



# 3rd Party Applications on Scale Computing HyperCore™

---

*If it runs on a virtualized system,  
it will run on SC//HyperCore™.*

# Table of Contents

- Introduction.....3
- Applications Run on Operating Systems .....3
- Edge AI and ML: Built for Real-World Workloads .....4
- Why Applications Vendors Might Say No.....5
- How Multi-Vendor Support Should Work.....5
- Scale Computing Partner Ecosystem.....6
- What Does Scale Computing Support? .....6
- Conclusion.....7



## Introduction

IT is a complex system of hardware and software working together to run our modern industries and economies. No vendor can know or test every combination of IT solutions. For this reason, some choose to be overly cautious and declare perfectly valid solutions unsupported. These practices hinder innovators and IT departments that want to leverage groundbreaking technologies.

If it weren't for early adopters who ignored the ambiguity about whether a technology is supported or unsupported, new technologies would never get off the ground. It often only takes common sense to overcome the misinformation surrounding application support. At *Scale Computing™*, trust is placed in IT vendors' ability to collaborate and ensure support for applications, operating systems, virtualization, and hardware, all with a focus on putting customers first.

### Applications Run on Operating Systems

The operating system lies between the computing hardware and the business applications that run our industries. Most of these applications run on Windows or Linux operating systems. Some of these applications work directly with specific pieces of hardware, but most work only with the logical abstraction of the hardware provided by the operating system. In other words, the applications don't care what kind of processor, memory, or storage is in the server's physical hardware, only that sufficient CPU, RAM, network access, and storage resources are available.

Operating systems have so successfully made most applications indifferent to hardware specifics that adding a hypervisor between the OS and hardware should not alter how the application runs. If it is running on a supported OS and has sufficient resources, the particular hypervisor has no impact on the operation of the application.

Application abstraction from physical hardware is the basis for the popularity of server virtualization. If an application can run in any virtualized environment, then there is little reason to believe it cannot run on *Scale Computing HyperCore™* virtualization suite. SC//HyperCore is a virtualization platform that uses a KVM-based hypervisor to support Windows and Linux operating systems. Before asking whether an application will be supported on SC//HyperCore, a few other questions should be answered:

- Is the application tied to any specific server hardware components?
- Is the application licensing tied to any specific hardware components?<sup>1</sup>
- Is the application specifically designed to interact with the virtualization hypervisor?

If the answer to these questions is no, which is true for most applications, then the only remaining question should be:

- Is the application supported on Windows or Linux?<sup>2</sup>

If the answer to this question is yes, then it will run on SC//HyperCore.

<sup>1</sup> This is often difficult to determine and evaluate. For example, USB licensing dongles can work with USB over IP sharing devices from third parties. But some apps do look for specific "hardware" IDs that may not exist inside VMs - and of those some may offer alternative licensing process, some don't. Application licensing requirements tied to hardware can generally be handled, but deeper inspection may be required.

<sup>2</sup> There are non-Windows and Linux OS - such as Unix-based FreeBSD-based and other packaged virtual appliances - that do work. Please [visit](#) for additional information.



## Edge AI and ML: Built for Real-World Workloads

Artificial intelligence and machine learning are no longer experimental technologies; they are critical to modern business operations, especially at the edge. From real-time analytics to automated decision-making, [edge AI workloads](#) require an infrastructure platform that can deliver performance, flexibility, and simplicity.

### Compatible with Containerized AI Frameworks

SC//HyperCore supports AI applications deployed in traditional virtual machines or as [containerized workloads using Docker and Kubernetes](#). Many AI tools and frameworks can run seamlessly on Linux-based VMs hosted on SC//HyperCore, with support for container orchestration and VM/container hybrid environments.

This flexibility enables your team to prototype, test, and scale AI workloads using the same SC//HyperCore architecture you trust for traditional applications, without requiring specialized or proprietary systems.

### Built for Edge Inferencing

AI inferencing at the edge enables real-time processing where it matters most, on location, not in the cloud. SC//HyperCore delivers local compute with extremely low latency, making it ideal for edge AI use cases.

