



LANDESK Service Desk

Supported Platforms and Feature
Compatibility

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How to use this document

This section describes how to get the best out of this document. You can learn about:

- *Related documents* on page 6
- *Architecture overview* on page 6

Related documents

LANDESK Service Desk needs certain other software components to be installed for it to work, or to enable certain features within Service Desk. This document will help you to determine which other software components you need to install to get the best out of your LANDESK Service Desk system.

Use this document along with these others to help you to optimise the technical design of your system:

- **Technical Specifications and Architecture Guidelines** – describes the architecture of Service Desk in greater detail, provides advice on scaling and performance, gives hardware requirements and other detailed technical information such as port numbers.
- **LANDESK Service Desk Setup Guide** – describes the initial installation of individual components of the LANDESK Service Desk system.
- **Design and Configuration for a Performant System** – gives advice on configuring and designing your system to maximise performance, and advice on troubleshooting poorly performing systems.

IMPORTANT: Refer to the documentation provided with third-party products to confirm their requirements.

Architecture overview

The different sections of this document detail the versions of software components and system prerequisites needed for each server and client used in your LANDESK Service Desk system.

We recommend that your Service Desk system comprises at least the following server and client components:



1 – Database server: the Service Desk database, see *Database server* on page 10.

2 – Web server: Service Desk Framework (the core application service for LANDESK Service Desk), and LANDESK Web Access (the delivery platform for the Service Desk web applications). See *Web and application servers* on page 11.

3 – Application server: Background service, Knowledge Management engine, Mail services, and so on. Also includes an instance of the Service Desk Framework to handle communication between the services and the database. See *Web and application servers* on page 11.

4 – Windows clients: LANDESK Console, see *Windows clients* on page 12.

5 – Browser clients: Web browser to access Web Access or LANDESK Workspaces using computers or mobile devices. See *Browser clients* on page 13.

For test systems you could combine some of these systems onto a single computer, but we recommend at least the above architecture. For larger systems, you may consider using more servers, for example to separate the knowledge management components onto a separate server. If you combine any of the above servers or clients, the combination needs the sum of the requirements of the individual parts.

The final section of this document provides information about versions of integrated products that you can use to extend certain functionality (such as e-mail systems, desktop management systems, virtualisation technologies, and so on). See *Integrated applications* on page 15.

Supported Platforms

This section describes the versions of software components and prerequisites for each of the typical Service Desk servers and clients. It also details the versions of software applications that you can use to extend the features of Service Desk in certain areas. You can learn about the requirements for the following:

- *Database server* on page 10
- *Web and application servers* on page 11
- *Windows clients* on page 12
- *Browser clients* on page 13
- *Integrated applications* on page 15

Database server

The following database systems are supported on any platform that the database system itself is supported on. Make sure that your database server fulfills the requirements for the database system that you use.

IMPORTANT: Later service packs and hotfixes are supported, but may not have been tested. If you have any problems with later versions, please contact your LANDESK supplier.

Microsoft SQL Server

- Microsoft SQL Server 2008 R2
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014

NOTE: Microsoft SQL Server Express versions are not supported.

Oracle

- Oracle 11g R2
- Oracle 12c

NOTE: Use the AL32UTF8 character set.

NOTE: The Test to Live application is not supported with Oracle.

Web and application servers

The Service Desk web server hosts:

- the server components of the Service Desk web applications (Web Access, Event Manager Web service, and so on)
- Service Desk Framework (the core application server for Service Desk, providing the central services and database access)

The Service Desk application server hosts the LANDESK Application server engines, such as the Background service, the mail engines, and so on. We also recommend that you install a copy of the Service Desk Framework on the application server to improve performance.

Prerequisites

Some third-party components are required on your web and application servers.

NOTE: For more information on each component, see the *Technical Specification and Architecture Guidelines* document.

You must ensure that the following components are installed on your web and application servers before you start the installation:

- Windows Installer v3.1
- Microsoft .NET 4.5 Framework
- IIS (version determined by the operating system)

The following components are installed by the LANDESK Service Desk installer if the correct versions are not already present:

- WSE 2.0 SP3
- Crystal Reports Runtime v10

Operating systems

The following operating systems are supported for use on the Service Desk web server:

- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2

NOTE: Before installing on Windows 2012 Server, you need to install the .NET 3.5 Framework Feature on demand. You can install this from the Select features page of the Add Roles and Features wizard in Server Manager.

NOTE: The server core installations of the Windows 2008 Servers are not supported.

IMPORTANT: Later service packs and hotfixes are supported, but may not have been tested. If you have any problems with later versions, please contact your LANDESK supplier.

NOTE: We support only x64 platforms for LANDESK servers.

IMPORTANT: The supported Windows client operating systems (see *Windows clients* on page 12) are not supported for use as a production web or application server platform for LANDESK Service Desk. You can, however, use them as an unsupported, standalone development environment.

Windows clients

The Windows client installation provides the LANDESK Console application.

Prerequisites

The following components are installed during the installation. Components such as the .NET Framework and WSE 2.0 are checked by the installer to confirm that the correct version is present.

NOTE: For more information on each component, see the *Technical Specification and Architecture Guidelines* document.

