Thank you for using VMware® products and services.

Technical support is a vital part of the total VMware customer experience. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensuring that every issue is resolved to your satisfaction. To enable you to maximize the return on your investment, we offer a suite of support offerings designed to meet your business needs.

The information contained herein is believed to be accurate as of the date of publication, but your contract with VMware may contain different terms. In the event of any inconsistency, the terms of your contract with VMware will govern.
Contents

VMware OEM Technical Support ............................................................................................................. 1
Welcome Guide ........................................................................................................................................ 1
Introduction .......................................................................................................................................... 4
Welcome to VMware Global Support Services (GSS) ........................................................................... 4
Building an Effective Partner Support Relationship .............................................................................. 4
Best Practices ......................................................................................................................................... 4
  Utilize Self-Help Resources ................................................................................................................. 7
  Provide Complete and Accurate Information ......................................................................................... 7
Partner and VMware Roles and Responsibilities .................................................................................. 7
  My VMware ......................................................................................................................................... 7
  Technical Support Responsibilities: Partner and VMware ................................................................ 7
  Licensing Support Team ....................................................................................................................... 8
  Customer Support Representative (CSR) ............................................................................................. 8
  Technical Support Engineer (TSE) ....................................................................................................... 9
Understanding Technical Support Severities ....................................................................................... 9
  On Premise Severity Definitions* ........................................................................................................ 9
  Severity 1 ........................................................................................................................................... 9
  Severity 2 ........................................................................................................................................... 9
  Severity 3 ........................................................................................................................................... 9
  Severity 4 ........................................................................................................................................... 9
  Software as a Service (SaaS) Severity Definitions .............................................................................. 10
  Critical (Severity 1) ............................................................................................................................. 10
  Major (Severity 2) ............................................................................................................................... 10
  Minor (Severity 3) ............................................................................................................................... 10
  Cosmetic (Severity 4) .......................................................................................................................... 10
Support Request Life Cycle ................................................................................................................... 11
Collecting Information ............................................................................................................................ 11
  Configurations .................................................................................................................................... 11
  Log File ............................................................................................................................................. 11
  Support Script Output .......................................................................................................................... 11
  Record Any Recent Changes ............................................................................................................... 12
Submitting a Support Request ................................................................................................................. 12
  Filing a Support Request Online ........................................................................................................ 12
  Filing a Support Request by Phone .................................................................................................... 17
Introduction

Welcome to VMware Global Support Services (GSS)

Building an Effective Partner Support Relationship

The effectiveness of any support interaction depends upon the technical knowledge, problem solving skills and communication skills of both your administrators and our VMware Global Support Services (GSS) Technical Support Engineers (TSEs). With the introduction and newly released My VMware, we are integrating many of the functions that were spread across multiple portals to provide a centralized view of the information you need. Your primary online activities will be faster, easier and more accessible, saving you time and effort.

The purpose of this welcome guide is to help you manage your business more effectively in your support interactions with VMware. We strive to ensure your success by delivering industry-leading, world-class services and support.

As such, you will find the following information as a guide to helping you navigate your experience with VMware: Best practices, Partner and VMware roles and responsibilities, Understanding Severities, Support Request Life Cycle, Additional Global Support Services Offerings, Additional Information, and Additional Partner Programs.

Note: if you are a Partner using products of companies recently acquired by VMware, the processes and guidelines outlined in this document may not apply to you. You may be directed to continue using existing technical support procedures of those companies for a period of time before being transitioned to the VMware GSS process.

Best Practices

Based on our experience in supporting our partners and our customers with virtualization infrastructures and cloud computing, we would like to share with you some recommendations and best practices for a highly effective partner relationship.

Partners are required to maintain VMware Certified Professionals (VCP) on staff as per your OEM agreement. The VCP program offers technology professionals the knowledge, skills and credentials to deploy and maintain VMware virtualization technology. Learn more on the VMware Education Services web site.

