Comprehensive Software Support

Comprehensive software support is the technical assistance for Dell Technologies software and 3rd party applications that are running on Dell computers or Dell Technologies enterprise infrastructure.

We understand that your devices are built on a complex ecosystem of software suites and applications that require maintenance and troubleshooting. The experts at Dell Technologies have made it easier for you to manage these multi-vendor applications through one support team.

This document highlights the applications that are covered under Comprehensive Software Support.

Content Links

ProSupport and ProSupport Plus for Infrastructure
Comprehensive Software Support

Dell Technologies serves as your technical support service provider for troubleshooting the listed operating systems and applications. Includes online support and phone-based software issue troubleshooting and resolution assistance by trained Dell experts available 24 hours each day, 7 days each week (including holidays) for the listed applications and operating systems on your Dell-branded Supported Product.

Enterprise Software Licensing and Coverage

License	Software support coverage
Purchased through Dell Technologies (OEM)	Included with ProSupport or ProSupport Plus for Infrastructure
Purchased through 3rd party or Dell-non-OEM	Included with ProSupport Plus for Infrastructure

Manufacturer	Product	Clarifications
AeroHive	HiveManager	
Arista	Converged Cloud Fabric	Formerly BCF by BigSwitch Networks.
Arista	DANZ Monitoring Fabric	Formerly BMF by BigSwitch Networks.
Canonical Ltd	Ubuntu	Advanced features from Ubuntu Pro which are not part of the Base OS are not covered
CentOS	CentOS	Supported on Scality on Dell SD7000-S and SD630S only.
Dell Technologies	Cloudlink	
Dell Technologies	Dell Technologies Infrastructure Automation Suite	With Carrier Grade Support options.
Dell Technologies	Dell Technologies Infrastructure Blocks for Red Hat	RH OCP, RH ACM, RH ODF, and RHEL receive single call support with Carrier Grade Support options.

Manufacturer	Product	Clarifications
Dell Technologies	Dell Technologies Infrastructure Blocks for Wind River	WR Conductor and WR Studio receive single call support with Carrier Grade Support options.
Dell Technologies	Enterprise SONiC	Requires Hardware & Software support contracts.
Dell Technologies	FluidFS NAS	
Dell Technologies	NativeEdge	
Dell Technologies	OMNIA	Requires ProSupport for OMNIA and ProSupport or ProSupport Plus for HW.
Dell Technologies	OpenDaylight Networking	Requires support contract on the server.
Dell Technologies	OpenManage Suite	Requires support contract on the server.
Dell Technologies	OS10	Software available via OEM only.
Dell Technologies	Secured Component Verification	
Dell Technologies	SmartFabric Director	
Dell Technologies	Secure Connect Gateway	Requires support contract on the server.
Dell Technologies	VxRail	ESXi, vCenter, vSAN, vRealize Log Insight, RecoverPoint for Virtual Machines, and vSphere Replication receive single call support.
Microsoft	Azure Stack HCI	AX & MC systems only. Only supported on Validated Support Matrix (link)
Microsoft	Windows Server & Hyper-V	Through Microsoft's Extended Support End: • AX Platforms through Mainstream support • "Embedded" Edition and "Hyper-V Server" (free edition) are out of scope
Microsoft	Windows Storage Server	Software available via OEM only (e.g. NX series).
Omnissa	Horizon Suite	
Red Hat	High-Availability Add-on	Requires Red Hat-branded support purchase.
Red Hat	OpenShift	
Red Hat	Red Hat Enterprise Linux	
Red Hat	Smart Management Add-on	Requires Red Hat-branded support purchase.
Ruckus	Cloudpath	
Ruckus	ZonePlanner	
Starburst	Dell Data Lake House	
SUSE	SUSE Linux Enterprise Server	
SUSE	SUSE Linux Enterprise High-Availability Extension	Requires SUSE-branded support purchase.
VMware	Cloud Foundation (VCF)	Exception for Tanzu: Allowed are Tanzu Basic, Tanzu Kubernetes Grid, Tanzu Standard Runtime. Other editions are directly supported by VMware.
VMware	NSX	
VMware	Site Recovery Manager	
VMware	Tanzu Kubernetes Grid	

