

# CA Service Desk Manager Release 12.5

## Certification Matrix

Last Updated: February 11, 2014

End-of-Service: May 31, 2013

CA Service Desk Manager will support service-packs and point-releases of Operating Systems, Databases, Web Servers, Java, Servlets, Browsers, etc., not necessarily noted on this matrix as long as the problem reported is reproducible with versions that are listed on the support matrix. CA reserves the right to refuse support of new point releases should the reported problem require a major redesign in order to function properly. Both Technical Support and Sustaining Engineering will do their best to resolve any issues that occur in a timely manner. If the resolution to the problem is determined to be outside the realm of their support responsibilities, they may ask that you escalate your request for certification to your local account team.

In regards to Web Browsers, many vendors are releasing updates to their browsers every three-to-four months, and are configuring their browsers to update automatically without user intervention. As browser standards are relatively stable, and the browser technologies used by SDM follow well-known standards, CA Technologies considers these rapid-release browser updates to be similar to service-packs or point-releases. In regards to SDM, it is the intent of CA Technologies to conduct high-level functional testing of supported browser updates on a delayed schedule as time permits.

Any known versions that are not supported will be specifically noted in the appropriate sections.

**Note:** This document includes certification information for CA Service Desk Manager that includes CA Service Desk, Support Automation, and CMDB. For certification information pertaining to the products that CA Service Desk Manager integrates with please refer to either the CA Service Desk Manager Release Notes or the product documentation that comes with the integrated product.

[CA Service Desk Manager 12.5 Patches](#) are located here:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID={2562A7B3-7C04-4808-B7CF-DD6EE40899EC}>

### **Certified Microsoft Windows Server Platforms**

- Microsoft Windows Server 2012 (x86; 64-bit only)
- Microsoft Windows Server 2008 R2 (x86 and x64)
- Microsoft Windows Server 2008 (x86 and x64)
- Microsoft Windows Server 2003 R2 (x86 and x64)
- Microsoft Windows Server 2003 SP2 (x86 and x64)

**Note:** CA Business Intelligence (CABI) 3.1 is not supported on Microsoft Windows Server 2008 R2. You must use CA Business Intelligence 3.2 if you use Microsoft Windows Server 2008 R2. CABI 3.2 is available on the CA Service Desk Manager 12.5 GenLevel 0001 media-set.

VMWARE ESX Server 3.0, 4.0

### **Certified Linux Server Platforms**

- Red Hat Enterprise Linux 5.0
- Novell SUSE Linux 10 SP1, 11

### **Certified UNIX Server Platforms**

- Sun Solaris 10 SPARC (64-bit)
- IBM AIX 5.3 (64-bit)
- IBM AIX 6.1(64-bit)

### **Certified Server Platform Notes**

All Windows, Linux and Unix Server Platforms noted above are certified on both 64 bit and 32 bit unless specifically noted.

Please see the [CA Support Statement for Virtualization](#) for information on running Service Desk in a virtualized environment.

### **Certified Web Browser Platforms**

- Microsoft Windows 8

**Note:** JRE 1.7 is provided with Microsoft Windows 8. At this time, there is a known issue with using the Support Automation function with JRE 1.7. Current work-around is to use JRE 1.6.0\_30 on a Microsoft Windows 8 machine.

- Microsoft Windows 7
- Microsoft Windows Vista
- Microsoft Windows XP with Service Pack 2 applied
- Red Hat Enterprise Linux 4.0/3.0
- SUSE Linux Enterprise Server 9 (SLES) x86
- Macintosh OS X (Employee/Customer Interface only)

### **Certified Web Servers**

- Apache Tomcat 7.0 is certified on Microsoft Windows only via **patch RO58346**  
(Other Platforms pending)
- IIS 6.0, 7.0
- Apache Tomcat 5.5.25  
**Note:** Apache Tomcat 5.5.25 is included on the installation DVD and is installed automatically during the installation process.
- Apache Tomcat 5.5.30 (see Technical Document [TEC540980](#))
- Apache 2.0 or better

### **Certified Servlet Containers**

- Apache Tomcat 5.5.25
- Apache Tomcat 5.5.30 (see Technical Document [TEC540980](#))

**Note:** Apache Tomcat is included on the installation DVD and is installed automatically during the installation process.