Partners have unique access to specialized support training geared specifically to supporting VMware products and is accessed through Partner Central. This training will help your staff become more familiar with troubleshooting techniques and support practices, and is intended only for your staff that will be supporting the Level 1 and Level 2 troubleshooting.

To access this Service Readiness Training (SRT) please see the following:
- Access Vmware.com and select Partner Central, and register for a new account or login.

- Once logged in select Technical Support
- Select either the Partner Library or Free Technical Support Training

- Register for the appropriate support training classes
Utilize Self-Help Resources

Partners can take full advantage of VMware self-help tools available on the Web. From our support resources page, you can find links to technical documentation and Knowledge Base solutions, discuss issues with other administrators in our community forums, and review our white papers, technical notes and compatibility guides.

- Available self-help resources can be found under Appendix A.

Provide Complete and Accurate Information

In providing Level 1 and Level 2 support to your end customers, accurate and timely issue resolution depends on accurate and timely information. Please provide as much information as possible when you open a service request with VMware. All log files for the environment should have already been reviewed as part of the initial troubleshooting and can be uploaded when opening a service request.

Partner and VMware Roles and Responsibilities

The roles and responsibilities between Partners and VMware are broken out into three main sections: 1) introduction to the newly released My VMware site, 2) Technical Support responsibilities, and 3) definition of VMware support teams.

My VMware

My VMware is a web site that enables customers to manage their product licenses and support. My VMware has three official roles: Super User, Procurement Contact and Administrator. All others are designated as “users” with assigned permissions. For a description of these roles, please see the Roles in My VMware KB.

As a requirement of the partner agreement, you will need to associate specific individuals within your organization that have the ability to file a level 3 Support Request with VMware. These individuals can file a Support Request online via My VMware.

As part of the OEM relationship, you will see a special folder within My VMware labeled as ASP. This folder is unique in that you cannot rename or delete this folder as it is intended to house all of the users that will have the ability to open Level 3 Support Requests with VMware.

Individuals assigned to support VMware products should be experienced in the installation, operation, and maintenance of hardware, desktop, server, network operating systems, storage, and applications. Many support issues are actually issues with third party components and software; as such, support staff should try to become familiar with as many of these technologies as possible.

Technical Support Responsibilities: Partner and VMware

Support Levels: Roles and Responsibilities

Entitlement

Partner’s initial response to an end-user initiated request for support.

Includes: Verification and validation of services the customer is entitled to receive: logging the call and problem details in support case management database, dispatch of the request for support. Owner: OEM Partner.
Level 1
Services provided by Partner in response to customer’s request for support.
Includes: Gathering and identifying errors in logs, answering installation, configuration and usage questions, problem isolation and identification, determination if the problem is documented in VMware publications and review of symptoms-solutions database for known problem resolutions. **Owner:** OEM Partner.

Level 2
Services provided by partner to perform an in depth analysis of the suspected problem.
Includes: Attempt to re-create the problem and provide an acceptable problem resolution or workaround. **Owner:** OEM Partner.

Level 3
Services provided by VMware to resolve problems that are determined to be, or highly probable to be, the result of a design of a manufacturing defect, or the result of a complex interaction between VMware’s product and another product that cannot be resolved by the Partner, and requires product design knowledge or expertise to isolate and affect a problem resolution. **Owner:** VMware.

*During Level 3 support interactions, the OEM Partner is responsible for managing the support relationship and ongoing communication with the customer, including requests by the customer for escalation.*

*In accordance with the partner contract, VMware will monitor the partner’s responsibilities as per the support guide and contract.*

VMware Support Teams

**Licensing Support Team**
Contact these individuals when requesting help with troubleshooting VMware accounts, product licensing, or support contract issue. Their responsibilities include, but are not limited to:

- Resolving account issues
- Clarifying questions about delegating account level and folder level permissions
- Answering questions about upgrade and downgrade
- Clarifying license compliance questions
- Resolving product licensing issues

