

**ivanti**

**Service Manager**

powered by HEAT

## **System Requirements and Compatibility Matrix**

March 16, 2018

# Copyright Notice

---

This document contains the confidential information and/or proprietary property of Ivanti, Inc. and its affiliates (referred to collectively as “Ivanti”), and may not be disclosed or copied without prior written consent of Ivanti.

Ivanti retains the right to make changes to this document or related product specifications and descriptions, at any time, without notice. Ivanti makes no warranty for the use of this document and assumes no responsibility for any errors that can appear in the document nor does it make a commitment to update the information contained herein. For the most current product information, please visit [www.ivanti.com](http://www.ivanti.com).

Copyright © 2018, Ivanti. All rights reserved.

Ivanti and its logos are registered trademarks or trademarks of Ivanti, Inc. and its affiliates in the United States and/or other countries. Other brands and names may be claimed as the property of others.

# About this Guide

---

- [Contents](#)
- [Related Documentation](#)
- [Accessing the Knowledge Base](#)
- [How to Contact Us](#)

## Contents

The *System Requirements and Compatibility Matrix for Ivanti Service Manager Release 2017.1* is intended for Ivanti Service Manager administrators who are going to install Ivanti Service Manager.

This document contains the following sections:

- [Hardware and Software Requirements](#). Contains the hardware and software requirements.
- [About Third-Party Software](#). Discusses third-party software that is used in Ivanti Service Manager.
- [Port Requirements](#). Lists the required ports.
- [Compatibility Matrix](#). Lists the compatibility of Ivanti Service Manager Release 2017.1 with other software.
- [Troubleshooting](#). Contains solutions to common problems related to system requirements.

## How to Contact Us

To contact us about the documentation, or if you have any other questions or issues about Ivanti Service Manager, contact Ivanti support services by logging an incident via Self Service at:

<https://www.ivanti.com/support/ivanti-support> .

# Hardware and Software Requirements

---

- [Application Server Requirements](#)
- [Web Server Requirements](#)
- [Database Server Requirements](#)
- [Reporting Feature Requirements](#)
- [Discovery Requirements](#)
- [Client Computer Requirements](#)

## Application Server Requirements

- [Hardware](#)
- [Software](#)

### Hardware

Component	Recommended
CPU	<ul style="list-style-type: none"> <li>■ 2 core minimum</li> <li>■ 4 core recommended for heavy transaction rates and workflow/escalation usage</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 8 GB minimum, and more depending on transaction rates and workflow/escalation complexity</li> </ul>
Hard Disk	<ul style="list-style-type: none"> <li>■ 20 GB minimum free space (approximately 1.1 GB for Ivanti Service Manager files and the remaining space for log files).</li> </ul>

**Best Practice!** We recommend that you install Ivanti Service Manager in a location other than on the system drive (typically the C drive).

### Software

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2012 R2 (recommended)</li> <li>■ Microsoft Windows Server 2012</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP1</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP2</li> </ul>

Item	Supported Version
Microsoft .NET Framework	<ul style="list-style-type: none"> <li>■ Microsoft .NET Framework Release 4.6.</li> </ul> <p><b>NOTE:</b> This requires the latest Microsoft Windows update or that you download the following security patch: <a href="https://www.microsoft.com/en-us/download/details.aspx?id=42327">https://www.microsoft.com/en-us/download/details.aspx?id=42327</a>.</p>
Web Server	<ul style="list-style-type: none"> <li>■ Microsoft IIS Release 7.5</li> <li>■ Microsoft IIS Release 8.0</li> <li>■ Microsoft IIS Release 8.5 (recommended)</li> </ul>

## Web Server Requirements

- Hardware
- Software



In multi-server environments, each Ivanti Service Manager web server must meet these requirements.

