

CA Client Automation - 14.0

Supportability Matrix

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Supportability Matrix

VCenterThe CA Client Automation Supportability Matrix contains information that is related to the following:

- [Manager and Server](#)
- [Agent](#)
- [OS Installation Management](#)
- [Localization](#)
- [Product Integration](#)
- [Directory Integration](#)
- [Compatible Linux Variants](#)
- [Archived Platforms](#)

LEGEND :

Symbol	Definition
	Supported
	Discontinued Support
	Not Supported

Manager and Server

Manager and Server Support

Component	Architecture	Operating System/Database			CA IT Client Manager				Comments				
		Name	Variant	Service Pack / Update	14.0	14.0	14.0	14.0					
DSM Enterprise /Domain Manager	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2					The CA ITCM Manager components on Oracle 11g is supported in English and German languages only.				
			Enterprise Edition	SP2									
			Datacenter Edition	SP2									
	Windows Intel x64	Windows Server 2008 R2	Enterprise Edition	Base					The CA ITCM Manager components on Oracle 11g is supported in English and German languages only.				
				SP1									
			Standard Edition	Base									
				SP1									
			Web Edition	Base									
				SP1									
			Datacenter Edition	Base									
				SP1									
			Windows Server 2008			Enterprise Edition	SP2						
						Standard Edition	SP2						
Datacenter Edition	SP2												
Windows Server 2012			Standard Edition	Base									
			Datacenter Edition	Base									
Windows Server 2012 R2			Standard Edition	Base					Note: For CCS 11.2 SP2 Cum1 and CABI 3.3 SP1 is not supported on Windows Server 2012 R2				
			Datacenter Edition	Base									
Windows Server 2016			Standard Edition	Base									

































































































































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Component	Architecture	Operating System/Database		CA IT Client Manager				Comments	
		Windows Server 2019	Datacenter Edition	Base					Note: To install CCS with CA Client Automation 14.0 and later versions, ensure to install the following patches: <ul style="list-style-type: none"> ▪ Windows - SO09605 ▪ Linux - SO09633
			Standard Edition	Base					
CA Patch Manager	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2					
			Standard Edition	SP2					
			Datacenter Edition	SP2					
	Windows Intel x64	Windows Server 2008 R2	Enterprise Edition	Base					
				SP1					
			Standard Edition	Base					
				SP1					
			Web Edition	Base					
				SP1					
			Datacenter Edition	Base					
				SP1					
		Windows Server 2008	Enterprise Edition	SP2					
			Standard Edition	SP2					
			Datacenter Edition	SP2					
		Windows Server 2012	Standard Edition	Base					
			Datacenter Edition	Base					
		Windows Server 2012 R2	Standard Edition	Base					
			Datacenter Edition	Base					
			Standard Edition	Base					

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Component	Architecture	Operating System/Database			CA IT Client Manager				Comments		
		Windows Server 2016	Datacenter	Base							
		Windows Server 2019	Standard Edition	Base							
			Datacenter Edition	Base							
Web Browsers		Internet Explorer 9									
		Internet Explorer 10									
		Internet Explorer 11									
		Google Chrome 75									
		Firefox 68									
Web Servers		Microsoft IIS 7.0									
		Microsoft IIS 7.5									
		Microsoft IIS 8.5									
		Microsoft IIS 10.0									
MDB	Windows Intel x86	Microsoft SQL 2008 R2	Enterprise Edition	SP2							
				SP3							
				SP4							
				Standard Edition	SP1						
				SP2							
				SP3							
				SP4							
				Enterprise Edition	Base						
					SP1						
					SP2						
					SP3						
					Standard Edition	Base					

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Component	Architecture	Operating System/Database	CA IT Client Manager	Comments
		SP1	   	
		SP2	   	
		SP3	   	
Microsoft SQL 2012	Enterprise Edition	Base	   	
		SP1	   	
		SP2	   	
		SP3	   	
	Standard Edition	Base	   	
		SP1	   	
		SP2	   	
		SP3	   	
Microsoft SQL 2014	Enterprise Edition	Base	   	
		SP1	   	
		SP2	   	
	Standard Edition	Base	   	
		SP1	   	
		SP2	   	
Oracle 11g	Release 2	11.2.0.1	   	
Windows Intel x64	Microsoft SQL 2008	Enterprise Edition	SP1    	
			SP2    	
			SP3    	
		Standard Edition	SP1    	
			SP2    	
			SP3    	
			SP4    	
	Microsoft SQL 2008 R2	Enterprise Edition	Base    	
			SP1    	
			SP2    	
			SP3    	
		Standard Edition	Base    	
			SP1    	
			SP2    	

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Component	Architecture	Operating System/Database	CA IT Client Manager	Comments	
		SP3			
Microsoft SQL	Enterprise Edition	Base			
		SP1			
		SP2			
		SP3			
	Standard Edition	Base			
		SP1			
		SP2			
		SP3			
	Microsoft SQL 2014	Enterprise Edition	Base		
			SP1		
		Standard Edition	Base		
			SP1		
Microsoft SQL 2016	Enterprise Edition	Base			
		SP1			
		SP2			
	Standard Edition	Base			
		SP1			
		SP2			
Microsoft SQL 2017	Enterprise Edition	Base			
	Standard Edition	Base			
Oracle 11g	Release 2	11.2.0.1			
		12.1.0.1			
		12.2.0.1			
Solaris Sparc	Oracle 11g	Release 2	11.2.0.2		
		Oracle 12c	12.1.0.2		
			12.2.0.1		
IBM AIX	Oracle 11g	Release 2	11.2.0.2		
			Oracle 12c	12.1.0.2	
				12.2.0.1	

