

HP Service Health Reporter Software Support Matrix

Software version: 9.10

This document provides an overview of the system requirements and supported applications for HP Service Health Reporter (HP SH Reporter) 9.10.

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Pre-installation requirements and 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 following table lists the minimum hardware requirements for installing HP SH Reporter and the Sybase IQ database on a single machine.

Table 1: Hardware Requirements

Component	Minimum Required
Processor Type	2.00 GHz or higher (x64-bit) Intel Xeon or equivalent
Number of CPUs	4
Physical Memory	8 GB of RAM
Swap Space	System managed size
Temporary Disk Space	100 MB
Free disk space on the drive where HP SH Reporter is being installed: For installing HP SH Reporter: 15 GB For installing SAP BusinessObjects: 10 GB For installing Sybase IQ data files: 16 GB	
Free disk space required on C drive if HP SH Reporter is installed on a drive other than the C drive:	5 GB

Note: If you are installing Sybase IQ on a separate drive or system, it will require 16 GB of free space.

The following table lists the minimum hardware requirements for installing HP SH Reporter based on the deployment capacity.

Table 2: Hardware Requirements for HP SH Reporter and Sybase IQ on the Same System

Deployment Capacity	CPU (Core)	Memory (GB)	Free Disk Space (GB)
Small (500 managed nodes)	4	8	400
Medium (5000 managed nodes)	8	16	800

The following table lists the minimum hardware requirements for installing HP SH Reporter and the Sybase IQ database on the different machines.

Table 3: Hardware Requirements for HP SH Reporter and Remote Sybase IQ Database

Deployment Capacity	Installation	CPU (Core)	Memory (GB)	Free Disk Space (GB)
Small (500 managed nodes)	HP SH Reporter software	4	8	100
	Sybase IQ database	4	8	300
Medium (5000 managed nodes)	HP SH Reporter software	8	16	100
	Sybase IQ database	8	16	700

Note: For detailed information about the hardware sizing, see the *Performance and Configuration Guide*.

Software Requirements

The software requirements for installing HP SH Reporter are as follows.

Operating Systems

HP SH Reporter supports the following operating systems:

- Microsoft Windows Server 2008 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server 2003 x64 Enterprise Edition with Service Pack 2
- Microsoft Windows Server Windows 2008 R2 x64 Enterprise Edition with Service Pack 1

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 bundles Sybase IQ 15.2 ESD 2.

Supported SAP Business Intelligence Platform

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

Table 4: SAP Business Intelligence Applications

Software	Version	Description
SAP BusinessObjects	XI 3.1 Service Pack 3 Fix Pack 3.5	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.

Supported Applications

HP SH Reporter supports the following Microsoft Office applications:

- Microsoft Office 2003
- Microsoft Office XP
- Microsoft Office 2007

This is required only if you want to use XCelsius 2008 to customize the XCelsius reports in HP SH Reporter:

Integration and Coexistence with Other HP Products

Integrated Products

The following table lists the versions of the various products that can integrate with HP SH Reporter.

Table 5: HP Products that can Integrate with HP SH Reporter

Product	Versions	Comments
HP Business Service Management	9.10	
HP Performance Agent	5.0	
HP SiteScope	11.11	
HP Operations agent	8.60 11.01	
HPOM for UNIX	9.10	
HPOM for Linux	9.10	
HPOM for Solaris	9.10	
HPOM for Windows	8.16 9.00	
HP Operations Smart Plug-in for Microsoft Exchange Server (<i>HP SH Reporter supports only Microsoft Exchange Server 2007</i>)	13.7 (HPOM for Solaris 9.10) 13.8 (HPOM for Linux 9.10) 13.8 (HPOM for UNIX 9.10) 13.1 (HPOM for Windows 8.16) 13.8 (HPOM for Windows 9.00)	
HP Operations Smart Plug-in for Oracle	12.04 (HPOM for Solaris 9.10) 12.04 (HPOM for Linux 9.10) 12.04 (HPOM for UNIX 9.10) 12.04 (HPOM for Windows 8.16) 12.04 (HPOM for Windows 9.00)	
HP Operations Smart Plug-in for Microsoft SQL Server	12.04 (HPOM for Solaris 9.10) 12.04 (HPOM for Linux 9.10) 12.04 (HPOM for UNIX 9.10) 12.04 (HPOM for Windows 8.16) 12.04 (HPOM for Windows 9.00)	
HP Operations Smart Plug-in for WebSphere Application Server	7.02 (HPOM for Solaris 9.10) 7.01 (HPOM for Linux 9.10) 7.00 (HPOM for UNIX 9.10) 7.00 (HPOM for Windows 8.16) 7.04 (HPOM for Windows 9.00)	
HP Operations Smart Plug-in for Oracle WebLogic Application Server	7.02 (HPOM for Solaris 9.10) 7.01 (HPOM for Linux 9.10) 7.00 (HPOM for UNIX 9.10) 7.00 (HPOM for Windows 8.16) 7.04 (HPOM for Windows 9.00)	
HP Operations Smart Plug-in	7.02 (HPOM for Solaris 9.10)	

for Microsoft Active Directory	7.01 (HPOM for Linux 9.10) 7.00 (HPOM for UNIX 9.10) 7.01 (HPOM for Windows 8.16) 7.06 (HPOM for Windows 9.00)	
HP Operations Smart Plug-ins for Infrastructure	1.6 2.0	Includes System Infrastructure, Virtual Infrastructure, and Cluster Infrastructure SPIs
Business Process Monitor	BSM 9.10	
Real User Monitor	BSM 9.10	
Service Health	BSM 9.10	
Operations Management i (OMi)	BSM 9.10	

Coexistence

The following products can coexist on the same system as HP SH Reporter 9.10.

Table 6: HP Products that can Coexist with HP SH Reporter

Product	Versions	Comments
HP Operations agent	8.60, 11.00 and later	The coexistence of HP SH Reporter with HP Operations agent 11.00 and later is supported only when HP Operations agent is installed first and then HP SH Reporter is installed.

Supported Virtualization Technologies

The following table lists the virtualization technologies that are supported by HP SH Reporter in each deployment scenario.

Deployment Scenario	Data source	Supported Virtualization technology
HPOM	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
		HP Integrity Virtual Machines
		IBM AIX LPARs and WPARs
Service and Operations Bridge (SaOB)	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Oracle Solaris Zones
	HP SiteScope	VMware
Application Performance Management (APM)	HP Performance Agent or HP Operations agent	VMware
		Microsoft Hyper-V
		Solaris Zones
	HP SiteScope	VMware