# Dell EMC SC Series: Software Release, Support Policy, and End-of-Life Matrix

Version 2.4

## Abstract

This document is a guide to Dell EMC™ SC Series support policies, software releases, and end-of-life matrix.

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# Revisions

| Date | Description |
|---|---|
| January 20, 2016 | Initial release |
| March 1, 2016 | Updated for SCOS 6.7 GA release |
| August 10, 2016 | Updated for DSM2016 R2 GA release |
| January 4, 2017 | Updated for SCOS 7.1 GA release |
| February 10, 2017 | Updated for DSM 2016 R3.1 GA release |
| February 22, 2018 | Updated with SCOS and DSM releases |
| February 12, 2019 | Updated with SCOS and DSM releases |
| March 7, 2019 | Combined the *Dell Storage Software Release and Support Policy* and *The SC Series End of Life Matrix* |
| June 13, 2019 | Corrected End of Standard Support for SC4020 |
| April 21, 2020 | Updated SC4020 EOSL date, added SCOS 7.4.x and DSM 2019 R1 |
| August, 2020 | Updated terms, added end-of-expansion dates & removed drive table |
| January, 2021 | Added SC9000 |
| March, 2021 | Service description update |

# Acknowledgments

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# 1 Support guidelines

## 1.1 Requirements for software support

Software updates are available only to customers having SC Series and/or legacy Compellent hardware arrays that are covered under warranty or a valid software maintenance agreement. Major, minor, maintenance, patch and hotfix software releases for each array will continue to be available until the last date of support (**End-of-Standard Support**) for the array. Please note that hardware limitations in older arrays may preclude customers from being able to use all the features and functionality in new software releases.

## 1.2 Offering of maintenance agreements

Customers covered by a valid warranty or maintenance agreement for hardware and software can purchase maintenance contract renewals for a period ending no later than the end of service life, as set forth in the software end of life matrix of the SC Series hardware array. Any array that does not have a current maintenance contract may be reinstated under a new contract, provided that the array is still in the possession of the customer that originally purchased it, and that it has not reached its end of service life. Reinstatement may require payment of a reinstatement fee along with cost of the new maintenance contract.

For further information, contact your Dell EMC service representative.

## 1.3 Warranty offering - hardware and software

The software warranty period is ninety (90) days from the ship date. During the warranty period, customers will receive minor software releases and bug fixes and technical assistance on a best effort basis, Monday through Friday - 8 AM to 5 PM local/regional time, excluding holidays. Technical assistance provided outside the defined warranty period will be billed at the current time and material rates.

This link provides details regarding support and warranty information on Dell EMC products. About half-way down the page, there are links to documents regarding Dell EMC storage support. Documents such as Dell EMC ProSupport Plus for Enterprise and Dell EMC Optimize for Storage are available for download.

# 2 Firmware release guidelines

Each SC Series array runs a core operating system in firmware that provides all the SC Series features and functionality. Firmware will be updated from time to time as new features are added, for general maintenance and other improvements. The firmware version is defined using a version number. The firmware version number takes the following form: "X.Y.Z."

Dell EMC is committed to regular firmware releases with a focus on providing the best possible enterprise storage experience for our customers. For issues that may impact data availability or integrity, we may deliver an unscheduled release and notify any customers that would benefit from the release. To help maximize the performance and integrity of their arrays, customers should always ensure that they are using a supported release stream (as detailed below), and plan to update their arrays to the most current recommended release on a maintenance schedule that considers the needs of their business and the need to keep their critical IT equipment updated.

Note: The timelines listed below for the firmware releases are approximations and are intended for guidance only. Dell EMC reserves the right to make changes without notice to the timelines mentioned herein.

## 2.1 Definition of terms

Table 1    Definition of releases

| Release type | Definition |
|---|---|
| End of Quoting | The last date a product order will be accepted. |
| End of Sales Life (EOL) | The last date an order can be accepted for factory fulfillment. |
| End of Expansion (EOE) | The last date an order for component upgrades & expansion can be accepted for factory fulfillment.<br>• EOE can be up to three years after EOL date and varies by array. |
| End of Standard Support (EOSS) | End of ProSupport maintenance and support services.<br>• SC Series end-of-standard support is EOL date + 5 years<br>• SCv Series end-of-standard support is invoice date + 7 years |
| Major release | A major release introduces new features, functionality, architectural improvements and/or cross-portfolio major changes. A major release is identified by a change to the first digit of the firmware version number (X.Y.Z.) |
| Minor release | A minor release introduces new features and functionality and/or new hardware enablement. A minor release is identified by a change to the second digit of the firmware version number (X.Y.Z).<br>Minor releases are targeted for release approximately every 6-12 months. |
| Maintenance release | A maintenance release fixes issues for enhanced stability and performance of the Storage Center array.  A maintenance release is identified by a change to the third digit of the firmware version number (X.Y.Z). |

| | Maintenance releases are targeted for release approximately every 3-6 months. |
|---|---|
| Patch release/Hot fix | A patch release or **hot fix**, many times referred to as a build release, addresses issues experienced in the environment of a specific customer(s), and is provided by Dell Tech Support only to the affected customer(s). |
| Super package release | A super package release is for disk firmware updates and is provided by Dell Tech Support only to the affected customer(s). |

