

CA Service Desk Manager Release 12.6

Certification Matrix

Last Updated: March 13, 2014

CA Service Desk Manager (SDM) 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 matrix.

CA reserves the right to refuse support of new service-packs and 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.

This document includes certification information for CA Service Desk Manager, and also covers products formerly known as Unicenter Service Desk, Unicenter Service Desk Knowledge Tools, and CA 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.

For the Product Home Page of CA Service Desk Manager on CA Support, please go to [Start Page](#).

- <https://support.ca.com/iri/portal/prddtlshome?prdhmpgform=p&productID=8165>

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

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

For information on CA Service Desk Manager licensing definitions, and entitlement definitions for products included with SDM, please refer to the [SDM "Specific Program Documentation"](#) artifact.

- <http://www.ca.com/us/collateral/licensing/na/CA-Service-Desk-Manager-Specific-Product-Documentation.aspx>

For information on End-of-Life and End-of-Service announcements and dates, please refer to the [Release and Support Lifecycle Dates](#) page.

- https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=7/191/191_lifecycleindex.html

For information on best practices and considerations based on real-world scenarios and knowledge compiled from global CA team experiences, please refer to the [CA Green Books and Green Papers](#) page. Current publications include:

- CA Service Desk Manager 12.5 (also appropriate for SDM 12.6)
- CA CMDB Integrations
- CA Business Intelligence for CA Service Desk Manager
- Integrating CA Configuration Automation and CA CMDB
- CA Service Desk Integrations Best Practice Volume 1
- <https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/greenbooks.html>

Be sure to join the [CA Service Management Global User Community](#), a global virtual CA customer community focused on CA Service Management solutions. This community provides a forum for enhancing the experience of using CA Service Management technologies.

- <https://communities.ca.com/web/ca-service-management-global-user-community/welcome>

The [CA Tech Insider e-newsletters](#) deliver timely technical updates and solution-relevant information from Education, Services, Product Management, Support, and Communities. These e-newsletters provide supplemental information on how you can derive added value from your CA Solutions.

To subscribe to these e-newsletters, go to:

- <https://www.ca.com/us/register/subscribe.aspx?id=705>.

If you miss an edition, you can view any available previous editions at:

- <https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=210510>.

The [CA Service Desk Manager 12.6 Patches & Solutions](#) page is located at:

- <https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID={0DE9AD34-9587-4D51-ABE3-387FEF935208}>

Certified Microsoft Windows Server Platforms

All Microsoft Windows Server Platforms are certified for both 32-bit and 64-bit unless specifically noted.

- Microsoft Windows Server 2012 (x86; 64-bit only)
- Microsoft Windows Server 2008 R2 (x86; 64-bit only)
- Microsoft Windows Server 2008 SP2 (x86; 32-bit and 64-bit)
- Microsoft Windows Server 2003 R2 (x86; 32-bit and 64-bit)
- Microsoft Windows Server 2003 SP2 (x86; 32-bit and 64-bit)
- VMWARE ESX Server 4.0, 3.5, 3.0

Certified Linux Server Platforms

All Linux Server Platforms indicated are certified for both 32-bit and 64-bit unless specifically noted.

- Red Hat Enterprise Linux 6 (x86; 32-bit and 64-bit)
- Red Hat Enterprise Linux 5 (x86; 32-bit and 64-bit)
- Novell SUSE Linux 11 (x86; 32-bit and 64-bit)
- Novell SUSE Linux 10 SP1 (x86; 32-bit and 64-bit)

Certified UNIX Server Platforms

All Unix Server Platforms indicated are certified for 64-bit only unless specifically noted.

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

Certified Databases

All Databases are certified for both 32-bit and 64-bit unless specifically noted.

- Microsoft SQL Server 2012
 - **Note:** Requires SDM Patch "[RO51630](#)"
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008 SP1
- Microsoft SQL Server 2005 SP2, SP3
- Oracle 11g R2
- Oracle 11g
- Oracle 10g R2

Note: CA Service Desk Manager 12.6 uses the CA Management Database (MDB) 1.5

Certified Web Browsers

- Microsoft Internet Explorer 11 (on Microsoft Windows only)
 - * Before you open CA SDM Web UI on IE 11, launch the browser and complete the following steps:
 - Add the CA SDM URL to intranet zone.
 - Add the CA SDM hostname to the Compatibility View Settings of the browser.
 - Make sure that the Documentation Mode is set to Default.
- Microsoft Internet Explorer 10 (on Microsoft Windows only)
 - **Note:** If you are experiencing problems with Internet Explorer 10, try using browser compatibility mode
 - **Note:** Requires the [CA Service Desk Manager 12.6 Cumulative #2 Patch](#) to be applied to the SDM server environment
 - **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 (on Microsoft Windows only)
 - **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 (on Windows only)
 - **Note:** It is strongly recommended to have a minimum of 2GB of memory and a dual-core processor to run Microsoft Internet Explorer 8

Note: Microsoft Internet Explorer 7 is not recommended for use with CA Service Desk Manager 12.6 due to known performance issues. For more information, please refer to the [Notification PIB RI43005](#) on support.ca.com.