## Hardware

Component	Recommended
CPU	<ul style="list-style-type: none"> <li>■ 2 core minimum</li> <li>■ 4 core recommended for heavy transaction rates and workflow/escalation usage</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 8 GB minimum, and more depending on transaction rates and workflow/escalation complexity</li> </ul>
Hard Disk	<ul style="list-style-type: none"> <li>■ 20 GB minimum free space (approximately 1.1 GB for Ivanti Service Manager files and the remaining space for log files).</li> </ul> <p><i>Best Practice!</i> We recommend that you install Ivanti Service Manager in a location other than on the system drive (typically the C drive).</p>

## Software

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2012 R2 (recommended)</li> <li>■ Microsoft Windows Server 2012</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP1</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP2</li> </ul>
Microsoft .NET Framework	<ul style="list-style-type: none"> <li>■ Microsoft .NET Framework Release 4.6.</li> </ul> <p><b>NOTE:</b> This requires the latest Microsoft Windows update or that you download the following security patch: <a href="https://www.microsoft.com/en-us/download/details.aspx?id=42327">https://www.microsoft.com/en-us/download/details.aspx?id=42327</a>.</p>
Web Server	<ul style="list-style-type: none"> <li>■ Microsoft IIS Release 7.5</li> <li>■ Microsoft IIS Release 8.0</li> <li>■ Microsoft IIS Release 8.5 (recommended)</li> </ul>

## Database Server Requirements

- [Hardware](#)
- [Software](#)

### Hardware

Component	Recommended
CPU	<ul style="list-style-type: none"> <li>■ 4 core minimum. Your deployment may require more for heavy transaction rate and workflow or escalation usage</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 16 GB minimum; however, your deployment may require much more RAM depending on transaction rates and workflow or escalation complexity</li> </ul>

Component	Recommended
Hard Disk	<ul style="list-style-type: none"> <li>■ <b>Best Practice!</b> We recommend that you have separate volumes for the database and the transaction logs.</li> <li>■ <b>Database:</b> 100 GB minimum free space. For proper disk space sizing, use these guidelines:               <ul style="list-style-type: none"> <li>■ Ivanti Service Manager application demo database: 500 MB</li> <li>■ Average disk space requirement per record (incident, problem, change, configuration): ~200 KB</li> <li>■ For storing records more than three years old: more than 60 GB</li> <li>■ Average disk space requirement per record (configuration item): ~500 KB. For example, for 20,000 configuration items, we recommend a minimum of 10 GB.</li> <li>■ 10 GB minimum free space. This is the minimum.</li> </ul> </li> <li>■ <b>Transaction logs:</b> 60 GB minimum free space.</li> </ul>

## Software



If your deployment has the reporting feature installed, you must have Microsoft .NET Framework Release 4.6, which requires the latest Microsoft Windows update or that you download the following security patch: <https://www.microsoft.com/en-us/download/details.aspx?id=42327>.

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2012 R2 (recommended)</li> <li>■ Microsoft Windows Server 2012</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP1</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP2</li> </ul>

Item	Supported Version
Database Management Software	<ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2012 including Management Studio and full-text search</li> </ul>
	<ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2012 SP2 including Management Studio and full-text search</li> </ul>
	<ul style="list-style-type: none"> <li>■ Microsoft SQL Server 2014 including full-text search</li> </ul>
Other Software	<ul style="list-style-type: none"> <li>■ iFilters (required for full-text indexing)</li> </ul>
	<ul style="list-style-type: none"> <li>■ An iFilter is a plugin that allows the Microsoft SQL Server to index various file formats so that they become searchable. Download the latest version of the iFilter for the document type (these links are subject to change):</li> </ul>
	<ul style="list-style-type: none"> <li>■ Microsoft Office 2007: <a href="http://www.microsoft.com/en-us/download/details.aspx?id=20109">http://www.microsoft.com/en-us/download/details.aspx?id=20109</a></li> </ul>
	<ul style="list-style-type: none"> <li>■ Microsoft Office 2010: <a href="http://www.microsoft.com/en-us/download/details.aspx?id=17062">http://www.microsoft.com/en-us/download/details.aspx?id=17062</a></li> <li>■ Adobe PDF iFilter 64 Release 11.0.01: <a href="http://www.adobe.com/support/downloads/detail.jsp?ftpID=5542">http://www.adobe.com/support/downloads/detail.jsp?ftpID=5542</a></li> </ul>



Microsoft SQL Server must have full-text search enabled. If it does not, the Ivanti Service Manager demo database will not load properly.

