

System Requirements for Service Manager

Updated: October 7, 2010

Applies To: System Center Service Manager 2010

The following sections include information about the hardware and software requirements for Service Manager and are based on the following environment. System Center Service Manager 2010 has been tested up to the following workload based on the recommended hardware requirements listed in this guide and is using one Service Manager management server supporting 80 to 100 concurrent Service Manager consoles. High-performance storage using 15,000 RPM SCSI drives were used on the database servers.

- Up to 20,000 users with up to 40 – 50 IT analysts providing concurrent support.
 - Up to 50,000 users and up to 80 – 100 IT analysts can be supported if 32 GB of memory is installed on the servers running Microsoft SQL Server.
- Up to 20,000 supported computers, assuming up to 10 to 12 configuration items (installed software, software updates, and hardware components) per computer.
 - Up to 50,000 computers can be supported if 32 GB of memory is installed on the servers running SQL Server.
- 5,000 incidents per week with 3 months of retention for a total of 60,000 incidents in the Service Manager database for the 20,000 computer configuration, and 2.5 times that for the 50,000 computer configuration
- 1,000 change requests a week with 3 months of retention for a total 12,000 change requests in the Service Manager database for the 20,000 computer configuration, and 2.5 times that for 50,000 computer configuration

Using a slow storage subsystem or insufficient memory can significantly reduce Service Manager performance.

Hardware Requirements

The following table outlines the recommended hardware requirements for the individual parts of Service Manager. These computers can be physical or virtual servers.

Hardware Requirements

Service Manager database	<p>Dual Quad-Core 2.66 GHz CPU</p> <p>8 GB of RAM (see the Hardware Performance section in this guide.)</p> <p>80 GB of available disk space</p> <p>RAID Level 1 or Level 10 drive*</p>
Service Manager management server	<p>Dual Quad-Core 2.66 GHz CPU</p> <p>8 GB of RAM</p> <p>10 GB of available disk space</p>
Service Manager console	<p>Dual-Core 2.0 GHz CPU</p> <p>2 GB of RAM</p> <p>10 GB of available disk space</p>
Data warehouse management server	<p>Dual-Core 2.66 GHz CPU</p> <p>8 GB of RAM</p> <p>10 GB of available disk space</p>
Data warehouse databases	<p>Dual Quad-core 2.66 GHz CPU</p> <p>8 GB of RAM</p> <p>400 GB of available disk space</p>
Self-Service Portal	<p>Dual-core 2.66 GHz CPU</p> <p>8 GB of RAM</p> <p>10 GB of available disk space</p>

*For more information about RAID levels and Microsoft SQL Server, see <http://go.microsoft.com/fwlink/?LinkId=134073>.


Software Requirements

This section describes the software requirements for Service Manager. The following table lists the software requirements for each part of Service Manager.

Note

The Service Manager management server and database warehouse management server must be installed on the 64-bit edition of the Windows operating system. The Service Manager console can be installed on both 32- and 64-bit editions of the Windows operating system.

Software Requirements for Service Manager

Service Manager management server or data warehouse management server	<p>The 64-bit edition of Windows Server 2008 Standard or the 64-bit edition of Windows Server 2008 Enterprise</p> <p>The 64-bit edition of Windows Server 2008 R2 Standard or the 64-bit edition of Windows Server 2008 R2 Enterprise</p> <p>Microsoft .NET Framework 3.5 with SP1*</p> <p>For this release, the system locale setting for the server operating system must be configured for English (United States) on the computer hosting the Service Manager management server, the Service Manager database, the data warehouse management server, and the data warehouse databases.</p>
Service Manager or Data warehouse databases	<p>The 64-bit edition of Windows Server 2008 Standard with SP1 or the 64-bit edition of Windows Server 2008 Enterprise with SP1</p> <p>The 64-bit edition of Windows Server 2008 R2 Standard with SP1 or the 64-bit edition of Windows Server 2008 R2 Enterprise with SP1</p> <div data-bbox="480 1451 1386 1686"><h3> Note</h3><p>Installation on a computer running Windows Server 2003, even with Microsoft SQL Server 2008, is not supported.</p></div> <p>The 64-bit version of SQL Server 2008 with SP1</p> <p>SQL Server Reporting Services (SSRS) in SQL Server 2008 with SP1</p> <p>Microsoft .NET Framework 3.5 with SP1 is required on the computer hosting</p>