With SC//HyperCore, AI models can run consistently across thousands of distributed locations, reducing reliance on cloud connectivity and accelerating time-to-insight.

### Hardware Acceleration Support

For compute-intensive workloads, SC//HyperCore supports a range of hardware acceleration options. SC//HyperCore is compatible with x86-based infrastructure that includes:

- **GPU-enabled nodes** for deep learning inference and training at the edge or core
- **NVMe and SSD-based** storage tiers for high-performance data access

Our architecture supports hybrid deployments, enabling AI workloads to run alongside traditional business applications on the same cluster, reducing the need for dedicated infrastructure.

## Why Applications Vendors Might Say No

The primary reason an application vendor would decline application support on SC//HyperCore or any other virtualization platform is a lack of experience. Simply testing the various supported editions, versions, and service pack levels of Windows or Linux can be daunting for many software vendors. For this reason, some application vendors are wary of claiming support for anything they aren't actively testing. In reality, it would never be possible to fully test and therefore "officially" support an application on all variations of Windows and Linux operating systems across the various hardware platforms and hypervisors available.

Application vendors are asked every day about support beyond what they can test. Commonly, they are asked if their application is supported by running alongside another application. There are thousands of applications that users want to run alongside other applications. The complexity of integrating different applications across various platforms is a reality in the IT industry. Do vendors have the ability to test all these applications and platforms together to make sure they are "supported"?

No way.

When virtualization platforms like VMware were first introduced into IT markets, application vendors were often unwilling to support VMware for their applications, even though early adopters were spinning up VMs with those applications and happily plugging away. Many vendors are often slower to adapt to users, which in turn causes mainstream users to slow adoption. It's a cycle the industry can't seem to break out of.

There are numerous unknowns with application support, so vendors usually have a better understanding of what is not supported than what is. They likely are aware of some actual limitations and conflicts with specific operating systems, hypervisors, or even hardware components. Vendors probably have a list of known issues that will prevent the application from working successfully. This is why, for application vendors, instead of asking if the application is supported with another vendor's product, it can be beneficial to ask if there are any known issues with said product.

If there are, you know right where you stand; if not, then you likely have nothing to fear.

In such cases, where a vendor is unwilling to provide specific support for a platform or product, ask for the reason. If, in the unlikely event, there is a problem, they should be willing to work to resolve the issue.

Multi-vendor support should be a shared responsibility and shared goal of customer satisfaction.

## How Multi-Vendor Support Should Work

Multi-vendor support can be complex, especially when vendors prioritize their own interests over their customers'. As IT professionals, we've all encountered situations where a problem of unknown origin goes through a troubleshooting cycle of finger-pointing among various vendors. The application vendor blames the operating system vendor, the operating system vendor blames the hypervisor vendor, the hypervisor vendor blames the storage vendor, and the storage vendor blames the application vendor, resulting in a vicious cycle of downtime and despair. In such situations, no one wants to take responsibility for identifying the problem's root cause, let alone fixing it.

This causes a problem because, even with hyperconverged infrastructure solutions like SC//HyperCore, which eliminate most multi-vendor issues from the infrastructure, IT will still be a mix of multi-vendor environments with application vendors. Vendors who lack the necessary resources or approach to collaborating with other vendors on support are often a bigger problem than the actual technical issue.

Multi-vendor support should work differently. Vendors need to work together to identify the root cause, and once the root cause is known, the vendor responsible for the solution(s) causing the problem should take responsibility for a fix.



While the customer is involved, they do not need to be a switchboard operator connecting the communications between the various vendors. Vendors should take the initiative to reach out to each other to resolve the issue, which is why organizations like TSANet exist. TSANet is a multi-vendor support community that enables vendors to collaborate in a neutral environment.