○ <https://support.ca.com/irj/portal/SolutionCDNResults?aparNo=RI43005&actionID=4>

- Mozilla Firefox 7
- Mozilla Firefox 6
- Mozilla Firefox 5
- Mozilla Firefox 4
- Mozilla Firefox 3
- Apple Safari 4 (on Mac OS X and Windows only)
- Apple Safari 3 (on Mac OS X and Windows only)

Note: Apple Safari is supported for the End-User/Customer Self-Service interface only. Apple Safari is not supported for any other interface including, but not limited to: Analyst, Administrator, Visualizer, Support Automation (Chat, Remote Assistance), and others not specifically indicated.

Note: The native Analyst PDA interface is designed to work with any browser that supports basic HTML. CA does not conduct platform-specific or device-specific testing.

Certified Upgrade/Migration Paths

Customers may upgrade/migrate directly to CA Service Desk Manager 12.6 from the following previous releases:

- 12.5
- 12.1
- 12.0
- 11.2

Customers running releases prior to 11.2 must first follow the approved upgrade/migration path for that release, and then upgrade/migrate to 12.6 (a two-step process).

Certified Web Servers

- Apache Tomcat 7.0 is certified on Microsoft Windows only via patch RO58349 (Other Platforms pending)
- Microsoft IIS 7.0 (with Metabase Compatibility component of IIS 7)
- Microsoft IIS 6

- Apache 2.0 (or better)

Certified Servlet Containers

- Apache Tomcat 6.0.30

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

Certified Java 2 Platform Standard Edition (J2SE)

- Java Runtime Environment (JRE) Java 1.7.0_51

Important! Apply the following patch on all CA SDM Primary and Secondary Servers for Java 1.7.0_51 to work properly:

- Microsoft Windows Server - "[RO67483](#)"
- IBM AIX - "[RO67486](#)"
- Oracle Solaris - "[RO67485](#)"
- Red Hat and SUSE Linux - "[RO67484](#)"
- Patches available on page:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=%7b0DE9AD34-9587-4D51-ABE3-387FEF935208%7d>

- Java Runtime Environment (JRE) Java 1.7.0_40
- Java Runtime Environment (JRE) Java 1.6.0_30
- Java Runtime Environment (JRE) Java 1.6.0_21

Note: JRE is included on the installation DVD and is installed automatically.

Note At this time, there is a known issue with using the Support Automation functionality with JRE 1.7. Current work-around is to use JRE 1.6 for Client side.

Certified Web Services Toolkit

- Apache Axis2 1.4

Certified LDAP-Enabled Directories

CA Service Desk Manager interfaces with LDAP-enabled directories that support the Lightweight Directory Access Protocol version 3 (LDAP). CA does not generally specify a specific version/release of vendor directories as it is the support of LDAP v3 that is certified. LDAP-enabled directories that CA has worked with include:

- Microsoft Active Directory
- 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
- Microsoft Windows SMTP Service
- Lotus Domino 6.5.1

Note: Microsoft Exchange Server 2010 and 2007 supports SSL communication; however, the 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 the Windows SMTP Service (which supports AUTH PLAIN and NTLM authentication), and then have the Windows SMTP Service relay the emails to Lotus Domino.

Certified CA Embedded Entitlement Manager (EEM)

- CA EEM 12.0
 - **Note:** The High Availability feature of CA EEM 12.0 is certified with CA Service Desk Manager 12.6 using EEM cluster with Reverse Proxy setup. This requires CA Service Desk Manager 12.6 Cumulative #3 Patch.
 - **Note:** EEM12 can be obtained from the SDM 12.7 media.
- CA EEM 8.4 SP4

Certified CA Business Intelligence

- CA Business Intelligence 3.3 SP1
 - Can be downloaded from ftp://ftp.ca.com/caproducts/CABI/CABI-3.x/boeXIR3_SP6/
- CA Business Intelligence 3.2 SP5
 - Can be downloaded from ftp://ftp.ca.com/caproducts/CABI/CABI-3.x/boeXIR3_SP5/
 - **Note:** Support for Microsoft Internet Explorer 9 is provided in CABI 3.2 SP5
- CA Business Intelligence 3.2 SP4

- Can be downloaded from ftp://ftp.ca.com/CAproducts/CABI/CABI-3.x/boeXIR3_SP4/
- CA Business Intelligence 3.2

Note: CA Business Intelligence 3.2 and 3.3 is built on an OEM version of SAP Business Objects XI (BOXI) R3.1

CABI Full installer	BOXI version
CABI 3.3	BOXI 3.1 SP5
CABI 3.2	BOXI 3.1 SP3

CABI Patch installer	BOXI version
CABI 3.3 SP1	BOXI 3.1 SP6
CABI 3.2 SP5	BOXI 3.1 SP5
CABI 3.2 SP4	BOXI 3.1 SP4

Note: CA Business Intelligence 3.2 requires Service Pack 5 to support Microsoft Internet Explorer 9.

