

HP Business Service Management

For the Windows® and Linux operating systems

Software Version: 9.12

Support Matrixes

Document Release Date: November 2011

Software Release Date: November 2011



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BSM Support Matrixes

This section describes matrixes for various environments and components supported by BSM versions. For complete system requirement information, see the *HP Business Service Management Deployment Guide*.

["BSM 9.1x System Support Matrix" \(on page 8\)](#)

["Database Support Matrixes" \(on page 9\)](#)

["BSM Component Support Matrixes" \(on page 11\)](#)

["Verticals Support Matrixes" \(on page 24\)](#)

["Integration Matrixes" \(on page 25\)](#)

BSM 9.1x System Support Matrix

Component	Brand	Version	Comments
BSM Servers – Operating Systems	Windows	*Windows Server 2008 Enterprise Edition SP2 or later (64 bit) *Windows Server 2008 Standard Edition SP2 or later (64 bit) *Windows Server 2008 R2 Enterprise Edition, including all service packs (64 bit) *Windows Server 2008 R2 Standard Edition, including all service packs (64 bit) Windows Server 2003 Enterprise Edition SP2 or later (64 bit) Windows Server 2003 Standard Edition SP2 or later (64 bit) Windows Server 2003 R2 Enterprise Edition, including all service packs (64 bit) Windows Server 2003 R2 Standard Edition, including all service packs (64 bit)	*If you are running Windows Server 2008 R2 or Windows Server 2008 SP2, User Access Control (UAC) must be disabled.
	Linux	Redhat Enterprise Linux 5.3 (Intel x64 64bit) Redhat Enterprise Linux 5.4 (Intel x64 64bit) Redhat Enterprise Linux 5.5 (Intel x64 64bit)	Regardless of the operating system version, the entire Distribution (with OEM support) and the latest recommended Patch Cluster are required.
BSM Servers – Web Servers	Microsoft IIS	6 7 7.5	IIS 7 and 7.5 on Windows Server 2008 only
	Apache	2.2.17	Adapted by HP for HP BSM and installed during HP BSM server installation.

Support Matrixes

BSM Support Matrixes

Component	Brand	Version	Comments
BSM Client – Web Browsers	IE	Microsoft Internet Explorer 7, 8, and 9.0	
	Firefox	Mozilla Firefox 3.6, 5.0, 6.0	Windows or Linux
	Java	Recommended: 6 update 20 Supported: 6 update 18 and higher	Check the HP Business Service Management Deployment Guide and these release notes for troubleshooting information.
	Adobe	Flash Player 10.1 and higher	

Virtualized Environments

Platform	Brand	Version
BSM 9.1x servers	VMware ESX	3.x
		4.x
	Microsoft Hyper-V	Hyper-V Server 2008 R2

Database Support Matrixes

For complete details on database support, see the *HP Business Service Management Database Guide*.

Software Requirements — Oracle Server

The following table lists the Oracle servers supported for working with Business Service Management. A supported option means that HP quality assurance personnel have successfully performed basic tests on that option.

Database Release - Version	System Type
Oracle 10.2 (10.2.0.4 or higher component specific release number 10.2.0.X) Enterprise Edition	64 BIT
Oracle 10.2 (10.2.0.4 or higher component specific release number 10.2.0.X) RAC Enterprise Edition	64 BIT
Oracle 11.1.0.7 Enterprise Edition	64 BIT
Oracle 11.2 (11g R2) Enterprise Edition	64 BIT
Oracle 11.2 (11g R2) RAC Enterprise Edition	64 BIT

- It is strongly recommended to apply the latest critical Oracle patches per your operating system. For details, consult the Oracle documentation.
- Consult the Oracle documentation for supported platforms.
- The Oracle Partitioning option must be enabled.

Examples of Tested Deployments — Oracle Server

The following table details the deployment environments that have been rigorously tested by HP quality assurance personnel.

Database Release - Version	System Type	Operating System
Oracle 11.2 (11g R2) Enterprise Edition	64 BIT	Linux Enterprise Edition RHEL 5
Oracle 11.2 (11g R2) RAC Enterprise Edition	64 BIT	Linux Enterprise Edition RHEL 5
Oracle 10.2.0.5 Enterprise Edition	64 BIT	Linux Enterprise Edition RHEL 5
Oracle 11.2 (11g R2) Enterprise Edition	64 BIT	Solaris 10

Software Requirements — Microsoft SQL Server

The following table lists the Microsoft SQL Servers supported for for working with Business Service Management. A supported option means that HP quality assurance personnel have successfully performed basic tests on that option.