### **Certified Browsers**

- Microsoft Internet Explorer 10 (on Microsoft Windows only)
  - **Note:** If you are experiencing problems with Internet Explorer 10, try using browser compatibility mode
  - **Note:** At this time, CA Business Intelligence 3.2 SP5 is not certified with Microsoft Windows 8 or Microsoft Internet Explorer 10.
- Microsoft Internet Explorer 9
  - **Note:** Microsoft Internet Explorer 9 requires CA Business Intelligence 3.2 Service Pack 5 (SP5). Refer to the CA Business Intelligence section in this artifact.

- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 7
- Mozilla Firefox 7
  
- Mozilla Firefox 6
  - English only
  - Requires the following Patches: RO34445, RO34452, RO34454, RO34457
- Mozilla Firefox 5
  - English only
  - Requires the following Patches: RO34445, RO34452, RO34454, RO34457
- Mozilla Firefox 4
  - English only
  - Requires the following Patches: RO34445, RO34452, RO34454, RO34457
- Mozilla Firefox Web Browser 3 to 3.5.5
- Apple Safari 3.x and 4 (Self-Service Interface support only on Mac OS X and Windows)

**Note:** The PDA interface should work with any browser that supports basic HTML.

### **Certified Databases**

- Microsoft SQL Server 2012
  - Note:** Requires SDM patch "[RO51629](#)"
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008 SP1
- Microsoft SQL Server 2005 SP3
- Microsoft SQL Server 2005 SP2
- Oracle 11g R2
- Oracle 11g
- Oracle 10g R2

**Note:** CA Service Desk Manager 12.5 uses the MDB 1.5

### **Certified Java 2 Platform Standard Edition (J2SE)**

- Java Runtime Environment (JRE) 1.6.0\_30
- Java Runtime Environment (JRE) Java 1.6.0\_21 (see Technical Document [TEC540919](#))
- Java Runtime Environment (JRE) 1.6.00

**Note:** JRE 1.6.00 is included on the installation DVD and is installed automatically during the installation process.

**Note:** JRE 1.7 is provided with Microsoft Windows 8. At this time, there is a known issue with using the Support Automation function with JRE 1.7. Current work-around is to use JRE 1.6.0\_30 on a Microsoft Windows 8 machine.

### **Certified LDAP Enabled Directories**

CA Service Desk Manager interfaces with LDAP enabled directories that support LDAP version 3 protocols. LDAP enabled directories that we have tested with include:

- Microsoft Active Directory
  - Microsoft Active Directory 2008 was tested May 2011
- OpenLDAP
- Novell eDirectory
- CA Directory
- ADAM
- SunOne Directory Server
- Lotus Notes LDAP
- M-Vault

### **Certified SMTP Mail Servers**

- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2007
- Microsoft Exchange Server 2003
- Windows SMTP Service
- Lotus Domino 6.5.1

**Client Operating Systems**

SDM Function	Microsoft Windows 8	Microsoft Windows 7	Microsoft Windows Vista	Microsoft Windows XP SP2	Apple MAC OS X
Service Desk	✓	✓	✓	✓	X (***)
Knowledge Management	✓	✓	✓	✓	X (***)
CMDB	✓	✓	✓	✓	X
CMDB Visualizer	✓	✓	✓	✓	X
Support Automation	X (*)	✓	✓	✓	X (***)
CA Business Intelligence	X (**)	✓	✓	✓	X

**Note:** (\*) JRE 1.7 is provided with Microsoft Windows 8. At this time, there is a known issue with using the Support Automation function with JRE 1.7. Current work-around is to use JRE 1.6.0\_30 (32 bit) on a Microsoft Windows 8 machine.

**Note:** (\*\*) At this time, CA Business Intelligence 3.2 SP5 is not certified with Microsoft Windows 8 or Microsoft Internet Explorer 10.

