



VMware Technical Support

Welcome Guide

April 2012

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 Technical Support	1
Welcome Guide	1
Introduction	5
<i>Welcome to VMware Global Support Services (GSS)</i>	5
Building an Effective Support Relationship	5
Best Practices	5
Plan Ahead	5
Assign Appropriate Resources	5
Utilize Self-Help Resources	6
Provide Complete and Accurate Information	6
Register your Products	6
Customer Roles and Responsibilities	6
My VMware Roles and Responsibilities.....	6
Customer Roles Available with My VMware	6
Super User	6
Procurement Contact	6
Permissions and Rights Available With My VMware	7
Designation Of The Super User and Procurement Contact For An Account	7
The Super User and Procurement Contact Roles Are Not Equivalent To The Primary License Administrator (PLA) and Secondary License Administrator (SLA) Roles	7
Super User May Reassign His Or Her Role	7
Finding The Super User and Procurement Contacts For Each Account With Which You Are Associated	7
Adding A User To Your Account.....	7
Access To Your Account By Third Parties Outside Of Your Organization	8
VMware Support Roles and Responsibilities	8
Licensing Support Team	8
Customer Support Representative (CSR)	8
Technical Support Engineer (TSE)	8
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.....	9

Critical (Severity 1).....	9
Major (Severity 2).....	10
Minor (Severity 3).....	10
Cosmetic (Severity 4).....	10
Support Request Life Cycle.....	10
Keep your Account and Profile Up-to-Date.....	10
Before You Begin.....	11
Collecting Information.....	11
Customer Number.....	11
Configurations.....	11
Log File.....	11
Support Script Output.....	12
Record Any Recent Changes.....	12
Submitting a Support Request.....	12
Main phone numbers for VMware Support.....	12
Filing a Support Request Online.....	13
Filing a Support Request by Phone.....	17
Support Request Escalation Process.....	18
Working the Problem.....	18
Viewing and Updating Open Support Requests.....	18
Reporting an Error or Requesting a Feature.....	19
Error (Bug) Report.....	19
Feature Requests.....	19
Experimental Feature Support Definition.....	19
Support Request Closure.....	19
Customer Satisfaction Surveys.....	19
VMware Global Support Services Offerings.....	20
Mission Critical Support.....	20
Business Critical Support.....	20
Production Support.....	20
Basic Support.....	20
SaaS Basic Support.....	20
SaaS Production Support.....	20
U.S. Federal Technical Support.....	20
vFabric Developer Support.....	21
Developer Support for SpringSource.....	21
SDK Support Program for vSphere.....	21
Additional Global Support Service Offerings.....	21
After Hours Support.....	21

Beta Support Overview	22
Bug-Related Support Requests	22
Feature Requests	22
Participating in a Beta Program	22
Technical Support Policies	23
Additional Information on Account, Support Contracts and Licensing Questions	23
Appendix A: VMware Social Support.....	24
Appendix B: Support Offerings Portfolio	26

Introduction

Welcome to VMware Global Support Services (GSS)

Building an Effective 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, Understanding Severities, Support Request Life Cycle, Global Support Services Offerings, and Additional Information.

Note: if you are a customer 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 customers with virtualization infrastructures and cloud computing, we would like to share with you some recommendations and best practices for a highly effective support relationship.

We have found that customers who invest in VMware education courses for their Administrators are much more effective in defining the symptoms of technical problems and working with us to resolve the underlying issues. The return on this investment is almost immediate when you consider the cost of the education versus the cost of downtime. The VMware Certified Professional (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.

Plan Ahead

Before deploying our products, it is beneficial to review VMware release notes and other related technical documentation for your environment. Of particular interest are the installation, configuration and running of guest operating systems. We also recommend that you carefully define your project plans and include adequate test time and a “crisis” plan to ensure your Administrators know how to contact all vendors involved. For more complex infrastructure changes, VMware offers a variety of [consulting services](#) to help you assess your existing systems and applications, and then use that knowledge to plan, build and manage your virtual infrastructure.

Assign Appropriate Resources

Individuals assigned to deploy VMware products should be experienced in the installation, operation, and maintenance of the hardware, desktop, server, network operating systems,

storage, and applications in your environment before installing VMware software. Many installation issues are actually issues with third party components and software. These issues would exist regardless of whether you were installing on a physical machine or a virtual machine. If you require assistance, VMware [consultants](#) are available to identify the best solution for your environment, develop the solution and implement it right the first time.

