HP Cloud Service Automation

Software Version 4.00

Update March 2014

System and Software Support Matrix

Contents

HP Cloud Service Automation Software Setup

This document provides an overview of the setup requirements for HP Software Cloud Service Automation (HP CSA) Version 4.0. The HP CSA software package contains the following:

- Marketplace Portal (service catalog interface)

- HP CSA Cloud Service Management Console (administrative and operational control interface)

- HP CSA Cloud Controller (core solution software)

- HP CSA Cloud Platform

HP CSA Documentation

The HP Software Product Manuals website is at **http://h20230.www2.hp.com/selfsolve/manuals**.

- General-access documentation requires that you register for an HP Passport and sign in.

- Restricted-access documentation requires that you have an active HP support agreement ID (SAID) and an HP Passport sign-in.

For more information or to track updates for all HP CSA documentation, refer to the *HP Cloud Service Automation Documentation List*.

HP CSA Integration Pack

HP CSA is shipped with pre-developed content archives, which contain service designs and resource offerings that can be customized for your use. You can import and export this integrated "content" developed for specific HP CSA applications and adapt it to your business needs. The out-of-the-box integrations shipped with this version of HP CSA are stored in the CSAKit-4.0 folder.

You can also download integrations at the HP Live Network website: **https://www.www2.hp.com/**. Access to this site is restricted. HP customers must have an active HP support agreement ID (SAID) for HP Cloud Service Automation and an HP Passport sign-in to access the data on this site. For more sample services designs and sample resource offerings, see your HP Professional Services Representative.

HP CSA Application Server System Requirements

Table 1. Hardware Requirements for the HP CSA Application Server

CPU	4 CPU, 3.0 Ghz
RAM	8 GB
Hard Drive	20 GB

HP CSA Software Coexistence Statement

HP CSA executes as a web application in a JBoss application server container. HP CSA is supported on either a physical server or virtual server.

Table 2. HP CSA Coexistence Support

HP CSA (non-FIPS mode)	HP CSA is supported when running concurrently with other software products on the same physical or virtual server.
HP CSA (FIPS mode)	When configured in a FIPS compliant mode, the JBoss application server must be dedicated to HP CSA and the JRE instance referenced by HP CSA must be exclusively dedicated.

HP CSA IPv6 Support

Hewlett-Packard Software is committed to providing support of the network Internet Protocol version 6 (IPv6) for our enterprise software products and solutions. HP CSA supports installation on hosts implementing dual-stack (IPv4/IPv6) transport.

Table 3. HP CSA Network Transport Support

HP CSA	HP CSA is supported for installation on the platforms listed below when configured for dual IPv4/IPv6 transport. HP CSA can communicate over both IPv4 and IPv6 transport. See **HP CSA Supported Platforms**.

HP CSA Supported Platforms

NOTE: To use an Oracle database with HP CSA, you must download Oracle 11g R2 JDBC drivers; go to:

http://www.oracle.com/technetwork/database/enterprise-edition/jdbc-112010-090769.html

HP CSA requires **ojdbc6.jar** and **orai18n.jar** to be downloaded and stored in a common directory prior to product installation.

Table 4. Microsoft Windows 2008 R2 Standalone

	Supported	Recommended *
Operating System	Microsoft Windows 2008 R2 64-bit	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit
Middleware	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
Microsoft SQL Database	Microsoft SQL Server 2008 R2	Microsoft Enterprise SQL Server 2008 R2 SP2
	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2012 SP1
Oracle Database	Oracle 11g R2 Standard Standalone	Oracle 11g R2 Enterprise Standalone
	Oracle 11g R2 Enterprise Standalone	
	Oracle 11g R2 Enterprise RAC	
Postgres Database	PostgreSQL Server 9. x 64-bit	

* Recommended indicates the specific software version used for solution testing by HP CSA.

