

Summary of CA Technologies VMware Support Statements

This document summarizes Virtualization support statements for various products from CA Technologies. To view CA Technologies Support Statement for Virtualization, go to the following link:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

Additional details may be available on the individual product home pages on CA Technologies Support Online (<http://support.ca.com>). The material on a product's home page is the authoritative source and may be more recent than what is summarized here. For this reason, we try to provide links to the official documents on support.ca.com for you to reference.

Note: Except where specifically stated, "VMware" below refers to use of VMware ESX/ESXi

Product Overview – Selected Products Only

The table on the following pages provides details and URL's linking to related information.

<i>Product</i>	<i>Certification Matrix</i>	<i>Statement</i>	<i>Home</i>	<i>Comment</i>
CA Business Intelligence (CABI/BOXI)		External		External document
CA Access Control	Virtualization Compatibility Matrix	Platform Support Policy	AC	
CA Advanced Systems Management (ASM)	Agents		ASM	
CA Application Configuration Manager		Generic TEC189545	ACM	Blueprints to detect virtualized environment
CA ARCserve Backup	Certification Matrix		Win Linux Unix	Multiple TECDOC with additional details
CA ARCserve Replication and High Availability	RHA XOssoft		RHA XOssoft	
CA Asset Management	ITCM r12.x ITCM r11.2	VMware	AM	Manager on Windows, Agent on guest & host
CA Asset Portfolio Management (APM)	Certification Matrix	Virtualization	UAPM	
CA Audit	Certification Matrix	TEC395938	AUDIT	

<u>Product</u>	<u>Certification Matrix</u>	<u>Statement</u>	<u>Home</u>	<u>Comment</u>
CA Clarity	Compatibility Information	Generic TEC189545	Clarity	Certified on Windows 2003 Guest residing on VMware ESX server
CA CMDB	CMDB	Generic TEC189545	CMDB	
CA eHealth	Certification Matrix	NVM Statement	eHealth	
CA Enterprise Log Manager	Certification Matrix		ELM	
CA Identity Manager	Platform Support Matrix		IM	
CA Message Manager			CAMM	Currently not supported in VMware environment.
CA Network and Systems Management (NSM)	Agents	Generic TEC189545	NSM	
CA Remote Control	ITCM r12.x ITCM r11.2		RC	Windows Guest Systems
CA Secure Content Manager (SCM)	Certification Matrix		SCM	
CA Security Command Center (SCC)	Certification Matrix	TEC395938	SCC	
CA Service Accounting	Accounting	Generic TEC189545	Accounting	
CA Service Assure	Assure	Generic TEC189545	Assure	
CA Service Catalog	Catalog	Generic TEC189545	Catalog	
CA Service Desk Manager	SDM	Generic TEC189545	SDM	
CA Service Metric Analysis	SMA	Generic TEC189545	SMA	
CA SiteMinder	Certification Matrix		SM	

<u>Product</u>	<u>Certification Matrix</u>	<u>Statement</u>	<u>Home</u>	<u>Comment</u>
CA Software Delivery	ITCM r12.x ITCM r11.2	Generic TEC189545	SD	Manager on Windows, Agent on guest & host
CA Spectrum IM		NVM Statement	Spectrum	
CA Virtual Assurance			VA	
CA Virtual Assurance for Infrastructure Managers			VA IM	Formerly, "CA Virtual Performance Manager"
CA Workload Automation		Generic TEC189545	WCC AutoSys	

Additional materials can be found on the Implementation Best Practices pages which are available through the following links:

Home Page:

<https://support.ca.com/phpdocs/0/common/impcd/r11/StartHere.htm>

Virtualization section

https://support.ca.com/phpdocs/0/common/impcd/r11/virtualization/virt_Frame.htm

Product Specific Guidelines and Links

CA Business Intelligence (CA BI) / BusinessObjects XI (BOXI)

Statement of Support – VMware ESX Server

<http://www.sdn.sap.com/irj/boc/go/portal/prtroot/docs/library/uuid/b0947a6e-b83e-2b10-5e8c-e79b31874aa5>

NOTE: This is an external link.

