

HP Service Health Reporter Software Support Matrix

Software version: 9.31

This document provides an overview of the system requirements and supported applications for HP Service Health Reporter (SHR) 9.31.

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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:

- Mozilla Firefox – 10.x ESR, 17.x ESR, 24.x ESR.
- Internet Explorer 8.x, 9.x, 10.x*, 11.x*

(*) denotes support in Compatibility View mode only.

Note: You must launch every new session of Internet Explorer 10 or Internet Explorer 11 in the Compatibility View mode.

Internet Explorer 10 (Compatibility View)

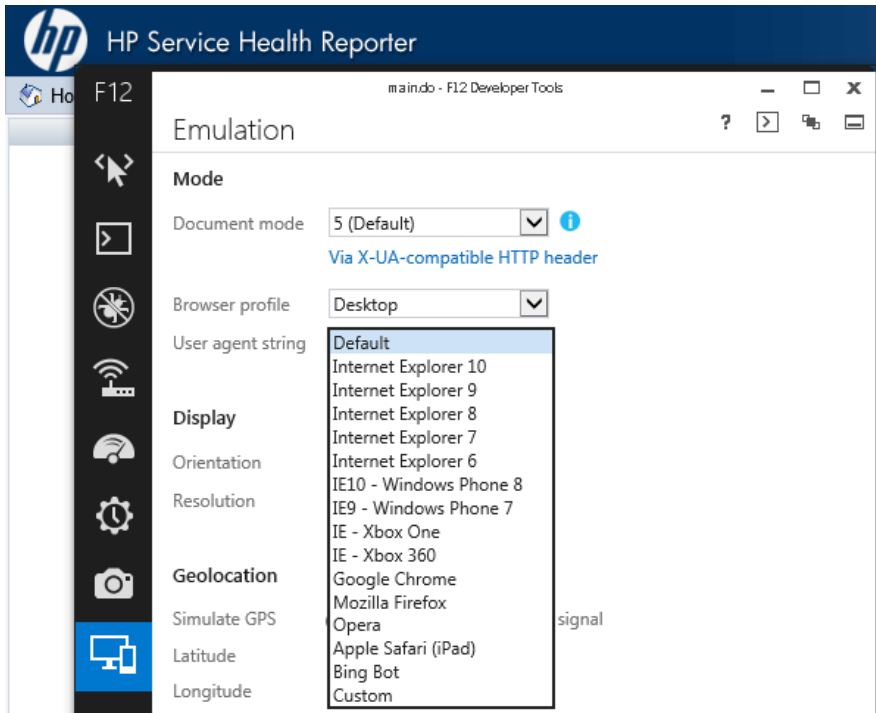
To open Internet Explorer 10 in the Compatibility View mode, perform the following steps:

1. Open SHR InfoView in Internet Explorer 10.
2. Press **F12**. The **F12 Developer Tools** window appears.
3. From the menu, click **Browser Mode: IE 10 Compat View** and select **Internet Explorer 9**.

Internet Explorer 11 (Compatibility View)

To open Internet Explorer 11 in the Compatibility View mode, perform the following steps:

1. Open SHR InfoView in Internet Explorer 11.
2. Press **F12**. The **F12 Developer Tools** window appears.
3. From the vertical menu to the left, click Emulation or press Ctrl+8.
4. From the **User agent string** options, select **Internet Explorer 9**.



Note: Do not close the **F12 Developer Tools** window (minimize it) while you are working with SHR reports.

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, 9.23	
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	
OMi Management Pack for Microsoft SQL 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 9.31.

Table 3: HP products that can coexist with SHR 9.31

Products	Version	Description
HP Operations agent	11.10, 11.11, 11.12, 11.13	QCCR1A149034 fix needs to be installed in case HP Operations agent 11.10 is installed after installing 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 9.31 supported virtualization technologies

Deployment Scenario	Data source	Supported Virtualization technology
HPOM	HP Performance Agent or HP Operations Agent	VMware
		Microsoft Hyper-V
	VMware vCenter 4.x, 5.0	Oracle Solaris Zones
		IBM AIX LPARs
Service and Operations Bridge (SaOB)	HP Performance Agent or HP Operations Agent	VMware
		Microsoft Hyper-V
	HP SiteScope	Oracle Solaris Zones
		VMware
VMware vCenter 4.x, 5.0	VMware	
	VMware	
Application Performance Management (APM)	HP Performance Agent or HP Operations Agent	VMware
		Microsoft Hyper-V
	HP SiteScope	Oracle Solaris Zones
		VMware
VMware vCenter 4.x, 5.0	VMware	
	VMware	
VMware vCenter	VMware vCenter 4.x, 5.0	VMware

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