Database Release Version	System Type	Service Pack
Microsoft SQL Server 2008 R2 Enterprise Edition	64 BIT	Service Pack 1
Microsoft SQL Server 2008 Enterprise Edition	32 BIT	Service Pack 1
Microsoft SQL Server 2008 Enterprise Edition	64 BIT	Service Pack 1
Microsoft SQL Server 2008 Enterprise Edition	32 BIT	Service Pack 2
Microsoft SQL Server 2008 Enterprise Edition	64 BIT	Service Pack 2
Microsoft SQL Server 2005 Enterprise Edition	32 BIT	Service Pack 3
Microsoft SQL Server 2005 Enterprise Edition	64 BIT	Service Pack 3
Microsoft SQL Server 2005 Enterprise Edition	32 BIT	Service Pack 4
Microsoft SQL Server 2005 Enterprise Edition	64 BIT	Service Pack 4

- Only supported service packs should be installed. Patches newer than the installed service pack are also supported.
- Consult the Microsoft documentation for supported platforms.

Examples of Tested Deployments — Microsoft SQL Server

The following table details the deployment environments that have been rigorously tested by HP quality assurance personnel.

Database Release Version	System Type	Service Pack	Operating System
Microsoft SQL Server 2008 R2 Enterprise Edition	64 BIT	Service Pack 1	Windows 2008 R2 Enterprise Edition Service Pack 1 (64-bit)
Microsoft SQL Server 2008 Enterprise Edition	32 BIT	Service Pack 1	Windows 2008 Enterprise Edition Service Pack 1
Microsoft SQL Server 2008 Enterprise Edition	64 BIT	Service Pack 1	Windows 2008 Enterprise Edition Service Pack 1 (64-bit)

BSM Component Support Matrixes

In each Table, √=supported, X=not supported.

["Business Process Monitor 9.03 System Support Matrix " \(on page 11\)](#)

["Business Process Monitor Compatibility Matrix" \(on page 12\)](#)

["Business Process Monitor/QuickTest Professional \(QTP\) Compatibility Matrix" \(on page 13\)](#)

["Business Process Monitor Protocol Support Matrix" \(on page 13\)](#)

["SiteScope 11.1x System Support Matrix" \(on page 17\)](#)

["SiteScope Compatibility Matrix" \(on page 18\)](#)

["Real User Monitor 9.12 System Support Matrix" \(on page 18\)](#)

["Real User Monitor Virtualized Environments" \(on page 19\)](#)

["Real User Monitor Compatibility Matrix" \(on page 20\)](#)

["Data Flow Probe 9.04 System Support Matrix" \(on page 21\)](#)

["Data Flow Probe Compatibility Matrix" \(on page 21\)](#)

["Service Health Analyzer \(SHA\) 9.10 System Support Matrix" \(on page 22\)](#)

["SHA Virtualized Environments" \(on page 23\)](#)

["TransactionVision Processing Server and Agent Compatibility Matrix " \(on page 23\)](#)

["TransactionVision Processing Server and Agent Compatibility Matrix " \(on page 23\)](#)

["Business Process Insight Compatibility Matrix" \(on page 24\)](#)

Business Process Monitor 9.03 System Support Matrix

For complete BPM support information, see the BPM Administration Guide and readme.

Support Matrixes

BSM Support Matrixes

Business Process Monitor – Operating Systems	Windows Server 2008 Enterprise Edition SP2 (64bit) Windows Server 2008 Standard Edition SP2 (64bit) Windows Server 2008 R2 Enterprise Edition (64bit) Windows Server 2008 R2 Standard Edition (64bit) Windows 7 SP1 (32/64bit) Windows Vista SP2 (32/64bit) Windows Server 2003 Enterprise Edition SP2 (32bit) Windows Server 2003 Standard Edition SP2 (32bit) Windows Server 2003 R2 Enterprise Edition (32bit) Windows Server 2003 R2 Standard Edition (32bit) Windows XP Professional SP3 (32bit)
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Business Process Monitor Compatibility Matrix

For each BPM version, the latest supported VuGen version is mentioned. All previous versions of VuGen are supported as well.

