USERCARE
SUPPORTED SOFTWARE & SUBSCRIPTION LIST

axisfirst
IT Solutions

PRODUCT	SUPPORTED VERSRIONS	NOTES
Microsoft Windows Server	All versions in mainstream or extended support	
Microsoft SQL Server	All versions in mainstream or extended support	
Microsoft Exchange Server	All versions in mainstream or extended support	
Microsoft Office	All versions in mainstream or extended support	
Microsoft Windows	All versions in mainstream or extended support	
Microsoft 365 / Office 365 Subscriptions*	N/A	
MAC OSX	All versions in mainstream or extended support	
Azure Backup*	N/A	
Azure Recovery	N/A	
Azure Directory Sync*	N/A	
Adobe Acrobat Reader	Current supported versions	
WinZip	Current version – 1	
7-Zip	Current version – 1	
Google Chrome	Mainstream supported versions	
Microsoft Edge	Mainstream supported versions	
Microsoft Internet Explorer	Mainstream supported versions	
Mozilla Firefox	Current version – 1	
Opera	Current version – 1	
Safari	Current version – 1	
HP Smart (Print / Scan Management)	Current supported versions	
Subscriptions		
Xift*	N/A	
Kumulus Backup for Microsoft 365*	N/A	
Altaro for Virtual Servers	N/A	
Altaro for Endpoints & Microsoft 365	N/A	
ESET Protect Basic (formally Endpoint Advanced)*	N/A	
Authlogics Password Policy Manager*	N/A	
Heimdal Threat Protection – Endpoint	N/A	
Heimdal Threat Protection – Network	N/A	
Heimdal Ransomware Encryption Protection	N/A	
Heimdal Patching & Assets	N/A	
Cisco Umbrella*	N/A	
KnowBe4*	N/A	
Bigger Brains*	N/A	
GFI Archiver	Mainstream supported versions	*Requires vendor maintenance contract*
BarTender	Mainstream supported versions	
Drivve Image	Mainstream supported versions	*Requires vendor maintenance contract*
Bridging Support	Our team can provide an interface between you and 3rd party vendors. This is known as bridging support	*Assessed on a case by case basis* *Products and services will be listed specifically on your service contract paperwork*
* only where subscription is invoiced and managed by axisfirst		
Support for any product outside this scope is provided on a goodwill basis only.		*Support is the provision of service to bring products or services back to their previous working state when an issue occurs which disrupts functionality. This does not include management, deployment, training, consultancy, customisation or development of additional functionality*

For further information and advice about our UserCare plans contact axisfirst today…

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