stop the current Tomcat.

2. Copy the following files from Tomcat 5 to the same folders in Tomcat 6:

    - <tomcat_folder>/bin/setenv.bat

    - <tomcat_folder>/bobjsetup/*.* (all the files in the folder)

    - <tomcat_folder>/common/classes/log4j.properties

    - <tomcat_folder>/conf/Catalina/localhost/DataServices.xml

    - <tomcat_folder>/conf/Catalina/localhost/doc.xml

    - <tomcat_folder>/conf/Catalina/localhost/webservice.xml

- <tomcat_folder>/webapps/DataServices

- <tomcat_folder>/webapps/doc

- <tomcat_folder>/webapps/webcervice

3. Modify the following configuration files in Tomcat 6:

- In the <tomcat_folder>/server/ server.xml file:

  o Change: <Server port="**8005**" shutdown="SHUTDOWN"> to
    <Server port="**28005**" shutdown="SHUTDOWN">

  o Change: <Connector acceptCount="100" connectionTimeout="20000"
    disableUploadTimeout="true" enableLookups="false" maxHttpHeaderSize="8192"
    maxSpareThreads="75" maxThreads="150" minSpareThreads="25" port="**8080**"
    redirectPort="8443" /> to
     <Connector **URIEncoding="UTF-8"** acceptCount="100" connectionTimeout="20000"
    disableUploadTimeout="true" enableLookups="false" maxHttpHeaderSize="8192"
    maxSpareThreads="75" maxThreads="150" minSpareThreads="25" port="**28080**"
    redirectPort="**28443**"/>

  o Comment out: **<Connector port="8009" enableLookups="false"
    redirectPort="8443" protocol="AJP/1.3" />**

4. Test:

   a. Run the ETL. The ETL should run without exception.

   b. Log on to BODS. You should be able to log on without problem.

Upgrade to BOE 3.1 SP 6 (Tomcat 7)

1. Back up the Central Management Server database.

2. Back up the SAP BusinessObjects Enterprise content in a BIAR file.

3. Uninstall SAP BusinessObjects Enterprise.

4. Delete all SAP BusinessObjects Enterprise folders from both the file system and from the
   registry.

5. Delete the CMS database.

6. Create a new empty CMS database with the same name on the same SQL Server machine, so
   no extra changes in the XS Management database are needed (the installation procedure
   creates all the tables).

7. Install SAP BusinessObjects Enterprise version 3.1 SP 6 (full version).

8. Update the shared secret password in Executive Scorecard and in the SAP BusinessObjects EnterpriseCentral Management Console.

9. Upload BIAR with the contents of the BIAR file where you backed up content, if needed.

Web Browsers and Plug-ins

Make sure that you consult the software vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the software required for users to access the Executive Scorecardapplication successfully.

Product	Comments
Operating system	Recommended: 64 bit OS
Adobe Flash Player 11.7.x and higher	Enables users to view dashboards, view or edit Allocation Rules, and use the Cost Explorer. Free download available from the Adobe web site: www.adobe.com
Adobe® *Reader®* version 9 and above	Enables users to read the documentation in PDF format.
SAP® BusinessObj ects Xcelsius 2008 SP3 or SP5	Enables users to modify reports. Xcelsius requires installation of Microsoft Excel 2003 or 2007. For a complete list of Xcelsius 2008 SP3 or SP5 supported platforms, see the Xcelsius 2008 Service Pack 3 – Supported Platforms and Xcelsius 2008 Service Pack 5 – Supported Platforms documentation.
Browser	**Note:** Internet Explorer 9 and Chrome are the recommended browsers and provide optimum performance for Executive Scorecard. • **Internet Explorer:** ▪ **IE9:** The Compatibility View mode is not supported in IE9. To turn off the Compatibility View mode, do one of the following: (1) Click (blue icon) in the toolbar (the page reloads with the compatibility mode off). (2) Click **Tools > Compatibility View Settings**, select the listed webpage address that you want to turn off Compatibility View for, and click/tap on the **Remove**, then click **Close**. • **Chrome:** ▪ In some versions of the Chrome web browser, the Online Help displays correctly when it is viewed from a web server (via http) but does not display correctly when viewed locally (saved on your computer). This is caused by a security policy in Chrome. If you want to check your WebHelp output locally in Chrome, start Chrome with this policy disabled: (1) Close all instances of Chrome. (2) Click the Windows **Start** Icon > **Run**. (3) In the Open: field, enter: **chrome --allow-file-access-**

Product	Comments
	from-files --disable-web-security (4) Click **OK**.