Compatibility Matrix	HP Business Service Management 9.x	HP Business Availability Center 8.x	HP Business Availability Center 7.5x	HP Business Availability Center 7.0
BPM 9.03 (LR Replay 11 SP 3)	√ (Recommended)	√	√	√
BPM 9.02 (LR Replay 11 SP 1)	√ (Recommended)	√	√	√
BPM 9.01 (LR Replay 9.5 SP 2)	√ (Recommended)	√	√	√
BPM 9.00	√	√	√	√

Compatibility Matrix	HP Business Service Management 9.x	HP Business Availability Center 8.x	HP Business Availability Center 7.5x	HP Business Availability Center 7.0
(LR Replay 9.5 SP 2)				
BPM 8.03 and later (LR Replay 9.5 SP2)	√	√ (Recommended)	√	√
BPM 8.02 (LR Replay 9.5)	√	√ (Recommended)	√	√
BPM 7.5x (LR Replay 9.1)	√	√	√ (Recommended)	√
BPM 7.0 (LR Replay 9.0)	√	√	√	√ (Recommended)

Business Process Monitor/QuickTest Professional (QTP) Compatibility Matrix

Compatibility Matrix	Business Process Monitor 9.0x	Business Process Monitor 8.03, 8.04, 8.05	Business Process Monitor 8.02	Business Process Monitor 7.5x	Business Process Monitor 7.0
QTP 11.0	√	√	√	X	X
QTP 10.0	√	√	√	X	X
QTP 9.5	X	X	√	√	X
QTP 9.1/2	X	X	X	√	√
QTP 9.0	X	X	X	√	√
QTP SAP R/3 7.31	X	X	X	√	√

Note: HP Quick Test Professional 10.0 can be obtained from HP BTO Software Web site. The link is accessible from [HP QuickTest Professional software page](#) (look for HP QuickTest Professional 10.0 Evaluation). You can also use the [direct link](#).

Business Process Monitor Protocol Support Matrix

The following table describes the BPM 9.03 supported protocols.

Protocol	Windows
.NET	√
AJAX	√
AJAX TruClient	√
C VUser	√
Citrix 1.8	√
COM/DCOM	√
CORBA-java	√
DB2 CLI	√
DNS	√
EJB	√
Flex	√
FTP	√
IMAP	√
I-mode	√
Informix	√
Jacada	√
JAVA over HTTP	√
JAVA Record\Replay	√
Java VUser	√
JavaScript VUser	√
JMS	√
LDAP	√
Mobile App (HTML/HTTP),	√
Mobile TruClient	√
MSSQL Server	√
Multi protocol Web	√
ODBC	√
Oracle (2-tier)	√

Protocol	Windows
Oracle NCA	√
PeopleSoft – 8	√
POP 3	√
RDP	√
Real	√
RMI-java	√
SAP Click and Script	√
SAP GUI	√
SAP Web	√
Siebel – Web	√
Siebel DB2 CLI	√
Siebel MSSQL	√
Siebel Oracle	√
Silverlight	√
SMTP	√
SOAP	√
Sybase CtLib	√
Sybase DBlib	√
Terminal Emulation [RTE]	√
Tuxedo 6	√
Tuxedo 7	√
VB VUser	√
Voice XML	√
WAP	√
Web [HTTP/HTML]	√
Web Click and Script	√
Windows sockets	√

Note: Some of the protocols require installing of additional software components and therefore are platform dependent.

Supported protocols via QTP add-ins:

Web
QuickTest Professional Oracle Add-in (Web-based & Java-based Oracle applications)
QuickTest Professional Add-in for SAP Solutions (Windows-based & Web-based SAP solutions)
QuickTest Professional Siebel Add-in
QuickTest Professional Web Services Add-in
QuickTest Professional PeopleSoft Add-in
QuickTest Professional Java Add-in
QuickTest Professional .NET Add-in
QuickTest Professional Terminal Emulator Add-in
QuickTest Professional Stingray Add-in
QuickTest Professional VisualAge Smalltalk Add-in

Note: Starting from BPM 7.50, QTP 9.5 is supported with the following new protocol: Power Builder Add-in

SiteScope 11.1x System Support Matrix

SiteScope – Operating Systems	Windows	<p>32-bit Support:</p> <ul style="list-style-type: none"> • Microsoft Windows 2003 SP1, SP2 Standard/Enterprise Edition • Microsoft Windows Server 2003 R2 SP1, SP2 Enterprise Edition • Microsoft Windows Server 2008 SP2 Standard/Enterprise Edition (supported on Windows Server 2008 SP2 Standard/Enterprise Edition host and Hyper-V guest (32 or 64-bit) hosted on Windows Server 2008 R2) <p>64-bit Support:</p> <ul style="list-style-type: none"> • Microsoft Windows Server 2003 SP2 Standard/Enterprise Edition • Microsoft Windows Server 2008 SP2 Enterprise Edition • Microsoft Windows Server 2008 R2 Enterprise Edition (supported on Windows Server 2008 R2 host with Hyper-V enabled, and on Windows Server 2008 SP2 (32 or 64-bit) guests on this host and on host without Hyper-V; also supported on Windows 2008 R2 Hyper-V guests) • Microsoft Cluster (for SiteScope Failover installation only)
	Solaris	<ul style="list-style-type: none"> • Solaris 9 (32-bit) with latest recommended patch cluster • Solaris 10 (32 or 64-bit) with latest recommended patch cluster
	Linux	<ul style="list-style-type: none"> • RedHat ES/AS Linux 4, 4.3, 5.2, 5.4 (32-bit) • RedHat ES/AS Linux 5.5 (32 or 64-bit) <p>Note: RedHat Linux 9 with Native POSIX Threading Library (NPTL) is not supported.</p>

