

ISV Support – Customer FAQ

This document outlines frequently asked questions regarding support for third party applications running on VMware Infrastructure 3.

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1) *Where can I find out if my ISV application is supported on VMware Infrastructure?*

- Please see the list at <http://www.vmware.com/partners/alliances/vendors/>. This list is updated regularly by VMware as new support statements are received.

2) *If my application is not listed, does this mean I will not get technical support?*

- VMware Global Support Services will provide best effort support and assist in analysis of technical issues with third party ISVs even if they do not have a specific support statement with VMware. In many cases, VMware Global Support Services can work with the support organizations of these ISVs to help resolve issues. For VMware's official policy on third party hardware and software support, please see:
 - i. <http://www.vmware.com/support/policies/ThirdParty.html>

3) *As a VMware customer, how can I submit a request for VMware to support a specific application or ISV?*

- Customers can submit their own requests using the ISV Support Request Tool which can be found at <http://wwwa.vmware.com/isvrequest/>

4) *How I can I encourage ISVs to work with VMware towards a cooperative support agreement?*

- One of the best ways to facilitate joint cooperative support between VMware and the ISVs running in your organizations is to encourage them to work with the VMware Alliances team.
- Please direct your ISVs to contact VMware Alliances at either 866-524-4966 or TAPalliances@vmware.com

5) *Why might I be asked to re-produce a technical problem error on physical hardware?*

- Troubleshooting any technical issue, whether it relates to VMware or not, often follows a logical "process of elimination." Variables that can be easily eliminated with minimal effort are usually covered first while more difficult components to isolate are usually left until the end. For example, troubleshooting hardware problems may involve swapping out various components one by one in order to isolate the issue. Problems with third-party software like anti-virus programs may require that the software be un-installed to help isolate the problem.
- Since the VMware hypervisor cannot be "un-installed", re-producing the problem on physical hardware is often the only way of eliminating VMware software as a possible cause of the problem. Again, for ISVs who have support statements with VMware, this

is rarely required and in all cases this should be viewed as a last resort after all other efforts to resolve the issue have been exhausted.

6) *If an ISV is insisting that a problem or error be re-produced outside of the VMware environment, can I use tools for converting virtual machines to physical machines (V2P) in these situations?*

- Yes, this can be used in certain troubleshooting situations to re-produce errors outside of the VMware environment.

There are a number of third-party tools available for assisting customers with restoring virtual machines to physical environments. These tools are available from the following VMware Technology Alliance Partners.

- Acronis – www.acronis.com
 - Double Take Software – www.doubletake.com
 - HP (for HP servers)– www.hp.com
 - Platespin – www.platespin.com
 - StorageCraft – www.storagecraft.com
 - Symantec – www.backuexec.com
- VMware also provides documentation and sample configurations to help customers with this process. Information can be found at:
<http://www.vmware.com/support/v2p/index.html>

7) *What kind of self-help tools can I use to help diagnose problems on my own?*

- The VMware knowledge base and communities are excellent places to search for answers to technical questions. See the VMware support page at:
<http://www.vmware.com/support/>

Additional links:

- VMware's support for Microsoft applications running on VMware Infrastructure:
 - http://www.vmware.com/support/policies/ms_support_statement.html
- Microsoft's support policy for running non-Microsoft hardware virtualization software:
 - <http://support.microsoft.com/kb/897615/en-us>
- Oracle's support policy for VMware can be found in Oracle MetaLink Note 249212.1