

CA Service Desk Manager Release 12.9

Certification Matrix

Last Updated: January 22, 2016

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 12.9 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>
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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 12.6 (also appropriate for SDM 12.9)
- 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>

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>

Microsoft Windows Server Platforms

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

- Microsoft Windows Server 2012 R2* (x86; 64-bit only)
- 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 5.1, 5.0

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

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)
- 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 11 (SPARC; 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 2014
- Microsoft SQL Server 2012
- 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
- Oracle 11g
- Oracle 11gR2 RAC

Note: CA Service Desk Manager 12.9 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>.

Note: Oracle 11g R2 RAC is certified with Service Desk Manager 12.9. Please refer the knowledge base article [TEC609496](#) to refer the instructions on how to deploy Service Desk Manager 12.9 in Oracle RAC environment successfully.

Web Browsers

- Microsoft Edge (on Windows 10)
 - Note:** Support Automation capabilities for IT Analysts are not supported with Microsoft Edge. Microsoft Internet Explorer 11 can be used to get around this limitation.
- 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.
- Microsoft Internet Explorer 9 (on Microsoft Windows only)
- Microsoft Internet Explorer 8 (on Microsoft Windows only)
- Mozilla Firefox Enterprise Support Release (ESR) 17.0.x
- Mozilla Firefox Enterprise Support Release (ESR) 24.0.x
 - <http://www.mozilla.org/en-US/firefox/organizations/faq/>
- Google Chrome 27.0.x and above
- Apple Safari 6.0.5 (on Apple MAC OS 10.8.4 and Microsoft Windows only)

Note: Web Chat is the only feature of Support Automation available on Apple MAC OS 10.8.4 for desk/laptops.

Note: It is highly recommended that CA Service Desk Manager Customers take advantage of SDM Mobile Applications instead of PDA as it offers better experience. **Note:** Browser support for CABI is different and please refers to the “Supported Browsers” section under CA Business Intelligence.

Tablet Support

- Apple Safari browser on Apple iPad (Apple iOS 7.0)
- Apple Safari browser on Apple iPad (Apple iOS 6.1.3)

Note: The Apple Safari browser on the Apple iPad has limited and known support boundaries. Please read Chapter 2, System Information, in the CA Service Desk Manager 12.9 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 (CA Service Management)

CA Service Management mobile app available in Apple App Store and Google Play Store, this app replaces the earlier CA Service Desk Manager mobile app. The new app provide additional capability of browsing the services and requesting for services along with the existing capabilities of raise an issue and collaborative via asking the question and replying to questions. Mobile capabilities are available in CA Service Management Mobile App:

- Browse Service Catalog for available services
- Report an issue
- View My Assets
- Analyst Queue: View and perform activities on tickets created in CA SDM.
- My Tasks: Approve/respond/act on assigned work items created by a workflow engine
- Post or answer questions on communities; if the community cannot answer your questions, report an issue.

Certified Mobile Operating Systems

CA Service Management mobile app is available for the following mobile operating systems:

- iOS 6.1.3 and 7.0
- Android 4.x

Upgrade/Migration Paths

Customers may upgrade/migrate to CA Service Desk Manager 12.9 from the following previous releases:

- 12.7
- 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 12.9 Implementation Guide, Chapter 2, How to Plan CA SDM Upgrades, 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)

- Oracle Java SE Runtime Environment (JRE) 8

Note: The installation DVD includes a previous version of JRE. The JRE installed with CA SDM can be updated to JRE 8 by following the procedure documented [here](https://docops.ca.com/ca-service-management/14-1/en/implementing/implementing-ca-service-desk-manager/how-to-install-ca-sdm/install-and-configure-jre-1-8-0_45) - https://docops.ca.com/ca-service-management/14-1/en/implementing/implementing-ca-service-desk-manager/how-to-install-ca-sdm/install-and-configure-jre-1-8-0_45

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 2013
- Microsoft Exchange Server 2010
- Microsoft Exchange Server 2007
- Microsoft Windows SMTP Service

- Microsoft Exchange Online (Office 365)
- IBM Lotus Domino 6.5.1

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.

Federated Search Adapters:

- Microsoft SharePoint 2013
- Microsoft SharePoint 2010
- CA Open Space 2.0 SP1

Client Operating Systems

SDM Function	Microsoft Windows 8	Microsoft Windows 7	Microsoft Windows Vista	Microsoft Windows XP SP3	Apple MAC OS 10.8.4
Service Desk	√	√	√	√	√
Knowledge Management	√	√	√	√	√
CMDB	√	√	√	√	√
CMDB Visualizer	√	√	√	√	√
Support Automation(**)	√	√	√	√	X (*)
CA Business Intelligence	√	√	√	√	√

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

Note: (**) Please refer to the list of Support Automation Known Issues and Solutions in the CA Service Desk Manager 12.9 Release Notes.