SiteScope Compatibility Matrix

Compatibility Matrix	HP BSM 9.1x	HP BSM 9.0x	HP BAC 8.0x	HP BAC 7.50	HP BAC 7.0
SiteScope 11.1x	√ ¹	√	√	√	X
SiteScope 11.0x	√	√ ¹	√	√	X
SiteScope 10.1x	√	√	√ ¹	√	√
SiteScope 10.00	X	X	√ 1	√	√
SiteScope 9.5x	X	X	√	√ ¹	√
SiteScope 9.0x	X	X	√	√	√

¹Recommended

Real User Monitor 9.12 System Support Matrix

Real User Monitor Probe – Operating Systems	Windows	Microsoft Windows Server 2003 SP1 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2003 SP2 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise editions
	Solaris	Not supported
	Linux	Red Hat Enterprise Linux Version 5.0 (RHEL5) 64-bit and 32-bit versions; Version 4.0 (RHEL4) 32-bit versions
Real User Monitor Engine – Operating Systems	Windows	Microsoft Windows Server 2003 SP1 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2003 SP2 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2008 SP2 (32/64 bit) Standard and Enterprise editions Microsoft Windows Server 2008 R2 (32/64 bit) Standard and Enterprise editions

Real User Monitor Virtualized Environments

Platform	Brand	Version
Real User Monitor 9.12 Probe	VMware ESX	3.x
		4.x
Real User Monitor 9.12 Engine	VMware ESX	3.x
		4.x

Real User Monitor Compatibility Matrix

Compatibility Matrix	HP Business Service Management 9.12	HP Business Service Management 9.10	HP Business Service Management 9.0x	HP Business Availability Center 8.0x	HP Business Availability Center 7.5x	HP Business Availability Center 7.0x
Real User Monitor Engine 9.12	√	√	X	X	X	X
Real User Monitor Probe 9.12	√	√	X	X	X	X
Real User Monitor Engine 9.10	X	√	X	X	X	X
Real User Monitor Probe 9.10	X	√	X	X	X	X
Real User Monitor Engine 9.01	X	X	√	X	X	X
Real User Monitor Probe 9.01	X	X	√	X	X	X
Real User Monitor Engine 9.00	X	X	√	X	X	X
Real User Monitor Probe 9.00	X	X	√	X	X	X
Real User Monitor Engine 8.0x	X	X	X	√	X	X
Real User Monitor Probe 8.0x	X	X	X	√	X	X
Real User Monitor Engine 7.5x	X	X	X	X	√	X

Compatibility Matrix	HP Business Service Management 9.12	HP Business Service Management 9.10	HP Business Service Management 9.0x	HP Business Availability Center 8.0x	HP Business Availability Center 7.5x	HP Business Availability Center 7.0x
Real User Monitor Probe 7.5x	X	X	X	X	√	X
Real User Monitor Engine 7.0	X	X	X	X	X	√
Real User Monitor Probe 7.0	X	X	X	X	X	√

Note: Real User Monitor 7.01 (probe and engine) works only with Business Availability Center 7.01.

Data Flow Probe 9.04 System Support Matrix

Data Flow Probe – Operating Systems	Windows	Windows 2008 Standard/Enterprise editions SP2, 32-bit or 64-bit Windows 2008 Standard/Enterprise editions R2, 64-bit Windows 2003 Standard/Enterprise editions, SP2 and R2
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Data Flow Probe Compatibility Matrix

Data Flow Probe support for any given BSM release is limited to use of the version of the Probe that is provided on the installation media for that specific BSM release.