CA Access Control

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?prdhmpgform=p&productID=154>

Compatibility Matrix – Including Virtualization Certification

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/154/154_coompmatrix.html

Virtualization Compatibility Matrix

https://support.ca.com/irj/portal/phpdocs?filePath=0/154/154_virtualization_coompmatrix.html

Platform Classification Roadmap (Including Virtual Platforms):

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/154/etrustac-platsuppol.html>

Managing Access in a Virtualized Environment White Paper

http://www.ca.com/Files/WhitePapers/managing_access_virtualized_enviro.pdf

CA Advanced Systems Management (ASM)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=7849&type=p>

Compatibility Matrix – Including Virtualization Certification

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5653/5653_compmatrix.html

Release Certification Information

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5653/5653_certmatrix.html

CA Technologies Support Statement for Virtualization:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

CA ARCserve Backup

Technical Support Home Page

- CA ARCserve Backup for Windows
<https://support.ca.com/irj/portal/prddtlshome?productID=4536>
- CA ARCserve Backup for Linux
<https://support.ca.com/irj/portal/prddtlshome?productID=3370>
- CA ARCserve Backup for UNIX
<https://support.ca.com/irj/portal/prddtlshome?productID=5040>

Certification Matrix – Including Virtualization Certification

- CA ARCserve Backup for Windows
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4536/4536_compmatrix.html
- CA ARCserve Backup for Linux
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/3370/3370_compmatrixindex.html
- CA ARCserve Backup for UNIX
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5040/5040_compmatrixindex.html

Related Product Guides

CA ARCserve Backup for Windows r12 VMware Agent Guide

<https://support.ca.com/cadocs/0/c010992e.pdf>

Related Product Videos

CA ARCserve for Windows r12 Videos

https://support.ca.com/phpdocs/0/4536/12/ARCserve_12_Agent_for_VMware/Agent_for_VMware.html

https://support.ca.com/phpdocs/0/4536/12/ARCserve_r12_VMware/ARCserve_r12_VMware.html

Recovery Management Tech Briefs

How can VMware and CA Technologies help us maximize the availability, business value and resiliency of our IT infrastructure?

http://www.ca.com/Files/SolutionBriefs/rm_vm_wp_us.pdf

Business Continuity and Disaster Recovery with CA Recovery Management and VMware Infrastructure

http://www.ca.com/Files/WhitePapers/businesscont_vmware_techbrief_172206.pdf

CA XOSoft™ & VMware™ a Joint Solution Addressing Disaster Recovery and High Availability

http://www.ca.com/files/ReferenceGuides/sales_tool_for_xosoft_vmware_com_bined_customer.pdf

Related Product Patches

- CA ARCserve for Windows r12
WIN-VMWARE AGENT VI 3.5 SUPPORT (x64)
<https://support.ca.com/irj/portal/anonymous/SolutionResults?aparNo=QO99390&actionID=4>
WIN-VMWARE AGENT VI 3.5 SUPPORT (32-BIT)
<https://support.ca.com/irj/portal/anonymous/SolutionResults?aparNo=QO99389&actionID=4>
- CA ARCserve for Windows r11.5
NT -VMWARE ESX SERVER 3.5 WITH VCB FOR ARCSERVE
<https://support.ca.com/irj/portal/anonymous/SolutionResults?aparNo=RO00058&actionID=4>

- CA ARCserve for Linux r11.5

LNX-BAB R11.5 SERVICE PACK 3 FOR LINUX

<https://support.ca.com/irj/portal/anonymous/SolutionResults?aparNo=QO89980&actionID=4>

Related FAQ's and Techdocs

CA ARCserve Backup for Windows Technical Document Indexes

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4536/4536_techdocindex.html

CA ARCserve Backup for Linux Technical Document Indexes

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/3370/3370_techdocindex.html

CA ARCserve Backup for UNIX Technical Document Indexes

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5040/5040_techdocindex.html

A few selected virtualizations related technical documents are listed below. See the Technical Document indexes referenced above for a complete listing.

