

# HP Cloud Service Automation

Software Version 4.10



## System and Software Support Matrix

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## HP Cloud Service Automation Software Setup

This document provides an overview of the setup requirements for HP Software Cloud Service Automation (HP CSA) Version 4.10. 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-4.10 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 service 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**

<b>CPU</b>	4 CPU, 3.0 Ghz
<b>RAM</b>	8 GB
<b>Hard Drive</b>	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 <a href="#">HP CSA Supported Platforms</a> .
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## 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 *
<b>Operating System</b>	Microsoft Windows 2008 R2 64-bit	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit
<b>Middleware</b>	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
<b>Microsoft SQL Database</b>	Microsoft SQL Server 2008 R2 Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2008 R2 SP2 Microsoft Enterprise SQL Server 2012 SP1
<b>Oracle Database</b>	Oracle 11g R2 Standard Standalone Oracle 11g R2 Enterprise Standalone Oracle 11g R2 Enterprise RAC	Oracle 11g R2 Enterprise Standalone
<b>Postgres Database</b>	PostgreSQL Server 9. x 64-bit	

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

**Table 5. Microsoft Windows 2012 R2 Standalone**

	Supported	Recommended *
<b>Operating System</b>	Microsoft Windows Server 2012 R2 Standard .NET Framework v3.5	Microsoft Windows Server 2012 R2 Standard .NET Framework v3.5
<b>Middleware</b>	Oracle JRE 7 OpenJDK JRE 7	OpenJDK JRE 7
<b>Microsoft SQL Database</b>	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2012 SP1
<b>Oracle Database</b>	Oracle 11g R2 Standard Standalone Oracle 11g R2 Enterprise Standalone Oracle 11g R2 Enterprise RAC	Oracle 11g R2 Enterprise Standalone
<b>Postgres Database</b>	PostgreSQL Server 9. x 64-bit	

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

**Table 6. Microsoft Windows 2008 R2 High Availability**

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

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

**Table 7. Microsoft Windows 2012 R2 High Availability**

	Supported	Recommended *
<b>Operating System</b>	Microsoft Windows Server 2012 R2 Standard .NET Framework v3.5	Microsoft Windows Server 2012 R2 Standard .NET Framework v3.5
<b>Middleware</b>	JBoss Application Clustering Oracle JRE 7 OpenJDK JRE 7 Apache HTTP server version httpd - 2.2 mod_cluster version 1.2.0	OpenJDK JRE 7
<b>Microsoft SQL Database</b>	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2012 SP1

**Oracle Database** Oracle 11g R2 Enterprise RAC

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

**Table 8. Microsoft Windows 2008 R2 FIPS 140-2**

	Supported	Recommended*
<b>Operating System</b>	Microsoft Windows 2008 R2 64-bit	Microsoft Windows 2008 R2 SP1 Enterprise 64-bit
<b>Middleware</b>	Oracle JRE 7	
	Java Cryptography Extension (JCE) Unlimited Jurisdiction Policy Files 7	
	IPv6 Endpoint Configuration	
<b>Microsoft SQL Database</b>	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 9. Ubuntu Linux**

	Supported	Recommended *
<b>Operating System</b>	Ubuntu Linux 12.04 LTS 64-bit	
<b>Middleware</b>	Oracle JRE 7	
	OpenJDK JRE 7	OpenJDK JRE 7
<b>Microsoft SQL Database</b>	Microsoft SQL Server 2008 R2	
	Microsoft SQL Server 2012	
<b>Oracle Database</b>	Oracle 11g R2 Standard Standalone	
	Oracle 11g R2 Enterprise Standalone	
<b>Postgres Database</b>	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 10. Red Hat Enterprise Linux (RHEL)**

	Supported	Recommended *
<b>Operating System</b>	RHEL 6.3 or above 64-bit	RHEL 6.3 64-bit
<b>Middleware</b>	Oracle JRE 7	
	OpenJDK JRE 7	
	Microsoft SQL Server 2008 R2	OpenJDK JRE 7
<b>Microsoft SQL Database</b>	Microsoft SQL Server 2012	Microsoft Enterprise SQL Server 2008 R2 SP2
	Oracle 11g R2 Standard Standalone	Microsoft Enterprise SQL Server 2012 SP1
<b>Oracle Database</b>	Oracle 11g R2 Enterprise Standalone	Oracle 11g R2 Enterprise Standalone

