

## Comprehensive Software Support

Comprehensive software support is the technical assistance for Dell Technologies software and 3<sup>rd</sup> 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.

### Chapters:

[ProSupport and ProSupport Plus for Enterprise - Comprehensive Software Support](#)

[ProSupport for Client - Comprehensive Software Support](#)

[Premium Support for End-User - Comprehensive Software Support](#)

## ProSupport and ProSupport Plus for Enterprise 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 select applications and operating systems on your Dell-branded Supported Product.

### Enterprise Software Licensing and Coverage

| License                                 | Software support coverage                   |
|---|---|
| Purchased through Dell Technologies     | Included with ProSupport or ProSupport Plus |
| Purchased through 3 <sup>rd</sup> party | Included with ProSupport Plus only          |

| 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                  |   |
| CentOS            | CentOS                  | Supported on Scality on Dell SD7000-S and SD630S only         |
| Dell Technologies | Bare Metal Orchestrator | New features and functionality provided at Dell's discretion. |
| Dell Technologies | FluidFS NAS             |   |

|                   |   |  |
|-------------------|---|--|
| 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 | Enterprise SONiC                                  | Requires Hardware & Software support contracts                         |
| Dell Technologies | Secure Connect Gateway                            | Requires support contract on the server                                |
| Microsoft         | Azure Stack HCI                                   | When sold OEM with AX-series systems                                   |
| Microsoft         | Windows Server & Hyper-V                          | Through Microsoft's Extended Support End                               |
| Microsoft         | Windows Storage Server                            | Software available via OEM only (e.g. NX series)                       |
| Red Hat           | High-Availability Add-on                          | Requires Red Hat branded support purchase                              |
| Red Hat           | Linux   |  |
| Red Hat           | Smart Management Add-on                           | Requires Red Hat branded support purchase                              |
| Ruckus            | Cloudpath   |  |
| Ruckus            | ZonePlanner                                       |  |
| SUSE              | SUSE Linux  |  |
| SUSE              | SUSE Linux Enterprise High-Availability Extension | Requires SUSE-branded support purchase                                 |
| VMware            | Bitfusion   |  |
| VMware            | Cloud Foundation (VCF)                            | Exception for Tanzu Standard, no support.                              |
| VMware            | Horizon Suite                                     |  |
| VMware            | NSX   |  |
| VMware            | SDDC Manager                                      |  |
| VMware            | Site Recovery Manager                             |  |
| VMware            | Tanzu Basic / Add-on                              |  |
| VMware            | vCenter Server                                    |  |
| VMware            | vCloud Suite                                      |  |
| VMware            | vRealize  |  |
| VMware            | vSAN  |  |
| VMware            | vSphere ESXi                                      |  |

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.

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## 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 each day, 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                         |  |
| Amazon                  | Alexa for PC                             | Not supported in China. Some systems     |
| Canonical               | Ubuntu                                   |  |
| China Standard Software | NeoKylin                                 | China only                               |
| Citrix                  | Provisioning Services for Desktop - Dell |  |
| CMIT   Microsoft        | Windows 10 China                         | China only                               |
| Cyberlink               | PowerDVD                                 |  |
| Dell Technologies       | Activity Light                           |  |
| Dell Technologies       | Alienware Command                        | Select Alienware platforms               |
| Dell Technologies       | Alienware Control                        | Alienware, Latitude, Inspiron            |
| Dell Technologies       | Alienware Update                         |  |
| Dell Technologies       | Android OS                               |  |
| Dell Technologies       | Backup and Recovery                      |  |
| Dell Technologies       | BIOS Verification                        |  |
| Dell Technologies       | Capture                                  | Latitude Z600                            |
| Dell Technologies       | Cast                                     |  |
| 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                            |  |
| Dell Technologies       | Dell Command Suite                       |  |
| Dell Technologies       | Dell Face Aware                          | Latitude Z600                            |
| Dell Technologies       | Dell Hybrid Client                       | Optiplex 7070 Ultra and Wyse 5070 Ubuntu |
| Dell Technologies       | Dell Update                              |  |
| Dell Technologies       | Digital Delivery                         |  |
| Dell Technologies       | Direct USB                               |  |
| Dell Technologies       | Gallery                                  |  |
| Dell Technologies       | Help and Support                         |  |
| Dell Technologies       | LatitudeOn Reader (Cyberlink)            | Latitude and Vostro only                 |