- TEC504017: FAQs with regards to Hyper-V clustered environment and the CA ARCserve agent for Virtual Machines.
<https://support.ca.com/irj/portal/kbtech?docid=504017>
- TEC476019: Installing and Configuring the VMware agent for Windows
<https://support.ca.com/irj/portal/kbtech?docid=476019>
- TEC468154: Configure ARCserve Linux Agent r11.5 On VMware ESX 3
<https://support.ca.com/irj/portal/kbtech?docid=468154>
- FAQ365521: CA ARCserve Backup and VMware ESX Server 2.5
<https://support.ca.com/irj/portal/kbfaq?docid=365521>
- TEC437566: Is VMware VMotion supported by CA ARCServe Backup r11.5
<https://support.ca.com/irj/portal/kbtech?docid=437566>
- TEC404082: Best Practices Guide for VMware ESX Server Backup
<https://support.ca.com/irj/portal/kbtech?docid=404082>

CA Replication and High Availability (formerly XOssoft)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5878>

Supported Configurations – Including Virtualization Certification

<https://support.ca.com/irj/portal/kbtech?docid=408153>

Recovery Management Tech Briefs

See CA ARCserve section above.

Virtualization Related Knowledgebase Articles

TEC500329 - How to Create a HA scenario for Replicating VMware Virtual Center Server in CA XOssoft r12.5?

<https://support.ca.com/irj/portal/anonymous/kbtech?docid=500329>

CA Asset Portfolio Management (UAPM)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=4343&type=p>

Certification Matrix – Including Virtualization Certification

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4343/4343_uni-compmatrix.html

UAPM r11.3.4 - VMware

https://support.ca.com/phpdocs/0/4343/UAPMR1134_compmat_VMWare.pdf

UAPM r11.3 - VMware ESX Server 3.5

https://support.ca.com/phpdocs/0/4343/4343_R113_Commat_VMW.pdf

CA Technologies Support Statement for virtualization with UAPM:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=177523&productID=4343>

CA Audit

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=157&type=p>

Certification Matrix – Including Virtualization Certification

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/157/eaudit-certmat.html>

- Audit r8 SP2 CR1 on VMware 3.0, 3.0.1, 3.0.2, 3.5.0
- Audit r8 SP2 CR Build 125 on VMware 3.0, 3.0.1, 3.0.2, 3.5.0
- Audit r8 SP1 CR2 on VMware 2.1.2, 2.5.1, 3.0.1, 3.0.2, 3.5.0
- Audit r8 SP1 CR1 on VMware 2.1.2

VMware Support Statement:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

CA Clarity

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5590&type=p>

Clarity Compatibility Information – Product Architecture Stack

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5590/5590_compinfo.html

Clarity r12 Architecture Stack

<https://support.ca.com/cadocs/1/m001031e.pdf>

Clarity Support Virtualization Statement:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

CA CMDB

Technical Support Home Page:

<https://support.ca.com/irj/portal/prddtlshome?productID=5786&type=p>

CMDB Certification Matrix:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5786/5786_certmatrixindex.html

Support Statement VMware support:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138071>

CA Application Configuration Manager (ACM) (formerly CA Cohesion)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5955&type=p>

Note: CA Application Configuration Manager uses blueprints to detect VMware ESX, GSX, MS Virtual Server, Xen Virtualization, IBM LPAR & Solaris Zones. More details can be found at the following link:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=7/5955/cacohesion_matrix.html

Bookshelves - ACM for Virtual Environment r12

https://support.ca.com/cadocs/1/CA_Application_Configuration_Manager_for_Virtual_Environments_r12-ENU/Bookshelf.html

Blueprint Library Information – Compatibility Information

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=7/5955/cacohesion_matrix.html

Implementation Best Practices – ACM Blueprints

https://support.ca.com/phpdocs/0/common/impcd/r11/Cohesion/Cohesion_Frame.htm

VMware Support Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138071>

Virtualization Related Knowledgebase Articles

TEC505437 - How to manually build VMware ESX Host and Virtual Machine relationships?

<https://support.ca.com/irj/portal/kbtech?docid=505437>

TEC505506 - Auto-Discovery of VMware ESX Physical Hosts and Virtual Machine Relationships.