Note: CA Business Intelligence for CA Service Desk Manager 12.6 is supported on Windows only, and is English only.

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

Certified CA Cohesion

- CA Cohesion 5.0 SP1

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

Certified CA Workflow

- CA Workflow 1.1.5 SP6 Build 131

Certified CA Process Management for Workflows (formerly known as CA IT PAM)

- 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 - “RO54930”
 - IBM AIX - “RO54933”
 - Oracle Solaris - “RO54932”
 - Red Hat and SUSE Linux - “RO54931”
 - Patches available on page:
<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=%7b0DE9AD34-9587-4D51-ABE3-387FEF935208%7d>
- CA Process Management for Workflows 3.1 SP1
- CA Process Management for Workflows 3.1
- CA Process Management for Workflows 3.0.1 SP1
- CA IT PAM 3.0, 2.2 SP1, 2.2

Certified CA Service Catalog

- CA Service Catalog 12.8
- CA Service Catalog 12.6

Certified CA IT Asset Manager (also known as CA Asset Portfolio Management)

- CA IT Asset Manager 12.8
- CA IT Asset Manager 12.6
- CA IT Asset Manager 11.3.4 (Patch Level RO30319 or higher)

Certified CA IT Client Manager

- CA IT Client Manager 12.5

International Support

An Internationalized product (also referred to as a language-certified product) is an English-language 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 Desk Manager 12.6 is Internationalized for:

- English, French, German, Japanese (Group 1 Languages)
- Italian, Spanish, Brazilian Portuguese, Simplified Chinese (Group 2 Languages)
- Korean, Traditional Chinese (Group 3 Languages)

Note: There are no plans to Internationalize SDM in any of the Group 4 Languages: (Czech, Danish, Dutch, Finnish, Greek, Hungarian, Norwegian, Polish, Russian, Swedish, Turkish).

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

CA Service Desk Manager 12.6 is Translated/Localized for the following Languages:

- French, German, Japanese (Group 1 Languages)
- Italian, Spanish, Brazilian Portuguese, Simplified Chinese (Group 2 Languages)

Note: There are no plans to Translate/Localize SDM in any of the Group 3 Languages (Korean, Traditional Chinese) or Group 4 Languages (Czech, Danish, Dutch, Finnish, Greek, Hungarian, Norwegian, Polish, Russian, Swedish, Turkish).

Note: Group 1 Languages (English, French, German, and Japanese) are supported on Windows, Red Hat, Novell SUSE, and Solaris.

Note: Group 2 Languages (Italian, Spanish, Brazilian Portuguese, and Simplified Chinese) are supported on Windows only.

Note: IBM AIX supports English only.

Section 508 Support

- CA Service Desk Manager 12.6 is Section 508 compliant
- Freedom Scientific JAWS 10 was tested with CA Service Desk Manager 12.6

Other Information

- CA Service Desk Manager 12.6 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.

- CA Service Desk Manager 12.6 is IPv6 compliant
- Microsoft Excel 2010 was tested with CA Service Desk Manager 12.6 for the Export List feature
- Microsoft Outlook 2010 was tested with CA Service Desk Manager 12.6 as an e-mail client
- CA Service Desk Manager 12.6 is VCE Vblock Ready certified on the Vblock1 platform environment

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

CA Open Space 3.0 for Service Management

Microsoft Windows Server Platforms

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

- Windows Server 2012 ** (64-bit)
- Windows Server 2008 R2 SP2 ** (64-bit)
- Windows Server 2008 SP2 ** (64-bit)

** The Microsoft Windows Server Operating System has been tested with Standard Edition, Enterprise Edition, Data Center Edition.

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 17 and ESR 24
 - Note: For more information about ESR, visit <https://wiki.mozilla.org/Enterprise/Firefox/ExtendedSupport%3AProposal>.
- Google Chrome 27.0.x and above
- Apple Safari 5.1 and above (on Mac OS X only)

Liferay Portal

- Liferay CE 6.1 GA1 edition

Servlet Containers

- Apache Tomcat 7.0.23

Note: This version of Apache Tomcat is provided by Liferay CE. The installation of Liferay CE will install Apache Tomcat.

Java 2 Platform Standard Edition (J2SE)

- Java Runtime Environment (JRE) Java 1.6.0_30

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

Client Operating System

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

Authentication

- SDM does not have LDAP authentication. LDAP is used as data sources only; However Open space has LDAP authentication.
- All EEM 12.X versions
- For Site Minder- Policy Server : 12.51, Web Agent : Apachewebagent6.0 (32bit) is used
- EEM NTLM