ProSupport
Comprehensive Software Support: Enterprise

Dell and/or Dell EMC serves as your technical support service provider for troubleshooting listed OEM operating systems and applications installed on your enterprise server, networking, and storage hardware.

Manufacturer	Software Supported	Regions Supported			Exceptions by Country
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Canonical Ltd.	Ubuntu	X	X	X	Supported on PowerEdge versions 14G and above. Also supported on Dell Edge Gateway hardware (factory installed version only)
CentOS	CentOS	X	X	X	Supported on Scality on Dell SD7000-S & SD630S only
China Standard Software	NeoKylin			X	Dell Wyse in China only
Citrix	XenDesktop	X	X		US/EMEA only
Compellent	FluidFS NAS	X	X	X	
Dell	32 Bit Diagnostics	X	X	X	
Dell	Active Fabric Manager	X	X	X	
Dell	Dell integration packages for 3rd party systems management applications	X	X	X	
Dell	Dell License Manager	X	X	X	
Dell	Dell Management Plug-in for VMware vCenter	X	X	X	
Dell	Dell Networking for Open Daylight	X	X	X	
Dell	Deployment Solutions (Dell version)	X	X	X	

ProSupport

Manufacturer	Software Supported	Regions Supported			Exceptions by Country
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Dell	Encryption Key Manager for Tape Automation	X	X	X	
Dell	Lasso	X	X	X	Not supported on MD34xx/MD38xx, MD1400 and MD1420
Dell	Online Diagnostics	X	X	X	
Dell	OpenManage™ Essentials	X	X	X	
Dell	OpenManage™ Mobile	X	X	X	
Dell	OpenManage™ Network Manager	X	X	X	
Dell	OpenManage™ PowerCenter	X	X	X	
Dell	OpenManage Server Administrator (OMSA)	X	X	X	
Dell	OpenManage Storage Services (OMSS)	X	X	X	
Dell	PowerVault FluidFS NAS	X	X	X	
Dell	SupportAssist	X	X	X	Not supported on MD34xx/MD38xx, MD1400 and MD1420
Dell	System E-Support Tool (DSET)	X	X	X	
Dell	Wyse Configuration Manager	X	X	X	Supported on Wyse thin client hardware
Dell	Wyse Device Manager Workgroup	X	X	X	Supported on Wyse thin client hardware
Dell	Wyse Management Suite Standard	X	X	X	Supported on Wyse thin client hardware
Dell	Wyse Thin OS	X	X	X	Supported on Wyse thin client hardware, factory installed version only

Manufacturer	Software Supported	Regions Supported			Exceptions by Country
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Dell	Wyse Thin OS Lite	X	X	X	Supported on Wyse thin client hardware, factory installed version only
Dell	Wyse USB Firmware Tools	X	X	X	Supported on Wyse thin client hardware
Dell | Microsoft	Management Packs for Microsoft Systems Center	X	X	X	
Dell | Ocarina	Ocarina	X	X	X	
EqualLogic	FluidFS NAS	X	X	X	
EqualLogic	Group Manager	X	X	X	
EqualLogic	Host Integration Kit	X	X	X	
EqualLogic	SAN Headquarters	X	X	X	
Micro Focus	SUSE® LINUX	X	X	X	
Microsoft	Azure Pack	X	X	X	
Microsoft	Storage Spaces Direct Ready Node	X	X	X	
Microsoft	Small Business Server	X	X	X	
Microsoft	Windows 10 Internet of Things (IoT) Long Term Servicing Branch (LTSB)	X	X	X	Supported on Dell Edge Gateway hardware, factory installed version only
Microsoft	Windows Embedded Standard (WES)	X	X	X	Supported on Wyse thin client and Dell Edge Gateway 5500 hardware, factory installed version only
Microsoft	Windows Server	X	X	X	Through Microsoft's Extended Support End
Microsoft	Windows Storage Server	X	X	X	
Nutanix	Web-Scale Infrastructure	X	X	X	
Red Hat	Red Hat® LINUX	X	X	X	
Retrospect	Retrospect Backup & Recovery	X	X	X	

Manufacturer	Software Supported	Regions Supported			Exceptions by Country
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
SanDisk	SanDisk DAS Cache	X	X	X	
VMware	vCenter Server	X	X	X	
VMware	vCloud NFV 2.0	X	X	X	
VMware	vSphere Desktop	X	X	X	
VMware	vSphere Enterprise	X	X	X	
VMware	vSphere Enterprise Plus	X	X	X	
VMware	vSphere Essentials	X	X	X	
VMware	vSphere Standard	X	X	X	