<https://support.ca.com/irj/portal/kbtech?docid=505506>

CA eHealth

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5637&type=p>

Product Support Matrix (6.2.2)

https://support.ca.com/phpdocs/7/5637/5637_eHealth_622_PCM.zip

Product Support Matrix (6.2.1 and earlier) (Including SysEDGE)

<https://support.ca.com/phpdocs/7/5637/matrix.zip>

Support Statement for NVM Solutions in Virtualized Environments

https://support.ca.com/phpdocs/7/5637/CA_Support_Statement_for_Running_CA_NVM_Products_in_Virtualization_Environments.pdf

CA Enterprise Log Manager

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?prdhmpgform=p&productID=8238>

Platform Support Matrix (Including Virtualized Environment)

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8238/8238_certmatrix.html

Product Documentation

Including Implementation Guide that include a appendix covering "CA Enterprise Log Manager and Virtualization"

<https://support.ca.com/irj/portal/DocumentationResults?productID=137711&releaseID=ALL&languageID=ENU&actionID=2>

CA Identify Manager

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5655&type=>

Platform Support Matrix (Including Virtualized Environment)

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5655/5655_docindex.html#PSM

CA IT Client Manager (ITCM)

For support of the r11.2 and r12.x releases of CA IT Client Manager (ITCM) in a VMware guest OS-image see the VMware support Statement referenced below.

In addition, the ITCM 11.2 agent is certified on VMware ESX Server 3.0.1 and VMware ESX 3.5 Update 2 (See Compatibility Matrices listed below for details).

VMware Support Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138126>

Technical Support Home Pages

- CA IT Client Manager
<https://support.ca.com/irj/portal/prddtlshome?productID=8176&type=p>
- CA IT Inventory Manager (Asset Management):
<https://support.ca.com/irj/portal/prddtlshome?productID=194&type=p>
- CA Remote Control:
<https://support.ca.com/irj/portal/prddtlshome?productID=228&type=p>
- CA Software Delivery:
<https://support.ca.com/irj/portal/prddtlshome?productID=234&type=p>

Compatibility Matrices – Including Virtualization Certification

- CA IT Client Manager r12.x
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8176/8176_compmatrix.html
- CA IT Inventory Manager r11.x (Asset Management)
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/194/194_compmatrix.html
- CA Remote Control r11.x
<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/228/rco-compmatrix.html>
- CA Software Delivery r11.x
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/234/234_compmatrix.html

Virtualization Related Knowledgebase Articles

- TEC482498
"MSI Error 1602" while upgrading the ITCM components on a VMWare machine
<https://support.ca.com/irj/portal/kbtech?ipLogNrow=1&docid=482498&se archID=TEC482498>

CA Message Manager

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5707&type=p>

Virtualization Related Knowledgebase Articles

TEC513179 - From R12.6 CA Message Manager roles are supported in a virtualized environment. See details in TEC513179.

<https://support.ca.com/irj/portal/kbtech?docid=513179>

TEC509753 - MMAPi Warning - Msg <P0004393251@CAMM.:Corporate> - Remote Archiver connection failure when using an VMWare server.

<https://support.ca.com/irj/portal/kbtech?docid=509753>

NOTE: CA Message Manager Releases before r12.6 are not supported in a virtualized environment.

CA Network and Systems Management (NSM)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?prdhmpqform=p& productID=2869&type=p>

Integration

CA Network and Systems Management Integrations with CA Virtual Performance Management

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=227796>

Release Certification Information

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/unins mr11-relcert.html>

Compatibility Information (Home page)

<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869 compmatrix.html>

- Compatibility Matrix for Agent Technology - Including Virtualization Certification
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869 compmatrix_30at.html

- CA Network and Systems Management r11.2 & r11 SysAgt, Log Agt, Performance Agents

- CA Network and Systems Management r3.1
ProcessAgent, SysAgt, Log Agt, Process Agent & System agents
on some ESX 2.x (patches required, not certified on 3.x)
- Compatibility Matrix for Event - Including Virtualization Certification
 - CA NSM r11 (includes copy of Agent Technology information)
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869_compmatrix_11em.html
 - CA NSM 3.1 (includes copy of Agent Technology information)
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869_compmatrix_31em.html

