

ZENworks Service Desk 8.1 Platform Support Matrix

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1 Email Server Support

- ◆ GroupWise 2018
- ◆ Microsoft Outlook 2010

2 Virtual Appliance Support

- ◆ VMware Workstation 11.0 onwards
- ◆ VMware ESXi 6.x
- ◆ SUSE XEN on SLES 15 SP1, SLES 15, SLES 12 SP4 and SLES 11 SP4
- ◆ Citrix Hypervisor (formerly XenServer)
- ◆ Microsoft Hyper-V

NOTE: Running virtual appliance in the paravirtualization mode is not supported.

3 Database Support

- ◆ Microsoft SQL Server 2014, 2016 and 2017
- ◆ MySQL v5.0 to v5.7
- ◆ Oracle Database 12c Enterprise Edition and Oracle Database 18c Enterprise Edition configured with SID.
- ◆ PostgreSQL 9.6.13

IMPORTANT: The Sybase Anywhere database is not supported as an external database for ZENworks Service Desk. However, Asset Management Import Export (AMIE) from the ZENworks Sybase Anywhere database is supported.

4 Browser Support

4.1 Classic Portal

- ◆ Latest version of Mozilla Firefox
- ◆ Internet Explorer 11

4.2 New End-user Portal

- ◆ Latest versions of Mozilla Firefox
- ◆ Internet Explorer 11
- ◆ Latest versions of Google Chrome
- ◆ Edge
- ◆ Chrome on Android
- ◆ Safari on iOS

NOTE: For better display, the screen size should be 5.5" or higher.

5 Mobile Platform Support (Native apps)

- ◆ **Android:** Android 7.0, 8.0 and 9.0
- ◆ **iOS:** iOS 8.x and later versions.

6 Legal Notices

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