



VMware Technical Support Guide

April 2011

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.

This document provides an overview of the VMware Support offerings and how to use them.

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Introduction

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). In addition, a good understanding by both parties of their roles and responsibilities is crucial to effective communication. In order to ensure that your experience with VMware Technical Support is as effective and efficient as possible, we would like to define these roles and share some best practices that can accelerate the problem-solving process and enhance your customer service experience.

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.

Roles and Responsibilities

Customer Roles and Responsibilities

VMware can work more effectively with your organization by collaborating with a regular set of contacts for technical as well as support contract issues. We define two types of customer contacts, listed below, for every agreement. Enterprise businesses may have multiple individuals in these roles, while smaller businesses may have one individual who serves in both types of roles.

Primary and Secondary License Administrators (PLAs and SLAs)

License Administrators are responsible for receiving and administering software product licenses, updates and upgrades from VMware and operate as the point of contact for renewing support agreements. There should only be one Primary License Administrator on a contract.

PLAs can use VMware online portals to add, edit or remove Secondary License Administrators or Support Administrators tied to existing contracts. Technical resources and FAQs can be found [online](#) (log in and select your portal) to assist your PLA with this process. For licensing information, visit our [license portal](#).

A contract can have only one PLA. PLA responsibilities include:

- Facilitating election, purchase, and, if applicable, renewal of technical support services
- Receiving and administering Software Product Licenses, Maintenance Releases, Minor Releases and Major Releases from VMware
- Customer adherence to the license restrictions of the End User License agreement
- Adding, deleting or modifying other Administrators (Secondary or Support) listed on the contract.
- Submitting Customer Service and Technical Support Requests
- Requesting license conversion

A contract can have multiple SLAs. SLA responsibilities include:

- Receiving and managing Software Product Licenses, Maintenance Releases, Minor Releases and Major Releases

- Viewing, modifying, and registering the licenses they have been given access to by the PLA

Support Administrator (SA)

Support Administrators are responsible for submitting technical Support Requests and for working with VMware Support representatives. SAs can also submit customer service requests, such as requests for assistance with product licensing issues. SAs are advised to make a best effort to resolve the issue using available VMware self-help support resources before submitting a Support Request. The number of individuals that can be designated as SAs depends on the support offering purchased. If a designated SA changes, the PLA can make this change online. For products with complimentary support (e.g. VMware Fusion and VMware Workstation), only the customer to whom the product is registered can be designated as the SA, and that individual is the only one who can submit Support Requests.

A contract can have multiple SAs. SA responsibilities include:

- Engaging VMware GSS for support
- Monitoring resolution of all escalated support issues

VMware Support Roles and Responsibilities

There are three types of support professionals working in the VMware Support organization. Your understanding of which group you need to talk to will help expedite your concern.

Licensing Support Team

Contact these individuals when requesting help with troubleshooting a VMware account, product licensing, or support contract issue. Their responsibilities include, but are not limited to:

- Modifying Administrators to support contracts
- Answering questions on license upgrade and downgrade questions
- Clarifying license compliance questions
- Resolving product licensing issues

Customer Support Representative (CSR)

These individuals are part of the process when you are submitting a Support Request by phone. Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your technical 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 severity of your issue
- Assisting you with maintaining accurate SA profiles

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 via e-mail/or and telephone
- Recreating your technical environment(s) to replicate and troubleshoot the issue
- Researching, identifying, and resolving the incident and subsequent issues
- Working with other VMware departments to resolve your issues

Best Practices

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

Educate Your Administrators

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 include:

VMware Social Support:

- [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](#)
 - [KBTv](#)
 - [KB Digest](#)

- Twitter -- Follow us on Twitter and get real-time Knowledge Base updates or reach out to us for help
 - [@vmwarecares](#)
 - [@vmwarekb](#)
- Mobile Phone App – Use this free iPhone or Android application to search the Knowledge Base, read the Support Insider blog, catch our Twitter feed, and watch KBTV videos
 - [Open this link \(http://wbxapp.com/vmwarekb\) on your mobile device to install the VMware mobile app](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.
- [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

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>.

Keep your Account and Profile Up-to-Date

In order to log a Support Request, you must create an account and maintain your profile information. We use your e-mail address as a key identifier on your account, so please use an active business e-mail address and ensure VMware is included on your safe list to avoid having your spam filter reject VMware e-mail correspondence.

Contact your PLA to ensure they have linked you to the correct Support and Subscription contracts 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.

Register your Products

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

Support Request Life Cycle

Whether you contact VMware by phone or the web, your Support Request is promptly logged and your issue quickly 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 by the appropriate CSR or TSE
- Closing the Support Request

Before You Begin

Make sure you/your PLA creates your profile and registers your product:

1. Go to the [My Account](#) page
2. From this page you can navigate to all of VMware's portals that let you create a new customer account, register your products, manage your orders and licenses, join communities, and more

Once you've created your profile and registered your products, then 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 10-digit numeric identifier that is assigned to each customer contact for the purpose of technical support. You will use the Customer Number to access your account information as well as the VMware technical support telephone system. Customer Numbers are unique for each customer contact (each individual who creates an account with

us) and should not be shared with others. VMware will provide you with your Customer Number when you create your account, and this information will also be provided in various status and confirmation e-mails that VMware sends you. 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.

Understanding Technical Support Severities

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 and be reachable during the hours defined by the support offering you purchased

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

- Impaired operations of some components, but allows the user to 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

Submitting a Support Request

All customers can reach VMware Support via our [online support portal](#) or telephone.