■ **Disable the built-in version of Shockwave Flash:**

    i. In Chrome, enter **chrome://plugins** and click **disable** for the Chrome-provided Shockwave Flash (**%USERPROFILE%\AppData\Local\Google\Chrome\Application\<shockwave_version>\PepperFlash\pepflashplayer.dll**).

    ii. Install and enable the other version of Shockwave Flash (**C:\Windows\SysWOW64\Macromed\Flash\<shockwave_version>.dll**).

● **Firefox:** Firefox 17.0-144288 and later.

HP makes every effort to test and support the most recent version of Firefox.
The last version of Firefox that was tested is 24.0.

> **Note:** By default, Firefox adjusts the page zoom level according to your Windows settings, to better support high DPI displays. For example, if Windows is set to 125% font size (120dpi), the content area will be zoomed by 25% compared with Firefox 21 and earlier.
>
> To return to the previous display style:
>
> a. Install the Theme Font & Size Changer (https://addons.mozilla.org/en-us/firefox/addon/theme-font-size-changer/) extension. Turning off the scaling affects the chrome area (menus, toolbars, and tabs) as well as the content. After restarting Firefox, click the new "A" icon at the right end of the navigation toolbar and change the font size from Normal to 15.
>
> b. Change your global scaling in the **about:config** preferences editor.
>
>   i. In a new tab, type or paste **about:config** in the address bar and press Enter. Click the button promising to be careful.
>
>   ii. In the filter box, type or paste **pix** and pause while the list is filtered
>
>   iii. Double-click layout.**css.devPixelsPerPx** and change its value to **1.0** for Firefox 21-sized fonts in the content area.
>
> This should take effect immediately without another restart.

Product	Comments
JRE (Java Runtime Environment)	Version 1.6x and higher (not mandatory) Java 7 (recommended) **Note:** Make sure that you are keeping the Java versions up to date.
RAM	2GB minimum 4GB recommended
Browser Zoom Level	It is recommended that you set your browser Zoom Level to 100%. A Zoom level higher than 100% might result in some of the components not displaying properly in the Dashboard.
Browser Settings	It is recommended that you reset the browser settings to the default settings.

Compatibility

This section provides information about software and configurations that are not required, but which are compatible with IT Executive Scorecard 9.41.

Mobile Devices

- **XS for Tablet**

Executive Scorecard version	XS for Tablet version	HP Anywhere version
9.41	1.20 **Platform:** ■ iOS 4.0 till 7.0.4 ■ Android up to version 3.2	If you want to work only with the XS for Smartphone and XS for Tablet apps(no other HP products miniapps), install **HP Anywhere 9.00 – Limited**. If you want to work with the XS for Smartphone or XS for Tablet apps and other HP apps, install **HP Anywhere 9.01**. The following languages are supported: English, Brazilian Portuguese, French, German, Japanese, and Spanish.

- **XS for Smartphone**

Executive Scorecard version	XS for Smartphone version	HP Anywhere version
9.41	1.20 **Platform:** ■ iOS 4.0 till 7.0.4 ■ Android up to version 3.2	If you want to work only with the XS for Smartphone and XS for Tablet apps(no other HP products miniapps), install **HP Anywhere 9.00 – Limited**. If you want to work with the XS for Smartphone or XS for Tablet apps and other HP apps, install **HP Anywhere9.01**. The following languages are supported: English, Brazilian Portuguese, French, German, Japanese, and Spanish.

- **IT XS Financial Management for Tablet**

Executive Scorecard version	IT XS Financial Management for Tablet version	HP Anywhere version
9.41	1.00 **Platform:** - iOS 4.0 till 7.0.4 - Android up to version 3.2	If you want to work only with the IT XS Financial Management for Tablet, XS for Smartphone and XS for Tablet apps (no other HP products miniapps), install **HP Anywhere 9.00 – Limited**. If you want to work with the IT XS Financial Management for Tablet, XS for Smartphone or XS for Smartphone apps and other HP apps, install **HP Anywhere9.01**. The following languages are supported: English, Brazilian Portuguese, French, German, Japanese, and Spanish.

