

ZENworks Service Desk 8.3.x Platform Support Matrix

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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.

Validated only with Microsoft 365 (Formerly Office 365), Gmail 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 13.x as an embedded database.
- ◆ PostgreSQL 9.6.x, 10.x, 13.x, and 14.x (only on 8.3.1) 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 Mozilla Firefox
- ◆ Latest versions of Google Chrome
- ◆ Latest versions of Microsoft Edge
- ◆ Google Chrome on Android
- ◆ Apple Safari on iOS

Classic Portal

- ◆ Latest version of Mozilla Firefox
- ◆ Latest version of Microsoft Edge
- ◆ Latest version of Google Chrome

New End-user Portal

- ◆ Latest versions of Mozilla Firefox
- ◆ Latest versions of Google Chrome
- ◆ Latest version of Microsoft Edge
- ◆ Chrome on Android
- ◆ Safari on iOS

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

Mobile Platform Support

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

NOTE: From ZENworks Service Desk v8.x onwards, you can use the native browser available on the mobile device to access the Service Desk portals (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 existing LiveTime.properties
4. Rename the downloaded crowd-sourced file to LiveTime.properties, and then copy the file to the above-mentioned location.

For example: The downloaded file might have LiveTime_zh_cn.properties as the file name. Rename the file name to LiveTime.properties.

5. Start the Service Desk services.

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