HP IT Executive Scorecard

For the Windows ® operating system

Software Version: 9.30

Support Matrix

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

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- Download software patches

- Manage support contracts

- Look up HP support contacts

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Overview

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

HP IT Executive Scorecard (9.30)

Hardware and Software Requirements

This section provides a list of the hardware and software required to successfully run Executive Scorecard.

Hardware Requirements

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.

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 requirements.

> **Note:** The following requirements apply to both VMWare environments or physical machines.

Server	Server	Recommended Requirements
SAP BusinessObjects Enterprise for IT Executive Scorecard Server	RAM	8GB
	Free disk space	16GB
	Processor	Dual core (2 CPUs)
	Available Ports	• port for the Central Management Console (CMC): 8080 • port for the Central Management Server (CMS): 6400 • port for the Server Intelligence Agent (SIA): 8080
Data Warehouse Server	RAM	8GB
	Free disk space	16GB
	Processor	Quad core (4 CPUs)
	Available Ports	• ports: 10001 to 10010, 11020, 11021, and 28080. • http default port: 80. You can select non default HTTP and HTTPS ports during post install • https default port: 443. You can select non default HTTP and HTTPS ports during post install
Executive Scorecard Server	RAM	4GB
	Free disk space	16GB
	Processor	Dual core (2 CPUs)
	Available Ports	• ports: 10001 to 10010, 11020, and 11021 • http default port: 80. You can select non default HTTP and HTTPS ports during post install • https default port: 443. You can select non default HTTP and HTTPS ports during post install

Note: Additional ports are:

- MS SQL server listener default port: 1433.

- Tomcat listener default port: 8080.

Software Requirements

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

Server	Installed Applications	Operating System
Executive Scorecard server	IT Executive Scorecard 9.30	Microsoft Windows Server 2008 R2 Enterprise Edition
RDBMS server	Microsoft SQL Server 2008 R2 Enterprise Edition with SP1 Microsoft SQL Server 2008 Enterprise Edition with SP2	RDBMS compatible
Data warehouse Server	Microsoft .NET Framework 3.5	N/A
	Microsoft® SQL Server® 2008 R2 Native Client x64 package and the Microsoft® SQL Server® 2008 R2 Command Line Utilities x64 package	Microsoft Windows Server 2008 R2 Enterprise Edition
	Microsoft Excel 2007	N/A
	Oracle native client (OCI) 11g 32bit[1] if you use a data source on an Oracle RDBMS	Microsoft Windows Server 2008 R2 Enterprise Edition
SAP® BusinessObjects server	SAP® BusinessObjects Enterprise XI 3.1 SP3	Microsoft Windows Server 2008 R2 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 for users to access the Executive Scorecardapplication successfully.

Product	Comments
Operating system	Recommended: 64 bit OS
Adobe Flash Player 10.3.x and higher	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
Adobe® *Reader*® version 9 and above	Enables users to read the documentation in PDF format.
SAP® BusinessObjects Xcelsius 2008 SP3 or SP5	Enables users to modify reports. Xcelsius requires installation of Microsoft Excel 2003 or 2007. For a complete list of Xcelsius 2008 SP3 or SP5 supported platforms, see the Xcelsius 2008 Service Pack 3 – Supported Platforms and Xcelsius 2008 Service Pack 5 – Supported Platforms documentation.
Internet Explorer 9.0 **or** **Google Chrome**	Browser **Note:** When using IE9, it is recommended not to use the compatibility mode when working with the Executive Scorecard application.
JRE	Version 1.6x and higher (not mandatory)
RAM	2GB minimum 4GB recommended

Product	Comments
Screen Resolution	1280 x 1024 minimum
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.

Transparent Technology and Virtualization Support

HP supports Executive Scorecard running on operating systems and databases on particular platforms, not specific hardware and software configurations. HP supports Executive Scorecard customers who run HP software products on supported operating systems and databases, irrespective of whether they are running transparent or virtualization solutions in their environment. HP does not support these transparent or virtualization technologies directly. Since the providers of these technologies support a set of certified operating systems and hardware, the customer and the providers of these technologies will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use.

HP will not require customers to re-create and troubleshoot every issue in a non-transparent environment; however, HP does reserve the right to request that its customers diagnose certain issues in a native certified operating system environment without the transparent technology. HP will only make this request when there is reason to believe that the environment is a contributing factor to the reported issue.

While Executive Scorecard is expected to function properly with these transparent technologies in place, there may be performance implications, which can invalidate HP's typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource overload, which can have significant impact on performance and scalability, particularly under peak load.

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 HP Software Product Manual Site (**http://h20230.www2.hp.com/selfsolve/manuals**).

> **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)	5.10, 5.2x, 9.30	Only sources based on Oracle & SQL-Server are supported.
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 Data Protector (DP)	6.20	All supported database servers
HP Network Automation (NA)	9.10	All supported database servers
HP Network Node Manager (NNM)	9.10	All supported database servers
HP Operation Orchestration (OO)	9.0 and up	All supported database servers
HP Project and Portfolio Management (PPM)	8.00, 9.10	All supported database servers

Product	Version	Supported Databases
HP Server Automation (SA)	9.0x	All supported database servers
HP Service Manager (SM)	7.11, 9.2x, 9.30	Only sources based on Oracle & SQL-Server are supported.
HP Universal Configuration Management Database (uCMDB)	9.0x	All supported database servers

Internationalization and Localization

Internationalization

Executive Scorecard is I18N-compliant and can be installed on any Operating System locale. However, it is not UNICODE-compliant and the server supports a single locale and single character set at a time, as set by the Operating System and the environment you are using. Using the English character set is always supported in addition to the character set in the local Operating System. For example, if you install Executive Scorecard in a Japanese environment, you can use the English character set as well as the Japanese character set.

Localization

The user interface of HP Executive Scorecard has been extended to support multiple languages. This version includes translated sources. The application supports multi-language user face (MLU) where different users can view the same Executive Scorecard application from different client machines with their own language settings. You can switch the language displayed in the application user interface by switching the Internet Browser language settings.

These languages are:

- English
- Brazilian Portuguese
- French
- Spanish
- German
- Japanese
- Dutch
- Italian
- Russian
- Simplified Chinese
- Korean

Product documentation in Japanese will follow in a later release. The following documents will be available in Japanese:

- *IT Executive Scorecard Installation and Configuration Guide*
- *Getting Started with IT Executive Scorecard*
- *Business Analyst Guide*

- *Administrator Guide*

- *Financial Analyst Guide*

- *IT Executive Scorecard Release Notes*

- The *List of KPIs* in Excel format.

- *Getting Started with XS for Mobile*

- *Getting Started with XS for Tablet*

- *Getting Started with IT XS Financial Management for Tablet*

- Online Help