Manufacturer	Product	Clarifications
VMware	vCenter Server	See VxRail for exceptions. vCenter converter standalone not supported.
VMware	vCloud Suite	
VMware	vRealize Suite/Aria	See VxRail for exceptions. Limited to vRealize Suite 2019 & vCloud Suite 2019.
VMware	vRealize Network Insight	
VMware	vSAN	See VxRail for exceptions.
VMware	vSphere ESXi	See VxRail for exceptions.
VMware by Broadcom	VMware Cloud Foundation (VCF) subscription	VxRail engineered solution only
VMware by Broadcom	VMware vSphere Foundation (VVF) subscription	VxRail engineered solution only
VMware by Broadcom	VMware vSAN Add-On subscription	VxRail engineered solution only

For the term of the service, it is the responsibility of the customer to hold a valid software license and/or subscription agreement when engaging Dell Technologies support. The customer is required to have and sustain a level of technical maintenance and support on the software element at a level deemed reasonable by the 3rd party software vendor for operating in a production environment. Maintenance includes permission to access patches, updates, and upgrades as well as for specific information, documentation, and knowledge base information related to the software element. Partners and/or software titles are subject to change without notice. Not all regions, software products, and versions may be included in the scope of comprehensive software support. Product and service availability vary by country. Contact Dell for more information.

ProSupport for Client
Comprehensive Software Support

Dell Technologies serves as your technical support service provider for troubleshooting the listed operating systems and applications installed on your end-user desktop or notebook.

Includes online support and phone-based software issue troubleshooting and resolution assistance by trained Dell experts available 24 hours daily, 7 days each week (including holidays) for select end-user applications and operating systems pre-installed by Dell on your Dell-branded Supported Product.

Manufacturer	Software Supported	Clarifications
Adobe	Acrobat Standard	
Adobe	Adobe PhotoShop Elements and Premier Elements	Adobe
Amazon	Alexa for PC	Not supported in China. Some systems excluded.
Canonical	Ubuntu	

Manufacturer	Software Supported	Clarifications
China Standard Software	NeoKylin/Kylin	China only
Citrix	Provisioning Services for Desktop - Dell Edition	
CMIT | Microsoft	Windows 10 China	China only
Cyberlink	CMS	
Cyberlink	PhotoDirector 365	
Cyberlink	PowerDirector	
Cyberlink	PowerDVD	
Dell Technologies	Activity Light	
Dell Technologies	Alienware Control Center	Alienware, Latitude, Inspiron
Dell Technologies	Alienware Update	
Dell Technologies	BIOS Verification	
Dell Technologies	China Web Directory	China only
Dell Technologies	Cloud Recovery	
Dell Technologies	Color Profiles	Inspiron and XPS
Dell Technologies	ControlPoint	
Dell Technologies	Data Protection | Protected Workspace	
Dell Technologies	Data Recovery Environment	
Dell Technologies	Dell Command Suite	
Dell Technologies	Dell Hybrid Client	
Dell Technologies	Dell Optimizer	
Dell Technologies	Dell Power Manager	
Dell Technologies	Dell Update	
Dell Technologies	Digital Delivery	
Dell Technologies	Direct USB	
Dell Technologies	Help and Support	
Dell Technologies	LatitudeOn Reader (Cyberlink)	Latitude and Vostro only
Dell Technologies	OS Recovery USB Tool	
Dell Technologies	Rugged Control Center	
Dell Technologies	Secured Component Verification	Limited to certain Latitude, Optiplex and Precision mobile workstation systems.
Dell Technologies	SupportAssist	
Dell Technologies	SupportAssist Recovery OS	English only
Dell Technologies	ThinOS	
Dell Technologies	Windows 10 IoT Enterprise LTSC LTSC Embedded 10	

Manufacturer	Software Supported	Clarifications
Digital Persona	FingerPrint Reader	Vostro only. Global except APJ region - China only.
Entertainment Experience	Dell TrueColor	
Foxit	eSign	
Foxit	PDF Editor	
Foxit	Phantom Business	
Foxit	Phantom Standard	
Google	Chrome OS	
Intel	Unite	
McAfee	McAffee Business Protection	
McAfee	McAfee Small Business Security	
Microsoft	Office	
Portrait Displays	Premier Color	
Primax	Blacktop Reader	
Red Hat	Enterprise Linux Workstation	Precision Fixed Workstations only
VMWare	ESXi	R7910/7920 only