**Customer Support Representative (CSR)**
These individuals will help you if you submit a Support Request by phone. Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your Support Requests into our tracking system
- Giving you the tracking number used to identify your Support Request
- Setting appropriate expectations regarding initial response times based the severity of your issue
Technical Support Engineer (TSE)
Your Support Requests are assigned to a Level 3 TSE. The TSE is your main contact for providing technical support and guidance. Their responsibilities include, but are not limited to:

- Responding to Support Requests by email or telephone
- Recreating your technical environment to replicate and troubleshoot the issue
- Researching, identifying, and resolving the incident and subsequent issues
- Working with other VMware departments to resolve issues

Understanding Technical Support Severities

On Premise Severity Definitions*
The severity level is a measure of the relative impact of the technical issue on the affected systems or business. Accurately defining the severity ensures a timely response and helps VMware to understand the nature of the issue. For a description of Target response times please see Appendix C.

Severity 1
Severity 1 means production server or other mission critical system(s) are down and no workaround is immediately available

- All or a substantial portion of mission critical data is at a significant risk of loss or corruption
- Substantial loss of service
- Business operations have been severely disrupted
- Severity 1 support requires the partner to have dedicated resources available to work on the issue on an ongoing basis

Severity 2
Severity 2 occurs when a major functionality is severely impaired

- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected
- A major milestone is at risk. Ongoing and incremental installations are affected
- A temporary workaround is available

Severity 3
Severity 3 involves partial, non-critical loss of functionality of the software

- Some components have impaired operations, but, users can continue using the software
- Initial installation milestones are at minimal risk

Severity 4
Severity 4 refers to general usage questions
• Cosmetic issues, including errors in the documentation

*For the most up to date definitions for these severities please see Severity Definitions

Software as a Service (SaaS) Severity Definitions

Critical (Severity 1)
Severity 1 means there is a critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available

• Service is down or unavailable
• A critical part of the Software as a Service infrastructure is unavailable or inaccessible, resulting in total disruption of work or critical business impact
• Service crashes or hangs indefinitely causing unacceptable or indefinite delays for resources or response
• Data corrupted or lost and must restore from backup
• A critical documented feature / function is not available

Severity 1 issues identified by the customer not related to a service interruption /outage require the partner to have dedicated resources available to work on the issue on an ongoing basis.

Major (Severity 2)
Severity 2 occurs when a major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround available

• Service is operational but highly degraded performance to the point of major impact on usage
• Important features of the Software as a Service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion
• Access to a particular third-party application or service provider deemed noncritical is impacted

Minor (Severity 3)
Severity 3 involves system performance issue or bug affecting some but not all users. Short-term workaround is available, but not scalable

• Service is operational but partially degraded, and an acceptable workaround or solution exists
• Problem with non-critical feature or functionality

Cosmetic (Severity 4)
Severity 4 refers to an inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation or configuration; bug affecting a small number of users. Acceptable workaround available

• Minor problem not impacting service functionality
• Enhancement requests, missing or erroneous documentation
- Minor problem or question that does not affect delivery of service

**Support Request Life Cycle**

When you contact VMware by web or phone, your Support Request is promptly logged and your issue is then assigned to the appropriate individual.

Support Request stages include:

- Perform Level 1 and Level 2 troubleshooting
- Collect relevant information and log files to help VMware further troubleshoot the problem
- Submit a Level 3 Support Request
- Work the problem with the appropriate Customer Support Rep or Technical Support Engineer
- Communicate the relevant information to the end Customer
- Close the Support Request

Ensure VMware is included on your safe list to avoid having your spam filter reject VMware email correspondence.

**Collecting Information**

These guidelines describe the information VMware needs to diagnose issues and quickly log your Support Request. Please gather the pertinent information before you contact VMware Support.

**Configurations**

System, storage and/or network configuration diagrams and files are very helpful when troubleshooting issues with a VMware product. Having these diagrams on file for easy upload to VMware Support or running the appropriate commands on the devices to collect the configuration information will help speed up the problem-solving process.