## Reporting Feature Requirements

- Hardware
- Software
- Microsoft SSRS Report Designer

### Hardware

Component	Recommended
CPU	<ul style="list-style-type: none"> <li>■ 2 core minimum</li> <li>■ 4 core recommended for heavy transaction rates and workflow and escalation usage</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 8 GB minimum, and more depending on transaction rates and workflow and escalation complexity</li> </ul>



Component	Recommended
Hard Disk	<ul style="list-style-type: none"> <li>20 GB minimum free space (approximately 1.1 GB for Ivanti Service Manager files and the remaining space for log files).</li> </ul> <p><b>Best Practice!</b> We recommend that you install Ivanti Service Manager in a location other than on the system drive (typically the C drive).</p>

## Software

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>Microsoft Windows Server 2012 R2 (recommended)</li> <li>Microsoft Windows Server 2012</li> <li>Microsoft Windows Server 2008 R2 x64 SP1</li> <li>Microsoft Windows Server 2008 R2 x64 SP2</li> </ul>
Microsoft .NET Framework	<ul style="list-style-type: none"> <li>Microsoft .NET Framework Release 4.6.</li> </ul> <p><b>NOTE:</b> This requires the latest Microsoft Windows update or that you download the following security patch: <a href="https://www.microsoft.com/en-us/download/details.aspx?id=42327">https://www.microsoft.com/en-us/download/details.aspx?id=42327</a>.</p>
Database Management Software	<ul style="list-style-type: none"> <li>Microsoft SQL Server 2012 including Management Studio and full-text search</li> <li>Microsoft SQL Server 2012 SP2 including Management Studio and full-text search</li> <li>Microsoft SQL Server 2014 including full-text search</li> </ul>
Other Software	<ul style="list-style-type: none"> <li>Microsoft SQL Server Reporting Services (SSRS)</li> </ul>

## Microsoft SSRS Report Designer

Business Intelligence Development Studio (BIDS) is a Microsoft component used in creating reports and report templates for Ivanti Service Manager. BIDS comes with Microsoft SQL Express edition. For on-premise users, BIDS comes with Microsoft SQL Server license.

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>■ Microsoft Windows XP</li> <li>■ Microsoft Windows Vista</li> <li>■ Microsoft Windows Server 2008 R2</li> <li>■ Microsoft Windows Server 2008</li> <li>■ Microsoft Windows Server 2003</li> <li>■ Microsoft Windows 7</li> </ul>
Hard Disk	<ul style="list-style-type: none"> <li>■ 2.2 GB minimum free space</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 512 MB minimum, 2GB is recommended</li> </ul>
Processors	<ul style="list-style-type: none"> <li>■ <b>X86</b>: Pentium III-compatible processor or faster (processor speed of 1.0 GHz or faster)</li> <li>■ <b>X64</b>: Minimum: AMD Opteron, AMD Athlon 64, Intel Xeon with Intel EM64T support, Intel Pentium IV with EM64T support (processor speed of 1.0 GHz or faster)</li> <li>■ <b>IA64</b>: Itanium processor or faster (processor speed of 1.0 GHz or faster)</li> </ul>

## Discovery Requirements

- [Hardware](#)
- [Software](#)

### Hardware

Component	Recommended
CPU	<ul style="list-style-type: none"> <li>■ 2 core minimum</li> <li>■ 4 core recommended for heavy transaction rates and workflow or escalation usage</li> </ul>
RAM	<ul style="list-style-type: none"> <li>■ 8 GB minimum, and more depending on transaction rates and workflow or escalation complexity</li> </ul>
Hard Disk	<ul style="list-style-type: none"> <li>■ 20 GB minimum free space (approximately 1.1 GB for Ivanti Service Manager files and the remaining space for log files).  <b>Best Practice!</b> We recommend that you install Ivanti Service Manager in a location other than on the system drive (typically the C drive)</li> </ul>