Utilize Self-Help Resources

Organizations 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

With many of VMware's products, accurate and timely issue resolution depends on accurate and timely information. If a virtual machine exhibits abnormalities or crashes, please run the "vmsupport script" to collect the appropriate log files and system data. Information on how to run this script for various platforms can be found in the following Knowledge Base article: <http://kb.vmware.com/kb/1008524>.

Register your Products

Some VMware products require registration to associate your support agreement with the correct product. Visit the [product registration](#) site for more details.

Customer Roles and Responsibilities

My VMware Roles and Responsibilities

VMware can work more efficiently with your organization by collaborating with a regular set of contacts for technical as well as support contract issues. In the new My VMware site for managing product licenses and support, we define two types of customer contacts, listed below, for every agreement (Super User and Procurement Contact).

Customer Roles Available with My VMware

Super User and Procurement Contact are the only official roles that interface with the My VMware environment. The Super User and Procurement Contact can assign and delegate permissions to other My VMware users as appropriate.

Super User

A [Super User](#) can manage license keys and users on behalf of an account, add and remove permissions associated with account users, add or remove users, and reassign the Super User role to another user. There can be only one Super User for each account, but the same person may serve as Super User for multiple accounts.

Procurement Contact

A [Procurement Contact](#) will be able to manage license keys and support on behalf of a specific account, and delegate and remove user permissions. The same person may act as Super User and Procurement Contact.

All others will be designated "users" with assigned permissions. In My VMware, folders are used to manage and organize product license keys and support. By default, users will be associated to at least one folder and have permission to download products associated to the

account. Additional account permissions may be granted to users by the Super User or Procurement Contact.

Permissions and Rights Available With My VMware

Permissions can be assigned by the Super User or Procurement Contact for the following activities:

- View and manage product licenses and support details by account
- Get help and file Support Requests
- View and manage evaluations
- View orders and support contract details
- Create folders to better organize license keys
- Manage user rights and permissions for license key management and support details
- Request a renewal quote for support contracts

Designation of the Super User and Procurement Contact for an Account

New customers will identify the License End User on the purchase order, and that person will become the Super User for the new entitlement account.

Primary License Administrators (PLAs) on existing accounts will automatically become Super Users after migrating to My VMware, unless there is more than one PLA associated with the account. In that case, the last PLA who submits an order will become the Super User.

Note: This data conversion rule will be applied to most accounts, but not all.

The Super User and Procurement Contact Roles are Not Equivalent to the Primary License Administrator (PLA) and Secondary License Administrator (SLA) Roles

One PLA will become the Super User for the account. All other users will maintain their current access to license keys, but will no longer have a specific role. The actions they can perform will be determined by their user permissions. Please see “Role Definitions” below for a description of user roles.

Super User May Reassign His or Her Role

The Super User can reassign his or her role within My VMware to any user associated to his or her account. Or, Super Users may contact VMware [Customer Service](#) for assistance.

Finding the Super User and Procurement Contacts for Each Account with which You are Associated

The Super User and Procurement Contact will be noted in your account when you visit the Account Summary page. You will continue to use your own corporate email to contact him or her directly.

Adding a User to Your Account

If you have the appropriate permissions, you will be able to add any user to your account. All existing License and Support Administrators, as well as any Registered Users, will be added to the account automatically.

Access to Your Account by Third Parties Outside of Your Organization

You will be able to grant third parties access to your account. VMware will not give third parties access to your account unless they were previously associated to your account before the launch of My VMware.

VMware Support Roles and Responsibilities

There are three types of support professionals working in the VMware Support organization. By understanding which group to contact, you will be able to more quickly address any concerns.

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 on your support agreement and the severity of your issue

Technical Support Engineer (TSE)

Your Support Requests are assigned to a 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 your systems or business. Accurately defining the severity ensures a timely response and helps VMware to understand the nature of your issue.

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

- All or a substantial portion of your mission critical data is at a significant risk of loss or corruption
- You have had a substantial loss of service
- Your business operations have been severely disrupted
- Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours, as required

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 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 refers to general usage questions

- Cosmetic issues, including errors in the documentation

Software as a Service (SaaS) Severity Definitions

Critical (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 customer to have dedicated resources available to work on the issue on an ongoing basis, during contractual hours, as required.

