



**Hewlett Packard
Enterprise**

HPE Synergy Image Streamer 3.1 Support Matrix

Abstract

This support matrix document lists the support information for HPE Synergy Image Streamer. This document is intended for users who install, manage, and troubleshoot HPE Synergy compute modules using Image Streamer.

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Introduction

The *HPE Synergy Image Streamer Support Matrix* contains information about the latest appliance requirements, supported hardware, and supported software for HPE Synergy Image Streamer. The *HPE Synergy Configuration and Compatibility Guide* and the *HPE OneView Support Matrix for HPE Synergy* are related documents that provide additional configuration information for HPE Synergy. The documents are available in the [**Hewlett Packard Enterprise Information Library**](#).

Appliance requirements

HPE Synergy Image Streamer 3.1 requires HPE OneView 3.1.

Screen resolution

- Minimum resolution: 1024 x 768
- Recommended resolution: 1280 x 1024 or greater

Supported hardware

HPE Synergy 12000 Frame

Image Streamer supports HPE Synergy 12000 frame.

Managed HPE Synergy compute modules

HPE Synergy 480 Gen9
HPE Synergy 660 Gen9
HPE Synergy 620/680 Gen9
HPE Synergy 480 Gen10
HPE Synergy 660 Gen10

NOTE:

Image Streamer does not support OS deployments on compute modules that have UEFI secure boot enabled.

Converged Network Adapters

HPE Synergy 3820C 10/20Gb Converged Network Adapter
HPE Synergy 2820C 10Gb Converged Network Adapter

Interconnect modules

HPE Virtual Connect SE 40Gb F8 Module for HPE Synergy
HPE Synergy 10Gb Interconnect Link Module
HPE Synergy 20Gb Interconnect Link Module

Scalability

In a network with 10Gb interconnects, a logical enclosure supports a maximum of 5 frames. In a network with 20Gb interconnects, a logical enclosure supports a maximum of 3 frames.

HPE OneView supports a maximum of 21 frames in a single management network. Hence, Image Streamer supports a maximum of 7 logical enclosures within that management network. A maximum of 7 Image Streamer appliance pairs are supported in a single composer management domain.

Transceivers and adapters

HPE Synergy Dual 10GBase-T QSFP+ 30M RJ45 XCVR
HPE Synergy 10GBase-T SFP+ transceiver and HPE BladeSystem c-Class QSFP+ to SFP+ adapter

Supported software

Operating Systems

VMware ESXi 5.5
VMware ESXi 6.0
VMware ESXi 6.5
Red Hat Enterprise Linux 6.7¹
Red Hat Enterprise Linux 6.8¹
Red Hat Enterprise Linux 7.2¹
Red Hat Enterprise Linux 7.3¹
SLES 12 SP1¹

¹ Supported only with `ext3` and `ext4` file systems.

Supported web browsers and versions

The following web browsers are tested and qualified for use with Image Streamer:

- Microsoft Internet Explorer Version 11
- Microsoft Edge
- Mozilla Firefox Version 45.x
- Mozilla Firefox ESR (Extended Support Release) Version 52.x
- Google Chrome Version 54.x

For Japanese and Simplified Chinese user interfaces, the recommended browsers are Google Chrome and Mozilla Firefox. There might be alignment issues if you use Internet Explorer for Japanese and Simplified Chinese user interfaces.



TIP:

Microsoft Internet Explorer (IE) cannot transfer files larger than 4 GB. For those files, use Mozilla Firefox or Google Chrome browsers.



IMPORTANT:

Hewlett Packard Enterprise makes an effort to support newer versions of the supported web browsers and updates to them. However, newer versions do not always work as expected. There might be issues with the web browsers that do not support the current release of Image Streamer. There might also be a gap between the time when the web browsers are released and the time when browser support is available in Image Streamer. In these cases, Hewlett Packard Enterprise will try to support the newer browser versions in the next release of Image Streamer.

If you encounter a problem with a newer, untested version of a web browser, submit a report to your authorized support representative. In such cases, a quick solution might be to revert to an earlier, supported web browser version.

HPE Synergy simplified firmware and driver distribution

HPE Synergy is releasing firmware and driver updates through Release Sets. This approach to updating firmware and drivers makes it easier to update your system because there is no need to determine which version works with other versions and which hotfixes apply to your specific HPE Synergy system.

Release Sets are downloaded at <http://www.hpe.com/downloads/synergy>. Each Release Set is dated with the date the Release Set was posted to the download site.