# Software

Item	Supported Version
Operating System	<ul style="list-style-type: none"> <li>■ Microsoft Windows Server 2012 R2 (recommended)</li> <li>■ Microsoft Windows Server 2012</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP1</li> <li>■ Microsoft Windows Server 2008 R2 x64 SP2</li> </ul>
Microsoft .NET Framework	<ul style="list-style-type: none"> <li>■ Microsoft .NET Framework Release 4.6.</li> </ul> <p><b>NOTE:</b> This requires the latest Microsoft Windows update or that you download the following security patch: <a href="https://www.microsoft.com/en-us/download/details.aspx?id=42327">https://www.microsoft.com/en-us/download/details.aspx?id=42327</a>.</p>
Web Server	<ul style="list-style-type: none"> <li>■ Microsoft IIS Release 7.5</li> <li>■ Microsoft IIS Release 8.0</li> <li>■ Microsoft IIS Release 8.5 (recommended)</li> </ul>

# Client Computer Requirements

- Hardware
- Mobile
- Software
- Remote Control Feature
- Bandwidth and Latency

# Hardware

Component	Recommended
CPU	Single core
RAM	4 GB

# Mobile

Ivanti Service Manager is compatible with mobile devices and many mobile operating systems, including Android, iOS, and Windows. We highly recommend having a minimum of 1024x768 resolution, which makes tablets a better choice for use as a mobile browser than mobile phones.



All browsers must support Adobe Flash, which is required to use dashboard charting, pivoting, copy and paste control, and Service Catalog attachment control.

## Software

Browser	Supported Version
Google Chrome	<p>Ivanti Service Manager only supports the latest production version (not including beta versions).</p> <p>Download and install the ClickOnce extension at <a href="https://chrome.google.com/webstore/detail/meta4-clickonce-launcher/jkncabbipkgbconhaajbapbhokpbgkdc?hl=en">https://chrome.google.com/webstore/detail/meta4-clickonce-launcher/jkncabbipkgbconhaajbapbhokpbgkdc?hl=en</a> to ensure that the Ivanti Service Manager reporting feature works correctly.</p>
Mozilla Firefox	<p>Ivanti Service Manager supports the following combinations:</p> <ul style="list-style-type: none"><li>■ Firefox 3.0 on MAC OS 10.5</li><li>■ Firefox 3.5 on MAC OS</li><li>■ Firefox 3.5 or later on Windows</li></ul> <p>Download and install the Microsoft .NET Framework assistant extension from <a href="https://addons.mozilla.org/en-US/firefox/addon/9449">https://addons.mozilla.org/en-US/firefox/addon/9449</a> to ensure that the Ivanti Service Manager reporting feature works correctly.</p>

Browser	Supported Version
Microsoft Internet Explorer	<p>Ivanti Service Manager supports Microsoft Internet Explorer versions 9.0 and later. Apply all Microsoft hot fixes.</p> <p>Ensure that Ivanti Service Manager runs properly by doing the following:</p> <ul style="list-style-type: none"> <li>■ Go to the <a href="#">Tools &gt; Internet Options &gt; Security &gt; Custom level</a> page.</li> <li>■ Set the following options to <b>enable</b>: <ul style="list-style-type: none"> <li>■ <b>Run ActiveX controls and plug-ins</b></li> <li>■ <b>File download</b></li> <li>■ <b>Scripting &gt; Active scripting</b></li> </ul> </li> </ul> <p>Ensure that Microsoft SSRS can open by saving the website as a trusted site. Do the following:</p> <ul style="list-style-type: none"> <li>■ Go to the <a href="#">Tools &gt; Internet Options &gt; Security</a> page.</li> <li>■ Highlight <b>Trusted sites</b> and click <b>Sites</b>.</li> <li>■ Click <b>Add</b>.</li> </ul>
Microsoft Edge	<p>Ivanti Service Manager only supports the latest production version (not including beta versions).</p>
Microsoft .NET Framework	<p>To use the Microsoft SSRS Report Designer, install Microsoft .NET Framework Release 3.5 SP1.</p>

There is a Known Issue during installation of the 2017.2 Discovery Client Agent.

Installation pops up Windows Warning for digital signature requirement from Microsoft.

Windows cannot verify the digital signature for this file. A recent hardware or software change might have installed a file that is signed incorrectly or damaged, or that might be malicious software from an unknown source

To correct this, digital signature certificates have been updated. However, Ivanti recommends to apply updates to support Code Signing issues in Windows 7 and Windows Server 2008.