**Log File**

If you are reporting an issue you encountered while installing a VMware product, it is helpful to have the installation log file. Please locate and provide the VMware log file and a VMware core file if the log indicates that one was created. You can attach these files to your Support Request. The location of the log files is dependent on the operating system and VMware product you are using. Please refer to the appropriate VMware Administrator documentation for the specific syntax.

**Support Script Output**

If a virtual machine exits abnormally or crashes, reboot it and run the support script to collect the appropriate log files and system information. The syntax and location of the script vary for different VMware platforms. Please refer to the following Knowledge Base article for gathering troubleshooting data for Technical Support to review: [http://kb.vmware.com/kb/1008524](http://kb.vmware.com/kb/1008524).
**Record Any Recent Changes**
Check to see if any changes have recently occurred in the virtual infrastructure environment. Changes to versions of guest operating system, host operating system, networking, storage and applications are of particular interest.

**Submitting a Support Request**
All partners can reach VMware Support via our Get Support page. Please note that filing a support request online is the preferred method for our partners to be routed to a Level 3 support engineer. This is preferred for our partners due to the following: the service request can be assigned faster, it allows for uploading any supporting files and logs, and the ability to better describe the problem in more detail.

- [File a Support Request online](#) – get technical, licensing or General Inquiry help

**Main phone numbers for VMware Support**

**U.S. and Canada:** 1-877-4VMWARE (1-877-486-9273) or 1-650-475-5345 (choose licensing or technical support)

**Global toll free numbers** are provided at [https://www.vmware.com/support/contacts/us_support](https://www.vmware.com/support/contacts/us_support)

U.S. Federal partner who are entitled to U.S. Federal Technical Support should file Support Requests using the exclusive U.S. Federal Technical Support phone number. To learn more, please visit the [U.S. Federal Technical Support page](#).

**Filing a Support Request Online**
Filing a Support Request online is the fastest method to file a Support Request and is the preferred method for our partners.

1. Go to [My VMware](#), log in and select [Get Support](#).

2. Under Technical Product, choose a Problem Category for the product for which you require support (an explanation of each problem category can be seen if you hover over the problem category with your mouse):
Get Support

Get answers to frequently asked questions and common support issues. If necessary, you can file a Support Request. To contact us by phone, visit Support Phone Numbers. U.S. Federal customers who are entitled to U.S. Federal Technical Support should file Support Requests by following the instructions at U.S. Federal Technical Support.

Select an issue category

- **Technical Product**
  - Questions about product usage or troubleshooting
  - Select one:
    - Feature Request
    - Fault/Debug
    - Installation
    - Networking
    - OS
    - Storage
    - System Management

- **Product Licensing or Account**
  - Questions about licenses, contracts, or accounts
  - Select one:

- **General Inquiry**
  - All other questions, for example: downloads, evaluations, and profile
  - Select one:
3. Select the **Account** that has the ASP support contract, and then select the appropriate product for which you require support:
4. After clicking Continue, a list of most common issues/questions for the product you have chosen will appear under **Suggested Resources**. If these suggestions do not help in solving the problem, enter a description of the problem you are experiencing in the **Problem Description** window and/or choose “tags” that help describe the problem further:

![Suggested Resources Image]

5. If the Suggested Resources don’t solve the problem you are experiencing, click on “Continue Support Request” to open a Support Request with VMware Technical Support.
6. Fill out the necessary fields, provide a more detailed problem description and attach any/all configuration, logs and core files (as appropriate). Use the blue exclamation mark tool tips to get more information on the required fields and for guidance on values to select.
7. After you fill out the Support Request form, your request is assigned a Support Request number. The Support Request number is displayed and a confirmation email will be sent to you within one hour. Please use the Support Request number when communicating with VMware regarding that specific issue. If you do not receive an electronic response within one hour, please send an inquiry to Customer Service.

