

Micro Focus Service Desk 7.4 Platform Support Matrix

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The following sections provide the Micro Focus Service Desk 7.4 system requirements:

- ◆ [Section 1, "Server Support," on page 1](#)
- ◆ [Section 2, "Database Support," on page 1](#)
- ◆ [Section 3, "Email Server Support," on page 2](#)
- ◆ [Section 4, "Mobile Support," on page 2](#)

1 Server Support

Ensure that the servers where you install Service Desk meet the following requirements:

- ◆ [Section 1.1, "Windows Servers," on page 1](#)
- ◆ [Section 1.2, "Linux Servers," on page 1](#)

1.1 Windows Servers

- ◆ Windows Server 2008 SP1 64-bit (Enterprise and Standard editions)
- ◆ Windows Server 2008 SP2 64-bit (Enterprise and Standard editions)
- ◆ Windows Server 2008 R2 64-bit (Enterprise and Standard editions)
- ◆ Windows Server 2008 R2 SP1 64-bit (Enterprise and Standard editions)
- ◆ Windows Server 2012 64-bit (Enterprise and Standard editions)
- ◆ Windows Server 2012 R2 64-bit (Enterprise and Standard editions)

1.2 Linux Servers

- ◆ RHEL 6.x (64-bit)
- ◆ SUSE Linux Enterprise Server 12 (SLES 12) 64-bit
- ◆ SUSE Linux Enterprise Server 12 SP1 (SLES 12 SP1) 64-bit

2 Database Support

- ◆ Microsoft SQL Server 2008 SP1, SP2 and SP3
- ◆ Microsoft SQL Server 2008 R2 SP1
- ◆ Microsoft SQL Server 2012
- ◆ Microsoft SQL Server 2012 R2
- ◆ Microsoft SQL Server 2014
- ◆ MySQL v5.0 to v5.7

- ♦ Oracle Database 12c
- ♦ PostgreSQL v8.3 to v9.7

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.

3 Email Server Support

- ♦ GroupWise 2014
- ♦ Microsoft Outlook 2010

4 Mobile Support

- ♦ **Android:** Android 8.0 and earlier versions
- ♦ **iOS:** iOS 8.x and later versions.