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Component	Architecture	Operating System/Database		CA IT Client Manager	Comments						
	Red Hat Enterprise Linux Server	Oracle 11g	Release 2	11.2.0.2							
				12.1.0.2							
		Oracle 12c	12.1.0.2								
	SuSE Linux Enterprise Server	Oracle 11g		11.2.0.2							
				12.1.0.2							
		Oracle 12c	12.1.0.2								
DSM Explorer	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2							
			Standard Edition	SP2							
			Datacenter Edition	SP2							
		Windows 7	Enterprise	Base							
				SP1							
			Business	Base							
				SP1							
			Ultimate	Base							
				SP1							
		Windows 8		Base							
			Pro	Base							
			Enterprise	Base							
		Windows 8.1									
			Pro								
			Enterprise								
		Windows 10	Pro	Base							
			Enterprise	Base							
			Enterprise 2015 LTSB	Base							
		Windows Intel x64	Windows Server 2008 R2	Enterprise Edition	Base						
					SP1						
				Standard Edition	Base						
SP1											
Web Edition	Base										
	SP1										

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Component	Architecture	Operating System/Database	CA IT Client Manager				Comments
		Datacenter Base Edition	✓	✓	✓	👎	
		SP1	✓	✓	✓	👎	
Windows Server 2008	Enterprise Edition	SP2	✓	✓	✓	👎	
	Standard Edition	SP2	✓	✓	✓	👎	
	Datacenter Edition	SP2	✓	✓	✓	👎	
Windows Server 2012	Standard Edition	Base	✓	✓	✓	✓	
	Datacenter Edition	Base	✓	✓	✓	✓	
Windows Server 2012 R2	Standard Edition	Base	✓	✓	✓	✓	
	Datacenter Edition	Base	✓	✓	✓	✓	
Windows Server 2016	Standard Edition	Base	✗	✗	✓	✓	
	Datacenter Edition	Base	✗	✗	✓	✓	
Windows Server 2019	Standard Edition	Base	✗	✗	✗	✓	
	Datacenter Edition	Base	✗	✗	✗	✓	
Windows 7	Enterprise	Base	✓	✓	✓	✓	
		SP1	✓	✓	✓	✓	
	Business	Base	✓	✓	✓	✓	
		SP1	✓	✓	✓	✓	
	Ultimate	Base	✓	✓	✓	✓	
		SP1	✓	✓	✓	✓	
Windows 8		Base	✓	✓	✓	✓	
	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	
Windows 8.1			✓	✓	✓	✓	
	Pro		✓	✓	✓	✓	
	Enterprise		✓	✓	✓	✓	
Windows 10	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	

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Component	Architecture	Operating System/Database		CA IT Client Manager				Comments		
			Enterprise 2015 LTSC	Base						
DSM Web Console / DSM Web Service	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2						
			Standard Edition	SP2						
			Datacenter Edition	SP2						
Windows Intel x64	Windows Server 2008 R2	Enterprise Edition	Base	SP1						
			Standard Edition	Base	SP1					
		Web Edition	Base	SP1						
			Datacenter Edition	Base	SP1					
		Windows Server 2008	Enterprise Edition	Standard Edition	SP2					
				Datacenter Edition	SP2					
				Standard Edition	SP2					
		Windows Server 2012	Standard Edition	Base						
				Datacenter Edition	Base					
		Windows Server 2012 R2	Standard Edition	Base						
				Datacenter Edition	Base					
		Windows Server 2016	Standard Edition	Base						
Datacenter Edition	Base									
Windows Server 2019	Standard Edition	Base								
		Datacenter Edition	Base							
Red Hat Linux x86	Enterprise Server	Linux 6	Update 1							
			Update 2							
			Update 3							

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Component	Architecture	Operating System/Database	CA IT Client Manager	Comments
			Update 4	✓ ✓ ✓ ⚠
			Update 5	✓ ✓ ✓ ⚠
		Enterprise Server Linux 5	Update 9	✓ ✓ ✓ ⚠
Red Hat Linux x64	Enterprise Server Linux 6		Update 1	✓ ✓ ✓ ⚠
			Update 2	✓ ✓ ✓ ⚠
			Update 3	✓ ✓ ✓ ⚠
			Update 4	✓ ✓ ✓ ⚠
			Update 5	✓ ✓ ✓ ⚠
		Enterprise Server Linux 5	Update 9	✓ ✓ ✓ ⚠
SuSE Linux x86	Enterprise Server 11		SP1	✓ ✓ ✓ ⚠
			SP2	✓ ✓ ✓ ⚠
			SP3	✓ ✓ ✓ ⚠
		Enterprise Server 10	SP4	✓ ✓ ✓ ⚠
SuSE Linux x64	Enterprise Server 11		SP1	✓ ✓ ✓ ⚠
			SP2	✓ ✓ ✓ ⚠
			SP3	✓ ✓ ✓ ⚠
		Enterprise Server 10	SP4	✓ ✓ ✓ ⚠
Web Browsers	Internet Explorer 9		✓ ✓ ✓ ✓	
	Internet Explorer 10		✓ ✓ ✓ ✓	
	Internet Explorer 11		✓ ✓ ✓ ✓	
	Firefox 68		✓ ✓ ✓ ✓	
	Google Chrome 75		✓ ✓ ✓ ✓	
Web Servers	Microsoft IIS 7.0		✓ ✓ ✓ ✓	

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Component	Architecture	Operating System/Database		CA IT Client Manager				Comments	
		Microsoft	IIS 7.5						
		Microsoft	IIS 8.5						
		Microsoft	IIS 10.0						
		Tomcat	5.5						
		Tomcat	6.0						
		Tomcat	7.0						
		Tomcat	8.0						
		Tomcat	8.5.6						
		Apache Server 2.2 on Linux							
DSM Scalability Server	Windows Intel x86	Windows Server 2008	Enterprise Edition SP2						
			Standard Edition SP2						
			Datacenter Edition SP2						
	Windows 7		Enterprise SP1						
			Business SP1						
			Ultimate SP1						
	Windows 8		Base						
			Pro Base						
			Enterprise Base						
	Windows 8.1		Base						
			Pro Base						
			Enterprise Base						
	Windows 10		Pro Base						
Enterprise Base									
Enterprise Base 2015 LTSB									
	Windows Intel x64	Windows Server 2008 R2	Enterprise Edition SP1						