Table 5. Microsoft Windows 2008 R2 High Availability

	Supported	Recommended *
Operating System	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit
Middleware	JBoss Application Clustering	
	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
	Apache HTTP server version httpd - 2.2 mod_cluster version 1.2.0	
Microsoft SQL Database	Microsoft Enterprise SQL Server 2008 R2 SP2	Microsoft Enterprise SQL Server 2008 R2 SP2
Oracle Database	Oracle 11g R2 Enterprise RAC	

* Recommended indicates the specific software version used for solution testing by HP CSA.

Table 6. Microsoft Windows 2008 R2 FIPS 140-2

	Supported	Recommended *
Operating System	Microsoft Windows 2008 R2 64-bit	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit
Middleware	Oracle JRE 7	
	Java Cryptography Extension (JCE) Unlimited Jurisdiction Policy Files 7	
	IPv6 Endpoint Configuration	
Microsoft SQL Database	Microsoft SQL Server 2008 R2	Microsoft Enterprise SQL Server 2008 R2 SP2
	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2012 SP1

* Recommended indicates the specific software version used for solution testing by HP CSA.

NOTES: 1) HP CSA Supports SSL connections to either MSSQL or Oracle databases. For FIPS configurations with strong encryption enabled, HP CSA supports SSL connections to MSSQL databases only. 2) HP CSA supports the configuration of IPv6 endpoints for communication with both the Marketplace Portal and the HP Cloud Service Management Console.

Table 7. Ubuntu Linux

	Supported	Recommended *
Operating System	Ubuntu Linux 12.04 LTS 64-bit	
Middleware	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
Microsoft SQL Database	Microsoft SQL Server 2008 R2	
	Microsoft SQL Server 2012	
Oracle Database	Oracle 11g R2 Standard Standalone	
	Oracle 11g R2 Enterprise Standalone	
Postgres Database	PostgreSQL Server 9. x 64-bit	PostgreSQL Server 9.2.2 64-bit

* Recommended indicates the specific software version used for solution testing by HP CSA.

Table 8. Red Hat Enterprise Linux (RHEL)

	Supported	Recommended *
Operating System	RHEL 6.3 or above 64-bit	RHEL 6.3 64-bit
Middleware	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
Microsoft SQL Database	Microsoft SQL Server 2008 R2	Microsoft Enterprise SQL Server 2008 R2 SP2
	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2012 SP1
Oracle Database	Oracle 11g R2 Standard Standalone	
	Oracle 11g R2 Enterprise Standalone	Oracle 11g R2 Enterprise Standalone
	Oracle 11g R2 Enterprise RAC	
Postgres Database	PostgreSQL Server 9. x 64-bit	PostgreSQL Server 9.2.2 64-bit

* Recommended indicates the specific software version used for solution testing by HP CSA.

Table 9. RHEL High Availability

	Supported	Recommended *
Operating System	RHEL 6. 3 or above 64-bit	RHEL 6.3 64-bit
Middleware	JBoss Application Clustering	
	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
	Apache HTTP server version httpd - 2.2 mod_cluster version 1.2.0	
Microsoft SQL Database	Microsoft Enterprise SQL Server 2008 R2 SP2	
Oracle Database	Oracle 11g R2 Enterprise RAC	
Postgres Database	PostgreSQL Server 9. x 64-bit	PostgreSQL Server 9.2.2 64-bit

* Recommended indicates the specific software version used for solution testing by HP CSA.

Browser Support

Browsers Supported
Microsoft® Internet Explorer 9 or higher – see note below
Google Chrome 23 or higher
Mozilla Firefox 20 or higher
Adobe Flash Player 11.5 or minor version higher

NOTES: Microsoft® Internet Explorer

- Requires a supported version of the Adobe Flash Player plug-in (listed above).
- Requires **http://support.microsoft.com/kb/2496898** to be installed in the browser machine for displaying the Indian currency sign in proper format.

Screen Resolution

The following screen resolutions are recommended for HP CSA 4.0:

- Marketplace Portal: minimum screen resolution of 1024x768 (**Recommended**: 1280x1024).

- HP CSA Cloud Service Management console: minimum screen resolution of 1280x1024.