Service Health Analyzer (SHA) 9.10 System Support Matrix

Component	Brand	Version	Comments
SHA Analytics Server – Operating Systems	Windows	*Windows Server 2008 Enterprise Edition SP2 or later (64 bit) *Windows Server 2008 Standard Edition SP2 or later (64 bit) *Windows Server 2008 R2 Enterprise Edition, including all service packs (64 bit) *Windows Server 2008 R2 Standard Edition, including all service packs (64 bit) Windows Server 2003 Enterprise Edition SP2 or later (64 bit) Windows Server 2003 Standard Edition SP2 or later (64 bit) Windows Server 2003 R2 Enterprise Edition, including all service packs (64 bit) Windows Server 2003 R2 Standard Edition, including all service packs (64 bit)	*If you are running Windows Server 2008 R2 or Windows Server 2008 SP2, User Access Control (UAC) must be disabled.
	Linux	Redhat Enterprise Linux 5.3 (Intel x64 64bit) Redhat Enterprise Linux 5.4 (Intel x64 64bit) Redhat Enterprise Linux 5.5 (Intel x64 64bit)	Regardless of the operating system version, the entire Distribution (with OEM support) and the latest recommended Patch Cluster are required.

SHA Virtualized Environments

Platform	Brand	Version
SHA Analytics Server	VMware ESX	3.x 4.x
	Microsoft Hyper-V	Hyper-V Server 2008 R2

TransactionVision Processing Server Compatibility Matrix

BSM Version	TransactionVision Processing Server Version
BSM 9.12	TV 9.10

Note: TransactionVision 9.10 Processing Server requires BSM 9.12 as a prerequisite and will not run with BSM 9.10 alone.

TransactionVision Processing Server and Agent Compatibility Matrix

TransactionVision Agent	Versions of Agent Compatible with 9.10 Processing Server	Versions of Processing Server Compatible with 9.10 Agent
HP Diagnostics/TransactionVision Java Agent	8.0x, 9.0x, 9.10	9.10
HP Diagnostics/TransactionVision .NET Agent	8.0x, 9.0x, 9.10	9.10
WebSphere MQ Agent	8.0x, 9.0x, 9.10	9.10
DataPower Agent	9.02, 9.10	9.10
CICS, WMQ Batch, WMQ CICS, WMQ IMS, and IMS Bridge Agents on z/OS	8.0x, 9.0x, 9.10	9.10
Tuxedo Agent	8.0x, 9.00, 9.10	9.10
NonStop TMF Agent	8.00, 9.10	9.10

Note: If you require use of the 9.10 agent with an older Processing Server/Analyzer, contact HP TransactionVision Support for potential product compatibility/incompatibility details.

Business Process Insight Compatibility Matrix

	HP Business Service Management 9.1x	HP Business Service Management 9.0x	HP Business Availability Center 8.0x	HP Business Availability Center 7.5 x
Business Process Insight 9.10	√	X	X	X
Business Process Insight 9.0x (9.00, 9.01)	X	√	X	X
Business Process Insight 8.0x (8.00, 8.01, 8.02, 8.04)	X	X	√	X
Business Process Insight 7.5x	X	X	X	√

Verticals Support Matrixes

Application Management for SAP Component Support Matrix

Application Management for SAP works with SiteScope 10.x and SiteScope 11.x.

SAP Version	Limitations
SAP R/3 4.6 SAP R/3 4.7	<ul style="list-style-type: none"> Service Health SAP reports do not have unified UI (QCCR1147923) Configuration file page is not displayed through Service Health context menu (QCCR1147837)
ERP 2004 (ECC 5.0) ERP 2005 (ECC 6.0)	<p>The following reports are not supported:</p> <ul style="list-style-type: none"> Show Impacting SAP Transports Show SAP Transport Impact SAP Transaction Changes SAP Transport Changes

Application Management for Siebel Component Support Matrix

Application Management for Siebel works with SiteScope10.x and SiteScope 11.x.

Siebel Version	Solaris Operating System Version for Siebel Servers	Windows Operating System Version for Siebel Servers	Other Operating System Version (on the Siebel Servers)
Siebel 7.5.3	Solaris 5.9 SARM on mixed environment not supported	Windows 2000	
Siebel 7.7	Solaris 9	Windows 2000	
Siebel 7.8 (to work with SARM you must use SARMA analyzer version 7.7)	Solaris 9	Windows 2000	
Siebel 8.0	Solaris 10	Windows 2003 Enterprise Edition Windows 2003 Datacenter edition	IBM AIX 5L version 5.3 HP-UX 11i V2 Red Hat Enterprise Linux 4 Oracle Enterprise Linux 4 Novell SUSE Linux Enterprise Server 9

Integration Matrixes

In each Table, √=supported, X=not supported.