**Filing a Support Request by Phone**

**Gather your Customer Number**

The Customer Number is a unique 10-digit numeric identifier that is assigned to each customer contact for the purpose of technical support. The Customer Number is created for users when either users create a VMware or My VMware profile themselves, or when a new order is placed for users that do not have a VMware or My VMware profile. Customer Numbers are unique to individuals (similar to a personal identification number).

Users can use their Customer Number to log in to My VMware, file Support Requests through the interactive voice response system (IVR), or when working directly with a Customer Service agent. The Customer Number is displayed in their My VMware profile and in Support Request forms.

Customer Numbers are unique for each customer contact (each individual who creates an account with us) and should not be shared with others. Additionally, CSRs can provide you with this number when you call Technical Support. For more information, visit the Customer Number FAQs.

**Placing a call to the VMware Technical Support**

When you call the VMware technical support line, the Interactive Voice Response (IVR) system will prompt you to select the appropriate product under contract, and select an action: ask a licensing question, follow up on an existing Support Request, or create a Support Request (SR). If you select the “Create an SR” option, please have your Customer Number ready to enter into the system. Once these steps are completed, the system will route you to the appropriate VMware contact. The IVR has speech recognition capability, allowing you to speak your responses to IVR prompts.

The Licensing Support team is staffed 24x7 to help with account, support contract, and licensing issues.

The Customer Support group is staffed 24x7 to log telephone Support Requests.

On the rare instance where all representatives are busy serving other customers or partners, you may either wait in queue or leave a message for call-back. We ask that you leave a detailed message, including:

- Your full name
- Your company name
- Your Customer Number
- Phone number where you can be reached or your pager number (include international and local area code)
- Support Request number (if the call is in regard to an existing issue)
- A brief description of the problem

Messages are typically responded to within 1 hour or less.
After you work with a representative to create your Support Request, the Support Request is assigned a Support Request number. This number will be given to you over the phone and sent to you within one (1) hour by email message acknowledging receipt of your request. Please use this number when communicating with VMware about that specific issue. You can add any additional information to the request yourself via our online support portal.

Initial response times for technical support issues by a TSE will follow the guidelines for initial responses. Response from the TSE can be by phone or e-mail.

Initial response times for customer service/licensing issues vary. Because the majority of requests require research to resolve, it can sometimes take a Customer Service Rep or licensing specialist up to 72 hours to respond, although VMware will make every effort to get back to you as quickly as possible. Most queries are answered within 48 hours.

**Support Request Escalation Process**

For information on Support Request escalation procedures, please read our Support Escalation Process under the Technical Support Policies.

For detailed instructions on how to escalate a Support Request, please visit: How to Escalate a Support Request.

**Working the Problem**

A dedicated Technical Support Engineer is assigned to your Support Request and owns your problem until it is mutually agreed that it is resolved, and the Support Request can be closed. From time to time it may be necessary to reassign a Support Request from one TSE to another in order to facilitate a timely resolution. You will be informed if there is a need to reassign your Support Request.

The assigned TSE will contact you by email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the TSE during the service hours defined by the region the Service Request was opened unless the service request is a Severity 1. The TSE will work with you to try to resolve the issue, taking whatever steps necessary to first fully diagnose the problem and then to find a solution.

This may involve but is not limited to:

- Asking you for more information
- Asking you to install specific software and/or patches
- Asking for specific debug data from the system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem on VMware test machines
- Asking for code, data or software to help reproduce the problem
- Verifying software bugs with our engineering staff
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve networking, database or other technology specific administrators to help troubleshoot
- Working with you to involve relevant third party software or hardware vendors (for example, operating system and database vendors) if we suspect a problem in their product
Viewing and Updating Open Support Requests
You can view the status of Support Requests you have filed with VMware by logging into your account via our View Support Requests portal. You can add comments and/or upload files to your request at any time. Files up to 2GB in size can be uploaded directly to the site. For larger files, use VMware’s FTP process. If you wish to send files via email, our system can accept files up to 10MB in size.

NOTE: You can request that the TSE assigned to your case increase the severity level of a Support Request without an escalation if the business impact of a Support Request has changed or was not correctly recorded initially.

