

CA Service Desk Manager Release 12.7

Certification Matrix

Last Updated: September 22, 2014

This document includes certification information for CA Service Desk Manager FULL License, and CA Service Desk Manager ANALYST License, and also covers legacy stand-alone point-products formerly known as Unicenter Service Desk, Unicenter Service Desk Knowledge Tools, and CA CMDB.

For certification information pertaining to the additional products that CA Service Desk Manager includes – for example, CA EEM, CA Business Intelligence, CA Process Manager for Workflows – please read the CA Service Desk Manager 12.7 Release Notes and the documentation that comes with each specific product.

The information in this document is intended to be used as a general guideline to the version combinations that have been explicitly tested for interoperability. This information should not be interpreted as constraining the use of minor point-releases instead of the exact versions indicated. Minor versions of products are assumed to work unless otherwise noted. CA is not able to conduct deep validation of all possible version combinations.

CA Service Desk Manager (SDM) will support service packs and point releases of Operating Systems, Databases, Web Servers, Web Browsers, Java, Servlets, 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 point releases should the reported problem require a major SDM rework or 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 rapid 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 of Operating Systems, Databases, Web Servers, Web Browsers Java, Servlets, etc., that are not supported by SDM will be specifically noted in the appropriate sections.

Product Home Page

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

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

Virtualized Environments

For information on running CA Service Desk Manager in a virtualized environment, please read the [CA Support Statement for Virtualization](#).

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

Licensing and Entitlement

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

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

End-of-Service and End-of-Life

For information on End-of-Service and End-of-Life 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

Green Books and Green Papers

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 12.7)
- 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
- CA Service Desk Integrations Best Practice Volume 2
- CA Service Desk Integrations Best Practice Volume 3
- <https://support.ca.com/irj/portal/anonymous/phpdocs?filePath=0/common/greenbooks.html>

- ca.com/greenbooks

Service Management Global User Community

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>

CA Tech Insider e-Newsletter

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 the e-newsletter, go to:

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

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

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

The [CA Service Desk Manager 12.7 Solutions & Patches](#) page is located at:

- https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID={4B755BA_2-6331-43AD-B084-FB4B8F76AD4E}

Microsoft Windows Server Platforms

All Microsoft Windows Server Platforms are certified for 64-bit only on x86 architecture.

- Microsoft Windows Server 2012 (x86; 64-bit only)
- Microsoft Windows Server 2008 R2 SP1 (x86; 64-bit only)
- Microsoft Windows Server 2008 R2 (x86; 64-bit only)
- Microsoft Windows Server 2008 SP2 (x86; 64-bit only)
- VMWARE ESX Server 5.0, 4.0

Linux Server Platforms

All Linux Server Platforms are certified for 64-bit only on x86 architecture.

- Red Hat Enterprise Linux 6 (x86; 64-bit only)
- Red Hat Enterprise Linux 5.5 (x86; 64-bit only)

- Novell SUSE Linux Enterprise Server 11 SP1 (x86; 64-bit only)

UNIX Server Platforms

All Unix Server Platforms are certified for 64-bit only.

- Oracle Solaris 10 (SPARC; 64-bit only)
- IBM AIX 7.1 (Power; 64-bit only)
- IBM AIX 6.1 (Power; 64-bit only)

Databases

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

- Microsoft SQL Server 2012
 - **Note:** Requires SDM Patch “RO51740”
- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2008 Service Pack 3
- Microsoft SQL Server 2008 Service Pack 2
- Microsoft SQL Server 2008 Service Pack 1
- Microsoft SQL Server 2008
- Oracle 11g R2

Note: CA Service Desk Manager 12.7 uses the CA Management Database (MDB) 1.5.

Note: For information on a remote Oracle 11g R2 MDB database installation on HP-UX 11i (PA-RISC), please download this package from the SDM Product Download page on <http://support.ca.com>.

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:** 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)
- Microsoft Internet Explorer 8 (on Microsoft Windows only)
- Mozilla Firefox Enterprise Support Release (ESR) 10
 - <http://www.mozilla.org/en-US/firefox/organizations/faq/>
- Google Chrome 13.0.782 to 19.x
- Apple Safari 5.1 (on Apple MAC OS X and Microsoft Windows only)

Note: Web Chat is the only feature of Support Automation available on Apple MAC OS X for desk/laptops.

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

Tablet Support

- Apple Safari browser on Apple iPad (Apple iOS 5.1)
- Apple Safari browser on Apple iPad (Apple iOS 5.0)

Note: The Apple Safari browser on the Apple iPad has limited and known support boundaries. Please read the CA Service Desk Manager 12.7 Release Notes for more information on this topic. The capabilities and experience of the Apple Safari browser on the Apple iPad are not fully equivalent to using Apple Safari on an Apple MAC OS X desk/laptop.

