

Software Support Matrix for BMC Service Desk Express

	9.6	9.2	9.0	Legend
Application Server Operating System				C = Certified
Windows Server 2003 R2 SP2	C	C	C	S = Supported
Windows Server 2003 SP2	C	C	X	X = Not Supported
Windows Server 2003 SP1	X	X	C	
Windows Server 2003	X	X	S	* Only if installed by BMC
Windows Server 2003 64-bit*	S	S	S	
Windows Server 2000 SP4	S	C	C	
Database Server Operating System - MS SQL				Notes
Windows Server 2003 R2 SP2	C	C	C	¹ Client and server version must match.
Windows Server 2003 SP2	C	C	C	
Windows Server 2003	X	X	S	
Windows Server 2003 64-bit	S	S	S	
Windows Server 2000 SP4	S	C	C	
Database Server Operating System - Oracle				
Windows Server 2003 R2 SP2	C	C	C	
Windows Server 2003 SP2	C	C	C	
Windows Server 2003	X	X	S	
Windows Server 2003 64-bit	S	S	S	
Windows Server 2000 SP4	S	C	C	
AIX 5.2 or higher	S	S	S	
HP-UX 11.0	C	C	C	
RedHat Enterprise Linux AS/ES 2.1 (for Oracle 8i)	X	X	X	
RedHat Enterprise Linux AS/ES 3 (for Oracle 9i)	C	C	C	
Sun Solaris 5.9 or higher	C	C	C	
Database				
MS SQL Server 2005 SP2	C	C	C	
MS SQL Server 2005 64-bit SP2	S	S	S	
MS SQL Server 2000 SP4	C	C	C	
MS SQL Server 2000 SP3a	S	S	S	
MS SQL Server 2000	X	X	X	
Oracle 10g ¹	C	C	C	
Oracle 9i ¹	C	C	C	
Oracle 8 ¹	X	X	X	
MDAC				

MDAC 2.8 SP1	C	C	C
MDAC 2.8	X	X	X
Browser - Support Staff Interface			
Internet Explorer 7.0	C	S	S
Internet Explorer 6.0 SP1	C	C	C
Internet Explorer 6.0	S	S	S
Browser - Self Service Interface			
Internet Explorer 7.0	C	C	S
Internet Explorer 6.0 SP1	C	C	C
Internet Explorer 6.0	X	X	X
Firefox	C	C	C
Netscape Communicator	X	C	C
Safari	C	X	X
Vmware			
VMware ESX Server	S	S	S
VMware GSX Server	C	C	C
Vmware Server	S	S	S

* This only applies to MS SQL database environments and not Oracl

*Certified software has undergone a complete product test and is fully supported
Supported software is fully supported but has not undergone a complete product test process
Latest SDE patch required for support of some items*