ZENworks Service Desk 8.0 Platform Support Matrix

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The following sections provide the ZENworks Service Desk 8.0 platform support matrix:

1 Email Server Support

- GroupWise 2018
- GroupWise 2014 R2
- GroupWise 2014
- Microsoft Outlook 2010

2 Virtual Appliance Support

- VMware Workstation 11.0 onwards
- VMware ESXi 6.x
- SUSE XEN on SLES 11 SP4
- Microsoft Hyper-V

3 Database Support

- Microsoft SQL Server 2014
- Microsoft SQL Server 2012 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2008 R2 SP1
- Microsoft SQL Server 2008 SP3
- MySQL v5.0 to v5.7
- Oracle Database 12c Enterprise Edition
- PostgreSQL 9.6.6

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

- Firefox 60.0 and later versions
- Internet Explorer 11

4.2 New End-user Portal

- Firefox 60.0 and later versions
- Internet Explorer 11
- Chrome 68 and later versions
- 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.

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