CA Technologies Support Statement for Virtualization:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

CA Secure Content Manager (SCM)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=4673&type=p>

Compatibility Matrices – Including Virtualization Certification

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4673/4673_compmatrix.html

CA Security Command Center (SCC)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=4351&type=p>

VMware Support Statement:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>
<https://support.ca.com/irj/portal/kbtech?docid=395938>

Certification Matrix – Including Virtualization Certification

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4351/4351_certmat.html

- SCC Agents r8.0 SP2 on VMware ESX 3.0
- SCC Agents r8.0 SP1 CR2 on VMware ESX 2.1.2 & 3.0

CA Service Delivery

Technical Support Home Page

- CA Service Accounting
<https://support.ca.com/irj/portal/prddtlshome?productID=4575&type=p>
- CA Service Assure
<https://support.ca.com/irj/portal/prddtlshome?productID=4573&type=p>

- CA Service Catalog
<https://support.ca.com/irj/portal/prddtlshome?productID=4931&type=p>
- CA Service Metric Analysis
<https://support.ca.com/irj/portal/prddtlshome?productID=4574&type=p>

VMware Support Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138071>

CA Service Desk Manager

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=8165>

Certification Matrix:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8165/8165_certmatrix.html

VMware Support Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138071>

CA SiteMinder

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=5262&type=p>

Certification Matrix – Including Virtualization Certification

See PDF/HTML for the various SiteMinder components on

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5262/5262_docindex.html#PSM

Related Techdocs

CA SiteMinder Technical Document Index

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5262/5262_techdocindex.html

For example see TEC482078, for a clarification on the supported architecture on Solaris 10 Zones for CA Web Access Manager.

CA Spectrum® Infrastructure Manager

CA Spectrum Infrastructure Manager r9.x (formerly CA Spectrum Network Fault Manager) supports Solaris Zones for Solaris 10 and VMware for Windows and Linux (See document 5136 "Spectrum r9.x Installation Guide").

CA Spectrum Infrastructure Manager r9 SP1 includes support for VMware's ESX Server via a unique application model type: VMWareESXApp. This model will be created as a companion to any host device model that is modeling the ESX Server. (see ssrn.htm on the media).

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=7832&type=p>

Support Statement for CA NVM Solutions in Virtualized Environments

https://support.ca.com/phpdocs/7/5637/CA_Support_Statement_for_Running_CA_NVM_Products_in_Virtualization_Environments.pdf

Other Virtualization Related Documents

- Spectrum Documentation
 - Documentation Home Page
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=7/7832/7832_docmanindex.html
 - Virtual Host Manager Solution Guide
<https://support.ca.com/phpdocs/7/7832/documentation/912/5192.pdf>
- White Paper - Best Practices: Modeling Virtual Environments in Spectrum
https://support.ca.com/phpdocs/7/7832/specvirtual_whitepaper.pdf

CA Virtual Assurance

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?prdhmpgform=p&productID=8396>

Virtual Assurance Bookshelf

<https://support.ca.com/cadocs/1/CA%20Virtual%20Assurance%203%200%201-ENU/Bookshelf.html> (v3.0.1)

https://support.ca.com/cadocs/1/CA_Virtual_Assurance_3_0_00-ENU/Bookshelf.html (v3.0.0)

Virtualization Management Solution Brief

http://www.ca.com/files/SolutionBriefs/virtualization-solution-brief_220397.pdf

Product Release and Support Announcement

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=238312>

CA Virtual Assurance for Infrastructure Managers (formerly Virtual Performance Management)

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?prdhmpqform=p&productID=5653>

Bookshelf

<https://support.ca.com/cadocs/1/CA%20Virtual%20Assurance%20for%20Infrastructure%20Managers%20Version%2012%200%2001-ENU/Bookshelf.html>