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Component	Architecture	Operating System/Database	CA IT Client Manager				Comments
		Standard Edition SP1					
		Web Edition SP1					
		Datacenter Edition SP1					
Windows Server 2008		Enterprise Edition SP2					
		Standard Edition SP2					
		Datacenter Edition SP2					
Windows Server 2012		Standard Edition Base					
		Datacenter Edition Base					
Windows Server 2012 R2		Standard Edition Base					
		Datacenter Edition Base					
Windows Server 2016		Standard Edition Base					
		Datacenter Edition Base					
Windows Server 2019		Standard Edition Base					
		Datacenter Edition Base					
Windows 7		Enterprise SP1					
		Business SP1					
		Ultimate SP1					
Windows 8		Pro Base					
		Enterprise Base					
Windows 8.1		Pro Base					
		Enterprise Base					
Windows 10		Pro Base					
		Enterprise Base					
		Enterprise Base 2015 LTSB					
SuSE Linux x86	Enterprise Server 11	SP3					
SuSE Linux x64	Enterprise Server 11	SP3					

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Component	Architecture	Operating System/Database		CA IT Client Manager	Comments
		Enterprise Server 12	Base		
Red Hat Linux x86	Enterprise Server Linux 5	Update 11			
	Enterprise Server Linux 6	Update 5			
		Update 6			
		Update 7			
Red Hat Linux x64	Enterprise Server Linux 5	Update 11			
	Enterprise Server Linux 6	Update 5			
		Update 6			
		Update 7			
	Enterprise Server Linux 7	Base			
ENC Gateway	Windows Intel x86	Windows Server 2008	Enterprise Edition SP2		
			Standard Edition SP2		
			Datacenter Edition SP2		
	Windows 7	Enterprise SP1			
		Business SP1			
		Ultimate SP1			
	Windows 8	Base			
		Pro Base			
		Enterprise Base			
	Windows 8.1				
		Pro			
		Enterprise			
	Windows Intel x64	Windows Server 2008 R2	Enterprise Edition SP1		
Standard Edition SP1					
Web Edition SP1					

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Component	Architecture	Operating System/Database		CA IT Client Manager				Comments
		Datacenter	SP1 Edition	✓	✓	✓	✓	
Windows Server 2008		Enterprise	SP2 Edition	✓	✓	✓	✓	
		Standard	SP2 Edition	✓	✓	✓	✓	
		Datacenter	SP2 Edition	✓	✓	✓	✓	
Windows Server 2012		Standard	Base Edition	✓	✓	✓	✓	
		Datacenter	Base Edition	✓	✓	✓	✓	
Windows Server 2012 R2		Standard	Base Edition	✓	✓	✓	✓	
		Datacenter	Base Edition	✓	✓	✓	✓	
Windows Server 2016		Standard	Base Edition	✗	✗	✓	✓	
		Datacenter	Base Edition	✗	✗	✓	✓	
Windows Server 2019		Standard	Base Edition	✗	✗	✗	✓	
		Datacenter	Base Edition	✗	✗	✗	✓	
Windows 7		Enterprise	SP1	✓	✓	✓	✓	
		Business	SP1	✓	✓	✓	✓	
		Ultimate	SP1	✓	✓	✓	✓	
Windows 8			Base	✓	✓	✓	✓	
		Pro	Base	✓	✓	✓	✓	
		Enterprise	Base	✓	✓	✓	✓	
Windows 8.1				✓	✓	✓	✓	
		Pro		✓	✓	✓	✓	
		Enterprise		✓	✓	✓	✓	
CA IT Client Manager (Local MDB) - Cluster (Active/Passive only)								
DSM Enterprise/ Domain Manager	Windows Intel x86	Windows Server 2008	Enterprise	SP2 Edition	✓	✓	✓	👎
			Datacenter	SP2 Edition	✓	✓	✓	👎
	Windows Intel x64	Windows Server 2008	Enterprise	SP2 Edition	✓	✓	✓	👎
			Datacenter	SP2 Edition	✓	✓	✓	👎

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Component	Architecture	Operating System/Database		CA IT Client Manager				Comments	
		Windows Server 2008 R2	Enterprise Edition	SP1					
			Datacenter Edition	SP1					
		Windows Server 2012 R2	Enterprise Edition						
			Datacenter Edition						
		Windows Server 2016	Standard	Base					
			Datacenter	Base					
	CA Patch Manager	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2				
				Datacenter Edition	SP2				
		Windows Intel x64	Windows Server 2008	Enterprise Edition	SP2				
				Datacenter Edition	SP2				
		Windows Server 2008 R2	Enterprise Edition	SP1					
			Datacenter Edition	SP1					
		Windows Server 2012 R2	Enterprise Edition						
			Datacenter Edition						
		Windows Server 2016	Standard	Base					
			Datacenter	Base					
Management Database (Remote MDB) Only - Cluster (Active/Active and Active/Passive)									
Management Database (MDB)		Windows Intel x86	Microsoft SQL 2008	Enterprise Edition	SP1				
					SP2				
					SP3				
	SP4								
	Standard Edition			SP1					
				SP2					
				SP3					
				SP4					
	Microsoft SQL 2008 R2		Enterprise Edition	Base					
				SP1					

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Component	Architecture	Operating System/Database	CA IT Client Manager	Comments	
			SP2		
			SP3		
		Standard Edition	Base		
			SP1		
			SP2		
			SP3		
		Microsoft SQL 2012	Enterprise Edition	Base	
				SP1	
				SP2	
				SP3	
			Standard Edition	Base	
				SP1	
				SP2	
				SP3	
		Microsoft SQL 2014	Enterprise Edition	Base	
				SP1	
			Standard Edition	Base	
				SP1	
Windows Intel x64	Microsoft SQL 2008	Enterprise Edition	SP1		
			SP2		
			SP3		
			SP4		
		Standard Edition	SP1		
			SP2		
			SP3		
			SP4		
	Microsoft SQL 2008 R2	Enterprise Edition	Base		
			SP1		
			SP2		
			SP3		
		Standard Edition	Base		
			SP1		
			SP2		

