

HP IT Executive Scorecard

For the Windows® operating system

Software Version: 9.00 MLU SW Media

Support Matrix

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

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Contents

Support Matrix	1
Contents	5
Overview	6
Hardware Requirements	6
Software Requirements	6
Supported Environments	9
Distributed Server Environment	9
Database Driver Requirements	10
Client Workstation Requirements	10
Supported Data Sources	11
Localization and Globalization	13
Localization	13
Globalization	13

Overview

This support and compatibility matrix provides support information about HP Executive Scorecard. Click one of the following links to see more detailed information.

["Hardware Requirements " \(on page 6\)](#)

["Supported Environments" \(on page 9\)](#)

["Localization and Globalization" \(on page 13\)](#)

Hardware Requirements

The following table describes the recommended hardware requirements for the various Executive Scorecard components. If you are deploying a consolidated environment, ensure that the server meets the combined total minimum space requirement.

Item	Recommended Requirements
RAM	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 8 GB Data Warehouse Server: 8 GB Executive Scorecard Server: 4GB
Free disk space	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 8GB Data Warehouse Server: 8GB Executive Scorecard Server: 8GB
Processor	SAP BusinessObjects Enterprise for IT Executive Scorecard Server: Dual core Data Warehouse Server: Dual core Executive Scorecard Server: Dual core
Available Ports	Data Warehouse Server: 10001 to 10010, and 28080. Executive Scorecard Server: 10001 to 10010 SAP BusinessObjects Enterprise for IT Executive Scorecard Server: 6400 and 8080

Software Requirements

The following describe the software requirements for the Executive Scorecard components:

Operating System Requirements

All servers in the Executive Scorecard component deployment (SAP BusinessObjects Enterprise for IT Executive Scorecard server, Data Warehouse server, and Executive Scorecard server), must have Windows ® operating system (Microsoft Windows Server 2008 R2 64 bit Enterprise) installed as their operating system. Your RDBMS is not required to run on Microsoft Windows Server 2008

R2 64 bit Enterprise.

All component systems must be joined to the same Windows server domain.

RDBMS Requirements

1. IT Executive Scorecard currently supports Microsoft SQL Server 2008 Enterprise Edition with SP 2 as the Relational Database Management System (RDBMS).

Note: This version of IT Executive Scorecard only supports using the default instance of the SQL Server.

Obtain Microsoft SQL Server 2008 Enterprise Edition with SP 2 software and license keys directly from Microsoft Corporation. The Microsoft SQL Server 2008 Enterprise Edition with SP 2 should be set up before you begin your IT Executive Scorecard deployment.

2. Ensure that you configure in your Microsoft SQL Server 2008 Enterprise Edition with SP 2 with the following:
 - Mixed Mode Authentication for the RDBMS Database Engine.
 - TCP/IP enabled as a communications protocol for MS SQL Server.

For more information, see the Microsoft SQL Server 2008 Enterprise Edition with SP 2 documentation.

License Requirements

During the Executive Scorecard Configuration, you are required to enter the application license details. You can purchase a permanent license for Executive Scorecard, or alternately use an evaluation license that is valid for 60 days and extend it with a temporary license if necessary.

If you have an existing SAP BusinessObjects Enterprise for IT Executive Scorecard installation, you can use that instance. If you purchase SAP BusinessObjects Enterprise for IT Executive Scorecard with the HP Executive Scorecard, the purchase includes the required licenses.

Other applications that generate or use data, require separate licenses. For more information about licenses, contact your HP sales representative or visit the **HP software support** (www.hp.com/go/hpsoftwaresupport) web site. If you obtain SAP BusinessObjects software products from HP, the HP License Key Delivery Service web site (webware.hp.com) manages HP software licensing for the IT Executive Scorecard application. "[Hardware Requirements](#) " (on page [6](#))

Data Warehouse Server Software Requirements

Install the following on the Data Warehouse server, before you start the Data Warehouse component installation:

1. Install the SQLCMD utility as follows:
 - a. On the Microsoft SQL Server 2008 Enterprise Edition with SP 2 CD, run Setup.

Note: If you did not previously install .NET Framework 3.5.1 on your server, you may be prompted to install Microsoft .NET Framework. When installing .NET Framework 3.5.1, ensure that WCF Activation is unchecked.
 - b. Select **New SQL Server Standalone Installation**.

- c. On the feature Select screen, select **Management Tools - Basic**, unselect **Management Tools - Complete**, and finish the Wizard.

Note: If you want to use the default HTTP port in the Executive Scorecard installation, ensure that the port the one, that was configured during post-installation configuration, is available after the installation of the SQLCMD tool.

2. Microsoft Excel 2007 - This must be installed if you intend using the Excel spreadsheets provided by Data Warehouse. Because the use of Excel spreadsheets is optional, the pre-install checks inform you if it is not installed but allows you to carry on with the installation.

Executive Scorecard Client Requirements

Currently Microsoft Internet Explorer 8 is supported.

For full dashboard functionality, ensure that you have the following installed:

1. Adobe® *Flash*® player versions 10.3.x
2. JRE version 1.6.x

Additional Requirements

- It is recommended that you set your browser Zoom Level to 100%. A Zoom level higher than 100% might result in some of the components not displaying properly in the Dashboard.
- The recommended screen resolution when viewing the Executive Scorecard application is 1280x1024.
- It is recommended that you reset the browser settings to the default settings.
- Adobe® *Reader*® version 9 and above to enable you to read the documentation in PDF format.

