

HP Cloud Service Automation

System and Software Support Matrix

Version: 3.10

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HP Cloud Service Automation Software Setup

This document provides an overview of the setup requirements for HP Software Cloud Service Automation (HP CSA) Version 3.10. The HP CSA software package contains the following:

- HP CSA Cloud Subscriber Portal (service catalog interface)
- HP CSA Cloud Service Management Console (administrative and operational control interface)
- HP CSA Cloud Controller (core solution software)
- HP CSA Cloud Platform

HP CSA Documentation

The HP Software Product Manuals website is located at <http://h20230.www2.hp.com/selfsolve/manuals>

- o General-access documentation requires that you register for an HP Passport and sign in.
- o Restricted-access documentation requires that you have an active HP support agreement ID (SAID) and an HP Passport sign-in.

For more information or to track updates for all HP CSA documentation, refer to the *HP Cloud Service Automation Documentation List*.

HP CSA Integration Pack

HP CSA is shipped with pre-developed content archives, which contains service designs and resource offerings that can be customized for your use. You can import and export this integrated “content” developed for specific HP CSA applications, and adapt it to your business needs. The out-of-the-box integrations shipped with this version of HP CSA are stored in the CSAKit-3.1 folder.

You can also download integrations at the HP Live Network website: <https://www.www2.hp.com/> Access to this site is restricted. HP customers must have an active HP support agreement ID (SAID) for HP Cloud Service Automation and an HP Passport sign-in to access the data on this site. For more sample services designs and sample resource offerings, see your HP Professional Services Representative.

HP CSA Application Server System Requirements

CPU	2 CPU, 3.0 Ghz
RAM	2 GB
Hard Drive	10 GB

HP CSA Supported Platforms

Microsoft Windows 2008 Standalone				
Operating System	Windows 2008 R2 SP1 Standard 64-bit			
Middleware	JBoss Application Server 7.1.1 Community Java SDK 1.7			
Microsoft SQL Databases	Microsoft SQL Standard Server 2008 SP3	Microsoft SQL Standard Server 2008 R2 SP1	Microsoft SQL Enterprise Server 2008 SP3	Microsoft SQL Enterprise Server 2008 R2 SP1
Oracle Databases*	Oracle 11g R2 Standard Standalone	Oracle 11g R2 Enterprise Standalone	Oracle 11g R2 Enterprise RAC	
Microsoft Windows 2008 High Availability				
Operating System	Windows 2008 R2 SP1 Enterprise 64-bit			
Middleware	JBoss Application Server 7.1.1 Community Java SDK 1.7 JBoss Application Clustering			
Oracle Database*	Oracle 11g R2 Enterprise RAC			
Microsoft Windows 2008 Enterprise				
Operating System	Windows 2008 R2 SP1 Enterprise 64-bit			
Middleware	JBoss Application Server 7.1.1 Community JAVA SDK 1.7			
Microsoft SQL Databases	Microsoft SQL Standard Server 2008 SP3	Microsoft SQL Standard Server 2008 R2 SP1	Microsoft SQL Enterprise Server 2008 SP3	Microsoft SQL Enterprise Server 2008 R2 SP1
Oracle Databases*	Oracle 11g R2 Standard Standalone	Oracle 11g R2 Enterprise Standalone	Oracle 11g R2 Enterprise RAC	
Ubuntu Linux				
Platform	Ubuntu Linux 12.04 LTS 64-bit			
Middleware	JBoss Application Server 7.1.1 Community JAVA SDK 1.7			
Database	PostgreSQL Server 9.1.5 64-Bit			
<p>* To use an Oracle database with HP CSA, you must download Oracle 11g R2 JDBC drivers from http://www.oracle.com/technetwork/database/enterprise-edition/jdbc-112010-090769.html</p> <p>HP CSA requires <code>ojdbc6.jar</code> and <code>orai18n.jar</code> to be downloaded and stored in a common directory prior to product installation.</p>				

Browser Support

- Microsoft® Internet Explorer 8 or higher
 - o Requires a supported version of the Adobe Flash Player plug-in (listed below).
 - o Requires <http://support.microsoft.com/kb/2496898> to be installed in the browser machine for displaying the Indian currency sign in proper format.
- Google Chrome 21.x to 22.x or minor version higher
- Mozilla Firefox 13.x to 15.x or minor version higher
- Adobe Flash Player 11.4 or minor version higher

Browser Screen Resolution

The following browser screen resolutions are recommended for HP CSA 3.10:

- HP CSA Cloud Subscriber Portal: minimum browser resolution of 1280x1024
- HP CSA Cloud Service Management console: minimum browser resolution of 1280x1024

HP Integrated Solution Providers

Product	Supported Versions
HP Operations Orchestration Platform and HP OO Studio	9.x Requirements
HP Matrix Operating Environment (Matrix OE)	7.0x or 7.1x or 7.2x
HP Server Automation (HP SA)*	9.10 or 9.13 or 9.14
* HP CSA 3.10 requires that the Database and Middleware Automation (HP DMA) version 9.14 solution packs are installed on HP SA 9.13.	
HP SiteScope	11.12
HP Universal CMDB	9.05 or 10.00
HP ArcSight Logger	5.20 or 5.30
HP Network Automation	9.20

Demonstrated Integrations

These integrations have been demonstrated with HP CSA 3.10, but are not supported core integrations. Please contact the appropriate HP product support team for details.