**Note:** Customers should review maintenance release documentation to determine the priority of taking a maintenance release for their specific environments and generally update their arrays 1-2 times per year, within the bounds of their business needs and practices.

A patch release may require individual controller restart after installation, but no downtime in dual-controller arrays. The patch releases provided to customers to resolve specific issues; are not maintained releases.  To receive ongoing support for a release (i.e. Super package updates), the expectation is that customers will update to the next maintenance release containing the fix for their issue.

A super package release may require individual controller restart after installation, but no downtime in dual-controller arrays.

SC Series does not support downgrading of software to an earlier version.

## 2.1.1    Definition of release lines

A **release line** refers to all maintenance, patch and super package releases that are associated with the specific major or minor release.

# 2.2    Supported firmware releases

Dell EMC reserves the right to provide software maintenance for Replay Manager agents, management software, operating system, and super package releases on previous releases as Dell EMC determines, in its sole discretion. Dell EMC is under no obligation to provide any such maintenance.

## 2.2.1    Storage Center Operating System (SCOS)

The Dell EMC firmware support goal is to provide maintenance support for the two (2) most recent releases. Super package releases will be provided, if required, for up to two years after the release dateS-4 (**GA**) or commercial release. Dell EMC strongly recommends that customers ensure they are running one of the two supported release lines. During a technical support engagement, Dell EMC technical support may request that a customer upgrade to one of the two supported release lines to resolve issues a customer may be experiencing which were fixed in a supported release, or to maintain compatibility with replacement parts.

As an exception, Dell EMC Storage may, in its sole discretion, provide patches for an unsupported release as conditions warrant.

## 2.2.2    Dell Storage Manager (DSM)

Dell Storage Manager, formerly known as Enterprise Manager, will provide maintenance support on the current GA or commercial release and support on the last version in the release string, until the SC Series array goes EOSS.

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### 2.2.3 Replay Manager

Replay Manager maintenance will be provided for the most recent two releases. Support for Replay Manager will be provided on the last locked version, until the SC Series array goes EOSS.

### 2.2.4 Storage integrations

SC Series integrations with VMware, Oracle, Microsoft, and others will provide maintenance on the current SC Series GA or commercially available version and support on integrations will be provided until partner version goes into end of extended support.

## 2.3 Perpetual Software Licensing

SC Series comes with a perpetual software license which allows a customer to run the software for as long as the customer chooses to do so, on the original hardware array and on any upgraded hardware array with which it is compatible. The only current exception to that is the SCv20x0 and SCv30x0 Series solutions. There is no entitlement to maintenance or support included with the license; and the right of the customer to use the software beyond the end of life does not obligate Dell EMC to provide continued support or maintenance beyond end of life. Not all hardware arrays are compatible with all software release lines, and Dell EMC is under no obligation to maintain such compatibility.

While Dell EMC does provide customers with perpetual license rights to use many of its software titles, including most of the SC Series portfolio, customers may not extend support services on any software (operating system, Dell Storage Manager, Replay Manager and storage integrations) running on hardware that is no longer eligible for support because it has reached the end of standard support. Customers may, of course, continue to use the software on such hardware, but such use will be at the customer's risk.

## 2.4 Product Documentation

Software product documentation will remain available for Storage Center Operating System (SCOS), Replay Manager and Dell Storage Manager (DSM) until the End of Standard Support.   Software product documentation support for storage integrations will remain available until the partner version goes end of extended support.

Documentation is available via dell.com/support for each of the following arrays:

SC9000, SC8000, SC7020, SC7020F, SC5020, SC5020F, SC4020, SCv30x0, SCv20x0 , SC40 and FS8600.

## 2.5 Timing of implementation

Customers are strongly advised to upgrade to the most current GA or commercially available version of firmware as soon as reasonably possible after it becomes available.

# 3 Software end-of-support-life matrix

This end-of-support-life (EOL) matrix reflects supported versions of the firmware, including operating system and the Dell Storage Manager management tool.

