

CA Nimsoft[®] Service Desk Compatibility Document

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Document Overview

- This document provides details on specific supported components for CA Nimsoft Service Desk.
- CA Nimsoft Service Desk (NSD) 7 is a Software as a Service (SaaS) only solution. All customers using the SaaS version are on the latest release. Currently, new releases are made on a monthly basis.

Supported Upgrade Paths

CA Nimsoft Service Desk (NSD) 7

- CA Nimsoft Service Desk 7 is a SaaS only release and is not available on-premise
- Upgrades are supported from NSD 6 SaaS to NSD 7. Due to the major improvements in the user interface, customers are not automatically migrated to CA NSD 7 and will be migrated individually at an agreed upon timeframe with the customer and CA. Please contact CA Nimsoft Support or your Customer Success Team to coordinate your migration time frame.
- NSD 6.2.3 and 6.2.4 On-premise customers can upgrade to NSD 7 SaaS, this requires contacting CA Nimsoft Support or your Customer Success Team.

CA Nimsoft Service Desk (NSD) 6.x

- Upgrades are validated only from the latest release. For example upgrade to 6.2.4 is validated only from 6.2.3. It is advised that On Premise customers test the upgrade in a non-production environment before attempting it on production.

Client Browser Support Matrix

	CA NSD Version	Google Chrome	Mozilla Firefox	Microsoft Internet Explorer	Apple Safari
SaaS	7	24	18	9 only	
	6	14	13	8 & 9 only	5 and up
On-Premise	6.2.4	14 and up	13 and up	8 & 9 only	5 and up
	6.2.3	14 and up	13 and up	8 & 9 only	5 and up

With each release CA tests with the latest commercially available version of the web browsers mentioned above except where specifically noted.

Our Quality Assurance (QA) cycle typically begins one month prior to our target for customer availability (also known as Service Availability) and the browser test plans are executed at the "then-current" release of each of the browsers above. Accordingly, the browser vendors may release updates to their software that do not make it into our QA cycle for that release of NSD – this generally means that NSD support for each of these browsers may be up to one calendar quarter later than the commercial availability of the browser.

CA will support non-tested / non-certified browsers on a best effort basis, usually starting with a test to determine if a customer-reported issue is reproducible in a tested / certified browser.

CA Nimsoft Service Desk Customers should consider the above policy in conjunction with their own software update policies to ensure the best end-user experience with CA Nimsoft Service Desk.

Note regarding IE support for NSD 7: There are currently known performance issues on IE 8. Additionally due to IE's limited support of HTML 5 there are issues rendering certain components in the interface. These components will still work but may not show as designed. IE 9 is supported. However, Mozilla Firefox and Google Chrome are still recommended as their performance is better.

Component Compatibility Matrix

CA Nimsoft Monitoring Server

	CA NSD Version	UMP Version	NMS Version	UR Version	Supported	Remarks
SaaS	7	6.5	6.5	6.5	✓	
		6.0	6.1	1.9	✓	
		6.2	6.2	1.9	✓	
	6	6.2	6.2	1.9	✓	
		6.0	6.1	1.9	✓	
		2.6.2	5.6	1.8	✓	
		2.5.2	5.12	1.7	✓	Support only in SaaS with a P1 patch. Not supported in On Premise installations. From NSD 6.2.4 we would not be releasing P1 patch on SaaS I.e. UMP# 2.5.2 will not work with NSD 6.2.4
On-Premise	6.2.4	6.5	6.5	6.5		Not yet tested
		6.2	6.2	1.9	✓	
		6.0	6.1	1.9	✓	
	6.2.3	6.0	6.1	1.9	✓	
		2.6.2	5.6	1.8	✓	

CA Nimsoft Monitoring Server Gateways

	CA NSD Version	NSD Gateway (NSDGTW)			CMDB Gateway (CMDBGTW)
		1.14	1.15	1.20	1.02
SaaS	7	NA	NA	✓	✓
	6	NA	NA	✓	✓
On-Premise	6.2.4	NA	NA	✓	✓
	6.2.3	✓	✓	✓	✓

Others

- NSD 6.2.x Single Sign On module has been validated to work with Microsoft ADFS v.2.0 and V.2.1 as well as Novell eDirectory Services 8.8.

Installer Support Matrix

	CA NSD Version	Application Server on Operating Systems	Database Server	Remarks
SaaS	7	NA	NA	Supports only SaaS deployments. Cannot be installed On Premise.
	6	NA	NA	Supports only SaaS deployments. Cannot be installed On Premise.
On-Premise	6.2.4	<ul style="list-style-type: none">• Windows Server 2008 64-Bit• RedHat Linux 5 64-Bit•	<ul style="list-style-type: none">• Microsoft SQL Server 2008 R2• Microsoft SQL Server 2005 with SP2	Validation only done for 64bit installer for Windows and Linux servers.
	6.2.3	<ul style="list-style-type: none">• Windows Server 2008 64-Bit• RedHat Linux 5 64-Bit•	<ul style="list-style-type: none">• Microsoft SQL Server 2008 R2• Microsoft SQL Server 2005 with SP2	Validation only done for 64bit installer for Windows and Linux servers.