**Note:** (\*\*\*) Employee/Customer Interface only. Web Chat is the only feature of Support Automation available on Apple MAC OS X for desk/laptops”

## **Certified CA Embedded Entitlements Manager Versions (EEM)**

- CA EEM 12.0 CR02
  - Requires CA Service Desk Manager 12.5 Cumulative #1 Patch

**Note:** CA Service Desk Manager 12.5 does not support the following features of EEM 12.0:

- High-Availability (HA) Failover
  - Multi-Domain
- CA EEM 8.4 (includes SP3 and SP4)
  - CA EEM 8.3

## **Certified CA Business Intelligence**

- CA Business Intelligence 3.2 Service Pack 5 (SP5)
  - Can be downloaded from [ftp://ftp.ca.com/caproducts/CABI/CABI-3.x/boeXIR3\\_SP5/](ftp://ftp.ca.com/caproducts/CABI/CABI-3.x/boeXIR3_SP5/)
  - Service Pack 5 provides support for Microsoft Internet Explorer 9
- CA Business Intelligence 3.2 SP4
  - [ftp://ftp.ca.com/Caproducts/CABI/CABI-3.x/boeXIR3\\_SP4/](ftp://ftp.ca.com/Caproducts/CABI/CABI-3.x/boeXIR3_SP4/)
- CA Business Intelligence 3.2 (SDM 12.5 GenLevel 0001)
- CA Business Intelligence 3.1 (SDM 12.5 GenLevel 0000)

**Note:** CA Business Intelligence is built upon an OEM version of SAP Business Objects XI (BOXI) R3.

**Note:** CA Business Intelligence for CA Service Desk Manager 12.5 is supported on Windows only, and is English only.

**Note:** CA Service Desk Manager 12.5 GenLevel 0000 includes CA Business Intelligence (CABI) 3.1. CABI 3.1 is not supported on Microsoft Windows Server 2008 R2. You must use CA Business Intelligence 3.2 if you use Microsoft Windows Server 2008 R2. CABI 3.2 is available on the CA Service Desk Manager 12.5 GenLevel 0001 media-set.

**Note:** CA Business Intelligence 3.2 is not supported on Microsoft Internet Explorer 9. You must install CA Business Intelligence 3.2 Service Pack 5 (SP5) for Microsoft Internet Explorer 9 support.

**Note:** At this time, CA Business Intelligence 3.2 SP5 is not certified with Microsoft Windows 8 or Microsoft Internet Explorer 10.

### **Certified CA Workflow**

- CA Workflow 1.1.5 SP5

### **Certified CA IT Process Automation Manager (CA ITPAM)**

- CA Process Management for Workflows 4.1
- CA Process Management for Workflows 4.0 SP1
  - **Note:** For 4.1 and 4.0 SP1 patches are required for Primary and all Secondary Servers:
    - Microsoft Windows Server - "[RO55388](#)"
    - IBM AIX - "[RO55391](#)"
    - Oracle Solaris - "[RO55390](#)"
    - Red Hat and SUSE Linux - "[RO55389](#)"
    - Patches available on page:  
<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=%7b2562A7B3-7C04-4808-B7CF-DD6EE40899EC%7d>
- CA IT Process Manager 3.0 SP1
- CA IT Process Manager 3.0
- CA IT Process Manager 2.2 SP1
- CA IT Process Manager 2.2

**Note:** CA ITPAM is also known as CA Process Management for Workflows

### **CA Configuration Automation (CCA; ConfigAuto)**

CA Service Desk Manager includes a limited entitlement to CA Configuration Automation. This entitlement is restricted to use of CA Configuration Automation with SDM only. Please read the [SDM "Specific Program Documentation" artifact](#) for more information.

- CA Configuration Automation (CCA) 12.6



**Note:** Microsoft Exchange Server 2007 supports SSL communication however the CA Service Desk Manager mail interface cannot communicate via IMAP or POP3 in SSL mode.

**Note:** Lotus Domino 6.5.1 does not support AUTH PLAIN authentication. To workaround this issue Service Desk can be configured to send mail to Windows SMTP Service (which supports AUTH PLAIN and NTLM authentication) and then have Windows SMTP Service relay the emails to Lotus Domino.

### **International Support**

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.

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.