This matrix will be updated when a release is made, and at other times as Dell EMC deems appropriate.

## 3.1 Storage Center Operating System (SCOS)

| Version | Release date | Maintenance release available | Super Package available | Recommended minimum version | Supported arrays |
|---|---|---|---|---|---|
| 6.0.3 – 6.2.2 | Jan 2012 | No | No | 6.7.50 for SC40; 7.2.51 for SC8000 | SC8000, SC40 |
| 6.3.1 – 6.3.11 | Jun 2013 | No | No | 6.7.50 for SC40; 7.2.51 for SC8000 | SC8000, SC40 |
| 6.4.1 – 6.4.5 | May 2014 | No | No | 6.7.50 for SC40; 7.2.51 for SC8000 | SC8000, SC40 |
| 6.5.1 – 6.5.x | Oct 2014 | No | No | 6.7.50 for SC40; 7.2.51 for SC8000 and SC4020 | SC8000, SC4020, SC40 |
| 6.6.1 – 6.6.x | Sep 2015 | No | No | 6.7.50 for SC40; 7.2.51 for all others | SC8000, SC4020, SCv20x0, SC40 |
| 6.7.2 – 6.7.x | Feb 2016 | No | No | 6.7.50 for SC40; 7.2.51 for all others | SC9000, SC8000, SC4020, SCv20x0, SC40 |
| 7.0.1 – 7.1.30 | Jan 2017 | No | No | 7.2.51, 7.3.6, or later | SC9000, SC8000, SC7020(F), SC4020, SCv20x0 |
| 7.2.1 – 7.2.51 | Feb 2017 | No | No | 7.2.51, 7.3.6, or later | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 |
| 7.3.1 – 7.3.x | Apr 2018 | No | Yes (7.3.xx – latest only) | 7.3.6, or later | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 |
| 7.4.2 – 7.4.x | Sep 2019 | Yes | Yes, (7.4.xx – latest only) | 7.4.10 | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 |

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## 3.2 Dell Storage Manager

| Version | Release date | Maintenance release available | Rec. EM/DSM minimum version | Rec. SCOS minimum version | Supported arrays | Supported API versions+ |
|---|---|---|---|---|---|---|
| EM2015 R2 | Nov 2015 | No | EM2015 R3 | 6.7.x | SC9000, SC8000, SC4020, SCv20x0, SC40 | 1.4-2.1 |
| EM2015 R3 | Jan 2016 | No | EM2015 R3 | 6.7.x | SC9000, SC8000, SC4020, SCv20x0, SC40 | 1.5-2.2 |
| DSM2016 R2 | Aug 2016 | No | DSM2016 R2 | 6.7.x | SC9000, SC8000, SC4020, SCv20x0, SC40 | 2.0-3.1 |
| DSM2016 R3.1 | Feb 2017 | No | DSM2016 R3.1 | 7.1.x (6.7.x for SC40) | SC9000, SC8000, SC7020, SC4020, SCv20x0 | 2.0-3.1, 3.3 |
| DSM2016 R3.11 | Jul 2017 | No | DSM2016 R3.11 | 7.2.x (6.7.x for SC40) | SC9000, SC8000, SC7020, SC5020, SC4020, SCv20x0 | 2.0-3.1, 3.3 – 3.4 |
| DSM2016 R3.20 | Dec 2017 | No | DSM2016 R3.20 | 7.2.x (6.7.x for SC40) | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 | 2.0-3.1, 3.3 – 3.5 |
| DSM 18.1 | Apr 2018 | No | DSM 2018 R1.20 | 7.3.x | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 | 2.0-3.1, 3.3 – 3.5, 4.2 |
| DSM 19.1 | Sep 2019 | Yes | DSM 2019 R1.10 | 7.4.x | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 | 2.0-3.1, 3.3 – 3.5, 4.2 |
| DSM 20.1 | Dec 2020 | No | DSM 2020 R1 | 7.4.x | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 | 2.0-3.1, 3.3 – 3.5, 4.2 |

+API versions before 2.0 have not been released to the public and are used only for internal or approved 3rd party partners.

