

# ZENworks Service Desk 8.2 Platform Support Matrix

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## Email Server Support

- ◆ GroupWise 2018
- ◆ Microsoft Outlook 365

## Virtual Appliance Support

- ◆ VMware ESXi 6.x
- ◆ SUSE XEN on SLES 15 SP1, SLES 15, and SLES 12 SP5
- ◆ Citrix Hypervisor (formerly XenServer)
- ◆ Microsoft Hyper-V

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**NOTE:** Running virtual appliance in the paravirtualization mode is not supported for Citrix Hypervisor.

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## Database Support

- ◆ Microsoft SQL Server 2014, 2016, 2017 and 2019
- ◆ MySQL v5.0 to v5.7
- ◆ Oracle Database 12c Enterprise Edition, Oracle Database 18c Enterprise Edition and Oracle Database 19c Enterprise Edition configured with SID.
- ◆ PostgreSQL 9.6.x and 10.x

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**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.

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## Browser Support

### Classic Portal

- ◆ Latest version of Mozilla Firefox
- ◆ Microsoft Edge (44.x and above)
- ◆ Latest version of Google Chrome

### New End-user Portal

- ◆ Latest versions of Mozilla Firefox (87.x and above)
- ◆ Latest versions of Google Chrome (90.x and above)
- ◆ Microsoft Edge (89.x and above)
- ◆ Chrome on Android
- ◆ Safari on iOS

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**NOTE:** For better display, the mobile screen size should be 5.5” or higher.

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## Mobile Platform Support (Native apps)

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

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