ProSupport
Comprehensive Software Support: End-User

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

Manufacturer	Software Supported	Regions Supported			Exceptions by Country/ Comments
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Adobe	Acrobat Standard	X	X	X	
Canonical	Ubuntu	X	X	X	
China Standard Software	NeoKylin			X	China only
Citrix	Provisioning services for Desktop - Dell Edition	X	X	X	
CMIT | Microsoft	Windows 10 China			X	China only
Cyberlink	PowerDVD	X	X	X	
Dell Alienware	Command Center	X	X	X	Select Alienware platforms
Dell Alienware	Control Center	X	X	X	Alienware, Latitude, Inspiron
Dell	Android OS	X	X	X	
Dell	Backup and Recovery	X	X	X	
Dell	China Web Directory			X	China only
Dell	Activity Light	X	X	X	
Dell	Capture	X	X	X	Latitude Z600
Dell	Cast	X	X	X	
Dell	Cloud Recovery	X	X	X	
Dell	ControlPoint	X	X	X	
Dell	Color Profiles	X	X	X	Inspiron & XPS
Dell	Data Protection | Protected Workspace	X	X	X	
Dell	Data Recovery Environment	X	X	X	
Dell	Digital Delivery	X	X	X	
Dell	Direct USB	X	X	X	
Dell	Help and Support	X	X	X	
Dell	Mobile Connect	X	X	X	
Dell	Precision Optimizer	X	X	X	
Dell	SupportAssist Recovery OS	X	X	X	English only
Dell	Gallery	X	X	X	
Dell	Management Packs for Dell Command Suite	X	X	X	
Dell	OS Recovery USB Tool	X	X	X	
Dell	Rugged Control Center	X	X	X	
Dell	SmartByte	X	X	X	Inspiron only

Manufacturer	Software Supported	Regions Supported			Exceptions by Country/ Comments
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Dell	SmartDesk	X	X	X	
Dell	SupportAssist	X	X	X	
Dell (Cyberlink)	LatitudeOn Reader	X	X	X	Latitude & Vostro only
Dell (Sensible Vision)	Dell Face Aware	X	X	X	Latitude Z600
Digital Persona	FingerPrint Reader	X	X	X	Vostro only
Dropbox	Dropbox	X	X	X	
Entertainment Experience	Dell TruColor	X	X	X	
Foxit	Foxit Phantom Business	X	X	X	Latitude, Inspiron, Optiplex
Foxit	Foxit Phantom Standard	X	X	X	Latitude, Inspiron, Optiplex
Google	Chrome OS	X	X	X	US, CA, UK, Australia, NZ, Malaysia, Singapore, India, and Japan only
Intel	Intel Unite	X	X	X	
Intuit	QuickBooks	X	X	X	
McAfee	McAfee LiveSafe	X	X	X	
Micro Focus	SUSE® LINUX Desktop	X	X	X	Changed from Novell
Microsoft	Office	X	X	X	
Microsoft	Windows	X	X	X	Through Microsoft's Extended Support End
Microsoft	Works	X	X	X	Vostro only
Microsoft	Works Plus 2008	X	X		Vostro only
Norton	AntiVirus	X	X	X	
Norton	Internet Security	X	X	X	
Portrait Displays	Premier Color	X	X	X	
Primax	Blacktop Reader 2.0	X	X	X	
Red Hat	Red Hat Enterprise Linux Workstation	X	X	X	Precision Fixed Workstations Only
Roxio	Creator	X	X	X	
Sensible Vision	FA Facial Recognition	X	X	X	Vostro only

Manufacturer	Software Supported	Regions Supported			Exceptions by Country/ Comments
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Skype	Skype	X	X	X	Vostro only
VMware	ESXi	X	X	X	R7910 only

Premium Support
Comprehensive Software Support: End-User

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Manufacturer	Software Supported	Regions Supported			Exceptions by Country/ Comments
		Americas	Europe, Middle East, Africa	Asia, Pacific, Japan	
Adobe	Acrobat Standard	X	X	X	
Canonical	Ubuntu	X	X	X	
China Standard Software	NeoKylin			X	China only
Cyberlink	PowerDVD	X	X	X	
Dell	Backup and Recovery	X	X	X	
Dell	Dell Activity Light	X	X	X	
Dell	Dell Digital Delivery	X	X	X	
Dell	SupportAssist	X	X	X	
Dropbox	Dropbox	X	X	X	
McAfee	McAfee LiveSafe	X	X	X	
Microsoft	Office	X	X	X	
Microsoft	Windows	X	X	X	Through Microsoft's Extended Support End
Roxio	Creator	X	X	X	

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.