Mobile Application Support

The Analyst Queue Monitor mobile application makes use of the RESTful web-services introduced in SDM 12.7, and is supported on SDM 12.7 only. The Analyst Queue Monitor mobile application is supported on the following mobile operating systems:

- Apple iOS 6, using the native Apple Safari browser
- Apple iOS 5, using the native Apple Safari browser
- Google Android 4.1, using the native browser
- Google Android 4.0, using the native browser

Upgrade/Migration Paths

Customers may upgrade/migrate to CA Service Desk Manager 12.7 from the following previous releases:

- 12.6
- 12.5
- 12.1

- 12.0
- 11.2

Note: Depending on the current-state and end-state SDM version/platform architecture, the upgrade/migration path may be a direct one-step process, or may require a two-step process. Please read the CA Service Desk Manager 12.7 Implementation Guide, Chapter 2 (page 21), Upgrading/Planning Your Upgrade, for specific details and additional information.

Web Servers

- Microsoft IIS 8.0
- Microsoft IIS 7.5
- Microsoft IIS 7.0 (with Metabase Compatibility component of IIS 7)
- Apache 2.0

Servlet Containers

- Apache Tomcat 7.0.23

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

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 - “ RO67439”
- IBM AIX - “ RO67442”
- Oracle Solaris - “ RO67441”
- Red Hat and SUSE Linux - “ RO67440”

Patches available on page:

<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID=%7b4B755BA2-6331-43AD-B084-FB4B8F76AD4E%7d>

- Java Runtime Environment (JRE) Java 1.7.0_40
- Java Runtime Environment (JRE) Java 1.6.0_30
- For AIX, JRE Java 1.6.0_10

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 function with JRE 1.7. Current work-around is to use JRE 1.6.0_30 on the Support Automation Client.

Web Services Toolkit

- Apache Axis 1.4

LDAP-Enabled Directories

CA Service Desk Manager interfaces with LDAP-enabled directories that support the Lightweight Directory Access Protocol version 3 (LDAP v3). CA does not generally indicate 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:

- ADAM
- CA Directory
- Lotus Notes LDAP
- Microsoft Active Directory
- M-Vault
- Novell eDirectory
- OpenLDAP
- SunOne Directory Server

SMTP Mail Servers

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

Note: Microsoft Exchange Server 2010 and 2007 supports SSL communication; however, the Service Desk Manager e-mail interface cannot communicate via IMAP or POP3 in SSL mode.

Note: IBM Lotus Domino 6.5.1 does not support AUTH PLAIN authentication. To work-around this issue Service Desk Manager can be configured to send e-mail to the Microsoft Windows SMTP Service (which supports AUTH PLAIN and NTLM authentication), and then have the Microsoft Windows SMTP Service relay the e-mails to IBM Lotus Domino.

Client Operating Systems

SDM Function	Microsoft Windows 8	Microsoft Windows 7	Microsoft Windows Vista	Microsoft Windows XP SP3	Apple MAC OS X
Service Desk	✓	✓	✓	✓	✓
Knowledge Management	✓	✓	✓	✓	✓
CMDB	✓	✓	✓	✓	✓
CMDB Visualizer	✓	✓	✓	✓	✓
Support Automation	X (*)	✓	✓	✓	X (***)
CA Business Intelligence	X (**)	✓	✓	✓	✓

Note: (*) 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.

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

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

CA Embedded Entitlement Manager (EEM)

- CA EEM 12.0 CR02
 - Included on SDM 12.7 media

Note: The High Availability feature of CA EEM 12.0 is certified with CA Service Desk Manager 12.7 using EEM cluster with Reverse Proxy setup. This requires CA Service Desk Manager 12.7 Cumulative #1 Patch.
- CA EEM 8.4 SP4 CR05
 - Can be downloaded from the SDM Product Download page on support.ca.com

Note: SDM 12.7 interoperability with other CA solutions is certified with CA EEM 8.4 SP4 CR05.

CA Workflow

- CA Workflow 1.1.5 SP6 Build 132
 - Included on SDM 12.7 media

Note: CA Workflow [End-of-Life](#) is December 31, 2013.

CA Process Management for Workflows

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

- CA Process Management for Workflows 4.2 SP2
- CA Process Management for Workflows 4.2 SP1
- CA Process Management for Workflows 4.1 SP1
- CA Process Management for Workflows 4.1
 - **Note:** For 4.1 patches are required for Primary and all Secondary Servers:
 - Microsoft Windows Server - "RO54934"
 - IBM AIX - "RO54937"
 - Oracle Solaris - "RO54936"
 - Red Hat and SUSE Linux - "RO54935"
 - Patches available on page:
<https://support.ca.com/irj/portal/anonymous/phpsupcontent?contentID={4B755BA2-6331-43AD-B084-FB4B8F76AD4E}>

Note: CA Process Management for Workflows is a specialized instance of CA Process Automation Manager (CA PAM).