	Oracle 11g R2 Enterprise RAC	
	PostgreSQL Server 9. x 64-bit	
<b>Postgres Database</b>	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 11. RHEL High Availability**

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

HP Cloud Service Management Console and HP Marketplace Portal Browser Support
<p><b>Supported Browsers</b></p> <ul style="list-style-type: none"> <li>• Microsoft® Internet Explorer 9 or higher                             <ul style="list-style-type: none"> <li>◦ Requires <a href="http://support.microsoft.com/kb/2496898">http://support.microsoft.com/kb/2496898</a> to be installed on the browser machine for displaying the Indian currency sign in proper format.</li> </ul> </li> <li>• Google Chrome 28 or higher</li> <li>• Mozilla Firefox 24 or higher</li> </ul>
<p><b>Additional Browser Support Information</b></p> <ul style="list-style-type: none"> <li>• For HP Cloud Service Management Console only: Requires Adobe Flash Player 12 or higher.</li> <li>• For HP Marketplace Portal only: You cannot attach/upload documents using Internet Explorer 9. This feature is supported on IE10 or higher.</li> </ul>

## Screen Resolution

The following screen resolutions are recommended for HP CSA 4.10:

- 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 (HP Operations Orchestration)

IMPORTANT: HP CSA 4.10 requires HP Operations Orchestration 10.10 to support new capabilities, such as topology service designs. Customers using the other supported versions of HP Operations Orchestration cannot use topology service designs; however, sequenced service designs are supported for users of HP Operations Orchestration 9.07.

For content pack requirements, go to: [HP Operations Orchestration Support Requirements](#).

**Table 12. HP Operations Orchestration Support**

Product	Supported	Recommended *
HP Operations Orchestration Platform and HP OO Studio	9.07 or 10.10	10.10

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

## Integration Pack Compatibility

The integrations below have been demonstrated with HP CSA 4.10 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.

**Table 13. Solution Versions for the HP CSA Integration Pack**

Product	Supported	Recommended <sup>(1)</sup>
HP Matrix Operating Environment (Matrix OE)	7.x	7.3.1
VMware vCenter Operations Manager <sup>(2)</sup>	4.x, 5.x	5.1
HP Server Automation (HP SA) Ultimate Edition (Enterprise)	9.x, 10.x	10.10
HP Server Automation Ultimate Edition (HP SA)	9.x, with embedded DMA 10.x with standalone 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	10.10
HP ArcSight Logger	5.x	5.30
HP Network Automation	9.x	9.20
HP Asset Manager <sup>(3)</sup>	9.40 Patch 3 and Cloud Billing Package 2.2	9.40 Patch 3 and Cloud Billing Package 2.2
HP Service Manager	9.30	9.30
HP Aggregation Platform for SaaS (HP AP4SaaS)	2.20	2.20
HP IT Executive Scorecard <sup>(4)</sup>	9.5	9.5

HP Virtualization Performance Viewer	2.0	2.0
Chef Server <sup>(5)</sup>	11.0.11 or above	11.0.11
Amazon Web Services	Supported	
HP Helion Public Cloud	Supported	

- (1) Recommended indicates the specific software version used for solution testing by HP CSA.
- (2) HP CSA 4.10 leverages the following features in VMware vCenter: a) Applying a customization specification when cloning a template and b) Using a customization specification.
- (3) This integration does not support Topology Service Designs; however, it does support Sequence Service Designs.
- (4) HP IT Executive Scorecard gets vCenter Cost information directly from vCenter Chargeback Manager.
- (5) Chef Server can be downloaded from <http://www.getchef.com/chef/install/> HP CSA 4.10 Integration with Chef is supported on Chef Server installed on Ubuntu 12.04 and CentOS 6.4. CSA supports deployment of Chef Cookbooks and recipes on virtual machines running the CentOS or Ubuntu operating systems.

## Upgrades from Previous Releases

**Table 14. Supported Upgrades**

HP CSA Releases	Upgrade y/n?	For More Information
3.xx to 4.10	no	Must upgrade to CSA 4.0 before installing CSA 4.10. See the <i>HP CSA Upgrade Guide</i> for platform and content upgrades.
4.0 to 4.10	yes	See the <i>HP CSA Upgrade Guide</i> for platform and content upgrades.
4.01 to 4.10	yes	See the <i>HP CSA Upgrade Guide</i> for platform and content upgrades.