Reporting an Error or Requesting a Feature

Error (Bug) Report
If you feel you have found an error in a VMware product you should report that to VMware Support via the normal Support Request process.

Feature Requests
Your input is always welcome. If you have a suggestion for how to improve or enhance VMware software, please submit your suggestions through the Feature Request form on the VMware web site. Unless additional information is needed, you will not receive a personal response. Please note that we do not provide technical support via this form.

Experimental Feature Support Definition
VMware includes certain experimental features in some product releases. These features are included for testing and experimentation. Experimental features are documented in the product release notes. VMware does not expect these features to be used in a production environment. If you encounter an issue with an experimental feature, VMware is interested in any feedback you are willing to share. Please submit a request online or via the appropriate product community to provide your feedback. We cannot, however, commit to troubleshoot, provide workarounds, or provide fixes for these experimental features.

Support Request Closure
A request is typically closed when you confirm that a resolution has been reached or if VMware does not hear back from you after three attempts to contact you. Technical Support Requests may also be closed if they cannot be resolved, or if VMware chooses not to resolve certain issues, with acknowledgement and agreement from you.

Customer Satisfaction Surveys
Your feedback is the only way to measure how well VMware Global Support Services is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide VMware with valuable information to help improve our interactions with you and design the support offerings that match your needs.

After a Support Request is closed you will be invited by email to fill out a short survey about your experience.
Additional VMware Global Support Services Offerings

Please see Appendix B: Support Offerings Portfolio for information and links to additional support options.

SaaS Production Support

VMware Software as a Service Production Support is designed with your access to SaaS products in mind. Our global support centers are staffed around the clock to ensure you have access to the product from your web browser anywhere the internet is available. VMware handles software deployment and maintenance, allowing you to focus on running your business.

U.S. Federal Technical Support

VMware U.S. Federal Technical Support is provided exclusively to U.S. Federal customers and partners, giving them access to VMware technical support engineers who are physically located in, and are citizens of, the U.S.A. No additional support contract is necessary beyond the Support and Subscription contract that these customers purchased from the U.S. Federal price list / GSA schedule through VMware’s authorized Government Dealer. To learn more, please visit the U.S. Federal Technical Support page.

vFabric Developer Support

This offering provides guidance on application development with vFabric software. VMware will provide guidance on automating or scripting deployment scenarios, or the use of the Plugin Development Kit (PDK) and Application Programming Interfaces (APIs). vFabric Developer Support also includes assistance with application configuration and performance tuning, including the review of pertinent application code snippets, when required to accomplish such assistance.

Developer Support for SpringSource

Developer Support for SpringSource provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the SpringSource software and will answer “how-to” questions on the use of the software. Developer Support also includes assistance with application configuration.

SDK Support Program for vSphere

The VMware SDK Support Program provides guidance to get your third-party vSphere solutions to market more quickly by providing you with access to VMware vSphere Application Programming Interface (API) expert engineers. These professionals have years of experience working with third-party solutions, and possess in-depth knowledge around the intricacies of the powerful vSphere APIs. With VMware SDK Support, you’ll receive sanity checks, best practice recommendations, and work-around suggestions when building and testing your in-house and third party applications.
Technical Support Policies
For information on VMware’s Technical Support Policies, please see the following link:
VMware Support Policies

Additional Information on Account, Support Contracts and Licensing Questions
Contact Customer Service if you have account or customer service questions, and contact Licensing help for support contract, license conversion or licensing questions. Ensure you have all of your order and contract information at hand so we can help you troubleshoot your issues. For licensing issues, please provide the following information for effective and faster resolution:

- Account Number and Account Name
- Procurement Contract and Super User
- License Keys
- Support Contract Number and Order Number

If you file a customer service request online, a licensing specialist will respond to you with an answer as soon as possible. Because the majority of requests require research to resolve, it can sometimes take up to 72 hours to respond, although we will make every effort to get back to you as quickly as possible. Most queries are answered within 48 hours.

