

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

Version 2.7

Abstract

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

February 2023

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 <i>Dell Storage Software Release and Support Policy</i> and <i>The SC Series End of Life Matrix</i>
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
August, 2021	Added SCv30x0, SC5020(F) and SC7020(F) EOL
August, 2022	Added SC4x0 and SCv3x0 Enclosures and updated branding
February, 2023	Updated SCOS firmware table

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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 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 products. About half-way down the page, there are links to documents regarding Dell storage support. Documents such as [Dell ProSupport Plus for Enterprise](#) and [Dell 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 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 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. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> SC Series end-of-standard support is EOL date + 5 years 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). 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 reserves the right to provide software maintenance for Replay Manager agents, management software, operating system, and super package releases on previous releases as Dell determines, in its sole discretion. Dell is under no obligation to provide any such maintenance.

2.2.1 Storage Center Operating System (SCOS)

The Dell 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 strongly recommends that customers ensure they are running one of the two supported release lines. During a technical support engagement, Dell 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 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.

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 to provide continued support or maintenance beyond end of life. Not all hardware arrays are compatible with all software release lines, and Dell is under no obligation to maintain such compatibility.

While Dell 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 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	No	7.3.6, or later	SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0
7.4.2 – 7.4.x	Sep 2019	No	Yes (critical updates only)	7.4.21	SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0
7.5.1 – 7.5.x	May 2021	Yes	Yes (critical updates only)	7.5.2 or later	SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0
7.5.10	Nov 2022	Yes	No	7.5.2 or later	SC9000, SC8000, SC7020(F), SC5020(F), SC4020, SCv30x0, SCv20x0

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.

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 (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 (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 (DPEs)

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	Invoice + 7 years or max of 31-Aug-25
SC9000	20-Oct-15	13-Nov-20	15-Aug-24	31-Aug-26
SC7020	16-Aug-16	15-Aug-21	15-Aug-24	31-Aug-26
SC7020F All-Flash	4-Dec-17	15-Aug-21	15-Aug-24	31-Aug-26
SC5020	13-Jun-17	15-Aug-21	15-Aug-24	31-Aug-26
SC5020F All-Flash	4-Dec-17	15-Aug-21	15-Aug-24	31-Aug-26
SCv30x0 Series	10-Oct-17	15-Aug-21	15-Aug-24	Invoice + 7 years or max of 31-Aug-28

4.2 Enclosures (DAEs)

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

Enclosure	Product	End of Sales	End of Expansion	End of Standard Support
SC200/220 Enclosures	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 Enclosures	6Gb SAS 3.5" 12-bay (SC100), 6Gb SAS 2.5" 24-bay (SC120) & 6Gb SAS 3.5" 42-bay (SC180)	2-Aug-19	13-Apr-20	31-Aug-25
SC400/420/460 Enclosures	12Gb SAS 3.5" 12-bay (SC400), 12Gb SAS 2.5" 24-bay (SC420), 12Gb SAS 3.5" 60-bay (SC460)	15-Aug-24	15-Aug-24	31-Aug-26
SCv300/320/360 Enclosures	12Gb SAS 3.5" 12-bay (SCv300), 12Gb SAS 2.5" 24-bay (SCv320), 12Gb SAS 3.5" 60-bay (SCv360)	15-Aug-24	15-Aug-24	31-Aug-28

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

A Technical support and resources

[Dell.com/support](https://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 storage arrays.