	<p>the data warehouse databases when installing Service Manager in a four-computer scenario. *</p> <p>The SQL Server collation settings must be the same for the computers hosting the Service Manager and data warehouse databases.</p>
<p>Service Manager console</p>	<p>One of the following operating systems:</p> <ul style="list-style-type: none"> • The 32- or 64-bit edition of Windows Server 2008 Standard or the 32- or 64-bit edition of Windows Server 2008 Enterprise • The 32- or 64-bit edition of Windows Server 2008 R2 Standard or the 32- or 64-bit edition of Windows Server 2008 R2 Enterprise • The 32- or 64-bit edition of Windows Server 2003 Standard with SP1 or the 32- or 64-bit edition of Windows Server 2003 Enterprise with SP1 • Windows Vista Home Basic, Windows Vista Home Premium, Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise • Windows XP Professional with SP 3 <p>Microsoft .NET Framework 3.5 with SP1*</p>
<p>Self-Service Portal</p>	<p>The 64-bit edition of Windows Server 2008 Standard or the 64-bit edition of Windows Server 2008 Enterprise</p> <p>The 64-bit edition of Windows Server 2008 R2 Standard or the 64-bit edition of Windows Server 2008 R2 Enterprise</p> <p>Microsoft Internet Information Services 7 with IIS 6 metabase compatibility installed</p> <p>ASP.NET 2.0</p> <p>A Secure Sockets Layer (SSL) certificate will be required on the IIS server that hosts the Self-Service Portal.</p> <p>The following software is optional and provided for additional functionality:</p> <ul style="list-style-type: none"> • Microsoft Identity Lifecycle Manager (allows for password reset) • System Center Configuration Manager 2007 (allows for self-service

	software provisioning)
SQL Server Reporting Services	In a deployment topology where the computer hosting SSRS is not on the same computer that hosts the data warehouse management server, you have to add Microsoft.EnterpriseManagement.Reporting.Code to the global assembly cache. See Manual Steps to Configure the Remote SQL Server Reporting Services .

* Microsoft .NET Framework 3.5 with SP1 is included with the System Center Service Manager 2010 installation media.

Microsoft SQL Server 2008 with SP1

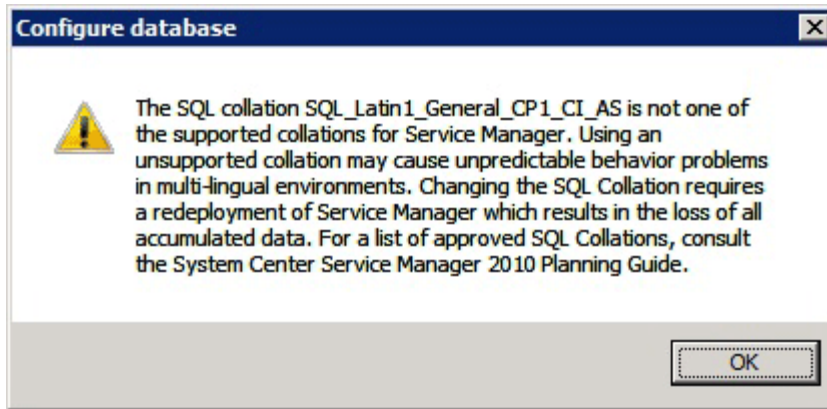
To download trial software of the English versions of either Microsoft SQL Server 2008 Standard Edition or SQL Server 2008 Enterprise Edition, see [SQL Server 2008](#) (<http://go.microsoft.com/fwlink/?LinkId=51646>).


To download Service Pack 1 for SQL Server 2008, see [SQL Server 2008 Service Pack 1](#) (<http://go.microsoft.com/fwlink/?LinkId=148449>).

Use the following configuration with SQL Server 2008 SP1:

- SQL Server FTS: Full-text search must be installed. For more information about full-text search, see the [SQL Server 2008 Full-Text Search: Internals and Enhancements](#) white paper (<http://go.microsoft.com/fwlink/?LinkId=129544>).
- You must configure SQL Server to use case-insensitive databases.
- Service Account configured per your company's requirements.
- SQL Server Reporting Services (MSSQLSERVER) service configured and running. For more information about how to configure the MSSQLSERVER service, see [How to: Verify a Reporting Services Installation](#) on the Microsoft MSDN Web site (<http://go.microsoft.com/fwlink/?LinkId=91847>).
- For this release, make sure that the collation in SQL Server is identical on both computers that host the Service Manager and the data warehouse databases. For more information about SQL Server collations, see [Using SQL Server Collations](#) (<http://go.microsoft.com/fwlink/?LinkId=146998>).