["BSM 9.1x/HP Operations Manager \(HPOM\) Support Matrix" \(on page 26\)](#)

["BSM 9.1x/HP Operations Agent Support" \(on page 27\)](#)

["SiteScope 11.1x/HPOM Integration Matrix" \(on page 27\)](#)

["BSM/BSM Integration Adapter Integration Matrix" \(on page 27\)](#)

["HP Operations Smart Plug-in Support Matrix" \(on page 27\)](#)

["BSM/HP Diagnostics Integration Matrix" \(on page 30\)](#)

["Service Health Analyzer \(SHA\) Integration Matrix" \(on page 30\)](#)

["BSM/HP Network Node Manager \(NNMi\) Integration Matrix" \(on page 31\)](#)

["BSM/HP Service Manager Integration Matrix" \(on page 32\)](#)

["BSM-CMS Synchronization Integration Matrix" \(on page 34\)](#)

["UCMDB Content Pack Support" \(on page 35\)](#)

["BSM/HP Operations Orchestration \(OO\) Integration Matrix" \(on page 35\)](#)

["BSM/Release Control \(RC\) Integration Matrix" \(on page 35\)](#)

BSM 9.1x/HP Operations Manager (HPOM) Support Matrix

HPOM Version	Required Patches	
HP Operations Manager for Windows	8.16	Server Patch OMW_00090 or higher Accessories Patch OMW_00092 HPOM Server Node: One of the following HP Operations Agent versions: <ul style="list-style-type: none"> • HP Operations Agent 8.60 + Hotfix QCCR1A100254 • HP Operations Agent 8.60.501 • HP Operations Agent 11.00
	9.00	HPOM Server Node: One of the following HP Operations Agent versions: <ul style="list-style-type: none"> • HP Operations Agent 8.60 + Hotfix QCCR1A100254 • HP Operations Agent 8.60.501 • HP Operations Agent 11.00
HP Operations Manager for UNIX or Linux	9.10	PHSS_41692 or higher for HPOM 9.10 for HP-UX OML_00034 or higher for HPOM 9.10 for Linux ITOSOL_00748 or higher for HPOM 9.10 for Solaris HPOM Server Node: One of the following HP Operations Agent versions: <ul style="list-style-type: none"> • HP Operations Agent 8.60 + Hotfix QCCR1A100254 • HP Operations Agent 8.60.501 • HP Operations Agent 11.00

If you are currently using HPOM for UNIX or HPOM for Windows in an HPOM manager of manager scenario you can use the following strategies to integrate information from these installations to BSM:

- Topology Synchronization
 - With an OMi-ready SPI on HPOM, use Configuration Upload to move topology information to a supported version of HPOM. Then use Basic or Dynamic Topology Synchronization to synchronize with BSM.

Support Matrixes

BSM Support Matrixes

- Use other discovery technologies such as HP Data Flow Management (formerly known as the HP Discovery and Dependency Mapping) using the Data Flow Probe.
- Event Forwarding
 - Events may be sent from an HPOM system to a supported version of HPOM, and from there to BSM. Note that events can only be related to CIs and set ETIs if they contain corresponding information, and if the CIs exist in the RTSM.

BSM 9.1x/HP Operations Agent Support

HP supports monitoring of BSM servers with the following versions of HP Operations agents:

- 8.60.051 or higher
- 11.02.011 or higher

SiteScope 11.1x/HPOM Integration Matrix

HP Operations Manager Version	SiteScope 11.1x Integration		
	Events integration	Node discovery Integration	Monitor Discovery Integration
HP Operations Manager for Windows 8.1x (with patch OMW_00071)	√	√	√
HP Operations Manager for Windows 9.0	√	√	√
HP Operations Manager for Linux/UNIX/Solaris 9.00	√	X	√
HP Operations Manager for Linux/UNIX/Solaris 9.10	√	X	√

BSM/BSM Integration Adapter Integration Matrix

Integration Matrix	BSM Integration Adapter 9.1x	BSM Integration Adapter 9.0x
BSM 9.1x	√	X
BSM 9.0x	X	√

HP Operations Smart Plug-in Support Matrix

To use Content Packs with HP Operations Smart Plug-ins (SPIs), you must install the corresponding SPI patches on the HP Operations Manager (HPOM) management server that is connected to BSM. The patch numbers are listed in the following table. Periodically check the HP Software Support web site for new patches.

