



LANDesk Service Desk Suite

Supported Platforms and Feature Compatibility

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Contents

Contents	3
How to use this document	5
Related documents	6
Architecture overview	6
Products covered	7
Supported Platforms	9
Database server	10
Web and application servers	11
Windows clients	12
Browser clients	13
Integrated applications	14

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
- *Products covered* on page 7

Related documents

The LANDesk Service Desk Suite 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 the Service Desk Suite in greater detail, provides advice on scaling and performance, gives hardware requirements and other detailed technical information such as port numbers.
- **LANDesk Service Desk Suite 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 the LANDesk Service Desk Suite), 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 Service Desk Console, see *Windows clients* on page 12.

5 – Browser clients: Web browser to access Web Access or Mobile Web Desk 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 14.

Products covered

This document covers LANDesk IT Business Management .NET based products, namely:

- LANDesk Service Desk Framework
- LANDesk Open Touch

Products delivered by the Service Desk console:

- LANDesk Service Desk
- LANDesk Configuration Manager
- LANDesk Desktop Management Integration
- LANDesk Knowledge
- LANDesk Resource Manager
- LANDesk Event Manager
- LANDesk Service Catalogue administration

Products delivered by the LANDesk Web Access platform:

- LANDesk Web Desk
- LANDesk Self Service
- LANDesk Service Catalogue client
- LANDesk Mobile Web Desk

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 14

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 fulfils the requirements for the database system that you use.

Microsoft SQL Server

- Microsoft SQL Server 2005 SP2
- Microsoft SQL Server 2008
- Microsoft SQL Server 2008 R2

NOTE: Microsoft SQL Server Express versions are not supported.

Oracle

- Oracle 11g
- Oracle 11g R1
- Oracle 11g R2

NOTE: Oracle databases were tested using the AL32UTF8 character set for Russian and Japanese, and the WE8MSWIN1252 character set for all other languages.

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 Data Access Components (MDAC) 2.8 SP1
- IIS 6.0 (for Windows 2003 servers) or IIS 7.0 (for Windows 2008 servers)

NOTE: If you are using IIS 7.0, install the IIS 6 compatibility options.

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

- Microsoft .NET 4 Framework
- 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 2003 Server SP2 or later (x86, x64)
- Microsoft Windows 2003 R2 Server (x86, x64)
- Microsoft Windows 2008 Server (x86, x64)
- Microsoft Windows 2008 R2 Server

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

NOTE: We recommend x64 platforms for LANDesk web servers.

CAUTION: Data import from LANDesk Management Suite, Microsoft Excel, and Microsoft Access requires an x86-compatible application server.

Windows clients

The Windows client installation provides the LANDesk Service Desk 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 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 Service Desk console:

- Microsoft Windows XP Professional x86 SP3 or later
- Microsoft Windows XP Professional x64 SP3 or later
- Microsoft Windows Vista
- Microsoft Windows 7 x86
- Microsoft Windows 7 x64

Browser clients

Certain Service Desk applications are delivered through a web browser, for example Web Desk and Mobile Portal.

Web browsers

- Microsoft Internet Explorer 7, 8 or 9
- Mozilla Firefox 8
- Apple Safari 5
- Google Chrome 15

NOTE: Firefox requires a 3rd Party plug-in to work with LANDesk One Touch.

Mobile devices

Mobile Web Desk is supported on the following mobile operating systems:

- iOS
- Blackberry
- Android

Integrated applications

This section details the versions of software applications that can be integrated with the LANDesk Service Desk Suite 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 Suite 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 SP6
Microsoft Active Directory	2003 2008

Single Sign-On server

Application	Supported versions
Novell client for Windows	4.91 SP2 4.91 SP3
Microsoft Active Directory	2003 2008

NOTE: The Novell client for Windows must be installed on clients that want to use Novell for single sign-on. Novell client for Windows v4.91 SP3 is required for Windows Vista clients.

Remote desktop clients

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

NOTE: Our test version is Citrix XenApp v6.0.

Desktop Management applications

Application	Supported versions
LANDesk Management Suite	9.0 SP2 9.0 SP3
Microsoft SCCM	2007 (tested on R3)
Novell ZENworks	11.0

NOTE: LANDesk Management Suite is not supported on Windows 2003 x 64 or Windows 2008 x86, so Service Desk's integration with LDMS is not supported on these platforms.

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
Lotus Notes/Domino	6.5.5 7.0.2 8.0
Novell GroupWise	6.5 7.0.2 8.0

NOTE: Resource Manager is supported on Microsoft Exchange 2007 only.

Other integrated products

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

Application	Supported versions
Capscan	Matchcode International 5
Courion (PassMe), by SQL Server stored procedure	7.8 PasswordCourier, ProfileCourier, Direct
Microsoft Office	2003 SP2 XP SP3 2007 2010
Microsoft System Center Operations Manager (through Service Desk's Event Manager component)	2007 R2
QGate Intelli-CTI	2.0 2.1
SAP Crystal Server	2008
SAP Crystal Reports	2008

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.