Major (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) 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 for some or all customers, and an acceptable workaround or solution exists
- Problem with non-critical feature or functionality

Cosmetic (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

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

Support Request stages include:

- Creating your profile and registering your product(s) (*as required*)
- Collecting information to help troubleshoot the problem
- Submitting a Support Request
- Working the problem with the appropriate Customer Support Rep or Technical Support Engineer
- Closing the Support Request

Keep your Account and Profile Up-to-Date

In order to file a Support Request, you must have a My VMware profile and maintain your profile information.

To file a Support Request, you must:

- Maintain a current My VMware profile
- Have a valid, active email address
- Be linked to a My VMware Account

- Have the File Support Request permission for the folder in which the product resides, or for at least one folder in the Account for Per Incident Support requests.

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

Contact your Super User to ensure they have linked you to the correct account immediately after product purchase. This minimizes some of the overhead in processing your Support Request and allows us to respond to your Support Requests quickly and effectively.

Before You Begin

Make sure you create a My VMware profile and your Super User associates you with the correct account and assigns appropriate permissions:

1. Go to the [My VMware](#) page and log in or register
2. My VMware provides an account-based view of license keys, Support Requests, contracts and other information—all in a single place
3. Once you have created your profile and have the appropriate permissions assigned by your Super User for folders in an account, you can file a Support Request

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.

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](#).

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 your 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. If the physical hardware is crashing, any log files from the hardware vendor can be helpful as well.

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>.

Record Any Recent Changes

Check to see if any changes have recently occurred in your 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 customers can reach VMware Support via our [Get Support](#) page or telephone.

- [File a Support Request online](#) – get technical, licensing or customer service help
- [File a request by phone](#) – available to all customers; follow the automated phone system prompts

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)

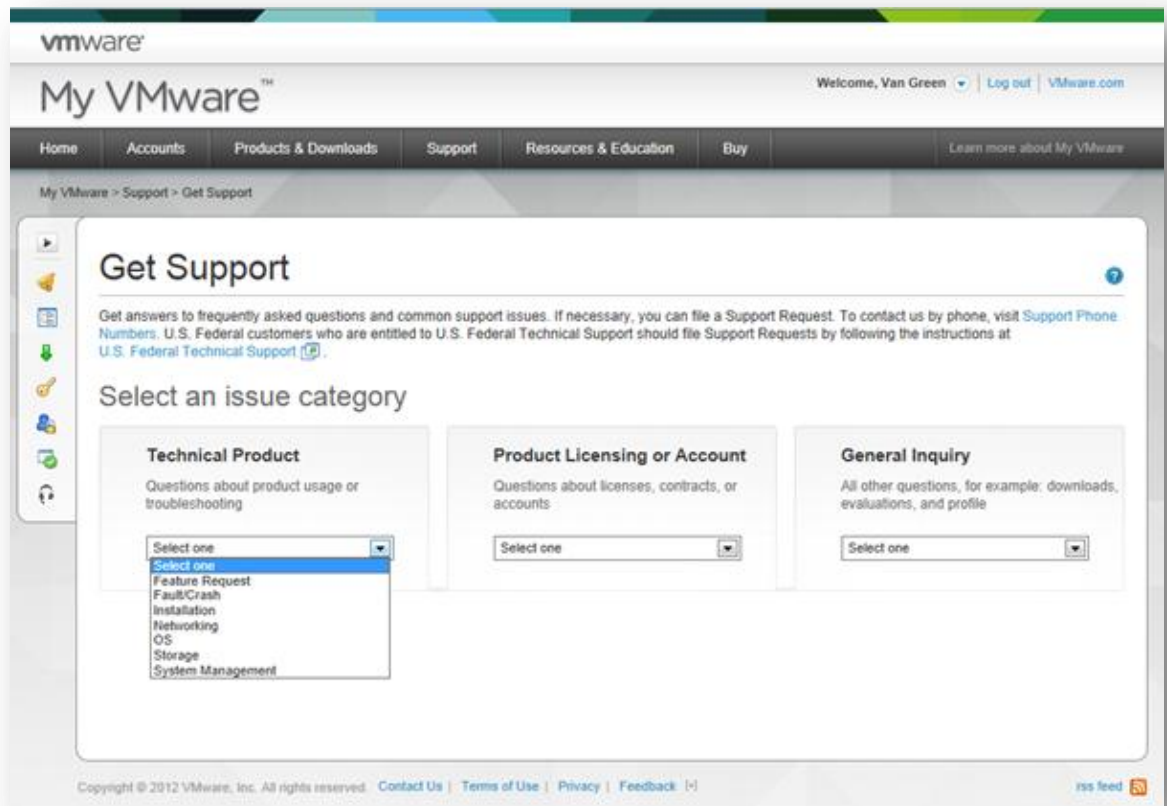
Global toll free numbers are provided at http://www.vmware.com/support/phone_support.html

U.S. Federal customers 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 available to all customers covered by one of our support contracts or by the purchase of a support incident.