Download the patch files from: <http://www.hp.com/go/hpssoftwaresupport>

Smart Plug-in	Patch Version	Windows Patch Number	UNIX/Linux Patch Number
Microsoft Active Directory, version 06.10	6.11	OMW_00045	NA
Microsoft Active directory, version 7.00	7.06	OMW_00079	PHSS_41318 OML_00017 ITOSOL_00734
		Hotfix for QCCR1A119833	
Microsoft Exchange Server, version 12.10	12.11	OMW_00046	NA
Microsoft Exchange Server, version 13.00	13.08	OMW_00078 and OMW_00106 Hotfix for QCCR1A130090	PHSS_41317 OML_00016 ITOSOL_00733
Microsoft Enterprise Servers, version 08.02	08.03	OMW_00094 (for HPOM for Windows 8.16) OMW_00105 (for HPOM for Windows 9.00)	NA
Microsoft SQL Server, version 11.50	11.53	OMW_00036	NA
Microsoft SQL Server, version 12.00	12.04	OMW_00085	PHSS_41328 OML_00022 ITOSOL_00739
Oracle Database, version 11.50	11.53	OMW_00035	NA
Oracle Database, version 12.00	12.04	OMW_00084	PHSS_41327 OML_00021 ITOSOL_00738
WebLogic, version 06.10	6.12	OMW_00038	NA
WebLogic, version 07.00	7.04	OMW_00081	PHSS_41320

Smart Plug-in	Patch Version	Windows Patch Number	UNIX/Linux Patch Number
		[Prerequisite Patch - JMX SPICOMPJMXWIN_00004]	[Prerequisite Patch - JMX SPICOMPJMXHPUX_00004] OML_00018 [Prerequisite Patch - JMX SPICOMPJMXLIN_00004] ITOSOL_00735 [Prerequisite Patch - JMX SPICOMPJMXSOL_00004]
WebSphere, version 7.00	7.04	OMW_00082 [Prerequisite Patch - JMX SPICOMPJMXWIN_00004]	PHSS_41324 [Prerequisite Patch - JMX SPICOMPJMXHPUX_00004] OML_00019 [Prerequisite Patch - JMX SPICOMPJMXLIN_00004] ITOSOL_00736 [Prerequisite Patch - JMX SPICOMPJMXSOL_00004]
Infrastructure, version 01.60	<p>Contact HP Support for the following hot fixes:</p> <ul style="list-style-type: none"> • QCCR1A121296 (For Systems Infrastructure Smart Plug-in) • QCCR1A120317 (For Cluster Infrastructure Smart Plug-in) • QCCR1A122013 (For Virtual Infrastructure Smart Plug-in) • QCCR1A117084 		
Infrastructure, version 02.00	Currently no patches. The Infrastructure content pack supports VMware, Microsoft HyperV, and Oracle Solaris Zones virtualization platforms with Infrastructure SPIs 02.00.		

BSM/HP Diagnostics Integration Matrix

Integration Matrix	HP Diagnostics 9.1x	HP Diagnostics 9.02	HP Diagnostics 9.00, 9.01	HP Diagnostics 8.0x	HP Diagnostics 7.5x
BSM 9.1x	√	√	X	X	X
BSM 9.0x	√	√	√	X	X
BAC 8.0x	√	√	√	√	√
BAC 7.50	X	X	X	√	√

Service Health Analyzer (SHA) Integration Matrix

Id	Product Supported	Versions Supported
489	Operations Manager/Performance Agent	4.60, 4.70, 5.00, 8.60, 11.00,11.10
490	Network Node Manager i	9.10
491	Business Process Monitor	7.50, 8.00, 9.0x
527	Diagnostics	9.12
528	SiteScope	10.1x, 11.0x, 11.1x
529	Real User Monitor	9.10, 9.12

BSM/HP Network Node Manager (NNMi) Integration Matrix

Integration Matrix	Integration Type	Network Node Manager (NNMi)							
		9.10 Patch 1 or later when available	9.01 Patch 1 or later	9.00	8.13	8.12	8.11	8.10	8.01
BSM 9.01, BSM 9.1x	NNMi to BSM RUM Integration	√ ²	√ ¹	√	√	√	√	X	X
	NNMi to RTSM topology synchronization	√ ²	√ ¹	X	X	X	X	X	X
	NNMi to BSM event flow	√ ²	√ ¹	X	X	X	X	X	X
	NNMi components in MyBSM	√ ²	√ ¹	√	√	√	√	X	X

¹ Required Patches: HP-UX: PHSS_40612; Linux: NNM900L_00001; Solaris: NNM900S_00001; Windows: NNM900W_00001

² Required Patches: HP-UX: PHSS_<contact support for latest patch number>; Linux: NNM910L_00001; Solaris: NNM910S_00001; Windows: NNM910W_00001