For more information on VMware support and subscription services, please refer to our Terms and Conditions document.

VMware provides Technical Alliance Partner (TAP) members with a limited number of Not for Resale licenses of various VMware products to develop, test, validate or integrate your products on VMware platforms. For additional details on these license and the support associated with please see the Technical Alliance Partner program guide found in Partner Central.
Appendix A: Self Support Resources

Join discussions, ask or answer questions, join groups and more. Find the latest technical help on VMware products on our Forums. Options include:

- **Partner Central** - Partner Central is the exclusive online information resource, providing a single dedicated web portal for all VMware Partners
- **Knowledge Base** – Locate answers to many support questions and issues
- Blogs -- Get the inside scoop from Tech Support, including alerts and best practices
  - **Support Insider** – VMware support news, alerts and announcements
  - **KBTV** – Videos from Knowledge Base LINK
  - **KB Digest** – Weekly digest of all new Knowledge Base articles
- Twitter -- Follow us on Twitter and get real-time Knowledge Base updates or reach out to us for help
  - [@vmwarecares](https://twitter.com/vmwarecares) – Concierge service for VMware Tech Support
  - [@vmwarekb](https://twitter.com/vmwarekb) – New articles from, and feedback to, the Knowledge Base team
- **Mobile Phone App** – Use this free iPhone or Android application to search the external Knowledge Base, read the Support Insider blog, catch our Twitter feed, and watch KBTV videos
- **VMware Toolbar** – Install our browser toolbar to always have quick access to key support resources. Supported browsers are listed on the web site
- KBTV on [YouTube](https://www.youtube.com) - Watch our channel for step-by-step technical how-to and trainings
- **VMware Communities** – Connect with other VMware partners, customers and technology experts to discuss products, strategy, planning security and more
- **Facebook** – Connect with VMware Knowledge Base on Facebook

**Other Resources:**
- **Product Support Centers** – Find documentation, troubleshooting guides, webcasts and other helpful product support resources
- Knowledge Base Locate answers to many support questions and issues on VMware’s Knowledge Base
- **Downloads** – Find links for downloading products and updates
- **Documentation** – Find release notes, manuals, guides and technical resources available for all versions of VMware products
- **Technical Papers** – Access white papers, technical notes, compatibility guides and other technical information for all currently released VMware products
- **Compatibility Guides** -- Check to see that your configuration is supported and to identify any known system, I/O, SAN or backup compatibility issues and which guest operating systems are supported
- **Product Licensing** – Get help with product licensing or visit our license management portals
- **Security Center** – Stay up to date on security issues for all VMware products. Subscribe to proactive notification of security alerts, report security issues, and get security-related downloads.

- **Support Tools** – Use tools that help manage Support Request and product licensing activities.

- **Developer Resources** – Locate information for developers wishing to incorporate virtual infrastructure services into their programs.

- **User Groups (VMUGs)** – Participate in a forum with VMware users to share best practices and expertise.

- **Alerts** – Sign up to receive alerts on patches and maintenance releases as they become available.
Appendix B: Support Offerings Portfolio

VMware offers access to the world's largest virtualization support organization with the most experience supporting critical applications in a virtualized environment. VMware Global Support Services offers a broad portfolio of support options to meet your needs.

Options include:

- **Software as a Service Production Support (SaaS)** - For Global, 24x7 support for SaaS products
- **U.S. Federal Technical Support** - Provided by experienced engineers with U.S. citizenship, located on U.S. soil
- **vFabric Developer Support** - Assistance with vFabric application development, 12x5
- **Developer Support for SpringSource** - Assistance with SpringSource application development, 12x5
- **SDK Support Program** for vSphere - Streamlined vSphere application development, 12x5

Please visit the [VMware support options web site](#) for more information. Visit the individual product web sites listed above to download the most current product datasheets.
Appendix C: Target Response Times*