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):



3. Select the **Account** that has a support contract for the product for which you require support:

The screenshot displays a web interface for selecting supported products. At the top, it shows 'Supported Products' and 'FOR ACCOUNT' with a dropdown menu set to '123456789 - VMware Inc.'. Below this is a control bar with 'Rows: Expand All' and 'Collapse All' options, and a '+ Filters' button. The main area lists several VMware products, each with a plus icon to expand it. The 'VMware vCenter Server' product is currently expanded, showing three sub-items: 'VMware vCenter Server 4.x', 'VMware vSphere Client 4.x', and 'VMware Update Manager 4.x'.

Product	Sub-Item
VMware vCenter Site Recovery Manager	
VMware VDI / View (ESX)	
VMware Virtual Infrastructure	
VMware vSphere ESX	
VMware Fusion	
VMware vCenter Lifecycle Manager	
VMware vCenter Server	VMware vCenter Server 4.x
	VMware vSphere Client 4.x
	VMware Update Manager 4.x

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:

The screenshot displays the VMware Technical Support interface. On the left, there is a 'Problem Description' section with a text input field. Below it, 'Selected keywords' are listed as 'Fault/Crash, VMware vSphere ESX 4.x'. Under 'Add tags', there is a list of tags: 'esx esxi vcenter-server view-manager virtualcenter fusion workstation vcenter-site-recovery-manager vcenter-lab-manager capacity-planner ace vcenter-converter', followed by a 'Show More' link. On the right, the 'Support level' is 'Production Support (7x24)'. Below this, there is a 'Continue Support Request' button and a note: 'U.S. Federal customers who are entitled to support click here [link]'. Below the main content area, there is a 'Suggested Resources' section with a link: 'VMware KB: Powering on virtual machines on available ESX hosts after ESX host failure without HA configured ... Availability Guide for your version of vSphere. ... High Availability (HA) Services with VMware HA ... status vcenter-configure-ha esx-fault-crash-recovery. ...'. Below this link, there is a 'Published: | Created Date: | Last Modified Date:' label. At the bottom right of the main content area, there are 'Back' and 'Continue Support Request' buttons. At the very bottom of the page, there is a copyright notice: 'Copyright © 2012 VMware, Inc. All rights reserved. Contact Us | Terms of Use | Privacy | Feedback [icon]' and an 'rss feed' icon.

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.

- 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.

Support Request Information
** Required Fields*

Product version ⓘ

Severity* ⓘ

Issue category * ⓘ

Issue description * ⓘ

Maximum 4000 characters

Additional notes

Maximum 4000 characters

Contact Information

Preferred contact method

Country *

Preferred phone number *

Time zone

Secondary email ⓘ
Separate multiple email addressees with a comma (,).

Alternate contact information

Pager PIN

Third-party tracking number

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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

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, for all VMware products except for VMware Fusion. Staff is available from 6am to 6pm Pacific Time for VMware Fusion requests. If you call for VMware Fusion support after support hours, you will receive recorded information with instructions for accessing technical support online.

On the rare instance where all representatives are busy serving other customers, 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 your specific [support offering](#). Response from the TSE can be by phone or e-mail, depending on support offering and product purchased.

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.

See the [Local Language Support Policy](#) for information on customer service and technical support provided in other languages besides English.

Support Request Escalation Process

For information on Support Request escalation procedures, please read our [Support Request Escalation Process](#) under Technical Support Policies.

For detailed instructions on how to escalate a Support Request, please visit: <http://www.vmware.com/support/policies/escalation.html>.

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 in your support agreement. 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 your system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem on VMware test machines
- Asking for your 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, your 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 and you have an active support contract with us, you should report that to VMware Support via the normal [Support Request](#) process.

If you do not have an active support agreement and you want to alert us to an error, please post the issue to the appropriate product community on the [VMware Community Forum](#).

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.

VMware Global Support Services Offerings

Please see [Appendix B: Support Offerings Portfolio](#) for information and links to additional support options.

Mission Critical Support

[Mission Critical Support](#) is offered as a supplement to [VMware Production Support](#), and is intended to complement the value you receive from your VMware Technical Account Manager. Mission Critical Support is designed for customers who need access to senior-level, proactive support staff to keep their virtual infrastructures up and running 24x7.

