

HP IT Operations Compliance

Software Version: 1.10

-

Support and Compatibility Reference

Document Release Date: September 2015
Software Release Date: September 2015



Legal Notices

Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

Copyright Notice

© Copyright 2015 Hewlett-Packard Development Company, L.P.

Trademark Notices

Adobe® is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Documentation Updates

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

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for recent updates or to verify that you are using the most recent edition of a document, go to: <http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to: <http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Visit the HP Software Support Online web site at: <http://www.hp.com/go/hpssoftwaresupport>

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support web site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- 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

Most of the support areas require that you register as an HP Passport user and sign in. Many also require a support contract. To register for an HP Passport ID, go to:

<http://h20229.www2.hp.com/passport-registration.html>

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

Contents	4
ITOC Support Information and Prerequisites	5
Supported Platforms	5
CPU and Memory Requirements	5
Packages or Utilities	5
System Requirements	6
Ports	6
Supported Browsers	7
Agent Resources	7

ITOC Support Information and Prerequisites

This guide provides you with platform information and other prerequisites for ITOC installation and use.

Supported Platforms

ITOC has been tested and can be installed on these OS platforms:

- Red Hat Enterprise Linux (RHEL) 6 x64
- RHEL 7 x64
- CentOS 6.4 x64
- CentOS 7 x64
- Oracle Enterprise Linux (OEL) 6.2 x64
- OEL 7 x64

In addition, ITOC supports the following platforms through SA integration:

- AIX 7.1
- HP-UX 11.31 IA64
- Solaris 11 (x86)

CPU and Memory Requirements

- 8 CPU
- 16 GB RAM
- 40 GB disk

Packages or Utilities

The following packages or command-line utilities must be installed on your system:

- unzip
- patch

- tar
- grep
- sed
- cpio
- ssl
- ssh
- rpm
- libcrypto.so (if ITOC-included database is installed. Includes openssl)
- libssl.so (if ITOC-included database is installed. Includes openssl)

System Requirements

- Ulimit: Minimum 4096
- Locale: en_US.utf8 or en_US.UTF-8

Ports

The following ports must be open for ITOC servers:

Server/Agent	Port	Protocol	Usage
ITOC server	4505	TCP	Salt master publisher.
ITOC server	5432	TCP	PostgreSQL default port. This port is configurable when installing ITOC, including the PostgreSQL installation.
ITOC server	7770	TCP	JBoss HTTP.
ITOC server	7772	TCP	JBoss management.
ITOC server	7778	TCP	Salt master.
ITOC server	9000	TCP	User interface (UI).
ITOC server	9200	TCP	Organizations Administration UI.

Supported Browsers

- Internet Explorer 10
- Internet Explorer 11
- Firefox
- Chrome

Agent Resources

ITOC supports the following agent resources:

- CentOS 5 x64
- CentOS 6 x64
- CentOS 7 x64
- Microsoft Windows 7 x64
- Microsoft Windows 8 x64
- Microsoft Windows 8.1 x64
- Microsoft Windows Server 2008 R2 x64
- Microsoft Windows Server 2012 R2 x64
- Microsoft Windows Server 2012 x64
- OEL 5 x64
- OEL 6 x64
- OEL 7 x64
- RHEL 5 x64
- RHEL 6 x64
- RHEL 7 x64
- SLES 10

- Ubuntu 12.04 LTS x64
- Ubuntu 14.04 LTS x64

Send Documentation Feedback

If you have comments about HP ITOC or this document, [contact HP](#). If an email client is configured on this system, click the link above to generate an email to the HP ITOC team. Just add your feedback to the email and click send.

If no email client is available, send your feedback to itopscompliance@hp.com. Please include the name and version of the document in your feedback memo.

We appreciate your feedback!