English release of CA Service Desk Manager r12.5 is certified with following Languages:

- French
- German
- Japanese
- Spanish
- Italian
- Brazilian Portuguese
- Simplified Chinese
- Traditional Chinese
- Korean

CA Service Desk Manager r12.5 is localized in following languages:

- French
- German
- Japanese
- Spanish
- Italian
- Brazilian Portuguese
- Simplified Chinese

**Section 508 Support**

- JAWS 9.0
- JAWS 10.0

**Other Information**

- CA Service Desk Manager 12.5 is FIPS 140-2 compliant

The Federal Information Processing Standard (FIPS) Publication 140-2 (FIPS PUB 140-2) is a U.S. government computer security standard that is used to accredit cryptographic modules. The National Institute of Standards and Technology (NIST) issues and maintains the standard.

CA Service Desk Manager supports FIPS-compliant techniques for cryptography. CA Service Desk Manager is in-compliance with FIPS 140-2 through the use of CA eTrust PKI version 3.2.1 (at a minimum). These application libraries use FIPS-compliant RSA Crypto-C ME 2.0.

CA Service Desk Manager by default enables FIPS from the SDM server-side. It is required to enable FIPS from the EEM server-side as well.

- **Note:** Requires CA Service Desk Manager 12.5 Cumulative #1 Patch to enable FIPS for EEM SDK
- Please refer to the CA Support Technical Document #RI41964 for additional information

	<b>Catalyst 2.5</b>	<b>Catalyst 3.0</b>	<b>Catalyst 3.1</b>	<b>Catalyst 3.2</b>
<b>CA Service Desk Manager 12.5</b>	Certified for: <ul style="list-style-type: none"><li>• CA Service Operations Insight (SOI) 3.0</li><li>• CA Spectrum Service Assurance 2.5</li></ul>	No Catalyst 3.0 SDM Connector released	Certified for: <ul style="list-style-type: none"><li>• CA Configuration Automation (CCA) 12.6</li></ul>	Certified for: <ul style="list-style-type: none"><li>• CA Configuration Automation (CCA) 12.6</li><li>• CA Service Operations Insight (SOI) 3.0; SOI IFW Proxy required</li></ul>

## **CA Open Space 2.0 for Service Management**

### **Microsoft Windows Server Platforms**

All Microsoft Windows Server Platforms are certified for 64-bit only

- Windows Server 2003 SP2 Standard Edition, Enterprise Edition (64-bit)
- Windows Server 2008 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)
- Windows Server 2008 R2 SP2 Standard Edition, Enterprise Edition, Data Center (64-bit)
- Windows Server 2012 Standard Edition, Enterprise Edition, Data Center (64-bit)

### **Linux Server Platforms**

All Linux Server Platforms are certified for 64-bit only

- Red Hat Enterprise Linux 6 (64-bit only)
- Red Hat Enterprise Linux 5.5 (64-bit only)

### **Databases**

Databases are certified for 64-bit only

- MYSQL 5.5.27

### **Web Browsers**

- Microsoft Internet Explorer 9 (on Microsoft Windows only)
- Microsoft Internet Explorer 8 (on Microsoft Windows only)
- Firefox ESR 10 and above
- Google Chrome 23.0.1271.95
- Apple Safari 5.1 (on Apple MAC OS only)

### **Liferay Portal**

- Liferay CE 6.1 GA1 edition

### **Servlet Containers**

- Apache Tomcat 7.0.23
  - **Note:** Liferay portal comes along with Apache Tomcat and it will be installed automatically.

### **Java 2 Platform Standard Edition (J2SE)**

- Java Runtime Environment (JRE) Java 1.6.0\_20

### **LDAP-Enabled Directories**

- Apache Directory Server
- Fedora Directory Server
- Microsoft Active Directory Server
- Novell eDirectory
- OpenLDAP
- Other Directory Server

**Note:** These are Liferay supported LDAP directories. CA Open Space interfaces with LDAP-enabled directories that Liferay 6.1 supports.

### **SMTP Mail Servers**

- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2007
- Microsoft Exchange Server 2003
- Microsoft Windows SMTP Service

**Note:** Microsoft Exchange Server 2010 and 2007 supports SSL communication

### **Client operating System**

- Microsoft windows XP SP3
- Microsoft windows 7
- Microsoft Windows Vista
- Apple MAC OS X

### **Authentication**

- LDAP
- EEM (Both EEM 8.4 CR05 and CA EEM r12 CR02)
- Site Minder ( Policy server : 12.0 sp3 CR 10 , Web Agent : Apachewebagent6.0 (32bit))
- NTLM