<table>
<thead>
<tr>
<th>Severity</th>
<th>Response Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical (Severity 1)</td>
<td>30 minutes or less: 24x7</td>
</tr>
<tr>
<td>Major (Severity 2)</td>
<td>4 business hours</td>
</tr>
<tr>
<td>Minor (Severity 3)</td>
<td>8 business hours</td>
</tr>
<tr>
<td>Cosmetic (Severity 4)</td>
<td>12 business hours</td>
</tr>
</tbody>
</table>

**VMware Business Hours**

<table>
<thead>
<tr>
<th>Location</th>
<th>Business Hours by Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>NASA</td>
<td>Mon–Fri, 6 a.m. to 6 p.m. (Local Time Zone)</td>
</tr>
<tr>
<td></td>
<td>Mon–Fri, 6 a.m. to 6 p.m. (Pacific Time)</td>
</tr>
<tr>
<td></td>
<td>Mon–Fri, 6 a.m. to 6 p.m. (Eastern Time)</td>
</tr>
<tr>
<td>EMEA (Europe, Middle East, Africa)</td>
<td>Mon–Fri, 7 a.m. to 7 p.m. (Greenwich Mean Time)</td>
</tr>
<tr>
<td>APJ (Asia, Pacific Rim, Japan)</td>
<td>Mon–Fri, 8:30 a.m. to 8:30 p.m. (Singapore Time)</td>
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<td>Mon–Fri, 7 a.m. to 7 p.m. (Australian Eastern Time)</td>
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<tr>
<td></td>
<td>Mon–Fri, 8 a.m. to 8 p.m. (Japan Time)</td>
</tr>
</tbody>
</table>

1 Hours of operation for Fusion are 8 a.m. to 6 p.m. (PST/PDT) globally.
2 Hours of operation for vFabric Developer Support are 6 a.m. to 6 p.m. local time.
3 Hours of operation for vCenter Operations Manager are Monday–Friday, 8 a.m. to 5 p.m. (PST/PDT) globally.
4 Hours of operation for VMware Go Pro and vCenter Protect products are 7 a.m. to 7 p.m. (CST/CDT), except holidays.
5 Hours of operation for VMware IT Business Management and IT Financial Management are 8 a.m. to 5 p.m. (EST/EDT/GMT), except holidays.
6 Hours of operation for Socialcast are 6 a.m. to 6 p.m. (PST/PDT).

* Time frames defined are goals on average and are initiated upon receipt of the support request from the partner.

** Based on the where the service request was opened by the partner.
Appendix D: Additional Partner Programs

Solution Providers
Partners that add value by combining their technology expertise along with services to design, plan and deploy sophisticated virtualization solutions to meet the technical and business needs of your customers.


Service Providers
Hosting providers, service providers, Internet Service Providers (ISPs) or other companies that acquire and use VMware software to provide virtualization infrastructure and operations services to a third-party end customer or multiple third-party end customers in a hosted environment.


Global Education & Research Programs
Are you a faculty or staff member within an academic institution? Gain access to cutting-edge virtualization technology and resources free of charge. As a program member, your department will receive free licenses for use in the classroom, research projects and labs.

http://www.vmware.com/solutions/industry/education/programs.html

Global System Integrators & Outsourcers
Partners that help define, implement and consult on a strategic virtualization platform to large enterprise organizations.


Corporate Resellers
Corporate resellers are large partners with national and worldwide coverage via multiple sales segments. These partners are certified in multiple VMware competencies and offer customers the full range of VMware solutions to business of all sizes.


Technology Alliance Partner
The Technology Alliance Partner Program is designed for commercial software, hardware and storage vendors to leverage the VMware resources needed to deliver enhanced value to shared customers.

http://www.vmware.com/partners/programs/alliances/

Technology Alliance Partner benefits include:

VMware Authorized Training Centers

VMware Authorized Training Centers (VATCs) are training partners that have been carefully selected by VMware to deliver authorized VMware technical training to our customer and channel partners.

http://www.vmware.com/partners/programs/training-centers.html