For windows 7, please make sure that System has SP1 installed and install KB from <https://technet.microsoft.com/en-us/library/security/3033929>

As per MSDN driver signing has changed in Windows 10, version 1607.

Exceptions / Are cross-signed drivers still valid?

- Enforcement only happens on fresh installations, with Secure Boot on, and only applies to new kernel mode drivers:
  - PCs upgrading from a release of Windows prior to Windows 10 Version 1607 will still permit installation of cross-signed drivers.
  - PCs with Secure Boot OFF will still permit installation of cross-signed drivers.
  - Drivers signed with an end-entity certificate issued prior to July 29th, 2015 that chains to a supported cross-signed CA will continue to be allowed.

To prevent systems from failing to boot properly, boot drivers will not be blocked, but they will be removed by the Program Compatibility Assistant. Future versions of Windows will block boot driver.

To summarize, on non-upgraded fresh installations of Windows 10, version 1607 with Secure Boot ON, drivers must be signed by Microsoft or with an end-entity certificate issued prior to July 29th, 2015 that chains to a supported cross-signed CA.

Reference

[https://blogs.msdn.microsoft.com/windows\\_hardware\\_certification/2016/07/26/driver-signing-changes-in-windows-10-version-1607/](https://blogs.msdn.microsoft.com/windows_hardware_certification/2016/07/26/driver-signing-changes-in-windows-10-version-1607/)

If the certificate uses SHA-2 or has SHA-2 certificates in its chain of trust and it is being used to sign kernel modules, then please be aware of KB3033929, an update for Windows 7 distributed through Windows Update. On versions of Windows 7 without this update, the kernel will reject signatures made with certificates that use SHA-2, so they cannot be used to get a kernel module to load.

Reference

<https://support.comodo.com/index.php?Knowledgebase/Article/View/1103/0/signing-microsoft-windows-64-bit-kernel-mode-drivers>

## Remote Control Feature

The remote control feature requires that your browsers enable either TLS 1.0 or TLS 1.1 to support the HTTPS connection between the clients and the remote control server.

## Bandwidth and Latency

For optimal application performance, we recommend a latency of 110 ms or below with a minimum of 1.5 MB/sec in bandwidth between the Ivanti Service Manager application server and the remote location client machines.

# About Third-Party Software

- [Third-Party Software Components](#)
- [Third-Party Software Support](#)

## Third-Party Software Components

The Ivanti Service Manager installation package provides the following required third-party software components:

- Microsoft .NET Framework Release 4.6
- Microsoft SQL Server 2012 Management Object (SMO) (redistributable)
- Microsoft Access Database Engine 2007 and 2010 (redistributable)
- Microsoft Windows Server Roles and Features

If the installer does not detect these components on the host system, they are installed automatically.



If you create your own installation packages for remote deployment, include the software components that are listed in the system requirements that follow.

## Third-Party Software Support

Ivanti relies on, and integrates with, many different third-party applications.

Ivanti Software regularly performs quality assurance testing in the interactions between Ivanti Service Manager and these applications. Our policy is to support any tested version of a third-party application (as certified) and newer versions (as compliant), so long as the third-party vendor claims and maintains backward compatibility.

If Ivanti Software becomes aware that a third-party vendor has not maintained backward compatibility to the most recent certified version, Ivanti Software notes this in the compatibility matrix as an exception.

Ivanti Service Manager does not support third-party applications that are older than a certified version. Ivanti Software often certifies more than one version of third-party software when more than one version is in common use; otherwise, the current generally available version is used during each Ivanti Software version quality assurance cycle.

# Port Requirements

Ensure that ports are configured correctly so that all Ivanti Service Manager components open correctly.

