

CA Service Catalog r12.5 Certification Matrix

Last Updated: 05-Feb-2013

CA Service Catalog	R12.5	R12.5.01	R12.5.02	R12.5.03	R12.5.04	Additional Info
Version	x - Not Supported, ✓ - Supported					

CA Service Catalog will support service-packs and point-releases of Operating Systems and Databases unless otherwise stated.
 CA Service Catalog will support service-packs and/or cumulative packs of the major release of Integrated products unless otherwise stated.

- Note:
1. All Certifications from GA release still apply to the Cumulatives. New Certifications are marked accordingly in the Cumulative column.
 2. For certification information pertaining to the integrated products refer to the certification matrices and documentation of each individual product. Also, it is recommended to have the lowest release versions of the integrated products installed first.
 3. All certifications are done on Windows Platform unless otherwise stated.
 4. All Databases and Windows Server Platforms are certified for both 32-bit and 64-bit unless otherwise stated.
 5. Certifying a newer version of any other CA/3rd party component /product against our product just means that the integration we had before has been validated/certified against this new version of the respective component/product. As part of that, the newer features introduced by the component /product are not adopted/certified unless explicitly stated.

Platform Support

Windows Server 2008	2008 R2	✓				
	2008	✓				
	2003 R2	✓				
	2003	✓				

DB Support

SQL Server	2008 R2	✓				
	2008	✓				
	2005	✓				
Oracle	10g R2	✓				
	11g R2	✓				
	11g R1	✓				
Oracle on Linux 4 Ent (Redhat)	10g R2	✓				
	11g R2	✓				
Oracle on Solaris 10 SPARC 64bit	10g R2	✓				
	11g R2	✓				

Integrations

CA Service Desk	12.6.x	x				
	12.5.x	✓				
	12.1.x	✓				
	11.2.x	✓				
CA CMDB	12.6.x	x				
	12.5.x	✓				
	12.1.x	✓				
	11.2.x	✓				
CA Asset Portfolio Management	12.6	x				
	11.3.4	✓				
CA Siteminder	12.x	✓				
	6	✓				
CA Embedded Entitlements Manager (CA EEM)	12	x				
	8.4 SP04	✓				
CA IT Process Automation Manager	3.1			✓		
	3.0 SP1	x				
	3	✓				
	2.2 SP1	✓				
CA Business Intelligence	3.2	✓				
	3.2.06-2	x		✓		
CA Workflow	1.1.5 SP6	✓				

Client Support

Windows XP		✓				
Windows 7		✓				
Windows Vista		✓				
VMWARE ESX Server 3.0 (VM - Windows 2008 server)		✓				

Browser Support

IE	9	x			✓	
IE	8	✓				
IE	7	✓				
Firefox	5	x				
Firefox	4	x				
Firefox	3.6	✓				
Safari	4	✓				Tested on Windo

Network Protocols

IPV6	mixed	✓				
IPV6	pure	✓				
IPV4		✓				

Third Party Proprietary

Apache Ant	1.7
Apache Axis	1.2.1
Apache Commons Codec	1.3
Apache Commons Collections	3.2.1
Apache Commons DBCP	1.2.2
Apache Commons Discovery	0.2
Apache Commons FileUpload	1.2
Apache Commons HttpClient	3.0.1
Apache Commons IO	1.3.1
Apache Commons Logging	1.1.1
Apache Commons Pool	1.4
Apache FOP 0.20.5	0.20.5
Apache Log4j	1.2.14
Apache Mod_jk	2.0.58

Apache ORO	2.0.8
Apache Tomcat version (Windows)	5.5.28
Apache Xalan	2.7.1
Apache Xerces	2.9.1
Apache WebServer	2.0.54
EclipseLink	1.1.2
Ext GXT	2.0.1
Google GWT	1.7.0
IBM WSDL4J	1.6.2
Info-Zip Unzip	5.42
Java Service Wrapper	3.3.1
Microsoft SQL Server 2005 JDBC Driver	2
Mozilla Rhino	1.5R4.1
OpenVizViewer	2.4.1
Oracle JDBC Driver 11g Release 2	11.1.6.0
RSA BSAFE Crypto-J jsafejcefpis	3.6
SourceForge Ant-Contrib	1.0b3
SourceForge DOM4j	1.6.1
SourceForge ehcache	1.6.0
SpringSource Spring Framework	2.5.6
Open Message Queue version	4.1
Sun Java Mail	1.3.3
Sun Java Persistence API	1
Sun Java Runtime Environment version	1.6.0_14

International Support

A translated product (also referred to as a localized product) is an internationalized product that includes local language support for the product's user interface, online help, and other documentation, as well as local language default settings for date, time, currency and number formats.

An internationalized product (also referred to as a language-certified product) is an English product that runs on local language versions of the supported operating system and required third-party products. Internationalized products support local language data for input and output, and also support the ability to specify local language conventions for date, time, currency and number formats.

CA Service Catalog r12.5 supports following languages:

Language	Internationalized	Translated
Japanese	Yes	Yes
German	Yes	Yes
French	Yes	Yes
Spanish	Yes	Yes
Brazilian Portuguese	Yes	Yes
Italian	Yes	Yes
Korean	Yes	Yes
Simplified Chinese	Yes	Yes

Note: On Windows platforms, the languages mentioned above must be fully localized regional releases of the supported Windows Server operating systems. In particular, Windows operating environments which utilize a Language Interface Pack or MUI running on an English core are not supported.

Implementation Guide, Reference Guide, Integration Guide are not localized for all the languages, they are available in English only.