- Microsoft .NET 4.5 Framework
- WSE 2.0 SP3
- Windows Installer v3.1
- Crystal Reports Runtime v10
- Microsoft Data Access Components (MDAC) 2.8 SP1

Operating systems

The following operating systems are supported for use with the LANDESK Console:

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 8.1
- Microsoft Windows 10

Browser clients

Certain Service Desk applications are delivered through a web browser.

NOTE: When you download files with names containing multi-byte characters (such as Japanese or Chinese letters) on Windows Phone, iOS, and certain desktop browsers, the file names are corrupted. We recommend avoiding file names containing multi-byte characters when using Web Access or LANDESK Workspaces.

Web browsers

CAUTION: For the best performance, security, and user experience we strongly recommend that you upgrade to the latest browser versions.

Supported browsers:

- Microsoft Edge
- Microsoft Internet Explorer 7, 8, 9, 10, or 11

NOTE: Internet Explorer 7 is not supported for any design or administration functions in Service Desk: you cannot log in to Web Desk using Internet Explorer 7. End user functions in Self Service are supported, but calendar functions are not supported. You cannot use LANDESK Workspaces.

NOTE: Internet Explorer 8 is not supported for any design or administration functions in Service Desk: you can log in to Web Desk using Internet Explorer 8 to use the standard analyst functions, but you cannot access the **System Preferences** button unless you have Google Chrome Frame enabled. Without Google Chrome Frame enabled, there are some limitations to functionality in calendars, impact analysis and the *Where Am I?* diagram. End user functions in Self Service are supported, but with the same limitations in the calendar function. You cannot use LANDESK Workspaces.

CAUTION: If you must use versions 7 or 8 of Internet Explorer, we recommend that you use the Google Chrome Frame plug-in for a better user experience. An offline installer of the Google Chrome Frame plug-in is included as part of the Service Desk server installation at:

..\Program Files\LANDESK\Service Desk\WebApp\WebAccess\Content.

- Mozilla Firefox
- Apple Safari
- Google Chrome

IMPORTANT: We test on the current release of Mozilla Firefox, Apple Safari, and Google Chrome at the time of the Service Desk release. Other versions may work, but have not been tested. If you have any problems with later versions, please contact your LANDESK supplier.

NOTE: Firefox requires a 3rd Party plug-in to work with LANDESK One Touch, and for integrated login with Firefox you also need to configure Firefox to enable NTLM Authentication.

Earliest supported mobile devices for LANDESK Workspaces apps

- Android 4.1.2
- Blackberry 10.1
- iOS 7
- Windows Phone 8.1

Earliest supported mobile devices for LANDESK Workspaces using a browser

- Android 4.1.2 using Chrome
- Blackberry 10.1 using the default browser

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- iOS 7 using Chrome or Safari
- Windows Phone 8.1 using the default browser

Integrated applications

This section details the versions of software applications that can be integrated with LANDESK Service Desk to provide additional feature extensions.

IMPORTANT: Refer to the documentation provided with third-party products to confirm their requirements and how to configure them.

Virtualisation technologies

LANDESK Service Desk is supported on Hyper-V and ESX versions that are in mainstream support by their respective vendors.

LDAP authentication

Application	Supported versions
Novell eDirectory	8.8 SP7
Microsoft Active Directory	2008

Single Sign-On server

Application	Supported versions
Novell client for Windows	Novell client 2 SP 2 for Windows 7
Microsoft Active Directory	2008

NOTE: The Novell client for Windows must be installed on clients that want to use Novell for single sign-on.

Remote desktop clients

LANDESK Service Desk is supported on versions of remote desktop clients that are in mainstream support by their respective vendors.

Desktop Management applications

Application	Supported versions
LANDESK Management Suite	9.6 SP2
	9.6 SP1
	9.6
	9.5 SP2
	9.5 SP1
	9.5

NOTE: By default, Service Desk is configured to work with V9.6 of LANDESK Management Suite. However, a zip file is installed with Service Desk that enables you to use Management Suite 9.5. To use Management Suite 9.5 with Service Desk, on every client and server computer where you have installed Service Desk, extract the zip file **C:\Program Files (x86)\LANdesk\Service Desk\Console\SupportLDMS95.zip**, then run the extracted file **Run.bat**.

Microsoft SCCM	2007 R3
	2012 R2
Novell ZENworks	11.2

NOTE: Integration to other Desktop Management applications such as VNC and DameWare is possible using the Desktop Manager Generic connector.

E-Mail servers

E-mail servers must have IMAP4 and SMTP enabled.

Application	Supported versions
Microsoft Exchange	2007 2010 2013
Lotus Notes/Domino	8.5.x
Novell GroupWise	2012

Other integrated products

Make sure you refer to the vendor's web site for a current list of their supported platforms.

Application	Supported versions
Avatier (Password Central), by Event Manager	9.5 Password Station, Password Bouncer
Courion (PassMe), by SQL Server stored procedure	8.1 PasswordCourier, ProfileCourier, Direct
Microsoft Office	Office 365 2007 2010 2013
Microsoft System Centre Operations Manager (through Service Desk's Event Manager component)	2007 R2
QGate Intelli-CTI	2.5

NOTE: QGate do not currently provide support for Intelli CTi on Windows 2012 Server or Windows 8. Refer to their web site for updates on this.

SAP Crystal Server	2013
SAP Crystal Reports	2013

NOTE: If you are using an Oracle database, you need to install the OLEDB driver component from the Oracle instant client on any computers that you are going to use Crystal Reports with.