- [For All Deployments](#)
- [For Deployments with All Components Installed on One Host](#)
- [For Deployments with the Web Server Installed on a Different Host](#)
- [For Deployments that Include Discovery](#)
- [For Deployments with Remote Control](#)

## For All Deployments

For all deployments, we recommend that you open the following ports:

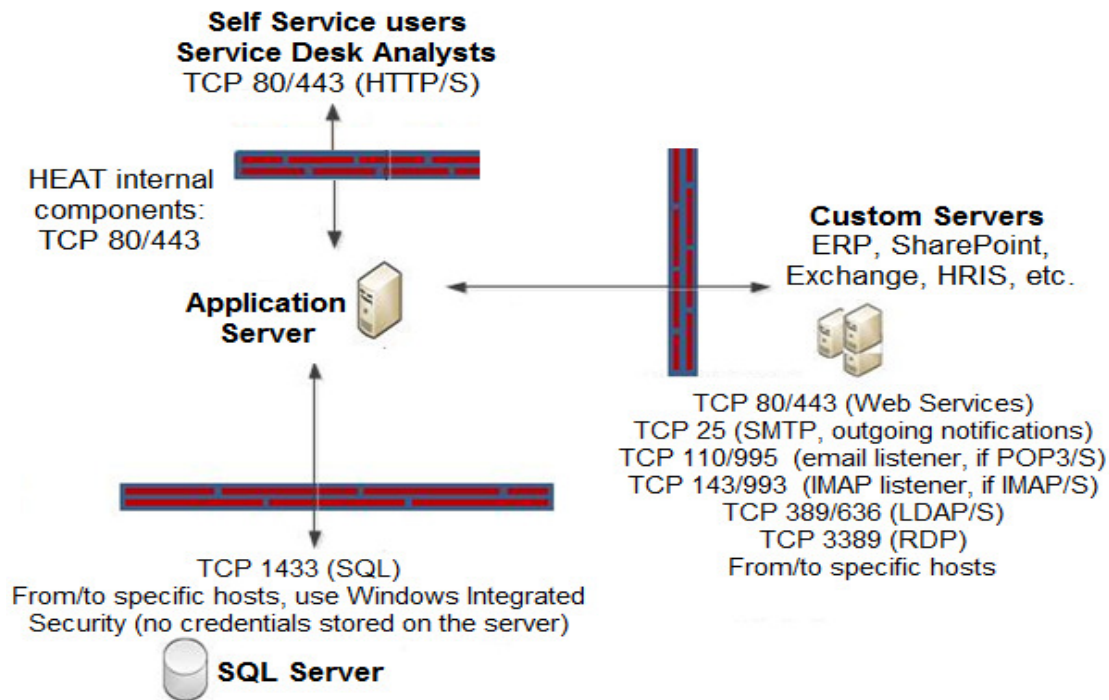
Port	Service
53	For Active Directory. Select the UDP (for DNS) or TCP protocol.
139 or 445	For deploying agents to other computers. Select the UDP (for DNS) or TCP protocol.
443	For sending surveys. However, port HTTPS 7075 is supported until further notice.
1433	For the Discovery application server.
2323	Ivanti Service Manager Voice web services port: Set to match the web services port set in the Ivanti Service Manager Voice management portal.
5743	For the Ivanti Service Manager Voice server.
5986	For WinRM to receive remote commands.
8097	The default proxy port. Used unless defined in the endpoint address. For example, <code>http://company/users:8113</code> .
8523	For the message queue.
61000	The public TCP port of the Ivanti Service Manager Voice message server service.
62000	The public TCP port of the Ivanti Service Manager Voice reset password service.

## For Deployments With All Components Installed on One Host

[Port Configuration](#) shows the port requirements for a deployment where all Ivanti Service Manager components are installed on one host.



Fig. 1. Port Configuration



The ports to open are as follows:

- Self Service users and Service Desk Analysts:
  - TCP 80/443 (HTTP/HTTPS)
- Ivanti Service Manager application server (Ivanti Service Manager internal components):
  - TCP 80/443
- Custom servers (ERP, SharePoint, Exchange, HRIS, and so on):
  - TCP 80/443 (web services)
  - TCP 25 (SMTP, outgoing notifications)
  - TCP 110/995 (Email listener if POP3/S is used)
  - TCP 143/993 (IMAP listener, if IMAP/S is used)
  - TCP 389/636 (LDAP/S)
  - TCP 3389 (RDP)
- Microsoft SQL Server:
  - TCP 1433 (SQL)

To and from specific hosts, use Windows Integrated Security. No credentials are stored on the server.



The outbound port may not be the same as the inbound port. The outbound is determined by your environment.