NOTE: Microsoft Windows 2012 is only supported as a CSA 4.10 fresh installation.

## Reference Websites and Downloads

**Table 15. For More Information and Download Locations**

Product	Support Matrix and System Requirements	For More Information	Downloads
HP Cloud Service Automation (HP CSA)	This document	<a href="#">HP Software Product Manuals</a>	Go to <a href="#">HP Live Network</a> 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)	<a href="#">HP Operations Orchestration System Requirements</a>	<a href="#">HP Software Product Manuals</a>	<a href="#">HP Software Self Solve (SSO) Patches</a> <a href="#">Hotfixes</a> <a href="#">HP Live Network</a>
HP Matrix Operating Environment (Matrix OE)	<a href="#">HP Insight Software Support Matrix</a>	<a href="#">HP Insight Management (Matrix OE) website</a> <a href="#">HP CloudSystem Matrix</a>	
HP Server Automation (HP SA)	<a href="#">HP Server Automation Support and Compatibility Matrix</a>	<a href="#">HP Software Product Manuals</a>	



HP SiteScope	<a href="#">HP SiteScope Support Matrix</a>	<a href="#">HP Software Product Manuals</a>	
HP Universal CMDB	<a href="#">HP Universal CMDB Support Matrix</a>	<a href="#">HP Software Product Manuals</a>	
HP Aggregation Platform for SaaS (HP AP4SaaS)	<a href="#">HP AP4SaaS Installation and Configuration Guide</a>	<a href="#">HP AP4SaaS Documentation</a>	<a href="#">HP AP4SaaS Software Download</a>
HP ArcSight Logger	<a href="#">ArcSight Logger Specifications</a>	<a href="#">HP ArcSight Logger website</a>	<a href="#">HP ArcSight Logger Download</a> (latest version)
HP IT Executive Scorecard	<a href="#">HP IT Executive Scorecard Support Matrix</a>	<a href="#">HP Software Product Manuals</a>	
HP Asset Manager	<a href="#">Compatibility Matrix for HP Asset Manager</a>	<a href="#">HP Software Product Manuals</a>	<a href="#">HP Asset Manager software</a>
HP Network Automation	<a href="#">HP Network Automation 9.20 Support Matrix</a> <a href="#">9.20 Patch 1 NA Support Matrix</a>	<a href="#">HP Software Product Manuals</a>	
HP Service Manager	<a href="#">Compatibility Matrix for Service Manager 9.30</a>	<a href="#">HP Software Product Manuals</a>	
HP Virtualization Performance Viewer	<a href="#">Support Matrix for HP Virtualization Performance Viewer</a>	<a href="#">HP Software Product Manuals</a>	
Chef Server		<a href="#">Chef documents</a>	
Amazon Web Services (AWS)		<a href="#">AWS Documentation</a>	
HP Helion Public Cloud		<a href="#">HP Helion Public Cloud overview</a>	
Adobe Flash Player		<a href="#">Flash Player Development Center</a>	

## HP Operations Orchestration Support Requirements

Table 16. HP Operations Orchestration Content

OO Release	Content Pack
9.07.0008	CP 13
10.10	oo10-base-cp-1.1.1
	oo10-cloud-cp-1.1.0
	oo10-hp-solutions-cp-1.1.2
	oo10-virtualization-cp-1.1.0

**Table 17. HP Server Automation/Operations Orchestration Content**

HP Server Automation Release	OO release	OO - SA Content
9.x	9.07.0008	OO-SAS-9_00-08-ContentInstaller.jar
10.0 and 10.01	9.07.0008	OO-SAS-9_00-08-ContentInstaller.jar
10.0 and 10.01	10.10	oo10-sa-cp-1.0.2.jar
10.10	9.07.0008	OO-SAS-9_00-09-ContentInstaller.jar
10.10	10.10	oo10-sa-cp-1.1.0.jar

**Table 18. HP Service Manager/Operations Orchestration Content**

Service Manager (SM) Release	OO release	OO - SM Content
9.3	9.07	OO_SM_Content_Pack_7_Installer (CP7)
9.3	10.10	oo10-sm-cp-1.0.1

- HP Operations Orchestration Content Pack 9.00.07 JPN if installed on a Japanese language system.

## 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 documentation 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](mailto:CSAdocs@hp.com).