

Summary of CA VMware Support Statements

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

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

Additional details may be available on the individual product home pages on CA 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 ARCserve Backup	Certification Matrix		Win Linux Unix	Multiple TECDOC with additional details
CA Asset Management	ITCM r11.2		AM	Manager on Windows, Agent on guest & host
CA Asset Portfolio Management (APM)	UAPM r11.3		UAPM	
CA Audit	Certification Matrix	TEC395938	AUDIT	
CA Clarity	Compatibility Information	CA Generic	Clarity	Certified on Windows 2003 Guest residing on VMware ESX server
CA CMDB	CMDB	CA Generic	CMDB	

<u>Product</u>	<u>Certification Matrix</u>	<u>Statement</u>	<u>Home</u>	<u>Comment</u>
CA Cohesion Application Configuration Manager		CA Generic	Cohesion	Blueprints to detect virtualized environment
CA eHealth		NVM Statement	eHealth	
CA Identity Manager	Platform Support Matrix			
CA Message Manager			Camm	Currently not supported in VMware environment.
CA Network and Systems Management (NSM)	Select Agents	CA Generic	NSM	
CA Remote Control	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	CA Generic	Accounting	
CA Service Assure	Assure	CA Generic	Assure	
CA Service Catalog	Catalog	CA Generic	Catalog	
CA Service Desk	USD	CA Generic	USD	
CA Service Metric Analysis	SMA	CA Generic	SMA	
CA SiteMinder	Certification Matrix		SM	
CA Software Delivery	ITCM r11.2		SD	Manager on Windows, Agent on guest & host
CA Spectrum IM		NVM Statement	Spectrum	
CA Workload Automation		CA Generic	WCC AutoSys	
CA XOsoft	Certification Matrix		XOsoft	

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 (BO XI)

Statement of Support – VMware ESX Server

http://resources.businessobjects.com/support/communitycs/TechnicalPapers/bo_statement_of_support_for_vmware.pdf

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_virtualization_compmatrix.html

Platform Support Policy (Including Virtual Platforms):

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

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 Support Statement for Virtualization:

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

CA ARCserve Backup

Technical Support Home Page

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

Certification Matrix – Including Virtualization Certification

- CA ARCserve Backup r12 for Windows
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4536/12/4536_12_compmatrix.html
- CA ARCserve Backup r11.5 for Linux
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/3370/115/3370_115_compmatrix.html
- CA ARCserve Backup r11.5 for UNIX
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5040/115/5040_115_compmatrix.html

Related Product Guides

CA ARCserve Backup for Windows r12 VMware Agent Guide
<https://support.ca.com/cadocs/c0/c010991e.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 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 XOssoft™ & VMware™ a Joint Solution Addressing Disaster Recovery and High Availability

http://www.ca.com/files/ReferenceGuides/sales_tool_for_xosoft_vmware_combined_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.

- 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 Asset Portfolio Management (UAPM)

Technical Support Home Page

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

UAPM r11.3 - VMware ESX Server 3.0.1

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

CA 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 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, 3.02, 3.5.0
- Audit r8 SP1 CR1 on VMware 2.1.2

VMware Support Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=189545&productID=2869>

CA Clarity

Technical Support Home Page

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

Clarity Support Virtualization Statement:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=196727>

CA CMDB

Technical Support Home Page:

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

CMDB r11.2 Certification Matrix:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5786/5786_112_certmatrix.html

CMDB r12 Certification Matrix:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/5786/5786_12_certmatrix.html

Support Statement VMware support:

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

CA Cohesion Application Configuration Manager

Technical Support Home Page

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

Note: Cohesion 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

VMware Support Statement:

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

CA eHealth

Technical Support Home Page

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

Support Statement for NVM Solutions in Virtualized Environments

http://support.concord.com/support/secure/pdfs/CA_Support_Statement_for_Running_CA_NVM_Products_in_Virtualization_Environments.pdf

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 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>
- Asset Management:
<https://support.ca.com/irj/portal/prddtlshome?productID=194&type=p>
- Remote Control:
<https://support.ca.com/irj/portal/prddtlshome?productID=228&type=p>
- Software Delivery:
<https://support.ca.com/irj/portal/prddtlshome?productID=234&type=p>

Compatibility Matrices – Including Virtualization Certification

- CA IT Client Manager
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/8176/8176_compmatrix.html
- Asset Management
https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/194/194_compmatrix.html

- Remote Control
<https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/228/rco-compmatrix.html>
- Software Delivery
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/anonymous/prdxrefsoln?productID=5707>

NOTE: CA Message Manager is currently not supported in a VMware environment.