- Integration Type: Web Services
- Authentication: EEM 8.4 CR05

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) 12.8
- CA Configuration Automation (CCA) 12.7
- CA Configuration Automation (CCA) 12.6

CA Business Intelligence (CABI)

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

- 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/
- CA Business Intelligence 3.2
 - Included on SDM 12.7 media

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 for CA Service Desk Manager 12.7 is supported on Windows-only and is English-only.

Supported Browsers

Operating System	Browser
Apple Mac OS X	Apple Safari 5
Microsoft Windows 7, Vista, XP	IE 9; IE 8; Firefox ESR 10

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

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 12.7 is Internationalized for:

- English, French, German, Japanese (Group 1 Languages)
- Italian, Spanish, Brazilian Portuguese, Simplified Chinese, French Canadian (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 12.7 is Translated/Localized for the following Languages:

- French, German, Japanese (Group 1 Languages)
- Italian, Spanish, Brazilian Portuguese, Simplified Chinese, French Canadian (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, Simplified Chinese, and French Canadian) are supported on Windows only.

Note: IBM AIX supports English only.

Accessibility Support

- CA Service Desk Manager 12.7 is compliant with Section 508 of the US Rehabilitation Act

- Freedom Scientific JAWS 13 was tested with CA Service Desk Manager 12.7

Other Information

- CA Service Desk Manager 12.7 is US Federal Desktop Core Configuration compliant for Windows XP only

The Federal Desktop Core Configuration (FDCC) is a security configuration requirement mandated by the Office of Management and Budget (OMB) for agencies in the US government.

The goal of the FDCC is to ensure that all desktops and laptops in US agencies have the same configurations and that any software installed or launched from those machines does not modify or require changes to that configuration.

Any application that changes browser settings, login settings, and or configurations must be able to run on the FDCC approved configuration without modifying those settings.

- CA Service Desk Manager 12.7 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 12.7 is IPv6 compliant
- Microsoft Excel 2010 was tested with CA Service Desk Manager 12.7 for the Export List feature
- Microsoft Outlook 2010 was tested with CA Service Desk Manager 12.7 as an e-mail client

CA Service Desk Manager 12.7 Solution Integration & Interoperability Matrix

The information in this section is intended to be used as a general guideline to the version combinations that have been explicitly tested for interoperability. This information should not be interpreted as constraining the use of minor point-releases instead of the exact versions indicated. Minor versions of integrated products are assumed to work unless otherwise noted. CA is not able to conduct deep validation of all possible version combinations. CA reserves the right to refuse support of new point releases should the reported problem require a major SDM rework or 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.

Solution	Version	Comments
CA Service Catalog	12.7, 12.8	Integration Type: Web Services Shared MDB: 1.5 Authentication: EEM 8.4 CR05
CA IT Asset Management (ITAM)	12.6 SP1, 12.8	Integration Type: Web Services Shared MDB: 1.5 Authentication: EEM 8.4 CR05
CA UAPM	11.3.4	Integration Type: Web Services Shared MDB: 1.5 Authentication: EEM 8.4 CR05 *Requires CA UAPM Patch RO55516 or higher
CA IT Client Manager (ITCM)	12.5 SP1	Integration Type: Web Services Shared MDB: 1.5
CA Business Service Insight (BSI)	8.1	Integration Type: Web Services
CA Process Automation (CA PAM)	4.1/ 4.1 SP1/ 4.2/ 4.2 SP2	Integration Type: Web Services
CA Software Change Manager (SCM) / Harvest	12.1 SP2	Integration Type: Web Services
CA SiteMinder	12.0 SP3	
CA Workload Automation AE	11.3	Integration Type: Web Services
CA Introscope (Wily Introscope)	9.1.0.1	Integration Type: Web Services
CA Spectrum	9.2.1 H06	Integration Type: Web Services
CA Clarity PPM	13	Integration Type: Web Services
Wily - CEM	9101 VM TIM (SST)	Integration Type: Web Services
CA Identity Manager	R12.5 SP11	
Catalyst Based Integrations		
CA Configuration Automation (CCA)	12.6	This integration uses the CA SDM/CMDB Catalyst Connector 3.2
CA Service Operations Insight	3	This integration uses the CA SDM/CMDB Catalyst Connector 3.2
CA SDM/CMDB Catalyst Connector	3.2	Catalyst Container 3.2

	Catalyst 2.5	Catalyst 3.0	Catalyst 3.1	Catalyst 3.2
CA Service Desk Manager 12.7	Not Certified	No Catalyst 3.0 SDM Connector released	Not Certified	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