



SecureWorks Notice – Announcement of End of Endpoint Sensor Operating System Support

The following operating systems are included in this EOS along with their respective support capabilities:

1.1 Endpoint Sensor Operating System Support

(See AETD-Red Cloak Software Status for current list of any known issues)

Red Cloak has support for only the following Windows operating system versions:

Supported Windows Operating System Versions

Operating System	Supported
Windows Server 2019	Fully Supported
Windows Server 2016	Fully Supported
Windows Server Core 2016	Fully Supported
Windows Server 2012 R2*	Fully Supported
Windows Server 2012	Fully Supported
Windows Server 2008 R2*	Fully Supported
Windows 10*	Fully Supported
Windows 8.1*	Fully Supported
Windows 8*	Fully Supported
Windows 7	Fully Supported

**Note: 64 and 32-bit versions are supported*

Supported Linux Operating System Versions

Operating System	Supported
RHEL 6.4 - 6.10	Fully Supported
RHEL 7.0 - 7.8	Fully Supported
RHEL 8.0 - 8.2	Fully Supported
CentOS 6.4-6.10	Fully Supported
CentOS 7.0-7.8	Fully Supported
CentOS 8.0 – 8.2	Fully Supported
Ubuntu 16.04, 18.04, 20.04	Fully Supported
Amazon Linux 2	Fully Supported
Oracle Linux 6.4 – 6.10	Fully Supported
Oracle Linux 7.0 – 7.8	Fully Supported

Oracle Linux 8.0 - 8.2	Fully Supported
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Still supported on a limited basis are the following operating systems:

Limited Support Windows Operating System Versions

Operating System	Supported
Windows Server 2008*	Limited Support
Windows Server 2003 R2*	Limited Support
Windows Server 2003*	Limited Support
Windows Vista*	Limited Support
Windows XP*	Limited Support

Red Cloak is tested and verified on all operating systems listed as supported by SecureWorks. In cases where Red Cloak supports an operating system that is no longer supported by the operating system vendor, troubleshooting and remediation of performance and other issues that arise may be limited and could be deemed out of scope for the service at SecureWorks' discretion.

1.2 Endpoint Sensor Operating Systems Not Supported

Red Cloak is known **NOT** to run on the following operating system versions:

Operating System	Supported
Windows ME	Not Supported
Windows 2000	Not Supported
Windows Server 98	Not Supported
Windows Server 95	Not Supported
Windows NT	Not Supported

Any other Windows version not listed in the supported list above, to include non-English language packs.

Red Cloak is also known **NOT** to run on operating systems utilizing Itanium processors.

If you have a specific question about your Endpoint Sensor service(s), please open a Service Request ticket in the Client Portal. For questions specific to this EOS notice, please reach out to your sales representative and they will be happy to assist.

As always, we value your business and are committed to providing you with the highest quality service that you have come to expect from SecureWorks.

Thank you,
SecureWorks Service Lifecycle Management