Business Critical Support

[Business Critical Support](#) is offered as a supplement to [VMware Production Support](#). For each Business Critical Support contract, 6 customer Support Administrators will be eligible to receive personalized reactive and proactive support services delivered by an assigned Technical Support representative. This Technical Support representative will serve as an extension to your IT team.

Production Support

[Production Support](#) is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments.

Basic Support

[Basic Support](#) is designed for non-critical applications and platforms that require support during normal business hours. Our global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region.

SaaS Basic Support

VMware [Software as a Service Basic Support](#) is designed to provide you with global, 12x5 support for SaaS products. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success. Our global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. VMware handles software deployment and maintenance, allowing you to focus on running your business.

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, 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.

Additional Global Support Service Offerings

After Hours Support

After Hours support is available to customers who have a VMware Basic Support offering who encounter Severity 1 issues. This After Hours support is designed to assist with critical production-down issues. The goal is to provide a rapid response when your production system fails with a [Severity 1 issue](#) that occurs outside of your contracted hours, and a TSE to help you get the system back online again. Contact [Customer Support](#) for more information about purchasing After Hours support.

Examples of critical issues affecting a production system running released software are:

- All or a substantial portion of your mission critical data is at a significant risk of loss or corruption
- You have had a substantial loss of service
- Your business operations have been severely disrupted
- The TSE assigned to the case will continue to work on the problem until one of the following is reached:
 - The production server becomes operational again, and the Support Request is closed or its severity is downgraded
 - An acceptable and sustainable workaround is provided to keep the server operational until a more permanent solution is found, and the severity is downgraded
 - The severity of impact to the production servers is downgraded

The Support Request will then either be closed, or revert to being worked during normal business hours as appropriate. In either case, you will be asked to confirm that you agree that such a status has been reached.

Beta Support Overview

VMware offers [self-help](#) and [web-based support](#) for Beta users during the term of the Beta period. Customers with proper Beta Support Entitlement will be able to submit Support Requests online. You will receive an auto-acknowledgement of your Support Request. No Beta Support Requests will be accepted by phone. Because we don't expect Beta releases to be implemented in a production environment, and due to the volume of requests received, we cannot commit a response to each and every Beta Support Request. All Beta Support Requests are considered closed at the end of the Beta period.

Bug-Related Support Requests

We will forward the bug information onto our development team for assessment. Depending on the timing and severity of the issue, it may or may not be corrected before the production version is released. At the end of the Beta period, though the associated Support Request will be closed, any open bugs will be tracked and assessed as appropriate.

Feature Requests

Feature requests for the Beta release can also be submitted by opening a Support Request online. We will forward your feature request onto the appropriate development team for assessment. Unless additional information is needed, you will not receive a personal response. Any suggestion for enhancements to VMware software that you submit becomes the property of VMware and we may use this information for any VMware business purposes without restriction.

Participating in a Beta Program

VMware offers public and private Beta programs. You can find information regarding participating in a public Beta program in the [VMware Communities](#).

Private Beta programs are by invitation only. In this case, you will receive an invitation email from VMware which will provide instructions for accessing the private Beta.

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](#).

Appendix A: VMware Social Support

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

- [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 – Concierge service for VMware Tech Support](#)
 - [@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:
 - <http://wbxapp.com/vmwarekb>
- [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](#) -- Watch our channel for step-by-step technical how-tos and training
- [VMware Communities](#) – Connect with other VMware customers and technology experts to discuss products, strategy, planning security and more

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
- [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:

- [Basic Support](#) - For test, development or evaluation environments where standard business day response is acceptable, 12x5
- [Production Support](#) - For production or critical test environments that require access to technical support for high severity issues, 24x7 for Severity 1 issues
- [Business Critical Support](#) - For production environments where a designated team is required
- [Mission Critical Support](#) - Priority Access to senior-level engineers and proactive account management, 24x7 for Severity 1 issues
- [Software as a Service Production Support \(SaaS\)](#) - For Global, 24x7 support for SaaS products
- [Software as a Service Basic \(SaaS\)](#) - 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
- [Per Incident Support](#) - 1, 3 or 5 per incident support packs, 12x5
- [Fusion Desktop Standard Support](#) - Business hour support with 10 or more Fusion licenses, 12x5
- [Complimentary Support](#) – Email assistance for VMware Workstation and VMware Fusion
- [Evaluation](#) - Web-based, self-help services only
- [Beta](#) - Feedback mechanism only

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.



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