|                          |                                       |  |
|--------------------------|---------------------------------------|--|
| Dell Technologies        | Mobile Connect                        |  |
| Dell Technologies        | MyDell Mobile                         | US Small Business customers w/Google Workspace and Latitude 9420 only          |
| Dell Technologies        | Optimizer                             |  |
| Dell Technologies        | OS Recovery USB Tool                  |  |
| Dell Technologies        | Precision Optimizer                   |  |
| Dell Technologies        | Rugged Control Center                 |  |
| Dell Technologies        | Secured Component Verification        | Limited to certain Latitude, Optiplex and Precision mobile workstation systems |
| Dell Technologies        | SmartByte                             | Inspiron only  |
| Dell Technologies        | SmartDesk                             |  |
| Dell Technologies        | SupportAssist                         |  |
| Dell Technologies        | SupportAssist Recovery                | English only   |
| Dell Technologies        | Wyse Device Manager                   |  |
| Dell Technologies        | Wyse TCX                              |  |
| Dell Technologies        | Wyse ThinLinux                        |  |
| Dell Technologies        | Wyse ThinOS                           |  |
| Dell Technologies        | Wyse Windows                          |  |
| Digital Persona          | FingerPrint Reader                    | Vostro only. Global except APJ region (China)                                  |
| Dropbox                  | Dropbox                               |  |
| Entertainment Experience | Dell TruColor                         |  |
| Foxit                    | Phantom Business                      | Latitude, Inspiron, OptiPlex   |
| Foxit                    | Phantom Standard                      | Latitude, Inspiron, OptiPlex   |
| Google                   | Chrome OS                             |  |
| Intel                    | Unite                                 |  |
| Intuit                   | QuickBooks                            |  |
| McAfee                   | LiveSafe                              |  |
| McAfee                   | McAfee Small Business Security (MSBS) |  |
| Microsoft                | Office                                |  |
| Microsoft                | Skype                                 | Vostro only  |
| Microsoft                | Windows                               | Through Microsoft's Extended Support End                                       |
| Microsoft                | Works                                 | Vostro only  |
| Microsoft                | Works Plus 2008                       | Vostro only  |
| Norton                   | AntiVirus                             |  |
| Norton                   | Internet Security                     |  |
| Portrait Displays        | Premier Color                         |  |
| Primax                   | Blacktop Reader                       |  |
| Red Hat                  | Enterprise Linux                      | Precision Fixed Workstations only  |
| Roxio                    | Creator                               |  |
| Sensible Vision          | FA Facial Recognition                 | Vostro only  |
| SUSE                     | SUSE Linux Desktop                    |  |
| VMware                   | ESXi                                  | R7910 only   |

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## Premium Support for End-User Comprehensive Software Support

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| Canonical               | Ubuntu                                |   |
| China Standard Software | NeoKylin                              | China only                                |
| Cyberlink               | PowerDVD                              |   |
| Dell Technologies       | Backup and Recovery                   |   |
| Dell Technologies       | Dell Activity Light                   |   |
| Dell Technologies       | Dell Cinema                           |   |
| Dell Technologies       | Dell Cinema Guide                     |   |
| Dell Technologies       | Dell Digital Delivery                 |   |
| Dell Technologies       | Dell Update                           |   |
| Dell Technologies       | My Alienware                          |   |
| Dell Technologies       | My Dell                               |   |
| Dell Technologies       | SupportAssist                         |   |
| Dropbox                 | Dropbox                               |   |
| McAfee                  | McAfee LiveSafe                       |   |
| McAfee                  | McAfee Small Business Security (MSBS) |   |
| Microsoft               | Office                                |   |
| Microsoft               | Windows                               | Through Microsoft's Extended Support End. |
| Roxio                   | Creator                               |   |

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