

HP Service Health Reporter

For the Windows® and Linux operating systems

Software Version: 9.40

Support Matrix

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Requirements

This section provides information about the hardware and software you must have to successfully install and run SHR 9.40.

Hardware

For the list of support hardware platforms, see the *HP Service Health Reporter Performance, Sizing, and Tuning Guide*.

Operating System

SHR 9.40 runs on the following operating systems:

Windows

- 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 2012 x64 Standard Edition
- Microsoft Windows Server 2012 R2 x64 Standard Edition and Datacenter Edition

Note: The Sybase IQ database embedded with the SHR 9.40 media cannot be installed on Windows Server 2012 R2 or Windows Server 2012. However, with the help of the custom installation option, you can install the SAP Sybase IQ database on a separate Linux or Windows 2008 system while all other components of SHR are installed on Windows Server 2012 R2 or Windows Server 2012.

Linux

- Red Hat Enterprise Linux Server 5.5, 6.0, 6.2, 6.3, 6.4, 6.5, 6.6.

Embedded Third-Party Software

The following third-party applications are bundled with SHR 9.40:

- Sybase IQ 15.4 ESD 4.2, 16.x client
- SAP BusinessObjects XI 3.1 Service Pack 7
- JDK 1.7.0_xx
- PostgreSQL 9.3.5

Web Browsers and Plug-ins

One of the following supported web browsers is required to run SHR 9.40:

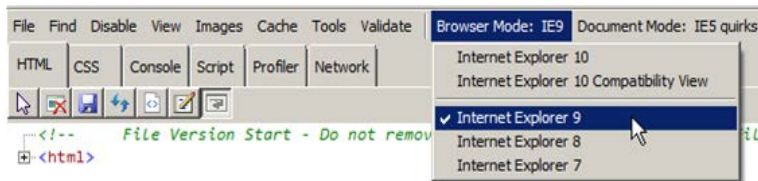
- Mozilla Firefox – 10.x ESR, 17.x ESR, 24.x ESR, 31.x ESR
- Internet Explorer – 8.x, 9.x, 10.x*, 11.x*

To view the SHR Administration Console in Internet Explorer or Mozilla Firefox, you must enable the ActiveX and the JavaScript controls. Follow the Help menu of the web browser for assistance with enabling them.

* To view the SHR report console using Internet Explorer 10.x or 11.x, you must perform the following additional tasks:

Internet Explorer 10.x

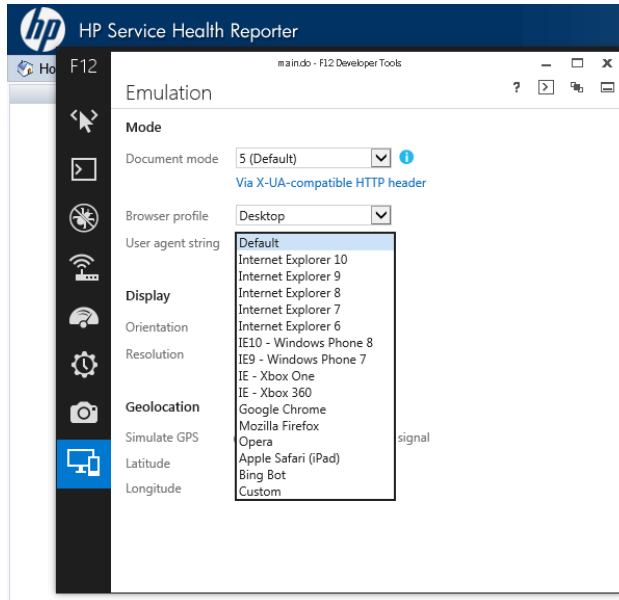
1. Open SHR Report console in Internet Explorer 10.
2. Press **F12**. The F12 Developer Tools window appears.
3. From the menu, click Browser Mode, and then select Internet Explorer 9.



Internet Explorer 11.x

1. Open SHR Report console in Internet Explorer 11.

2. Press **F12**. The F12 Developer Tools window appears.
3. From the vertical menu on 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

Java

The following Java version is required to access InfoView in SHR 9.40:

- Oracle Java 7, JVM 1.7.xx

High Availability Environment

The following cluster software is supported with SHR 9.40 High Availability environment:

- Veritas Cluster Server (VCS) – version 6.01, 6.1

HP Software Integrations

For information about HP software that integrate with SHR 9.40, see *HP Service Health Reporter Integration Guide*.

Integrated products

The following table lists the versions of various products that can integrate with SHR:

Table 1: HP products that can integrate with SHR

Product	Versions	Comments
BSM	9.12, 9.13, 9.20, 9.22, 9.23, 9.24, 9.25, 9.26	
SiteScope	11.12, 11.20, 11.22*, 11.23, 11.24	Support for Direct API only from 11.22 onwards
HP Operations Agent	11.0x, 11.1x*	
HPOM for Unix	9.10	
HPOM for Linux	9.20	
HPOM for Solaris	9.10	
HPOM for Windows	8.16, 9.00	
Microsoft Exchange Server 2007/2010/2013 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 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, 10.00	With the latest patch
OMi Management Pack for Vertica	1.00	
OMi Management Pack for Hadoop	1.10	
OMi Management Pack for Infrastructure	1.10	
OMi Management Pack for Oracle Database	1.10	
OMi Management Pack for Microsoft SQL Database	1.00	
OMi Management Pack for SAP	1.00	
OMi Management Pack for SAP Hana	1.00	
OMi Management Pack for Sybase ASE	1.00	
OMi Management Pack for Apache Webserver	1.00	
OMi Management Pack for Microsoft Active Directory	1.00	
OMi Management Pack for Microsoft Exchange Server	1.00	
OMi Management Pack for IBM WebSphere Application Server	1.00	
OMi Management Pack for Weblogic	1.01	
IBM AIX LPARs	11.13	With OMi Management Pack for Infrastructure 1.10 installed on BSM 9.23 and above.
OMi	10.00	
* 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)		

HP Software Coexistence

The following products can coexist on the same system with SHR 9.40:

Table 2: HP products that can coexist with SHR 9.40

Products	Version	Description
HP Operations agent	11.10, 11.11, 11.12, 11.13, 11.14	QCCR1A149034 fix needs to be installed in case HP Operations agent 11.10 is installed after installing SHR 9.40.

Supported Virtualization Technologies

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

Table 3: SHR 9.40 supported virtualization technologies

Deployment Scenario	Data Source	Supported Virtualization technology
HPOM	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 Operations Agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		IBM AIX LPARs
	HP SiteScope	VMware
VMware vCenter4.x, 5.0	VMware	
Application Performance Management (APM)	HP Operations Agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		IBM AIX LPARs
	HP SiteScope	VMware
VMware vCenter 4.x, 5.0	VMware	
VMware vCenter	VMware vCenter4.x, 5.0	VMware

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