- **Cloud Analytics on Tablet**

Executive Scorecard version	Cloud Analytics for Tablet version	HP Anywhere version
9.40 and 9.41	1.00 **Platform:** - iOS 6.00	10.02 (https://hpln.hp.com/group/hp-anywhere)

Languages

The user interface of HP Executive Scorecard has been extended to support multiple languages. This version includes translated sources. The application supports multi-language user face (MLU) where different users can view the same Executive Scorecard application from different client machines with their own language settings. You can switch the language displayed in the application user interface by switching the Internet Browser language settings.

IT Executive Scorecard 9.41 runs on systems with the following languages:

- English

- Brazilian Portuguese

- French

- Spanish

- German

- Japanese

- Dutch

- Italian

- Russian

- Simplified Chinese

- Korean

- Turkish - Only UI and data insertion of Turkish are supported. Operating systems and locale in Turkish are not supported. In order to have Turkish-like locale, you can customize the OS locale to match the Turkish settings. Contact HP Software Support Online web site (http://www.hp.com/go/hpsoftwaresupport)for additional information

IT Executive Scorecard 9.41 is localized in the following languages:

- English

- Brazilian Portuguese

- French

- Spanish

- German

- Japanese

- Dutch

- Italian

- Russian

- Simplified Chinese

- Korean

- Turkish

Note: Using the English character set is always supported in addition to the character set in the local Operating System. For example, if you install Executive Scorecard in a Japanese environment, you can use the English character set as well as the Japanese character set.

Internationalization Variances

IT Executive Scorecard 9.41 runs on all locales described in this document. There are no known variances.

Virtualization Products

Transparent Technology and Virtualization Support

HP supports Executive Scorecard running on operating systems and databases on particular platforms, not specific hardware and software configurations. HP supports Executive Scorecard customers who run HP software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HP does not support these transparent or virtualization technologies directly. Since the providers of these technologies support a set of certified operating systems and hardware, the customer and the providers of these technologies will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use.

HP will not require customers to re-create and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request that its customers diagnose certain issues in a native certified operating system environment without the transparent technology. HP will only make this request when there is reason to believe that the environment is a contributing factor to the reported issue.

While Executive Scorecard is expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HP's typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource overload, which can have significant impact on performance and scalability, particularly under peak load.

High-Availability Products

IT Executive Scorecard 9.41 does not support any high-availability products.

HP Software Integrations

Information about HP software that integrates with IT Executive Scorecard9.41 can be found at the HP Support web site. See http://support.openview.hp.com/sc/solutions/index.jsp#tab=tab3.

You can find the latest Support Matrix for this product that lists all software and hardware requirements at this location: HP Support matrices or at the HP Software Product Manual Site (**http://h20230.www2.hp.com/selfsolve/manuals**).

> **Note:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to Access levels.

To register for an HP Passport ID, go to HP Passport Registration.

Note that communication with data sources can be done via IPv4 or IPv6 TCP/IP.

HP Executive Scorecard is compatible with the following software products.

Product	Versions	Supported Databases
HP Application Lifecycle Management (ALM)	11.5, 11 Patch 12 and later	All supported database servers
HP Asset Manager (AM)	9.40, 9.30, 5.2x, 5.10	Only sources based on Oracle & SQL-Server are supported.
HP Business Service Management (BSM)	9.20, 9.10, 9.01 including Patch #12 (available in the installation DVD in the **BSM_901_Patch_12** directory)	All supported database servers
HP Data Protector (DP)	8.x, 7.00, 6.22, 6.2, 6.11, 6.1	All supported database servers
HP Cloud Service Automation (CSA)	4.0, 3.2 and 3.1	All supported database servers
HP Insight Control (IC)	7.2.1, 7.1.0	All supported database servers
HP Network Automation (NA)	9.2, 9.10	All supported database servers
HP Network Node Manager (NNM)	9.20, 9.10 **Note:** iSPI Performance for Metrics must be installed.	All supported database servers

Product	Versions	Supported Databases
HP Operation Orchestration (OO)	9.0x	All supported database servers
HP Project and Portfolio Management (PPM)	9.20, 9.10, 8.00	All supported database servers
HP Server Automation (SA)	10.0x/Server Automation Virtual Appliance (SAVA), 9.1x, 9.0x	Server Automation Virtual Appliance All supported database servers
HP Storage Essentials (SE)	9.60, 9.5.1 with hotfix: **1868_hotfix.zip**	Only sources based on Oracle 11g are supported
HP Service Manager (SM)	9.30, 9.2x, 7.11	Only sources based on Oracle & SQL-Server are supported.
HP Universal Configuration Management Database (uCMDB)	10.10, 10.00, 9.05, 9.04, 9.03, 9.02	All supported database servers

Note: The Data Source Management UI does not display all the currently supported data source versions (the complete list is displayed above).