Supported Environments

The **Executive Scorecard** server runs in these operating system environments:

- ["Distributed Server Environment" \(on page 9\)](#)
- ["Database Driver Requirements" \(on page 10\)](#)
- ["Client Workstation Requirements" \(on page 10\)](#)

Distributed Server Environment

Although you can install all components on a single server, the typical configuration is a distributed environment where each networked server hosts a specific component.

Third-party components, such as databases and operating systems, are supported at the minor level, unless a different minimum level is specified. Future maintenance and patch releases (including fix packs or service packs) on the same minor release are expected to be supported, unless a conflict specific to that release arises.

Server	Installed Applications	Operating System
Executive Scorecard server	Executive Scorecard 9.02	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition
RDBMS server	Microsoft SQL Server 2008 Enterprise Edition with SP 2 (default instance)	RDBMS compatible
Data warehouse Server	Microsoft SQL Server 2008 (64-bit) (client only) Oracle native client (OCI) 11g 32bit ¹ if you use a data source on an Oracle RDBMS Microsoft .Net Framework 3.5 Microsoft Excel 2007 SQLCMD utility	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition
SAP® BusinessObjects server	SAP® BusinessObjects Enterprise XI 3.1 SP3	Microsoft Windows Server 2008 R2 64 bit Enterprise Edition
SAP BusinessObjects Data Services for IT Executive Scorecard	version 12.2.3.2	

¹ The Oracle native client is used by Data Services and by the data warehouse to connect to Oracle source databases. If you do not have Oracle Database 11g 32bit client software, go to the Oracle.com site to download and install the free Database 11g Instant Client software.

Tip: All component systems must be joined to the same Windows server domain.

Database Driver Requirements

Make sure that you consult the RDBMS vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the RDBMS drivers required on different servers for HP Executive Scorecard to run successfully.

Product	Server	Supported Drivers (Client)
Microsoft SQL Server 2008	Application	Microsoft SQL Server JDBC driver 2.0.1803 (sqljdbc_2.0\enu\sqljdbc.jar)

Client Workstation Requirements

Make sure that you consult the software vendor documentation for installation requirements and platform/operating system compatibility for server and client installations. The following table describes the software required on the application server for HP Executive Scorecard to run successfully.

Product	Comments
Microsoft Windows 7 Professional or Microsoft Windows XP Professional	Networked with a supported browser
Adobe Flash Player 10.3.x	Enables users to view dashboards, view or edit Allocation Rules, and use the Cost Explorer. Free download available from the Adobe web site: www.adobe.com
SAP® BusinessObjects Xcelsius 2008 SP3	Enables users to modify reports. Xcelsius requires installation of Microsoft Excel 2003 or 2007. For a complete list of Xcelsius 2008 SP3 supported platforms, see the Xcelsius 2008 Service Pack 3 – Supported Platforms documentation.
Internet Explorer 7 or 8 (32-bit)	Browser
JRE	Version 1.6x
Screen Resolution	1280 x 1024 minimum

Product	Comments
Browser Zoom Level	It is recommended that you set your browser Zoom Level to 100%. A Zoom level higher than 100% might result in some of the components not displaying properly in the Dashboard.
Browser Settings	It is recommended that you reset the browser settings to the default settings.

Supported Data Sources

HP Executive Scorecard is compatible with the following software products.

You can find the latest Support Matrix for this product that lists all software and hardware requirements at this location: [HP Support matrices](#) or at the [Support Site](#) (<http://h20230.www2.hp.com/selfsolve/manuals>), or at the

Note: Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to [Access levels](#).

To register for an HP Passport ID, go to [HP Passport Registration](#).

Product	Version	Supported Databases
Alternate Source	N/A	Microsoft Excel 2003 or 2007
HP Application Lifecycle Management (ALM)	11 SP2	All supported database servers
HP Asset Manager (AM)	5.1 5.2x 9.30	All supported database servers
HP Business Service Management (BSM)	9.10 9.01 including Patch #12 (available in the installation DVD in the BSM_901_Patch_12 directory)	All supported database servers
HP Project and Portfolio Management (PPM)	8.0 9.10	All supported database servers

Support Matrix

Product	Version	Supported Databases
HP Service Manager (SM)	7.11 9.2x 9.30	All supported database servers
HP Universal Configuration Management Database (uCMDB)	9.0x	All supported database servers

Localization and Globalization

Localization

HP Executive Scorecard supports Unicode (UTF-8) on the server and client. Unicode is a worldwide standard compatible with ISO 10646 (<http://www.iso.org/>). UTF-8 is part of the Unicode standard, which enables you to encode text in practically any script and language. It also supports a comprehensive set of mathematical and technical symbols that simplify scientific information exchange.

HP Executive Scorecard supports UTF-8 as an encoding method for new or existing ASCII and multi-byte characters. For more information about the languages and character sets supported by UTF-8, see <http://www.unicode.org/>.

Globalization

The user interface of HP Executive Scorecard has been extended to support multiple languages.

These languages are:

- English
- Portuguese
- French
- Spanish
- German
- Japanese

Product documentation in these languages will follow in a later release.