Product	Supported Versions
HP Asset Manager*	9.30
HP Aggregation Platform for SaaS (HP AP4SaaS)	2.20
* HP Asset Manager 9.30 must be integrated with Connect-It 9.50 and CloudBillingBestPracticePackageV2.zip to be compatible with HP CSA 3.10.	

Datacenter Virtualization Software

Product	Supported Versions	
VMWare vCenter*	4.x	5.x
* HP CSA 3.10 leverages the following features in VMware vCenter: <ul style="list-style-type: none"> - Applying a customization specification when cloning a template - Using a customization specification 		

Upgrades from Previous Releases

HP CSA Releases	Upgrade y/n?	For more information
2.01 to 3.10	no	Contact the HP Professional Services Organization (HP PSO) for upgrade information.
3.00 to 3.10	no	Must upgrade to CSA 3.01 before installing CSA 3.10. See the <i>HP CSA Upgrade Guide</i> for platform and content upgrades.
3.01 to 3.10	yes	See the <i>HP CSA Upgrade Guide</i> for platform and content upgrades.

Reference Websites and Downloads

Product	Support Matrix and System Requirements	For More Information	Downloads
HP Cloud Service Automation (HP CSA)	This document	HP Software Product Manuals	Go to HP Live Network for Integration Pack downloads (sample service designs and other content) provided in addition to out-of-box content shipped with the HP CSA media.
HP Operations Orchestration (HP OO)	HP Operations Orchestration 9.00 System Requirements	<ul style="list-style-type: none"> - HP Software Product Manuals - HP Operations Orchestration Software 	HP Software Self Solve (SSO) Patches <ul style="list-style-type: none"> - 09.05.0000 - 09.03.0001 Hotfixes HP Live Network (download instructions)
HP Matrix Operating Environment (Matrix OE)	HP Insight Software Support Matrix	HP Insight Management (Matrix OE) website HP CloudSystem Matrix	
HP Server Automation (HP SA)	HP Server Automation 9.13 Support and Compatibility Matrix	HP Software Product Manuals	
HP SiteScope	HP SiteScope Support Matrix	HP Software Product Manuals	
HP Universal CMDB	HP Universal CMDB Support Matrix	HP Software Product Manuals	
Adobe Flash Player		Flash Player Development Center	

HP Asset Manager	HP Asset Manager Support Matrix	HP Software Product Manuals	
HP Aggregation Platform for SaaS (HP AP4SaaS)	HP AP4SaaS Installation and Configuration Guide	HP AP4SaaS Documentation	HP AP4SaaS Software Download
HP ArcSight Logger	ArcSight Logger Specifications	HP ArcSight Logger website	HP ArcSight Logger Download (latest version)

HP Operations Orchestration Support Requirements

HP Operations Orchestration (HP OO) Platform 9 and HP OO Studio 9

- HP Operations Orchestration [09.03.0001](#) or HP Operations Orchestration [09.05.0000](#)
 - o The following hotfixes must be applied to HP Operations Orchestration 09.03.0001 for HP CSA to function as expected:
 - [HF_147063](#) (HTTPS Hotfix)
 - [HF_144013](#) (XML Hotfix)
- HP Operations Orchestration Content Pack 11 (CP11)
- HP Operations Orchestration Content Pack 9.00.06 JPN, if installed on a Japanese language system
- HP Server Automation Content for HP Operations Orchestration 9.00.06
 - o The following hotfixes must be applied for HP CSA to function as expected: [HP Operations Orchestration Hotfix QCCR1D151576 \(HP ADM\)](#)

IMPORTANT:

- HP OO 09.03.0001 is a replacement for OO 9.03 patch. If 9.03 is installed already, uninstall OO 9.03 and install OO 09.03.0001 Patch.
- To avoid a data loss issue during the upgrade from OO 9.03.0001 to OO 9.05, make sure the OO installed drive has sufficient disk space before upgrading to OO 9.05.

Downloading HP SA Content for OO 9.00

1. Go to [HP Live Network](#)
2. Select Server Automation (SA)
3. Click the **Content** tab.
4. Select **Operations Orchestration Content for Server Automation**.
5. Click the Content tab and select **SA Content for OO 9.00**.
6. Select **SA 9.00.xx Content for OO 9.00** (where xx is the number of the content pack).

For More Information

To access other toolkits to design and extend cloud services running on HP CloudSystem, go to <http://www.hp.com/go/csdevelopers>

For more information about HP CloudSystem, visit <http://www.hp.com/go/cloudsystem>

HP software product manuals and documentation for the following products can be found at <http://h20230.www2.hp.com/selfsolve/manuals> You will need an HP Passport to sign in and gain access.

To help us improve our documents, please send feedback to CSAdocs@hp.com



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