BSM/HP Service Manager Integration Matrix

ID	Integration Type	BSM	HP Service Manager							
			9.30	9.21	9.20	7.11	7.10	7.03	7.02	7.01
337	Incident exchange between Service Manager and Operations Manager i	9.1x	√	√	√	X	X	X	X	X
		9.01	√	√	√	X	X	X	X	X
		9.00	X	√	√	X	X	X	X	X
337	Drill down from Operations Manager i event to SM incident	9.1x	√	√	√	X	X	X	X	X
		9.01	√	√	√	X	X	X	X	X
		9.00	X	√	√	X	X	X	X	X
381	From Service Manager drill down to BSM Business Impact report	9.1x	√	√	√	X	X	X	X	X
		9.01	√	X	√	X	X	X	X	X
		9.00	√	X	√	X	X	X	X	X
245	View Service Manager Number of Open Incidents in Service Health and create SLAs (EMS)	9.1x	√	√	√	√	√	√	√	X
		9.01	√	X	√	√	√	√	√	√
		9.00	√	X	√	√	√	√	√	√

ID	Integration Type	BSM			HP Service Manager					
		9.30	9.21	9.20	7.11	7.10	7.03	7.02	7.01	
		243, 245	View Service Manager planned changes and incident details in Service Health	9.1x	√	√ (with CMS or with RTSM)	√ (with CMS)	√	√	√
		9.01	√	X	√ (with CMS or with RTSM)	√ (with CMS)	√	√	√	X
		9.00	√	X	√ (with CMS or with RTSM)	√ (with CMS)	√	√	√	X
	Submit an incident to Service Manager through BSM Service Health, Service Level Management, or EUM alerts	9.1x	√ (via Event Channel, for CI Status alerts, SLM alerts, and EUM alerts) √ (via CI Alert Retrieval Service, for CI Status alerts only, with the HPSM_00037 patch)			√ (via CI Alert Retrieval Service, for CI Status alerts only, with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service, for CI Status alerts only, with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service, for CI Status alerts only, with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service, for CI Status alerts only, with the HPSM_00037 patch)	X
		9.01	X	X	√	√ (via CI Alert Retrieval Service with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service with the HPSM_00037 patch)	√ (via CI Alert Retrieval Service with the HPSM_00037 patch)	√ (with legacy URL)
		9.00	X	X	X	X	X	X	X	X

ID	Integration Type	HP Service Manager								
		BSM								
		9.30	9.21	9.20	7.11	7.10	7.03	7.02	7.01	
58	Drill down from Service Health and Service Level Management to the relevant Service Manager ticket	9.1x	√	√	√	√	√	√	√	X
		9.01	√	X	√	√	√	√	√	√
		9.00	√	X	√	√	√	√	√	√

Note: For integration with Service Manager to function properly, additional setup is required in both Business Service Management and Service Manager. For an overview of the integration of BSM and Service Manager and pointers to the relevant documentation, see the HP Service Manager (SM) section in the Business Service Management Integration with Other Applications chapter in the *Solutions and Integrations* guide.

Note: For the support matrix of the integration of Business Availability Center 8.x with Service Manager and ServiceCenter, see the Business Availability Center 8.x readme.

BSM-CMS Synchronization Integration Matrix

Integration Matrix	Integration Type	HP UCMDB (CMS)
BSM 9.00, 9.01, 9.1x	Population, federation, and push synchronization from HP UCMDB (CMS) to BSM	9.01 or later
BSM 9.00, 9.01, 9.1x	Population, federation, and push synchronization from BSM to HP UCMDB (CMS)	9.01 or later

UCMDB Content Pack Support

	CP 9.01	CP 9	CP 8
BSM 9.12	√ Limitation: There are incompatibility issues between LyncServer model provided by OMi 9.12 and CP 9.01. The following errors can appear while deploying the CP on top of BSM: “Action is not allowed, cannot update anything in class created by user but updated by factory”. If the errors are related to classes that are part of LyncServer package or Exchange package, they can be ignored and OMi content packs continue working correctly after CP deployment.	X	√

Note: Future Content Pack versions may also be supported. See the relevant Content Pack documentation for details, or check the SSO site for updated [support matrix information](#).

BSM/HP Operations Orchestration (OO) Integration Matrix

Integration Matrix	OO 9.0	OO 7.6	OO 7.51
BSM 9.0x, 9.1x	√	√ (with hotfix hf07162010_7.60)	√ (with hotfix hf04222010_7.51)

BSM/Release Control (RC) Integration Matrix

BSM integration with Release Control requires HP Universal CMDB. For support details, see the Release Control documentation.