Component	Architecture	Operating System/Database	CA IT Client Manager	Comments
			SP3	
Microsoft SQL 2012	Enterprise Edition	Base		
		SP1		
		SP2		
		SP3		
	Standard Edition	Base		
		SP1		
		SP2		
		SP3		
Microsoft SQL 2014	Enterprise Edition	Base		
		SP1		
	Standard Edition	Base		
		SP1		
Microsoft SQL 2016	Enterprise Edition	Base		
		SP1		
		SP2		
	Standard Edition	Base		
		SP1		
		SP2		
	Microsoft SQL 2017	Enterprise Edition	Base	
		Standard Edition	Base	
	Management Database (Remote MDB) including CCS - Cluster (Active/Passive only)			
Management Database (MDB)	Windows Intel x86	Microsoft SQL 2008 Enterprise Edition	SP1	
			SP2	
			SP3	
			SP4	
		Standard Edition	SP1	
			SP2	
			SP3	
			SP4	
	Microsoft SQL 2008 R2	Enterprise Edition	Base	
			SP1	

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Component	Architecture	Operating System/Database	CA IT Client Manager	Comments	
			SP2		
			SP3		
		Standard Edition	Base		
			SP1		
			SP2		
			SP3		
		Microsoft SQL 2012	Enterprise Edition	Base	
				SP1	
				SP2	
				SP3	
			Standard Edition	Base	
				SP1	
				SP2	
				SP3	
Windows Intel x64	Microsoft SQL 2008	Enterprise Edition	SP1		
			SP2		
			SP3		
			SP4		
		Standard Edition	SP1		
			SP2		
			SP3		
			SP4		
		Microsoft SQL 2008 R2	Enterprise Edition	Base	
				SP1	
				SP2	
				SP3	
			Standard Edition	Base	
				SP1	
				SP2	
				SP3	
		Microsoft SQL 2012	Enterprise Edition	Base	
				SP1	
				SP2	

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Component	Architecture	Operating System/Database	CA IT Client Manager				Comments	
		SP3	✓	✓	✓	✓		
		Standard Edition	Base	✓	✓	✓	✓	
	SP1		✓	✓	✓	✓		
	SP2		✓	✓	✓	✓		
	SP3		✓	✓	✓	✓		

Agent

Support for Agent

Component	Architecture	Operating System (OS)/Database			CA IT Client Manager				Comments
		Name	Variant	Service Pack / Update	14.0	14.0 SP1	14.0 SP2	14.0 SP3	
DSM Agent / Packager	Windows Intel x86	Windows Server 2008	Enterprise Edition	Base	✓	✓	✓	✓	
				SP2	✓	✓	✓	✓	
			Standard Edition	Base	✓	✓	✓	✓	
				SP2	✓	✓	✓	✓	
			Web Edition	Base	✓	✓	✓	✓	
				SP2	✓	✓	✓	✓	
			Datacenter Edition	SP2	✓	✓	✓	✓	
			Windows Server 2008 Server Core	Enterprise Edition	SP2	✓	✓	✓	✓
		Standard Edition		SP2	✓	✓	✓	✓	
		Web Edition		SP2	✓	✓	✓	✓	
		Datacenter Edition		SP2	✓	✓	✓	✓	
		Windows Storage Server 2008	Basic Edition	SP2	✓	✓	✓	✓	
		Windows Vista	Enterprise	SP2	✓	✓	✓	✓	
			Business	SP2	✓	✓	✓	✓	
			Ultimate	SP2	✓	✓	✓	✓	
		Windows 7	Enterprise	SP1	✓	✓	✓	✓	
Ultimate	SP1		✓	✓	✓	✓			
Professional	SP1		✓	✓	✓	✓			
Home	SP1		✓	✓	✓	✓			
Windows 7 Embedded	Standard	Base	✓	✓	✓	✓			
Windows 8		Base	✓	✓	✓	✓			
	Pro	Base	✓	✓	✓	✓			

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Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		Enterprise Base	✓	✓	✓	✓	
		Windows 8 Embedded	✓	✓	✓	✓	
		Windows 8.1 Base	✓	✓	✓	✓	
		Pro Base	✓	✓	✓	✓	
		Enterprise Base	✓	✓	✓	✓	
		Windows 8.1 Embedded	✓	✓	✓	✓	

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Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments		
		Windows 10 Pro	Base					<p>Note: For ITCM r14.0 SP2 support on Windows 10 1709 and above, fix SO00966 and SO00968 must be applied.</p> <p>Note: For ITCM r14.0 SP2 on Windows 10 Pro for Workstations, fix SO04442 must be applied.</p> <p>Note: Windows 10 Enterprise LTSC 2019 is recognized as Windows 10 Enterprise LTSB 2019.</p> <p>Note: For ITC r14.0 SP2 support, SO08958 must be applied. This certifies Windows 10 (1903) and Windows Server 2019, and resolves the earlier LTSC issue.</p>	
				1511					
				1607					
				1703					
				1709					
				1803					
				1809					

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		2015 LTSB					
		2016 LTSB					
		1903					
Pro for Workstations		1803					
		1809					
		1903					
Enterprise LTSC 2019		1809					
Enterprise		Base					
		1511					
		1607					
		1703					
		1709					
		1803					
		1809					
		2015 LTSB					
		2016 LTSB					
		1903					
Enterprise 2015 LTSB		Base					
		1511					
		1607					
		1703					
		2015 LTSB					
		2016 LTSB					
		1903					
Education		Base					
		1511					
		1607					
		1703					
		1709					
		1803					