## For Deployments with the Web Server Installed on a Different Host

If your deployment has the Ivanti Service Manager web server outside of the firewall, ensure that the following ports are also open:

- TCP 80/443
- TCP 25 (SMTP, outgoing notifications)
- TCP 1433 (SQL)
- TCP 54327 (License)
- TCP 389/636 (LDAP/S)

## For Deployments that Include Discovery



For additional information about the Discovery requirements, see the Ivanti Service Manager online help and look for the topic called "Standard Gateway System Prerequisites". See [Related Documentation](#) for information on accessing the Ivanti Service Manager documentation.

- [About the Discovery Servers](#)
- [Port Information](#)

## About the Discovery Servers

The Discovery components reside on two servers: the Discovery web server and the Discovery application server. You can view the components that are deployed to each server from Microsoft IIS.

- The [AgentTaskWs](#) and [ClientTransportProcessor](#) components reside on the Discovery web server.
- The [MessageSender](#), [AssetProcessor](#), [DiscoProcessor](#), and [TaskProcessor](#) components reside on the Discovery application server.

All communication from the gateway or client agent goes to the [AgentTaskWs](#) and [ClientTransportProcessor](#) components (on the Discovery web server), and those components then relay the messages or requests to the corresponding components on the Discovery application server.



Commands sent to the [AgentTaskWs](#) component are relayed to the [TaskProcessor](#) component via Net.TCP on port 7100.

Asset and Discovery data sent to the [ClientTransportProcessor](#) component is forwarded to the message sender via Net.TCP on port 5000. The message sender component then queues the message on one of the processor queues depending on the message type; you do not need to open a particular port for this.

## Port Information

If your deployment includes Discovery, ensure that the following ports are also open for the Discovery application server:

- TCP 8080
- TCP 5000
- TCP 8382
- TCP 7100

## For Deployments with Remote Control

To use the remote control feature without the plugin (using HTML5), port 11438 must be opened. For more information about the remote control feature, see the Ivanti Service Manager online help. (See [Related Documentation](#) for information about accessing the Ivanti Service Manager documentation, including the online help.)

# Compatibility Matrix

See also [About Third-Party Software](#).

- [Legend](#)
- [Server Compatibility](#)
- [Microsoft .NET Framework](#)
- [Web Servers](#)
- [Database Management Software](#)
- [Email Servers](#)
- [Other Integrations](#)
- [Browser Compatibility](#)

## Legend

C	Has been fully tested by Quality Assurance (QA) and indicates compatibility (supported). W
	Has not been fully tested by QA for compatibility and/or integration, but works (supported).
N	Has been tested by QA for compatibility and/or integration but is NOT supported due to test results.
NT	Has not been tested by QA; is currently NOT supported due to lack of testing.
--	Not applicable/not available (not supported).

## Server Compatibility

Operating System	Ivanti Service Manager Release 2017.x
Microsoft Windows 2000 Server	--
Microsoft Windows Server 2003	--
Microsoft Windows 2008 R2/Windows 2012 OS localized versions (such as German and French)	W
Microsoft Windows Server 2008 R2 English	--
Microsoft Windows Server 2008 (includes all patch levels) 64-bit with non US region settings	W
Microsoft Windows Server 2008 R2 x64 SP1/SP2	C

Operating System	Ivanti Service Manager Release 2017.x
Microsoft Windows Server 2012 English (64-bit)	C
Microsoft Windows Server 2012 R2 English, including SP1 and SP2	C

## Microsoft .NET Framework

	Ivanti Service Manager Release 2017.x
Microsoft .NET Framework Release 1.1 SP1 - 4.0	--
Microsoft .NET Framework Release 4.5	--
Microsoft .NET Framework Release 4.5.2	--
Microsoft .NET Framework Release 4.6	C

## Web Servers

	Ivanti Service Manager Release 2017.x
Microsoft IIS Release 5.1 - 7.0	--
Microsoft IIS Release 7.5	C
Microsoft IIS Release 8.0	C
Microsoft IIS Release 8.5	C

## Database Management Software

	Ivanti Service Manager Release 2017.x
Microsoft SQL Server 2000 x, 2005 x	--
Microsoft SQL Server 2008 R2 SP2	--
Microsoft SQL Server 2012	C
Microsoft SQL Server 2012 SP1	C
Microsoft SQL Server 2014	C