If your SQL Server is using the default collation (SQL_Latin1_General_CP1_CI_AS), a warning dialog box appears as shown in the following illustration.



 **Caution**

If you continue Setup using the default collation (SQL_Latin1_General_CP1_CI_AS), you cannot support multiple languages in Service Manager. In the future, if you decide you want to support multiple languages, you must re-install SQL Server.

You can define the collation when you install SQL Server 2008. During setup, on the **Server Configuration** page, click the **Collation** tab, and then click **Customize** for both the **Database Engine** and **Analysis Services** entries. The collations in the following table represent the approved collations that were tested.

Windows Locale	LCID	Collation
English	0x409	Latin1_General_100_CI_AS
Chinese_Taiwan	0x404	Chinese_Traditional_Stroke_Count_100_CI_AS
Chinese_PRC	0x804	Chinese_Simplifies_Pinyin_100_CI_AS
French	0x40C	French_100_CI_AS
German_Standard	0x407	Latin1_General_100_CI_AS
Italian_Standard	0x410	Latin1_General_100_CI_AS

Japanese	0x411	Japanese_XJIS_100_CI_AS
Korean	0x412	Korean_100_CI_AS
Portuguese_Brazilian	0x416	Latin1_General_100_CI_AS
Russian	0x419	Cyrillic_General_100_CI_AS
Spanish_Modern_Sort	0xC0A	Modern_Spanish_100_CI_AS

SQL Server Reporting Services

When you install SQL Server Reporting Services (SSRS), select the option to install the native mode default configuration. For more information, see [Considerations for Installing Reporting Services](http://go.microsoft.com/fwlink/?LinkId=163942) (http://go.microsoft.com/fwlink/?LinkId=163942).

Microsoft .NET Framework 3.5

Microsoft .NET Framework 3.5 is required to run Service Manager. It is included with the Service Manager installation media.

Windows PowerShell 1.0 and 2.0

Windows PowerShell 1.0 or 2.0 is required to run Windows PowerShell cmdlets when deploying the data warehouse. Windows PowerShell 1.0 is a Windows Server 2008 feature that you can enable in Control Panel. For more information, see [Scripting with Windows PowerShell](http://go.microsoft.com/fwlink/?LinkId=87566) (http://go.microsoft.com/fwlink/?LinkId=87566).

Self-Service Portal Security Requirements

We recommend that you add the Self-Service Portal Web site to the **Trusted sites** or **Local intranet** zones in Internet Explorer. By default, Web sites in the **Trusted sites** and **Local intranet** zones have **Active Scripting** enabled. If you choose not to add Self-Service Portal Web site to the **Trusted sites** or **Local intranet** zones, you must enable **Active Scripting** for Web browsers that access the Self-Service Portal.

Operations Manager 2007

Service Manager has the capability to import alerts and configuration items from your Operations Manager 2007 environment. You must have Operations Manager 2007 with SP1 or Operations Manager 2007 R2 installed to work with Service Manager.

 **Note**

You cannot use Operations Manager 2007 SP1 to monitor Service Manager management servers. You must use Operations Manager 2007 R2.

Operations Manager Management Servers

At this time, we recommend against hosting an Operations Manager 2007 management server on a computer that is also hosting a Service Manager management server or a data warehouse management server.

Configuration Manager 2007

Service Manager has the capability to import configuration items from your Configuration Manager 2007 environment. You must have Configuration Manager 2007 SP1 or Configuration Manager 2007 R2 installed to work with Service Manager.

Network Requirements

In Service Manager, you have the ability to view external content from within knowledge articles. In order to view external content, computers that host the Service Manager console must have Internet Web access, either directly or through a proxy server.

SMTP Server

You must have access to an SMTP server to use the Notification feature and for incident creation through e-mail.

Windows Safe Mode

Service Manager does not operate and the services used by Service Manager do not start if Windows Server 2008 is running in safe mode. If you attempt to manually start the Service Manager services while in safe mode, the services fail to start and an error is written into the event log.