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
			1809	
			2015 LTSB	
			2016 LTSB	
			1903	
		Home	1903	
Windows Intel x64	Windows Server 2008	Enterprise Edition	SP2	
		Standard Edition	SP2	
		Web Edition	SP2	
		Datacenter Edition	SP2	
Windows Server 2008 Core	Windows Server 2008 Core	Enterprise Edition	SP2	
		Standard Edition	SP2	
		Web Edition	SP2	
		Datacenter Edition	SP2	
Windows Server 2008 R2	Windows Server 2008 R2	Enterprise Edition	SP1	
		Standard Edition	SP1	
		Datacenter Edition	SP1	
		Web Edition	SP1	
		Server Core	SP1	
Windows Storage Server 2008	Windows Storage Server 2008	Enterprise Edition	SP2	
		Standard Edition	SP2	
		Workgroup Edition	SP2	
		Basic Edition	SP2	
Windows Storage Server 2008 R2	Windows Storage Server 2008 R2	Enterprise Edition	SP1	
		Standard Edition	SP1	
		Workgroup Edition	SP1	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
Windows Server 2012	Foundation	Base	✓	✓	✓	✓	
	Standard	Base	✓	✓	✓	✓	
	Datacenter	Base	✓	✓	✓	✓	
Windows Server 2012 R2	Foundation	Base	✓	✓	✓	✓	
	Standard	Base	✓	✓	✓	✓	
	Datacenter	Base	✓	✓	✓	✓	
Windows Server 2012 R2 Core	Standard	Base	✗	✗	✓	✓	
	Datacenter	Base	✗	✗	✓	✓	
Windows Storage Server 2012	Workgroup	Base	✓	✓	✓	✓	
	Standard	Base	✓	✓	✓	✓	
Windows Server 2016	Essentials	Base	✗	✓	✓	✓	
	Standard	Base	✗	✓	✓	✓	
	Datacenter	Base	✗	✓	✓	✓	
Windows Server 2016 Core	Standard		✗	✗	✓	✓	
	Datacenter		✗	✗	✓	✓	
Windows Storage Server 2016	Standard	Base	✗	✓	✓	✓	
Windows Server 2019	Essentials	Base	✗	✓	✓	✓	<p>Note: For ITCM r14.0 SP2 and ITCM r14.0 SP1 support, SO08958 must be applied.</p> <p>Note: For ITCM r14.0 SP3, Packer is not supported.</p>
	Standard	Base	✗	✓	✓	✓	
	Datacenter	Base	✗	✓	✓	✓	
Windows Vista	Enterprise	SP2	✓	✓	✓	✓	
	Business	SP2	✓	✓	✓	✓	
	Ultimate	SP2	✓	✓	✓	✓	
Windows 7	Enterprise	SP1	✓	✓	✓	✓	
	Ultimate	SP1	✓	✓	✓	✓	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		Professional SP1	✓	✓	✓	✓	
		Home SP1	✓	✓	✓	✓	
Windows 7 Embedded	Standard	Base	✓	✓	✓	✓	
Windows 8		Base	✓	✓	✓	✓	
	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	
Windows 8 Embedded			✓	✓	✓	✓	
Windows 8.1		Base	✓	✓	✓	✓	
	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	
Windows 8.1 Embedded			✓	✓	✓	✓	
Windows 10 Pro		Base	✓	✓	✓	✓	Note: For ITCM r14.0 SP2 support on Windows 10 1709 and above, fix SO00966 and SO00968 must be applied. Note: For ITCM r14.0 SP2 on Windows 10 Pro for Workstations, fix SO04442 must be applied. Note: Windows 10 Enterprise LTSC 2019 is recognized as Windows 10 Enterprise LTSC 2019.
		1511	✗	✓	✓	✓	
		1607	✗	✗	✓	✓	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		1703					
		1709					
		1803					
		1809					
		2015 LTSB					
		2016 LTSB					
		1903					
	Pro for Workstations	1803					
		1809					
		1903					
	Enterprise LTSC 2019	1809					
	Enterprise	Base					
		1511					
		1607					
		1703					
		1709					
		1803					
		1809					
		2015 LTSB					
		2016 LTSB					
		1903					
	Enterprise 2015 LTSB	Base					
		1511					
		1607					
		1703					
		2015 LTSB					
		2016 LTSB					
	Education	Base					





























































CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		1511					
		1607					
		1703					
		1709					
		1803					
		1809					
		2015 LTSB					
		2016 LTSB					
		1903					
	Home	1903					
SuSE Linux x86	Enterprise Server 10	SP4					
	Enterprise Server 11	Base					
		SP1					
		SP2					
		SP3					
		SP4					
	Open SUSE 12	SP3					
	Open SUSE 13	SP1					
	Open SUSE 13.1						
	Open SUSE 13.2						
	SuSE Linux Enterprise Desktop 11	Base					
		SP1					
		SP2					
		SP3					
SuSE Linux x64	Enterprise Server 10	SP4					
	Enterprise Server 11	Base					
		SP1					
		SP2					
		SP3					









































































CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
			SP4	
Enterprise Server 12			Base	
			SP1	
			SP2	
			SP4	
Open SUSE 12			SP3	
Open SUSE 13			SP1	
Open SUSE 13.1				
Open SUSE 13.2				
Enterprise Desktop 12			Base	
Enterprise Desktop 15			SP1	Supports Asset management Agent and Software Delivery Agents
Red Hat Linux x86	Enterprise Linux 5	Server	Update 9	
			Update 11	
	Enterprise Linux 6	Server	Update 5	
			Update 6	
			Update 7	
			Update 9	
			Update 10	
Red Hat Linux x64	Enterprise Linux 5	Server	Update 9	
			Update 10	
			Update 11	
	Enterprise Linux 6	Server	Update 5	













































