Product Brief (including Supported Platforms)

http://www.ca.com/files/ProductBriefs/34036-ca-vpm-productsheet-final_131986.pdf

http://www.ca.com/Files/ProductBriefs/virtual_assurance_im_ps_131986.pdf

CA Workload Automation

Technical Support Home Pages

- CA Workload Control Center:
<https://support.ca.com/irj/portal/prddtlshome?productID=4602&type=p>
- Unicenter Universal Job Management Agent:
<https://support.ca.com/irj/portal/prddtlshome?productID=3933&type=p>
- CA AutoSys Workload Automation:
<https://support.ca.com/irj/portal/prddtlshome?productID=253&type=p>

CA Technologies Support Statement for Virtualization:

<https://support.ca.com/irj/portal/phpsupcontent?filePath=&contentID=189545>

Additional Comments:

AutoSys r11 has been explicitly tested on Solaris whole root and sparse root containers, VMware guest machines and Microsoft Virtual Server. See Support statement linked above for details.

Comments on Related 3rd Party Products

One problem you may encounter is that Microsoft does not fully support SQL in all virtualized environments. The exact degree of support will depend on your specific contract with Microsoft and if the Hypervisor is a part of Microsoft's Server Virtualization Validation Program.

Microsoft support details can be found here:

Microsoft software running in non-Microsoft hardware virtualization software
<http://support.microsoft.com/kb/897615>

Microsoft SQL Server products in a virtualized environment
<http://support.microsoft.com/?id=956893>

Server Virtualization Validation Program
<http://windowsservercatalog.com/svvp.aspx?svvppage=svvp.htm>

VMware Comment: Microsoft Products Running within VMware
http://www.vmware.com/support/policies/ms_support_statement.html

Additional Details

The material posted on a product's Support home page – including the certification matrix - is the authoritative source and may be more recent than what is summarized here. In general we try to provide links to the official document on support.ca.com for you to reference.

CA Advanced Systems Management (ASM)

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5653/5653_compmatrix.html

Product Component	Platform	Platform Version	Release	Gen Level
Agent	VMware ESX	Server (Vmnix) 2.5, 2.5.1, 2.5.2, 2.5.3, 2.5.4, Server 3.0, Server 3.0.1, Server 3.0.2, Server 3.5, 3i	11.2	0000
Agent	VMware GSX	Server 2.5, 3.0, 3.1, 3.2	11.2	0000
Agent	VMware Virtual Center	Server 2.0.0, 2.0.1, 2.0.2, 2.5.0	11.2	0000
Agent	MS Virtual Server	2005, 2005 R2 (32 bit, 64 bit)	11.2	0000
Agent	VMware ESX	Server (Vmnix) 2.0.0, 2.0.1, 2.1.0, 2.1.1, 2.1.2, 2.5, 2.5.1, 2.5.2, 2.5.3, Server 3.0, Server 3.0.1, Server 3.0.2, Server 3.5	11.1	0611
Agent	VMware GSX	Server 2.5, 3.0, 3.1, 3.2	11.1	0611
Agent	MS Virtual Server	2005	11.1	0611
Agent	Vmware ESX	Server (Vmnix) 2.0.0, 2.0.1, 2.1.0, 2.1.1, 2.1.2, 2.5, 2.5.1, 2.5.2	11	0512

IT Client Manager – Asset Management

VMware

- For running IT Client Manager in a guest OS-image please see the following link for our support statement concerning VMware:
<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138126>
- The DSM Agent for CA IT Client Manager r12 is certified on ESX 3.5 Update 2 and the DSM Agent for CA IT Client Manager r12.5 is certified on ESX 3.5 Update 3, Update 5, ESX 4.0 and ESX 4.1.
Note: Packager and RC Agent are not supported on ESX.
Note: The agent for VMware ESX 3.5 require DSM r11.2 ESX product files whereas the agent for VMware ESX 4.0/4.1 requires CA ITCM 12.5 Linux product files. See https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8176/8176_compmatrix.html for details. See [TEC535373](#) for ITCM r12.5 support on ESX4.1
- The r11.2 Asset Management Agent is certified on VMware ESX 3.0.1 and VMware ESX 3.5 Update 2 host system. In other words, the r11.2 Asset Management Agent runs on the native RedHat 3.0 operating system on which the ESX Server is installed.
 - As the underlying host operating system in VMware ESX Server 3.0.1 (=RedHat 3.0) reports incorrect data with respect to the number of CPUs and the floppy devices, the corresponding inventory items reported by the Asset Management r11.2a agent will not be correct.
 - The Asset Management r11.2a Agent installed on the ESX host operating system will not report any inventory information about the configured virtual machines. To get inventory data about the virtual machines you need to install an Asset Management Agent on the virtual machines.