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## 3.3     Replay Manager

| Version | Release Date | Maintenance release available | Rec. EM minimum version | SCOS minimum version | Supported arrays |
|---------|--------------|-------------------------------|-------------------------|----------------------|------------------|
| 7.6 | Jun 2015 | No | N/A | 6.6 (6.7.x for SC9000) | SC9000, SC8000, SC4020, SCv20x0, SC40 |
| 7.7 | Aug 2016 | No | N/A | 6.7<br><br>(6.6.x for SCv20x0 and 7.2.x for SC7020) | SC9000, SC8000, SC7020, SC4020, SCv20x0, SC40 |
| 7.8 | May 2017 | No | N/A | 6.7<br><br>(7.2.x for SC7020, SC5020 & SCv30x0) | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0, SC40 |
| 8.0 | Jan 2020 | No | N/A | 7.2.x | SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0 |

# 4 End-of-life matrix

This end-of-life (EOL) matrix reflects all the EOL announcements that have been published, as well as any later changes (for example, where an EOL date may have been delayed). Consequently, this EOL matrix enumerates and supersedes the published EOL dates in the announcements. (Day/Month/Year)

## 4.1 Controllers

| Product | GA Date | End of Sales | End of Expansion | End of Standard Support |
|---------|---------|--------------|------------------|-------------------------|
| Series 20 | N/A | 31-Dec-10 | N/A | 31-Mar-16 |
| Series 30 (Array) | N/A | 2-Sep-11 | N/A | 28-Oct-16 |
| Series 40 | 13-Oct-10 | 30-Aug-13 | N/A | 31-Aug-18 |
| Series 40 APJ Only | 13-Oct-10 | 31-May-14 | N/A | 31-May-19 |
| SC8000 | 19-Aug-12 | 3-Mar-17 | 29-Jan-21 | 31-Mar-22 |
| SC4020 | 29-Aug-14 | 3-Aug-18 | 29-Jan-21 | 31-Aug-23 |
| SCv20x0 Series | 17-Apr-15 | 3-Aug-18 | 31-Aug-19 | 31-Aug-25 |
| SC9000 | 20-Oct-15 | 13-Nov-20 | 15-Aug-24 | 31-Aug-26 |

## 4.2 Enclosures

| Enclosure | Product | End of Sales | End of Expansion | End of Standard Support |
|-----------|---------|--------------|------------------|-------------------------|
| 2Gb FC Enclosure | 16 Bay FC Enclosure | 30-Apr-07 | | 1-May-12 |
| SATA Enclosure | 2Gb SATA Enclosure | 13-Jan-11 | | 31-May-16 |
| 3Gb SAS Enclosure | 3Gb SAS Enclosure | 28-Oct-11 | | 28-Oct-16 |
| 4Gb FC Enclosure | 4Gb FC 3.5" 16 bay Enclosure | 6-Jun-13 | | 31-Aug-18 |
| 6Gb 3.5"SAS Enclosure | 6Gb SAS 3.5" 12-bay Enclosure (Xyx) | 1-Aug-14 | | 31-Aug-19 |
| SC200/220 Enclosure | 6Gb SAS 3.5" 12-bay (SC200) & 6Gb SAS 2.5" 24-bay (SC220) | 19-Oct-18 | 29-Jan-21 | 30-Nov-23 |
| SC280 Enclosure | 6Gb SAS 42/84 bay enclosure | 1-Mar-19 | 3-Mar-20 | 1-Mar-24 |
| SC100/120/180 Enclosure | 6Gb SAS 3.5" 12-bay (SC100), 6Gb SAS 2.5" 24-bay (SC120) & 6Gb | 2-Aug-19 | 13-Apr-20 | 31-Aug-25 |

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| Enclosure | Product | End of Sales | End of Expansion | End of Standard Support |
|---|---|---|---|---|
| | SAS 3.5" 42-bay (SC180) | | | |

## 4.3    NAS

| Description | EOL Announcement | End of Sales | End of Standard Support |
|---|---|---|---|
| Compellent legacy NAS | 8-Oct-12 | 29-Jul-09 | 29-Jul-14 |
| NAS Server with Fibre Channel HBA | | 26-Oct-09 | 26-Oct-14 |
| NAS Server with iSCSI HBA | | 26-Oct-09 | 26-Oct-14 |
| Windows Storage Server 2008-based Storage Center NAS | 19-Jul-11 | 29-Jul-11 | 29-Jul-16 |
| 24GB memory configuration | 23-Jul-12 | 17-Aug-12 | 31-Aug-17 |
| NAS-FS7500 | | 1-Feb-13 | 1-Feb-20 |
| NAS gateway appliance | 9-May-13 | 5-Jul-13 | 31-Jul-18 |
| NAS-FS7600 | 27-Mar-18 | 31-Oct-17 | 31-Dec-20 |
| NAS-FS7610 | 27-Mar-18 | 2-Feb-18 | 31-Dec-20 |
| NAS-FS8600 | 2-Aug-18 | 3-Aug-18 | 31-Aug-23 |

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# A    Technical support and resources

Dell.com/support is focused on meeting customer needs with proven services and support.

Storage technical documents and videos provide expertise that helps to ensure customer success on Dell EMC storage arrays.