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Premium Support for End-User / Dell Care Plus / Dell Care Premium, Alienware Care / Alienware Elite Care
Comprehensive Software Support

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Manufacturer	Software Supported	Clarifications
Adobe	Acrobat Standard	

Manufacturer	Software Supported	Clarifications
Adobe	PhotoShop Elements and Premier Elements	
Canonical	Ubuntu	
China Standard Software	NeoKylin/Kylin	China only
Cyberlink	365	
Cyberlink	PowerDirector and Photo Director	
Cyberlink	PowerDVD	
Dell Technologies	Alienware Command Center	Select Alienware platforms
Dell Technologies	Dell Cinema	
Dell Technologies	Dell Digital Delivery	
Dell Technologies	Dell Update	
Dell Technologies	My Alienware	
Dell Technologies	My Dell	
Dell Technologies	SupportAssist	
Foxit	eSign	
Foxit	PDF Editor	
Foxit	Phantom Business	
Foxit	Phantom Standard	
McAfee	McAfee LiveSafe	
Microsoft	Office	
Microsoft	Windows	Through Microsoft's Extended Support End

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Revisions

Date	Support Offer	Change Description
October 2023	ProSupport and ProSupport Plus for Infrastructure	• Added Dell Technologies Native Edge • Added VMware vRealize Network Insight • Removed VMware Bitfusion and SDDC Manager • Modified clarification for Microsoft Azure Stack HCI • Modified clarifications for VMware Cloud Foundation (VCF) and VMware vCenter Server • Modified software/product name and clarification for VMWare vRealize Suite/Aria
October 2023	ProSupport for Client	• Added Dell Technologies Dell Power Manager • Removed Dell Technologies MyDell Mobile
January 2024	ProSupport and ProSupport Plus for Infrastructure	• Added MC system coverage to Microsoft Azure Stack HCI • Added clarifications to Microsoft Windwos Server & Hyper-V coverage
January 2024	ProSupport for Client	• Added McAfee Business Protection • Removed Dell Technologies Android OS, Capture, Cast, Dell Face Aware (Sensible Vision), Gallery, Mobile Connect and SmartDesk • Removed Dropbox • Removed Intuit QuickBooks • Removed Microsoft Works and Works Plus 2008 • Removed Norton Antivirus • Removed Roxio Creator • Removed Sensible Vision FA Facial Recognition • Removed SUSE Linux Desktop
January 2024	ProSupport for End-User	• Removed Dell Technologies Activity Light • Removed Dropbox • Removed Roxio Creator
May 2024	ProSupport and ProSupport Plus for Infrastructure	• Added Starburst Dell Data Lake House • Modified clarifications on VMware Cloud Foundation (VCF) • Modified software/product name for Red Hat Linux and SUSE Linux
August 2024	ProSupport and ProSupport Plus for Infrastructure	• Added Dell Cloudlink • Added 3 software products from VMware by Broadcom
August 2024	ProSupport for Client	• Added Adobe PhotoShop Elements and Premier Elements • Added McAfee Small Business Security • Removed Dell Alienware Command Center, Backup and Recovery, Precision Optimizer, and SmartByte • Removed McAfee LiveSafe • Removed Norton Internet Security
August 2024	Premium Support for End-user	• Added Adobe PhotoShop Elements and Premier Elements • Added Cyberlink 365, PowerDirector and PhotoDirector • Added Dell Alienware Command Center • Added Foxit eSign, PDF Editor, Phantom Business, Phantom Standard • Removed Dell Backup and Recovery, Cinema Guide • Removed McAfee Small Business Security
October 2024	ProSupport and ProSupport Plus for Infrastructure	• Added Red Hat OpenShift • Added Dell Technologies Infrastructure Automation Suite • Added Dell Technologies Infrastructure Blocks for Red Hat • Added Dell Technologies Infrastructure Blocks for Wind River • Changed VMware to Omnissa Horizon Suite • Removed DT Bare Metal Orchestrator • Removed Wind River Conductor • Removed Wind River Studio
January 2025	Premium Support for End-user / Dell Care Plus / Dell Care Premium, Alienware Care / Alienware Elite Care	• Added Dell Care Plus / Dell Care Premium, Alienware Care / Alienware Elite Care to the offer list.