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Supported platforms

ZENworks Service Desk

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The Information Company

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1. Supported platforms

Email Server Support

ZENworks Service Desk supports IMAP, IMAPS, POP3, POP3S protocols for receiving emails and SMTP for sending emails with basic, OAuth or Microsoft Modern Authentication as applicable.

ZENworks Service Desk is validated only with Microsoft 365 (Formerly Office 365), and Groupwise 2018. ZSD might work with other providers.

Virtual Appliance Support

- VMware ESXi 6.x

- SUSE XEN on SLES 12 SP4, SLES 12 SP5, SLES 15, SLES 15 SP1

- Microsoft Hyper-V Windows 10.0

- Citrix XenCenter 8.0

> **Note**
>
> Running virtual appliance in the paravirtualization mode is not supported for Citrix Hypervisor.

Database Support

- Microsoft SQL Server 2014, 2016, 2017 and 2019

- MySQL v5.0 to v8.x

- Oracle Database 12c Enterprise Edition, Oracle Database 18c Enterprise Edition and Oracle Database 19c Enterprise Edition configured with SID.

- PostgreSQL 15.x as an embedded database.

- PostgreSQL 14.x, or 15.x as an external database.

> **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.

Browser Support

Appliance Administration Portal (9443)

- Latest versions of Google Chrome

- Latest versions of Microsoft Edge

- Latest versions of Mozilla Firefox

Technician Portal

- Latest version of Microsoft Edge

- Latest versions of Google Chrome

- Latest version of Mozilla Firefox

Customer Portal

- Latest versions of Google Chrome

- Latest version of Microsoft Edge

- Latest versions of Mozilla Firefox

- Chrome on Android

- Safari on iOS

Note

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

Mobile Platform Support

Native mobile apps are no longer supported. You can use the native browser available on the mobile device to access the Service Desk portals (a separate app download is not required).

Supported Languages

Following are the languages supported:

- English - en

- French - fr

- German - de

- Italian - it

- Polish - pl

- Spanish - es

To use Service Desk in a crowd-sourced language, see Crowd-sourced Languages for ZENworks Service Desk

After downloading the required file, perform the following steps:

1. Stop the Service Desk services.

2. Go to the following location:

   `/opt/novell/servicedesk/server/webapps/LiveTime/WEB-INF/LiveTime.woa/Contents/Resources`

3. Backup the existing `LiveTime.properties` file.

4. Copy the downloaded file to the above-mentioned location.

5. Start the Service Desk services.

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