

HP Service Health Reporter Software Support Matrix

Software version: 9.00

This document provides an overview of the system requirements and supported applications for HP Service Health Reporter (HP SH Reporter) 9.00.

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Preinstallation requirements, as well as instructions for installing HP SH Reporter are documented in the *HP Service Health Reporter Installation and Configuration Guide* provided in Adobe Acrobat (.pdf) format in the software media. 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 document is intended to augment the *HP Service Health Reporter Release Notes*.

Hardware and Software Requirements

Before installing HP Service Health Reporter, verify that your system meets the following minimum requirements:

Hardware Requirements

The minimum hardware requirements for installing HP SH Reporter and the Sybase IQ database on the single machine are provided below.

Deployment Capacity	Capacity (managed nodes)	CPU	Memory (GB)	Disk Space (GB)
Small	500	6	12	150
Medium	5000	10	20	200

The minimum hardware requirements for installing HP SH Reporter and the Sybase IQ database on the different machines are given below.

Installation	Deployment Capacity	Capacity (managed nodes)	CPU	Memory (GB)	Disk Space (GB)
HP SH Reporter software	Small	500	4	8	20
Sybase IQ database		500	4	8	150
HP SH Reporter software	Medium	5000	8	12	20
Sybase IQ database		5000	4	8	200

Software Requirements

The software requirements for installing HP SH Reporter are provided below:

Operating System

Supported operating systems:

- Microsoft Windows Server 2008 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2

Supported Web Browsers

HP SH Reporter supports the following web browsers:

- Internet Explorer 7.0
- Internet Explorer 8.0

Supported Java Environment

HP SH Reporter supports JDK 1.6.0_xx.

Supported Database

HP SH Reporter is bundled with Sybase IQ 15.1 ESD 1.

Supported SAP Business Intelligence Platform

The following SAP business intelligence applications are supported by HP SH Reporter.

Software	Version	Description
SAP BusinessObjects	XI 3.1 Service Pack 2	This software is embedded in HP SH Reporter.
SAP BusinessObjects Xcelsius	Xcelsius 2008 Service Pack 2	This is a design tool that must be manually installed on the client machine.

Deployment Scenarios

You can deploy HP SH Reporter in the following environments:

- With Business Service Management (BSM) Operations Bridge
- With Application Performance Management (APM)
- With HP Operations Manager (HPOM) for Windows

BSM Operations Bridge

In this deployment scenario, Run-time Service Model (RtSM) is the source of the topology information for HP SH Reporter. RtSM is also referred to as Operational Database (ODB). Following are the supported Content Pack integrations in the BSM Operations Bridge deployment scenario.

Content Pack	Integrated Products	Description
System_Management_PA System_Management_SiS_Coda Virtual_Env_Management_ESX_SiS_Coda Virtual_Env_Management_ESX_PA	HP Performance Agent SiteScope HP Operations Agent	Content for system management and virtualization.
BPM	Business Process Monitor	Content for applications monitored by Business Process Monitor.
Real_User_Monitor	Real User Monitor	Content for applications monitored by Real User Monitor.
OM	HPOM for Unix HPOM for Linux HPOM for Solaris HPOM for Windows	Content for events from HPOM.
OMi	BSM Operations Management (OMi)	Content for events from OMi.
Core_BSM	BSM Service Health	Content for Key Performance Indicators (KPIs) and Health Indicators (HIs) from BSM Service Health.

Application Performance Management

In this deployment scenario, RtSM is the source of topology information. Following are the supported Content Pack integrations in this deployment scenario.

Content Pack	Integrated Products	Description
System_Management_PA System_Management_SiS_Coda Virtual_Env_Management_ESX_SiS_Coda Virtual_Env_Management_ESX_PA	HP Performance Agent SiteScope HP Operations Agent	Content for system management and virtualization.
BPM	Business Process Monitor	Content for applications monitored by Business Process Monitor.
Real_User_Monitor	Real User Monitor	Content for applications monitored by Real User Monitor.
Core_BSM	BSM Service Health	Content for Key Performance Indicators (KPIs) and Health Indicators (HIs) from BSM Service Health.
OM	HPOM for Unix HPOM for Linux HPOM for Solaris HPOM for Windows	Content for events from HPOM.

HPOM for Windows

In the HPOM deployment scenario, the HPOM for Windows database server is the source of the topology information for HP SH Reporter. Following are the supported Content Pack integrations in this deployment scenario.

Content Pack	Integrated Products	Description
System_Management_PA Virtual_Env_Management_ESX_PA	HP Performance Agent HP Operations Agent	Content for system management and virtualization.
OM	HPOM for Unix HPOM for Linux HPOM for Solaris HPOM for Windows	Content for events from HPOM.
Exchange_Server2007	Microsoft Exchange Smart Plug-in (SPI)	Content for Microsoft Exchange 2007.
Database_Oracle	Database Oracle SPI	Content for the Oracle database.
Database_MSSQL	Database Microsoft SQL SPI	Content for Microsoft SQL Server.
Appserver_WebSphere	WebSphere SPI	Content for WebSphere Application Server.
Appserver_Weblogic	WebLogic SPI	Content for WebLogic Application Server.
Active_Directory	Microsoft Active Directory SPI	Content for Microsoft Active Directory.

Product Versions Matrix

The following table lists the versions of the various products supported by HP SH Reporter.

Product	Versions
RtSM	9.00 9.01
HP Performance Agent	5.0
SiteScope	11.00 11.01
HP Operations Agent	8.6 11
HPOM for Unix	9.10
HPOM for Linux	9.10
HPOM for Solaris	9.10
HPOM for Windows	8.16 9.00
Microsoft Exchange SPI*	13.0-W
Database Oracle	12.0-W
Database Microsoft SQL SPI	12.0-W
WebSphere SPI	7.4-W
WebLogic SPI	7.00-W
Microsoft Active Directory SPI	7.00-W
Business Process Monitor	BSM9 BSM9.01
Real User Monitor	BSM9 BSM9.01
BSM Service Health	9.00 9.01
BSM Operations Management (OMi)	9.00 9.01

* - Only Microsoft Exchange 2007 version is supported