If you want to specify the latest supported version of your data source (according to the Support Matrix), use the highest supported version listed in the <Data Source version> field in the Data Source Wizard page for your specific data source.

HP Software Coexistence

No coexistence information for IT Executive Scorecard 9.41 is available.

Other Software Coexistence

Information about HP software that integrates with IT Executive Scorecard9.41 can be found at the HP Support web site. See http://support.openview.hp.com/sc/solutions/index.jsp#tab=tab3.

You can find the latest Support Matrix for this product that lists all software and hardware requirements at this location: HP Support matrices or at the HP Software Product Manual Site (**http://h20230.www2.hp.com/selfsolve/manuals**).

> **Note:** Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to Access levels.

To register for an HP Passport ID, go to HP Passport Registration.

Note that communication with data sources can be done via IPv4 or IPv6 TCP/IP.

HP Executive Scorecard is compatible with the following software products:

Product	Versions	Supported Databases
Alternate Source	N/A	Microsoft Excel 2003 or 2007
Amazon Web Services (AWS)	Amazon Web Services **Note:** Working with this data source requires a working Internet connection from the Data Warehouse machine.	All supported database servers

Product	Versions	Supported Databases
vCenter Chargeback Manager	vCenter Chargeback Manager 2.5.0, connected to vCenter. **vCenter** The supported versions of vCenter are: • vCenter Server 5.1 • vCenter Server 5.0 Update 1b • vCenter Server 4.1 and all corresponding Update Releases • vCenter Server 4.0 and all corresponding Update Releases **Important:** ● If you have a **vCenter Server 5.0**, **vCenter Server 5.0 Update 1**, or **vCenter Server 5.0 Update 1a** server, then you must first upgrade your server to **vCenter Server 5.0 Update 1b** and then configure it in vCenter Chargeback Manager. ● vCenter Chargeback Manager only supports vCenter Server databases that are created in Microsoft SQL Server or Oracle Database. vCenter Chargeback Manager does not support vCenter Server databases created in DB2. **vCloud Director** The supported versions of vCloud Director are: ● VMWare vCloud Director 5.1 ● VMWare vCloud Director 1.5 and later **Important:** ● vCloud Director can be integrated with vCenter Chargeback Manager. ● Executive Scorecard extracts vCloud Director data only via vCenter Chargeback Manager.	All supported database servers

Product	Versions	Supported Databases
Microsoft Hyper-V	Supported Products Version: ● Microsoft Hyper-V Server 2012 ● Microsoft System Center Operations Manager (SCOM) 2012 SP1 ● Microsoft System Center Virtual Machine Manager (SCVMM) 2012 SP1 **Important:** ● **You must install Microsoft Hyper-V 2012, System Center Virtual Machine Manager (SCVMM) 2012SP1 and Microsoft System Center Operations Manager (SCOM) 2012 SP1 to ensure quality integration between XS and HPV.** ● HPV (Hyper-V) supports multiple instances. ● All fields are case-sensitive. ● Executive Scorecard only extracts usage data from SCOM , and you must set the unit-price in the Pricing_Model.xls . ● SCOM must be integrated with SCVMM. XS only extracts data from SCOM. ● If you want to calculate the costs of **VM CPU**, import the Management Pack package into SCOM. For details, see Import a Management Package Into SCOM in the*IT Executive Scorecard Content Reference Guide for the Integration of Hyper-V*. The other costs are provided without the need for a rule or a package.	All supported database servers

Note: The Data Source Management UI does not display all the currently supported data source versions (the complete list is displayed above).

If you want to specify the latest supported version of your data source (according to the Support Matrix), use the highest supported version listed in the <Data Source version> field in the Data Source Wizard page for your specific data source.

Server / Client Compatibility

No compatibility information for older versions of IT Executive Scorecard 9.41 clients or servers is available.

Obsolescence Plans

As of December 2013, there are no plans to end support for any currently supported version of IT Executive Scorecard.

We appreciate your feedback!

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Support Matrix (IT Executive Scorecard 9.41)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to SW-Doc@hp.com.