CA Client Automation - 14.0





























































Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
			Update 6	   
			Update 7	   
			Update 9	   
			Update 10	   
	Enterprise Linux 7	Server	Base	   
			Update 1	   
			Update 2	   
			Update 3	   
			Update 4	   
			Update 5	    Note:
				For x86: r14.0 Sp2 x86 Agent support on RHEL 7.5, fix so06029 must be applied.
				For x64: r14.0 Sp2 x64 Agent support on RHEL 7.5, fix so06032 must be applied
			Update 6	   
Oracle Enterprise x86	Oracle Enterprise Linux 5		Update 9	   
	Oracle Enterprise Linux 6		Update 5	   
			Update 9	   
Oracle Enterprise x64	Oracle Enterprise Linux 5		Update 9	   

CA Client Automation - 14.0




























































Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
		Oracle Enterprise Linux 6	Update 5    	
			Update 9    	
		Oracle Enterprise Linux 7	   	
			Update 6    	
Kubuntu Linux x86		Kubuntu 12.04 LTS	   	
		Kubuntu 14.04 LTS	   	
		Kubuntu 16.04 LTS	   	
Kubuntu Linux x64		Kubuntu 12.04 LTS	   	
		Kubuntu 14.04 LTS	   	
		Kubuntu 16.04 LTS	   	
		Kubuntu 18.04 LTS	   	
IBM-AIX 64bit		AIX 7.1	   	
		AIX 7.2	   	Note: For ITCM r14.0.2 support on AIX, fix RO91560 and RO91722 must be applied.
		AIX 6.1	   	
HP-UX 64bit		HP-UX 11.31 (IA64)	   	Note: To use HP-UX 11.31 (ia64) agent platform, PHSS_36520 (or any superseding HP patch) must be applied.
		HP-UX 11.23 (IA64)	   	
Sun SPARC 64bit		Solaris 11.2	   	
		Solaris 11.1	   	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments	
		Solaris 11	   		
		Solaris 10	   	Note: Update 5 and above	
Sun SPARC 32bit		Solaris 10	   	Note: Update 5 and above	
Solaris Intel x86		Solaris 10	   	Note: Update 5 and above	
Solaris Intel x64		Solaris 11.2	   		
		Solaris 11.1	   		
		Solaris 11	   		
		Solaris 10	   	Note: Update 5 and above	
Mac Intel	Mac OS X 10.9	Update 2	   		
		Update 4	   		
		Update 5	   		
		Mac OS X 10.10	   		
		Mac OS X 10.11	   		
	Mac OS X 10.12	Update 3	   		
		Update 4	   		
		Update 6	   		
		Mac OS X 10.14	   	Note: For r14.0.3, the MAC agent version is 14.0.2000.558	
	ENC Client	All Windows Supported Agents	Supported Versions	All Edition	   
DSM Non Resident Inventory (NRI) Agent	All DSM Agent supported platforms	All DSM Agent supported platforms		   	

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments	
DSM Remote Virtual Inventory (RVI) Agent (Platforms on which the RVI Agent can be hosted)	All DSM Agent supported platforms	All DSM Agent supported platforms	   	Note: RVI Agent on Unix platforms only supports Inventory collection from Unix Virtual hosts.	
DSM Remote Virtual Inventory (RVI) Agent - Virtual Hosts (Platforms from which the RVI Agent can collect information)	ESXi	ESXi 5.5	   		
		ESXi 6.0	   		
		VMware vCenter Server	5.5		   
			6.0		   
	Citrix XenServer	6.2	   		
		6.1	   		
		6.0	   		
		6.7	   		
	Windows Intel x64	Hyper-V Server 2008 R2 (Standard, Enterprise and Datacenter)	Base		   
			SP1		   
			Base		   
			SP1		   
Base			   		
SP1			   		
Hyper-V 2008 R2 (Standalone)		   			
Hyper-v Server 2012 (Standard and Datacenter)		Base	   		
	Base	   			
Hyper-v Server 2012 R2 (Standard and Datacenter)	   				

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
		Hyper-v Server 2016	Base    	
	IBM-AIX (HMC)	HMC v2.0 to v7.0.	   	
	Sun Solaris (Domain Controllers)	Solaris 10	   	
DSM Agent on Cluster Nodes (ITCM Agent does not support failover between the cluster Nodes. ITCM agent can be installed on all cluster Nodes and each cluster Node will be visible as a separate system on the Domain Manager).				
DSM Agent	Windows Intel x86	Windows Server 2008	Enterprise Edition SP2    	
		Datacenter Edition	SP2    	
	Windows Intel x64	Windows Server 2008	Enterprise Edition SP2    	
		Datacenter Edition	SP2    	
	Windows Server 2008 R2	Enterprise Edition	SP1    	
		Datacenter Edition	SP1    	
	Windows Server 2012	Standard Edition	   	
		Datacenter Edition	   	
	Windows Server 2012 R2	Standard Edition	   	
		Datacenter Edition	   	
	Windows Server 2016	Standard Edition	   	
		Datacenter Edition	   	

OS Installation Management

OS Installation Management Support

Component	Architecture	Operating System (OS)/Database		CA IT Client Manager				Comments
		Name	Variant	Service Pack / Update	14.0 SP1	14.0 SP2	14.0 SP3	
Image Prepare System(OS Images, Boot Images)	Windows Intel x86	Windows Server 2008	Enterprise Edition	SP2				
			Standard Edition	SP2				
			Datacenter Edition	SP2				
	Windows 7	Enterprise	SP1					
		Professional	SP1					
		Ultimate	SP1					
	Windows 8		Base					
		Pro	Base					
		Enterprise	Base					
	Windows 8.1		Base					
		Pro	Base					
		Enterprise	Base					
	Windows 10	Education	Base					
		2015 LTSB						
		2016 LTSB						
		1511						
		1607						
		1703						
		Professional	Base					
		2015 LTSB						
		2016 LTSB						
		1511						
		1607						