HP Integrated Process Execution Engine (Operations Orchestration)

For content pack requirements, go to: **HP Operations Orchestration Support Requirements.**

Table 10. HP Operations Orchestration Support

Product	Supported	Recommended *
HP Operations Orchestration Platform and HP OO Studio	9.x (CP10 or CP11), or 10.01.001 or 10.02	9.07 10.02

* Recommended indicates the specific software version used for solution testing by HP CSA.

HP Integrated Solution Providers

Table 11. Integrated Provider Versions

Product	Supported	Recommended *
HP Cloud OS *	1.2	1.2

* Recommended indicates the specific software version used for solution testing by HP CSA.

* HP Cloud OS Sandbox 1.2 represents the publicly available technology preview version of HP Cloud OS. Interested customers can sign up for the preview version through the HP Cloud OS Technology Preview Program. Start at the **http://www.hp.com/go/cloudos** webpage and click the link under **HP CloudOS Sandbox**. Complete the HP Software Cloud OS software access request form and someone from HP will contact you when the request is approved. Questions regarding installation and other technical questions can be addressed through the HP Cloud OS Beta Forum, as outlined in the evaluation agreement.

Integration Pack Compatibility

Table 12. Solution Versions for the HP CSA Integration Pack

Product	Supported	Recommended *
HP Matrix Operating Environment (Matrix OE)	7.x	7.2.2
VMware vCenter Operations Manager **	4.x, 5.x	5.1
HP Server Automation (HP SA) Ultimate Edition (Enterprise) ***	9.x, with embedded DMA 10.x with DMA 10.x	9.15 with embedded DMA 9.15
HP Server Automation Premium Edition (SAVA) ***	10.x	10.0
HP SiteScope	11.x	11.22
HP Universal CMDB	9.x or 10.x	10.01
HP ArcSight Logger ***	5.x	5.30

HP Network Automation	9.x	9.20
HP Asset Manager CloudSystem Chargeback ***	9.40P2	9.40P2
HP Asset Manager ***	9.32 and Cloud Billing Package 2.1	9.32 and Cloud Billing Package 2.1
HP Service Manager	9.30	9.30
HP Aggregation Platform for SaaS *** (HP AP4SaaS)	2.20	2.20
HP IT Executive Scorecard ***	9.41	9.41

* Recommended indicates the specific software version used for solution testing by HP CSA.

** HP CSA 4.0 leverages the following features in VMware vCenter:
   • Applying a customization specification when cloning a template
   • Using a customization specification

*** These integrations have been demonstrated with HP CSA 4.0 and are supported by the corresponding product teams. Please review each product's release notes and contact the appropriate HP product support team for details.

Upgrades from Previous Releases

Table 13. Supported Upgrades

HP CSA Releases	Upgrade y/n?	For More Information
3.00 to 4.0	no	Must upgrade to CSA 3.2 before installing CSA 4.0. See the *HP CSA Upgrade Guide* to learn how to upgrade from one version of CSA to the next.
3.01 to 4.0	no	Must upgrade to CSA 3.2 before installing CSA 4.0. See the *HP CSA Upgrade Guide* to learn how to upgrade from one version of CSA to the next.
3.10 to 4.0	no	Must upgrade to CSA 3.2 before installing CSA 4.0. See the *HP CSA Upgrade Guide* to learn how to upgrade from one version of CSA to the next.
3.20 to 4.0	yes	See the *HP CSA Upgrade Guide* to learn how to upgrade from one version of CSA to the next.

Reference Websites and Downloads

Table 14. For More Information and Download Locations

Product	Support Matrix and System Requirements	For More Information	Downloads
HP Cloud Service Automation (HP CSA)	This document	**HP Software Product Manuals**	Go to **HP Live Network** for Integration Pack downloads (sample service designs and other content) provided in addition to out-of-box content shipped with the HP CSA media.
HP Operations Orchestration (HP OO)	**HP Operations Orchestration System Requirements**	**HP Software Product Manuals**	**HP Software Self Solve (SSO) Patches** **Hotfixes** **HP Live Network**