Each Release Set contains HPE Synergy firmware and drivers qualified and released as HPE Synergy Release Sets. These Release Sets contain the following:

- HPE Synergy Composer FW bundle, including HPE OneView
 - Includes an update bundle or re-image file.
- HPE Synergy Custom SPP Bundle
 - A subset of the full SPP that is contoured for HPE Synergy.
 - Includes all hotfixes that apply to the HPE Synergy solution.
- HPE Image Streamer FW bundle
 - Includes an update bundle or re-image file.
- Links to the appropriate firmware versions for additional options that are not on the SPP.

Each Release Set is tested to verify the versions of all the components work together. Hewlett Packard Enterprise recommends that HPE Synergy systems be updated with the most current Release Sets every 12 months, at minimum.

Documentation and troubleshooting resources for HPE Synergy

HPE Synergy documentation

The Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs) is a task-based repository. It includes installation instructions, user guides, maintenance and service guides, best practices, and links to additional resources. Use this website to obtain the latest documentation, including:

- Learning about HPE Synergy technology
- Installing and cabling HPE Synergy
- Updating the HPE Synergy components
- Using and managing HPE Synergy
- Troubleshooting HPE Synergy

HPE Synergy Configuration and Compatibility Guide

The *HPE Synergy Configuration and Compatibility Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides an overview of HPE Synergy management and fabric architecture, detailed hardware component identification and configuration, and cabling examples.

HPE Synergy Frame Link Module User Guide

The *HPE Synergy Frame Link Module User Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It outlines frame link module management, configuration, and security.

HPE OneView User Guide for HPE Synergy

The *HPE OneView User Guide for HPE Synergy* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It describes resource features, planning tasks, configuration quick start tasks, navigational tools for the graphical user interface, and more support and reference information for HPE OneView.

HPE OneView Global Dashboard

The HPE OneView Global Dashboard provides a unified view of health, alerting, and key resources managed by HPE OneView across multiple platforms and data center sites. The *HPE OneView Global Dashboard User Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides instructions for installing, configuring, navigating, and troubleshooting the HPE OneView Global Dashboard.

HPE Synergy Image Streamer User Guide

The *HPE Synergy Image Streamer User Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It describes the OS deployment process using Image Streamer, features of Image Streamer, and purpose and life cycle of Image Streamer artifacts. It also includes authentication, authorization, and troubleshooting information for Image Streamer.

HPE Synergy Image Streamer GitHub

The HPE Synergy Image Streamer GitHub repository (github.com/HewlettPackard) contains sample artifacts and documentation on how to use the sample artifacts. It also contains technical white papers explaining deployment steps that can be performed using Image Streamer.

HPE Synergy Software Overview Guide

The *HPE Synergy Software Overview Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides detailed references and overviews of the various software and configuration utilities to support HPE Synergy. The guide is task-based and covers the documentation and resources for all supported software and configuration utilities available for:

- HPE Synergy setup and configuration
- OS deployment
- Firmware updates
- Troubleshooting
- Remote support

HPE Synergy Firmware Update Overview

The *HPE Synergy Firmware Update Overview* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides information on how to update the firmware for HPE Synergy.

Best Practices for HPE Synergy Firmware and Driver Updates

The *Best Practices for HPE Synergy Firmware and Driver Updates* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides information on recommended best practices to update firmware and drivers through HPE Synergy Composer, which is powered by HPE OneView.

HPE OneView Support Matrix for HPE Synergy

The *HPE OneView Support Matrix for HPE Synergy* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It maintains the latest software and firmware requirements, supported hardware, and configuration maximums for HPE OneView.

HPE Synergy Image Streamer Support Matrix

The *HPE Synergy Image Streamer Support Matrix* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It maintains the latest software and firmware requirements, supported hardware, and configuration maximums for HPE Synergy Image Streamer.

HPE Synergy Glossary

The *HPE Synergy Glossary*, in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs), defines common terminology associated with HPE Synergy.

HPE Synergy troubleshooting resources

HPE Synergy troubleshooting resources are available within HPE OneView and in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs).

Troubleshooting within HPE OneView

HPE OneView graphical user interface includes alert notifications and options for troubleshooting within HPE OneView. The UI provides multiple views of HPE Synergy components, including colored icons to indicate resource status and potential problem resolution in messages.

You can also use the Enclosure view and Map view to quickly see the status of all discovered HPE Synergy hardware.

HPE Synergy Troubleshooting Guide

The *HPE Synergy Troubleshooting Guide* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides information for resolving common problems and courses of action for fault isolation and identification, issue resolution, and maintenance for both HPE Synergy hardware and software components.

Error Message Guide for HPE ProLiant Gen10 servers and HPE Synergy

The *Error Message Guide for HPE ProLiant Gen10 servers and HPE Synergy* is in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs). It provides information for resolving common problems associated with specific error messages received for both HPE Synergy hardware and software components.