Note: See the corresponding compatibility matrices for earlier versions of IT Client Manager.

IT Client Manager – Remote Control

VMware

For running IT Client Manager in a guest OS-image please see the following link for our support statement concerning VMware:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138126>

IT Client Manager – Software Delivery

VMware

For running IT Client Manager in a guest OS-image please see the following link for our support statement concerning VMware:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=138126>

- The DSM Agent for CA IT Client Manager r12 is certified on ESX 3.5 Update 2 and the DSM Agent for CA IT Client Manager r12.5 is certified on ESX 3.5 Update 3, Update 5, ESX 4.0 and ESX 4.1.

Note: The Packager and RC Agent are not supported on ESX.

Note: The agent for VMware ESX 3.5 requires DSM r11.2 ESX product files whereas the agent for VMware ESX 4.0/4.1 requires CA ITCM 12.5 Linux product files. See https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8176/8176_compmatrix.html for details. See <TEC535373> for ITCM r12.5 support on ESX4.1

In addition it is supported to run a IT Client Manager 11.2 agent on a system running ESX. For details see the compatibility matrix on:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/234/234_compmatrix.html.

CA Network & Systems Management (NSM)

Agent Technology

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869_compmatrix_30at.html

For CA Network and Systems Management r11.2

Product Component	Platform	Platform Version	Pack Rel	Pack Glvl
System Agent	VMware ESX	2.5, 3.0, 3.01, 3.02, 3.5	11.2	0000, SP1, SP2
Log Agent	VMware ESX	2.5, 3.0, 3.01, 3.02, 3.5	11.2	0000, SP1, SP2
Performance Agent	VMware ESX	2.5, 3.0, 3.01, 3.02, 3.5	11.2	0000, SP1, SP2

For CA Network and Systems Management r11

Product Component	Platform	Platform Version	Pack Rel	Pack Glvl
System Agent	VMware ESX	2.1 Server v1.5, Server v2.0.0, Server v2.0.1, Server 2.1.1, Server 2.1.2, Server 2.5, Server 2.5.1, Server 2.5.2, Server 2.5.3, Server 3.0, Server 3.0.1, Server 3.0.2, Server 3.5	11	0000
Log Agent	VMware ESX	2.1 Server v1.5, Server v2.0.0, Server v2.0.1, Server 2.1.1, Server 2.1.2, Server 2.5, Server 2.5.1, Server 2.5.2, Server 2.5.3, Server 3.0, Server 3.0.1, Server 3.0.2, Server 3.5	11	0000
Performance Agent	VMware ESX	2.1 Server v1.5, Server v2.0.0, Server v2.0.1, Server 2.1.1, Server 2.1.2, Server 2.5, Server 2.5.1, Server 2.5.2, Server 2.5.3, Server 3.0, Server 3.0.1, Server 3.0.2, Server 3.5	11	0000

For Unicenter 3.1 Network and Systems Management

Product Component	Platform	Platform Version	Pack Rel	Pack Glvl
Log Agent	VMware ESX	Server 2.5 (patches required)	3.1	0403
Process Agent (proAgent)	VMware ESX	Server 2.5 (patches required)	3.1	0403
System Agent (caiUxOs)	VMware ESX	Server 2.5 (patches required)	3.1	0403
Log Agent	VMware ESX Server	2.1, 2.1.1, 2.1.2 (Fixes required. Contact support)	3.1	0403
Process Agent (proAgent)	VMware ESX Server	2.1, 2.1.1, 2.1.2 (Fixes required. Contact support)	3.1	0403
System Agent (caiUxOs)	VMware ESX Server	2.1, 2.1.1, 2.1.2 (Fixes required. Contact support)	3.1	0403

EVENT MANAGEMENT

For r11: https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869_compmatrix_11em.html

For r3.1: https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/2869/2869_compmatrix_31em.html