HP Matrix Operating Environment (Matrix OE)	**HP Insight Software Support Matrix**	**HP Insight Management (Matrix OE) website** **HP CloudSystem Matrix**	
HP Server Automation (HP SA)	**HP Server Automation Support and Compatibility Matrix**	**HP Software Product Manuals**	
HP SiteScope	**HP SiteScope Support Matrix**	**HP Software Product Manuals**	
HP Universal CMDB	**HP Universal CMDB Support Matrix**	**HP Software Product Manuals**	
HP Aggregation Platform for SaaS (HP AP4SaaS)	**HP AP4SaaS Installation and Configuration Guide**	**HP AP4SaaS Documentation**	**HP AP4SaaS Software Download**
HP ArcSight Logger	**ArcSight Logger Specifications**	**HP ArcSight Logger website**	**HP ArcSight Logger Download** (latest version)
HP IT Executive Scorecard	**HP IT Executive Scorecard Support Matrix**	**HP Software Product Manuals**	
HP Asset Manager	**Compatibility Matrix for HP Asset Manager**	**HP Software Product Manuals**	**HP Asset Manager software**
HP Asset Manager CloudSystem Chargeback	**Compatibility Matrix for HP Asset Manager**	**HP Software Product Manuals**	**HP Asset Manager software**
HP Network Automation	**HP Network Automation 9.20 Support Matrix** **9.20 Patch 1 NA Support Matrix**	**HP Software Product Manuals**	
HP Cloud OS	**http://www.hp.com/go/cloudos**	**http://www.hp.com/go/cloudos**	
Adobe Flash Player		**Flash Player Development Center**	

HP Operations Orchestration Support Requirements

OO Release	Content Pack
9.05.xx	CP 10
9.06.xx	CP 10
9.07.xx	CP 11 or CP 12
10.01.0001	oo10-base-cp-1.0.121
	oo10-cloud-cp-1.0.116
	oo10-hp-solutions-cp-1.0.117
	oo10-virtualization-cp-1.0.111
10.02	oo10-base-cp-1.0.142
	oo10-cloud-cp-1.0.133
	oo10-hp-solutions-cp-1.0.134 **OR** oo10-hp-solutions-cp-1.0.202 (for CloudOS support)
	oo10-virtualization-cp-1.0.129

Server Automation (SA) Release	OO release	OO - SA Content
9.x	9.x	9.00.06 + OO-SA HF 151576
9.x	10.01.0001	1.0.1
10.x	9.x	9.00.08
10.x	10.01.0001	1.0.1
10.x	10.02	oo10-sa-cp-1.0.2

Service Manager (SM) Release	OO release	OO - SM Content
9.3	9.x	HP Service Manager Content Pack 7 for HP Operations Orchestration
9.3	10.01.0001	oo10-sm-cp-1.0.0
9.3	10.02	oo10-sm-cp-1.0.1*
* Soon to be available for HP LiveNetwork download.		

- HP Operations Orchestration Content Pack 9.00.07 JPN if installed on a Japanese language system.
- For HP Server Automation Content for HP Operations Orchestration 9.00.06, apply the following hotfix for HP CSA to function as expected: **HP Operations Orchestration Hotfix QCCR1D151576 (HP ADM)**.

Downloading HP Product Content from HP Live Network

1. Go to **HP Live Network**.
2. Select the HP product with the content you require (for example, HP Server Automation).
3. Click the **Content** tab.

NOTES:

- HP Cloud Service Automation Solutions content is available on HP Live Network at this location: **https://hpln.hp.com/group/cloud-service-automation-solutions**
- HP Operations Orchestration content is available on HP Live Network at this location: **https://hpln.hp.com/node/21/contentfiles**

For More Information

To access other toolkits to design and extend cloud services running on HP CloudSystem, go to **http://www.hp.com/go/csdevelopers**.

For more information about HP CloudSystem, visit **http://www.hp.com/go/cloudsystem**.

HP software product manuals and documentation for the following products can be found at **http://h20230.www2.hp.com/selfsolve/manuals**. You will need an HP Passport to sign in and gain access.

To help us improve our documents, please send feedback to **CSAdocs@hp.com**.