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments	
		1703			
	Enterprise	Base			
		2015 LTSB			
		2016 LTSB			
		1511			
		1607			
		1703			
Windows Intel x64	Windows Server 2008	Enterprise Edition SP2			
		Standard Edition SP2			
		Datacenter Edition SP2			
Windows Server 2008 R2	Enterprise Edition	Base			
		SP1			
	Standard Edition	Base			
		SP1			
	Web Edition	Base			
		SP1			
	Datacenter Edition	Base			
		SP1			
	Windows 7	Enterprise	Base		
			SP1		
		Professional	Base		
			SP1		
Ultimate		Base			
		SP1			
Windows 8		Base			
	Pro	Base			
	Enterprise	Base			
Windows 8.1		Base			
	Pro	Base			
	Enterprise	Base			
	Education	Base			

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments		
		Windows 10	2015 LTSB						
		2016 LTSB							
		1511							
		1607							
		1703							
		Professional	Base						
		2015 LTSB							
		2016 LTSB							
		1511							
		1607							
		1703							
		Enterprise	Base						
		2015 LTSB							
		2016 LTSB							
		1511							
		1607							
		1703							
		Windows Server 2012	Standard Edition	Base					
			Datacenter Edition	Base					
		Windows Server 2012 R2	Standard Edition	Base					
	Datacenter Edition	Base							
Windows Server 2016	Standard Edition	Base							
	Datacenter Edition	Base							
OS Installation Management Target Operating Systems	Windows Intel x86	Windows Server 2008							
		Windows Vista							
		Business							

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
		Ultimate	✓	✓	✓	✓	
Windows 7	Enterprise	SP1	✓	✓	✓	✓	
	Professional	SP1	✓	✓	✓	✓	
	Ultimate	SP1	✓	✓	✓	✓	
Windows 8		Base	✓	✓	✓	✓	
	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	
Windows 8.1		Base	✓	✓	✓	✓	
	Pro	Base	✓	✓	✓	✓	
	Enterprise	Base	✓	✓	✓	✓	
Windows 10	Education	Base	✓	✓	✓	✓	Note: When using OSIM for Deployment of Windows 10 OS and joining the target to domain refer to Document id : KB000103793
		2015 LTSB	✗	✗	✓	✓	
		2016 LTSB	✗	✗	✓	✓	
		1511	✗	✓	✓	✓	
		1607	✗	✗	✓	✓	
		1703	✗	✗	✓	✓	
		1709	✗	✗	✓	✓	
		1803	✗	✗	✓	✓	
		1809	✗	✗	✓	✓	
		1903	✗	✗	✓	✓	
	Professional	Base	✓	✓	✓	✓	
		2015 LTSB	✗	✗	✓	✓	
		2016 LTSB	✗	✗	✓	✓	
		1511	✗	✓	✓	✓	
		1607	✗	✗	✓	✓	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
		1703		
		1803		
		1809		
		1903		
	Pro for Workstations	1803		
		1809		
	Enterprise LTSC 2019	1809		
	Enterprise Base			
		2015 LTSB		
		2016 LTSB		
		1511		
		1607		
		1703		
		1709		
		1803		
		1809		
		1903		
Windows Intel x64	Windows Server 2008			
	Windows Server 2008 R2	Enterprise Edition SP1		
		Standard Edition SP1		
		Web Edition SP1		
		Datacenter Edition SP1		
	Windows 7	Enterprise SP1		
		Professional SP1		
		Ultimate SP1		
	Windows 8	Base		
		Pro Base		
		Enterprise Base		

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments
Windows 8.1		Pro					
		Enterprise					
Windows 10	Education	Base					<u>Note:</u> When using OSIM for Deployment of Windows 10 OS and joining the target to domain refer to Document id : KB000103793
		2015 LTSB					
		2016 LTSB					
		1511					
		1607					
		1703					
		1709					
		1803					
		1809					
		1903					
		Professional	Base				
2015 LTSB							
2016 LTSB							
1511							
1607							
1703							
1709							
1803							
1809							
1903							
Pro for Workstations				1803			
		1809					





















































































CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager				Comments	
		Enterprise LTSC 2019	1809					
		Enterprise	Base					
			2015 LTSB					
			2016 LTSB					
			1511					
			1607					
			1703					
			1709					
			1803					
			1809					
			1903					
Windows Server 2012 Hyper-V								
Windows Server 2012	Standard Edition	Base						
	Datacenter Edition	Base						
Windows Server 2012	Standard Edition Core	Base						
	Datacenter Edition Core	Base						
Windows Server 2012 R2	Standard Edition	Base						
	Datacenter Edition	Base						
Windows Server 2012 R2	Standard Edition Core	Base						
	Datacenter Edition Core	Base						
Windows Server 2012 R2 Hyper-V								
Windows Server 2016 Core	Standard	Base						
	Datacenter	Base						
Windows Server 2016	Standard	Base						













































































































CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
		Datacenter Base		
	Windows Server 2019	Standard Base		
		Datacenter Base		
Red Hat Linux x86	5.0 Enterprise Linux Server	Update 9		
		Update 11		
	6.0 Enterprise Linux Server	Update 2		
		Update 3		
		Update 4		
		Update 5		
		Update 6		
Red Hat Linux x64	5.0 Enterprise Linux Server	Update 9		
		Update 11		
	6.0 Enterprise Linux Server	Update 2		
		Update 3		
		Update 4		
		Update 5		
		Update 9		
SuSE Linux x86	Enterprise Server 11	Base		
		SP1		
		SP2		
		SP3		
		SP4		
	Open SUSE 12	SP3		
	Open SUSE 13	SP1		
SuSE Linux x64	Enterprise Server 11	Base		
		SP1		

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
			SP2	   
			SP3	   
			SP4	   
		Enterprise Server 12	Base	   
			SP1	   
			SP2	   
		Open SUSE 12	SP3	   
		Open SUSE 13	SP1	   
Oracle Enterprise x86	Oracle Enterprise Linux 5	Update 9	   	
	Oracle Enterprise Linux 6	Update 4	   	
		Update 5	   	
Oracle Enterprise x64	Oracle Enterprise Linux 5	Update 9	   	
	Oracle Enterprise Linux 6	Update 4	   	
		Update 5	   	
Kubuntu Linux x86	Kubuntu 10.04 LTS		   	
	Kubuntu 12.04 LTS		   	
	Kubuntu 14.04 LTS		   	
	Kubuntu 16.04 LTS		   	
Kubuntu Linux x64	Kubuntu 12.04 LTS		   	
	Kubuntu 14.04 LTS		   	
	Kubuntu 16.04 LTS		   	
ESXi	ESXi 5.1		   	
	ESXi 5.5		   	
Citrix XenServer	XenServer 6.0		   	













































































CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
		XenServer 6.1	   	
		XenServer 6.2	   	
Imaging Tools				
Microsoft Windows PE	Windows Intel x86	Windows Server 2008	   	
		Windows Vista	   	
		Windows 7	   	
		Windows 8	   	
		Pro	   	
		Enterprise	   	
		Windows 8.1	   	
		Pro	   	
		Enterprise	   	
		Windows 10	   	
		Pro	   	
		Enterprise	   	
		Enterprise 2015 LTSB	   	
		Education	   	
Windows Intel x64	Windows Server 2008		   	
		Windows Server 2008 R2	   	
		Windows Vista	   	
		Windows 7	   	
		Windows 8	   	
		Pro	   	
		Enterprise	   	
		Windows 8.1	   	
		Pro	   	
		Enterprise	   	
		Pro	   	

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments			
	Windows 10	Enterprise					
		Enterprise 2015 LTSB					
		Education					
	Windows Server 2012 R2 Hyper-V						
	Windows Server 2012	Standard Edition	Base				
		Datacenter Edition	Base				
	Windows Server 2012 R2 Hyper-V						
	Windows Server 2012 R2	Standard Edition	Base				
		Datacenter Edition	Base				
	CentOS Linux Based Boot Image	Red Hat Linux x86	5.0 Enterprise Linux Server	Update 9			
			Update 11				
6.0 Enterprise Linux Server			Update 2				
			Update 3				
			Update 4				
			Update 5				
			Update 6				
Red Hat Linux x64	5.0 Enterprise Linux Server	Update 9					
		Update 11					
	6.0 Enterprise Linux Server	Update 2					
		Update 3					
		Update 4					

CA Client Automation - 14.0

Component	Architecture	Operating System (OS)/Database	CA IT Client Manager	Comments
			Update 5	   
			Update 9	   
Oracle Enterprise x86	Oracle Enterprise Linux 5		Update 9	   
	Oracle Enterprise Linux 6		Update 5	   
Oracle Enterprise x64	Oracle Enterprise Linux 5		Update 9	   
	Oracle Enterprise Linux 6		Update 5	   
SuSE Linux x86	Enterprise Server 11		SP2	   
			SP3	   
	Open SUSE 12		SP3	   
	Open SUSE 13		SP1	   
SuSE Linux x64	Enterprise Server 11		SP2	   
			SP3	   
	Open SUSE 12		SP3	   
	Open SUSE 13		SP1	   
Kubuntu Linux x86	Kubuntu 10.04 LTS			   
	Kubuntu 12.04 LTS			   
Kubuntu Linux x64	Kubuntu 12.04 LTS			   
VMware ESXi	5.1			   
	5.5			   

Localization

Localization Support for Manager and Server

Localized Language	CA Client Automation Manager			
	14.0	14.0 SP1	14.0 SP2	14.0 SP3
English	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Japanese	✓	✓	✓	✓

Localization Support for Agent

Localized Language	CA Client Automation Agent			
	14.0	14.0 SP1	14.0 SP2	14.0 SP3
English	✓	✓	✓	✓
French	✓	✓	✓	✓
German	✓	✓	✓	✓
Japanese	✓	✓	✓	✓
Italian	✓	✓	✓	✓
Korean	✓	✓	✓	✓
Spanish	✓	✓	✓	✓
Brazilian Portuguese	✓	✓	✓	✓

Product Integration

Product Integration Support

Product Name	Product Version	Compatibility Type	CA IT Client Manager				Comments
			14.0 SP1	14.0 SP2	14.0 SP3	14.0	
CA Unicenter Asset Portfolio Management (UAPM)	r12.6	Integration					
	r12.9	Integration					
	r14.1	Integration					
	r17.0	Integration					
	r17.1	Integration					
	r17.2	Integration					
CA Service Desk Manager	r12.7	Integration					
	r12.9	Integration					
	r14.1	Integration					
	r17.0	Integration					
	r17.1	Integration					Supports only fips-preferred
	r17.2	Integration					
Microsoft System Center Configuration Manager (SCCM)	2012	Integration					
	2012 SP1	Integration					
	2012 SP2	Integration					
	2012 R2	Integration					
	1902	Integration					
VMware View	5.2	Integration					
	5.3	Integration					
VMware Horizon View	6.2	Integration					
Citrix XenDesktop	5.6	Integration					
	7	Integration					
	7.5	Integration					

CA Client Automation - 14.0

Product Name	Product Version	Compatibility Type	CA	IT	Client Manager	Comments	
CA Business Intelligence (CA BI)	4.1 SP3	Integration					Client Automation 12.9 CABI reports (except Patch Manager) are certified with Client Automation 14.0.
Intel AMT	7	Integration					
	8	Integration					

Directory Integration

Directory Integration Support

Directory Name	Directory Version	Compatibility Type	CA IT Client Manager			
			14.0	14.0 SP1	14.0 SP2	14.0 SP3
Active Directory	2008	Integration	✓	✓	✓	✓
	2008 R2	Integration	✓	✓	✓	✓
	2012	Integration	✓	✓	✓	✓
	2012 R2	Integration	✓	✓	✓	✓
OpenLDAP	2.1	Integration	✓	✓	✓	✓
	2.2	Integration	✓	✓	✓	✓
Oracle Directory	11.1	Integration	✓	✓	✓	✓

Compatible Linux Variants

For support on Linux variants, see [Broadcom Support Statement](#).

Archived Platforms

The information for archived platforms is available on [Broadcom Support Portal](#).