HPE OneView and HPE OneView REST API scripting help

The *HPE OneView Help*, the *HPE OneView REST API Scripting Help*, and the *HPE OneView API Reference* are readily accessible, embedded online help available within the HPE OneView user interface. These help files include “Learn more” links to common issues, as well as procedures and examples to troubleshoot issues within HPE Synergy.

The help files are also available in the Hewlett Packard Enterprise Information Library (www.hpe.com/info/synergy-docs).

HPE Synergy QuickSpecs

HPE Synergy has system specifications as well as individual product and component specifications. For complete specification information, see the HPE Synergy and individual HPE Synergy product QuickSpecs on the Hewlett Packard Enterprise website (www.hpe.com/info/qs).

HPE Synergy document overview (documentation map)

www.hpe.com/info/synergy-docs

Planning

- *HPE Synergy 12000 Frame Site Planning Guide*
- *HPE Synergy Configuration and Compatibility Guide*
- *HPE OneView Support Matrix for HPE Synergy*
- *HPE Synergy Image Streamer Support Matrix*
- *Setup Overview for HPE Synergy*
- *HPE Synergy Software Overview Guide*

Installing hardware

- *HPE Synergy Start Here Poster* (included with frame)
- *HPE Synergy 12000 Frame Setup and Installation Guide*
- *Rack Rails Installation Instructions for the HPE Synergy 12000 Frame* (included with frame)
- *HPE Synergy 12000 Frame Rack Template* (included with frame)
- Hood labels
- User guides
- *HPE Synergy Cabling Interactive Guide*
- *HPE OneView Help for HPE Synergy — Hardware setup*

Configuring for managing and monitoring

- *HPE OneView Help for HPE Synergy*
- *HPE OneView User Guide for HPE Synergy*
- *HPE OneView API Reference for HPE Synergy*
- *HPE OneView REST API Scripting Help for HPE Synergy*
- User Guides

Managing

- *HPE OneView User Guide for HPE Synergy*
- *HPE Synergy Image Streamer Help*
- *HPE Synergy Image Streamer User Guide*
- *HPE Synergy Image Streamer API Reference*
- *HPE Synergy Image Streamer deployment workflow*
- *HPE Synergy Frame Link Module User Guide*

Monitoring

- *HPE OneView User Guide for HPE Synergy*
- *HPE OneView Global Dashboard User Guide*

Maintaining

- Product maintenance and service guides
- *Best Practices for HPE Synergy Firmware and Driver Updates*
- *HPE OneView Help for HPE Synergy*
- *HPE OneView User Guide for HPE Synergy*
- *HPE Synergy Appliances Maintenance and Service Guide for HPE Synergy Composer and HPE Synergy Image Streamer*

Troubleshooting

- HPE OneView alert details
- *HPE Synergy Troubleshooting Guide*
- *Error Message Guide for HPE ProLiant Gen10 servers and HPE Synergy*
- *Integrated Management Log Messages and Troubleshooting Guide for HPE ProLiant Gen10 and HPE Synergy*
- *HPE OneView API Reference for HPE Synergy*
- *HPE Synergy Image Streamer API Reference*

Websites

General websites

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

Contact Hewlett Packard Enterprise Worldwide

www.hpe.com/assistance

Subscription Service/Support Alerts

www.hpe.com/support/e-updates

Software Depot

www.hpe.com/support/softwaredepot

Customer Self Repair

www.hpe.com/support/selfrepair

Product specific websites

HPE Synergy Image Streamer Documentation

www.hpe.com/info/synergy-docs

HPE Synergy Documentation

www.hpe.com/info/synergy-docs

HPE Image Streamer github

<https://github.com/HewlettPackard/image-streamer-tools>

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:
<http://www.hpe.com/assistance>
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
<http://www.hpe.com/support/hpesc>

Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center

www.hpe.com/support/hpesc

Hewlett Packard Enterprise Support Center: Software downloads

www.hpe.com/support/downloads

Software Depot

www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:
www.hpe.com/support/e-updates
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:
www.hpe.com/support/AccessToSupportMaterials

IMPORTANT:

Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

<http://www.hpe.com/support/selfrepair>

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

HPE Proactive Care service: Supported products list

www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information

Proactive Care central

www.hpe.com/services/proactivecarecentral

Proactive Care service activation

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty for your product or to view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products* reference document, go to the Enterprise Safety and Compliance website:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional warranty information

HPE ProLiant and x86 Servers and Options

www.hpe.com/support/ProLiantServers-Warranties

HPE Enterprise Servers

www.hpe.com/support/EnterpriseServers-Warranties

HPE Storage Products

www.hpe.com/support/Storage-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (docsfeedback@hpe.com). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.