Oracle Database	--
IBM DB2 Version 9.1	--

## Email Servers

	Ivanti Service Manager Release 2017.x
Lotus Domino	NT
Novell GroupWise	NT
Microsoft Exchange 2007/2010 (supports email server products that support POP3, SMTP, iMAP4)	C
Microsoft Exchange Web Service	C

## Other Integrations

	Ivanti Service Manager Release 2017.x
Ivanti Service Manager Voice	C
Ivanti Service Manager DSM Release 2015.2, Ivanti Service Manager DSM Release 2016.x	C
Citrix	NT
VMWare ESX 4	W
Ivanti Service Manager Mobile	C
Ivanti Service Manager Remote Control	C

## Browser Compatibility

See [Client Computer Requirements](#) for more information about browser compatibility.



If using Internet Explorer, note that it does not store cookies if there is an underscore in the host name.

Ivanti Service Manager Release 2017.x	
Microsoft Internet Explorer Release 8.0	--
Microsoft Internet Explorer Release 9.0	C
Microsoft Internet Explorer Release 10.0	C
Microsoft Internet Explorer Release 11.0	C
Microsoft Edge	C
Mozilla Firefox Release 53, 54, 55	C
Google Chrome Release 61	C
<p><b>NOTE:</b> There is an incompatibility issue with Ivanti Service Manager and Chrome.</p> <p>Starting in Google Chrome Release 42, Google has disabled support for the Netscape Plugin Application Programming Interface (NPAPI). Therefore, if you want to use the <a href="#">Remote Control Client</a> or <a href="#">Remote Control Operator Console</a> plugins, you have to download and install their executable files first. For more information about the remote control feature, see the Ivanti Service Manager online help. (See <a href="#">Related Documentation</a> for information about accessing the Ivanti Service Manager documentation, including the online help.) For information about enabling support for the plugins, see <a href="https://www.chromium.org/developers/npapi-deprecation?pli=1">https://www.chromium.org/developers/npapi-deprecation?pli=1</a>.</p>	
Apple Safari	NT

# Troubleshooting

---

If you have problems with your installation or deployment, check this section first.

## Problem

The Ivanti Service Manager web servers do not work correctly.

## Possible Cause

In multi-server environments, each Ivanti Service Manager web server must meet the system requirements.

## Solution

See [Web Server Requirements](#).

## Problem

I am unable to use integrated components, such as Ivanti Service Manager Voice.

## Possible Cause

You must use the Microsoft Windows operating system when you use integrated components.

## Solution

Change to the Microsoft Windows operating system. See [Client Computer Requirements](#).

## Problem

I am using Google Chrome and cannot download or edit reports.

## Possible Cause

You have not installed the ClickOnce extension yet.

## Solution

Install the ClickOnce extension for Google Chrome. Navigate to <https://chrome.google.com/webstore/detail/meta4-clickonce-launcher/jkncabbipkqbconhaajbapbhokpbgkdc?hl=en> to download the extension. See [Client Computer Requirements](#).



**Problem**

I am using Mozilla Firefox and cannot download or edit reports

**Possible Cause**

You have not installed the Microsoft .NET Framework assistant extension yet.

**Solution**

Install the Microsoft .NET Framework assistant extension. Navigate to <https://addons.mozilla.org/en-US/firefox/addon/9449> to download the extension. See [Client Computer Requirements](#).

**Problem**

I am using Microsoft Internet Explorer and cannot download files or run controls.

**Possible Cause**

You did not enable scripting.

**Solution**

Set properties in Microsoft Internet Explorer as follows:

1. Go to the [Tools > Internet Options > Security > Custom level](#) page.
2. Set the following options to **enable**:
  - **Run ActiveX controls and plug-ins**
  - **File download**
  - **Scripting > Active scripting**

**Problem**

I am using Microsoft Internet Explorer and cannot open websites.

**Possible Cause**

You have not set Ivanti Service Manager to be a trusted site.

**Solution**

Set properties in Microsoft Internet Explorer as follows:

1. Go to the [Tools > Internet Options > Security](#) page.
2. Highlight **Trusted sites** and click **Sites**.
3. Click **Add**.