CA Network and Systems Management (NSM)

Technical Support Home Page

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

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 Support Statement for Virtualization:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?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/kbtech?docid=307048>

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&productID=4569>

CA Service Desk

Technical Support Home Page

<https://support.ca.com/irj/portal/prddtlshome?productID=191&type=p>

Certification Matrix:

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/191/191_certrmatrix.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 (formerly CA Spectrum Network Fault Manager) supports Solaris Zones for Solaris 10 and VMware for Windows and Linux (See document 5136 "Spectrum r9.0 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>
<http://support.concord.com/>

Support Statement for CA NVM Solutions in Virtualized Environments

http://support.concord.com/support/secure/pdfs/CA_Support_Statement_for_Running_CA_NVM_Products_in_Virtualization_Environments.pdf

Other Virtualization Related Documents

- Spectrum Documentation
 - Documentation Home Page
http://support.concord.com/support/secure/products/Spectrum_Doc/
 - Virtual Host Manager Solution Guide
http://support.concord.com/support/secure/products/Spectrum_Doc/spec900/5192.pdf
- White Paper - Best Practices: Modeling Virtual Environments in Spectrum
https://support.ca.com/phpdocs/7/7832/specvirtual_whitepaper.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 Support Statement for Virtualization:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=189545&productID=2869>

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.

CA XOsoft

Technical Support Home Page

<https://support.ca.com/irj/portal/anonymous/prdxrefsoln?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.

Comments on Related 3rd Party Products

One problem you may encounter is that Microsoft does not fully support SQL in VMware. Although the exact degree of support will depend on your specific contract with Microsoft, in general you cannot escalate any SQL problems to Level A support when a virtualized environment is involved. At best, you can escalate to Level B support; however, you should expect to be asked to reproduce the problem on a physical server before proceeding.

Microsoft support details can be found here:

<http://support.microsoft.com/kb/897615>

http://www.vmware.com/support/policies/ms_support_statement.html

Additional Details

The material posted on a product's CA 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

https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/4536/12/4536_12_compmatrix.html

Backup Server

OS Release	Edition	x86	x64	IA64
Citrix MetaFrame Presentation Server 3.0	Windows 2000 Server and Advanced Server	SP4	NA	NA
	Windows 2003 Standard	R2	x	NA
	Windows 2003 Enterprise	R2	x	X
Citrix MetaFrame Presentation Server 4.0	Windows 2000 Server and Advanced Server	SP4	NA	NA
	Windows 2003 Standard	R2	x	NA
	Windows 2003 Enterprise	R2	x	X
Citrix MetaFrame Presentation Server 4.5	Windows 2000 Server and Advanced Server	SP4	NA	NA
	Windows 2003 Standard	SP1, SP2, R2, R2 SP2	SP1, SP2, R2, R2 SP2	NA
	Windows 2003 Enterprise	SP1, SP2, R2, R2 SP2	SP1, SP2, R2, R2 SP2	X
Virtual PC	2004	✓	x	X
Virtual Server	2005	R2	R2	X
Virtual PC	2007	✓	x	X
Windows Server 2008 Hyper-V¹ **ARCserve Server and options on VM (child partitions) of Hyper-V are not supported ** ARCserve Server and options on Host OS (partition 0) of Hyper-V are supported.		NA	✓	NA

VMware ESX Server 2.5, 2.5.1, 2.5.2, 2.5.3, 2.5.4, 3.0, 3.0.1, 3.0.2 VMware ESX 3.5, Update1¹, Update2¹, Update3², Update4² ESXi 3.5 Update1¹, Update2¹, Update3², Update4²		✓	✓	NA
VMware GSX Server 3.0, 3.1		✓	x	X
VMware Workstation 4.0, 4.5 and 5.0		✓	x	X
NEC CLUSTERPRO	8.0 SE and LE	✓	✓	x
	CLUSTERPRO X1.0	✓	✓	x

¹ Supported from CA ARCserve r12 SP1

² Supported from CA ARCserve r12 SP2

Note: See additional data for various ArcServe Agents in the matrice on support.ca.com referenced above.

Note for Citrix Metaframe Presentation Server:

Supported Editions - Advanced, Enterprise, and Platinum Edition

Note for VMware (ESX, GSX, Workstation) and Windows Hyper-V:

VMware ESX, GSX Server and Workstation support with respect to Guest Operating system editions and Service Packs remains the same as VMware/Hyper-V supported OS Editions and Service Packs. However, CA ARCserve supported Physical OS edition always supersedes VMware/Hyper-V supported guest operating system.

All versions/editions of operating systems supported by VMware for VCB are supported by CA ARCserve Agent for VMware

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 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>

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
Log Agent	VMware ESX	2.5, 3.0, 3.01, 3.02, 3.5	11.2	0000
Performance Agent	VMware ESX	2.5, 3.0, 3.01, 3.02, 3.5	11.2	0000

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 MANAGEMNT

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