CA Embedded Entitlement Manager (EEM)

- CA EEM 12.51

- Included on SDM 12.9 media
- CA EEM 12.0 CR02
 - Can be downloaded from the SDM Product Download page on support.ca.com

CA Workflow

- CA Workflow 1.1.5 SP6 Build 132

Note: CA Workflow is not included on SDM 12.9 media. CA Workflow is a legacy tool and is only available for customers migrating from prior SDM releases.

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

CA Process Automation

CA Service Desk Manager includes a limited entitlement to CA Process Automation. 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 Automation 4.3
- CA Process Automation 4.2 SP2
- CA Process Automation 4.2 SP1
- CA Process Automation 4.1 SP1
- CA Process Automation 4.1

Certified CA Service Catalog

- CA Service Catalog 12.9

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

- CA IT Asset Manager 12.9
- CA Asset Portfolio Management 11.3.4
 - Note: Apply the latest Cumulative Pack of 11.3.4 before using the application.

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 SP01
- CA Configuration Automation (CCA) 12.7

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
 - Included on SDM 12.9 media
- CA Business Intelligence 3.3 SP1
 - Can be downloaded from ftp://ftp.ca.com/caproducts/CABI/CABI-3.x/boeXIR3_SP6/

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

- CABI 3.3 SP1 is SAP BOXI 3.1 SP6

Note: Service Desk Manager 12.9 introduces localization of SDM Reports. The base install of CABI can be in English or other languages that SDM supports, except French Canadian and Brazilian Portuguese.

- CABI 3.3 SP1 does not support French Canadian however the SDM Report content will be in French Canadian (for example, if SDM is in French Canadian then CABI content will be in French and the SDM Report content will be in French Canadian)
- CABI 3.3 SP1 does not support Brazilian Portuguese (for example, If SDM is in Brazilian Portuguese then CABI content will be in English and the SDM Report content will be in Brazilian Portuguese)

Supported Browsers

Operating System	Browser
Apple Mac OS X	Apple Safari 6
Microsoft Windows 8, 7, Vista SP2, XP SP3	IE 10; IE 9; IE 8; Firefox ESR 17

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 12.9 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 12.9 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

- Web Content Accessibility Guidelines (WCAG) 2.0 are used to evaluate accessibility conformance
- CA Service Desk Manager 12.9 is compliant with Section 508 of the US Rehabilitation Act
- Freedom Scientific JAWS 13 was tested with CA Service Desk Manager 12.9

Other Information

CA Service Desk Manager 12.9 is US Federal Desktop Core Configuration compliant for Windows XP SP3 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 12.9 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 12.9 is IPv6 compliant
- Microsoft Excel 2010 was tested with CA Service Desk Manager 12.9 for the Export List feature
- Microsoft Outlook 2010 was tested with CA Service Desk Manager 12.9 as an e-mail client

CA Service Desk Manager 12.9 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	12.8/12.9	Integration Type: Web Services Shared MDB: 1.5 Authentication: EEM
CA IT Asset Management (ITAM)	12.8SP1/12.9	Integration Type: Web Services Shared MDB: 1.5 Authentication: EEM
CA IT Client Manager (ITCM)	r12.5 SP1 C1	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/ 4.3	Integration Type: Web Services
CA Software Change Manager (SCM) / Harvest	12.1 SP2	Integration Type: Web Services
CA SiteMinder	R12.5 SP1	
CA Workload Automation AE	CA WA AE r11.3.5	Integration Type: Web Services
CA Introscope (Wily Introscope)	9150	Integration Type: Web Services
CA Spectrum	9.2.3	Integration Type: Web Services
CA Clarity PPM	13.2	Integration Type: Web Services
Wily - CEM	9101 VM TIM (SST)	Integration Type: Web Services
CA Identity Manager	R12.6 SP2	
Catalyst Based Integrations		
CA Configuration Automation (CCA)	12.7SP01	This integration uses the CA SDM/CMDB Catalyst Connector
CA Service Operations Insight	3.1	This integration uses the CA SDM/CMDB Catalyst Connector
CA SDM/CMDB Catalyst Connector	3.2	Catalyst Container 3.2 with changes made to support 12.9 version of SDM

	Catalyst 2.5	Catalyst 3.0	Catalyst 3.1	Catalyst 3.2
CA Service Desk	Not Certified	No Catalyst 3.0	Not Certified	Certified for:

Manager 12.9		SDM Connector released		<ul style="list-style-type: none"> • CA Configuration Automation (CCA) 12.7SP01 • CA Service Operations Insight (SOI) 3.1; SOI IFW Proxy
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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 SP2 ** (64-bit)
- Windows Server 2008 R2 SP2 ** (64-bit)

** The Microsoft Windows Server Operating System has been tested with Standard Edition, Enterprise Edition, and 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 Apple 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 (32-bit) is used
- EEM NTLM