To better support our customers, Scale Computing is part of TSANet, as it streamlines the support process and leads to quicker resolutions for multi-vendor issues. Each vendor adequately supporting their product in a multi-vendor IT environment alleviates the burden of the unknown on support. Will the application run on an untested platform? It should, and if it doesn't, vendors can work together to determine why not and offer a resolution quickly. Vendors should take the initiative to reach out to each other to resolve the issue.

## Scale Computing Partner Ecosystem

We place trust in IT vendors' ability to come together to ensure customer-centric support for applications, operating systems, virtualization, and hardware.

In real-world situations, Scale Computing has rarely encountered application vendors refusing to support or resolve issues with their applications, regardless of where they run. In reality, most application vendors don't know or bother to ask on what platform it is running, as long as it runs on their supported OS.

Scale Computing Platform is fully integrated and supported across a wide range of software and hardware. We verify and support a broad range of operating systems and versions running as virtual machines on SC//HyperCore. If an application is designed to run on Windows or Linux and x86/x64 platforms, it is almost always supported on SC//HyperCore. [Our growing partner ecosystem with hardware and software technology providers](#) ensures seamless integration, faster deployments, and guaranteed compatibility, so customers can deploy confidently with proven solutions that work out of the box.

"Combining systems from different vendors into the single app makes deployment really easy."

Source: G2, User Information Services

## What Applications Does Scale Computing Support?

One common question prospective customers ask is, "Are my applications supported on Scale Computing HyperCore?" The answer to that question, at least 99% of the time, is "Yes, the application is supported and works great." In most cases, Scale Computing can reference numerous SC//HyperCore users who are running the requested applications.

Scale Computing supports the entire *Scale Computing Platform™* edge computing solution of hardware, software, and services. This includes the *HyperCore™* operating system, which includes software-defined storage and the virtualization hypervisor. Scale Computing provides a clear list of supported operating systems, including Windows and Linux versions and editions, in the [HyperCore Support Matrix](#).

Scale Computing supports and offers fixes for our hardware and virtualization platform. For applications, Scale Computing is fully prepared to support Windows and Linux operating systems running on SC//HyperCore. Therefore, applications designed to run on Windows and Linux should be supported by their vendors for SC//HyperCore. Operating system vendors offer fixes for issues in their operating systems. Application vendors offer fixes for application issues. Working together, there should be no issue supporting applications on SC//HyperCore that run on Windows or Linux.

## Security and Compliance Considerations

Many of our customers operate in regulated industries where application compatibility is only part of the equation. SC//Platform supports deployment of compliance-sensitive workloads (HIPAA, PCI, GDPR, etc.) with secure architecture, RBAC, and compatibility with major security tools. For more details, please refer to [Enabling Regulatory Compliance with Your IT Infrastructure Platform](#) and [Information Security with SC// Platform](#), which outlines how SC//Platform helps meet the requirements of modern governance and risk management frameworks.

## Conclusion

There are exceptions (such as applications that require proprietary hardware), but if the application being inquired about is designed to run on Windows or Linux and on x86/x64 platforms, it is almost always supported. Scale Computing tests and supports a broad range of operating systems and versions running as virtual machines on SC//HyperCore (see Scale Computing [HyperCore Support Guide](#) for complete details).

The actual applications running in those VMs are generally entirely transparent for SC//HyperCore. Occasionally, when the question of support is asked of the application vendor, the answers can vary, sometimes causing confusion. There are several reasons why application vendors may waver in their support for applications on platforms like SC//HyperCore, and all of these need to be considered.

If you have questions about whether your application(s) are supported on SC//HyperCore, please contact us at +1-877-722-5359 or [info@scalecomputing.com](mailto:info@scalecomputing.com). If you would like us to work directly with your application vendor to ensure your applications are supported, we are happy to do so. Have your application vendor contact Scale Computing at [bd@scalecomputing.com](mailto:bd@scalecomputing.com).



### CORPORATE HEADQUARTERS

3307 Northland Dr # 500 // Austin, TX 78731

P. +1 317-856-9959 // [scalecomputing.com](http://scalecomputing.com)