- [File a customer service request online](#) – available to anyone who has a VMware account; file a service request for account and customer service issues
- [File a Support Request online](#) – available if you have purchased a support contract, per incident support, or product that qualifies for complimentary support
- [File a licensing service request online](#) – available for licensing and contract help
- [File a request by phone](#) – available to all customers; follow the automated phone system prompts

The main phone numbers for VMware Support are:

- **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. Follow these steps to file online:

1. Search VMware support resources

An answer to your question or issue may already be available. Before you file a support request, please search VMware's [Knowledge Base](#) or review frequently-used [support resources](#).

2. File a Support Request

You can file a support request if you are a support administrator on a VMware Support contract, own incident support, or are within the complementary support period for select products.

Note: 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.

Enhancements to Filing a Support Request Online

VMware recently enhanced the online Support Request process to streamline the time between filing a Support Request and the troubleshooting stage.

With the new process you now have more options. You can now:

- Choose the type of request you want to file

When filing a Support Request, you can choose between [Customer Support Request](#), [Licensing Support Request](#), and [Technical Support Request](#) options, depending on the type of support you need.

- See solutions presented as you complete your request

When completing your request, if your choices match some of our content, we present you with a list relevant Knowledge Base articles. You can choose to view the articles to determine if they contain information that helps to resolve your issue.

- Export Support Requests to Microsoft Excel

When viewing your Support Requests, there is now an option to export the list to Excel.

- Request closure of a Support Request

When you choose to request closure of a Support Request, you are asked to select a reason from a dropdown menu and provide a brief description.

- Request management assistance

When you request management assistance, a manager from VMware reviews your support request and provides guidance for next actions to the Support Professional.

- Request a Support Request be reopened

If your Support Request was closed in error or if it has not been resolved fully, you can choose to reopen the Support Request.

You can still:

- Look up legacy Support Requests. To look up a legacy Support Request, type the legacy Support Request number into the search field on the portal and click search. The Support Request information is displayed.

Other changes you may notice if you are working a Support Request that was opened prior to 6pm PST March 11, 2011:

- New 11-digit Support Request number

The biggest change you will notice is that Support Request numbers are now 11 digits long. Also, you will notice that legacy Support Request numbers have been updated with new 11 digit Support Request numbers. You can still query the system using your old 10 digit Support Request number and all Support Request details remain intact.

- Legacy Support Request email attachments

Email attachments from legacy Support Requests are not directly accessible by customers. Our support staff can access those attachments for you from the legacy source system if you need to access an attachment from a past case.

For additional information on these changes, please refer to [KB article #1034261](#).

Filing a Request by Phone: What to Expect

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 SR, 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 – a CSR or TSE. 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 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 the CSR to create your Support Request, it 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 a computer-generated e-mail 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 CSR 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.

Working the Problem

A specific TSE is assigned to your Support Request and owns your problem until it is mutually agreed that the Support Request can be closed. Occasionally, VMware may reassign a Support Request from one TSE to another, due to differences in time zones or if different product expertise is required. You will be informed if there is a need to reassign your Support Request.

The assigned TSE will contact you by e-mail 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:

- 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

If you have a suggestion for how to improve or enhance VMware software, your input is always welcome. 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.

VMware Global Support Services Offerings

Please see [Appendix A: 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 Subscription Service, 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.

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. VMware is committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

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.

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 the use of the vFabric software and will answer "how-to" questions on 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.

After Hours Support

After Hours support is available when your current support coverage does not provide 24x7 support for 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 e-mail from VMware which will provide instructions for accessing the private Beta.

Technical Support Policies

The following sections describe VMware support policies and explain how specific product versions are supported, compatibility between product releases, compatibility with third party software versions and support for custom code.

Third-Party Hardware/Software Support

Unless explicitly supported in [VMware's Compatibility Guides](#) or any other VMware interoperability guide, third party hardware and software will be treated as follows:

VMware GSS will assist customers in problem analysis to determine whether or not the technical issue is related to the third-party hardware or software. In order to isolate the issue, VMware reserves the right to request that the third-party hardware or software be removed. This will only be done where there is reason to believe the issue is related to the third-party hardware or software.

Root cause analysis is available exclusively for VMware Business Critical Support and Mission Critical Support customers. If VMware GSS cannot directly identify the root cause or reasonably suspects that the problem is related to third-party hardware or software, GSS will reach out to third-party vendors based on established Technical Support Alliance Network (TSANet) or Cooperative Support Agreement (CSA) relationships to further troubleshoot the issue. If the root cause is believed to originate from a third-party vendor's product for which VMware does not maintain a cooperative support relationship, it is suggested the customer open a Support Request with the third-party vendor's support organization. Root cause analysis and log review by their nature does not always result in a conclusive resolution.

VMware, Cisco, and EMC formed the Virtual Computing Environment (VCE) coalition, which offers organizations of all sizes an accelerated approach to data center transformation, resulting in increased efficiencies and reduced costs. As a result, you'll no longer have to choose between best-of-breed technologies and end-to-end vendor accountability. Learn more about VCE at the following web sites:

<http://www.vmware.com/solutions/partners/alliances/cisco.html>

<http://www.vmware.com/solutions/partners/alliances/emc.html>

Support for Microsoft Software in VMware Virtual Machines

Widespread production deployment of VMware virtual infrastructure solutions by enterprises worldwide leads to inquiries from customers on how they can access technical support for Microsoft operating systems and applications running on VMware virtual machines. This

section summarizes the range of support options available to VMware customers running licensed Microsoft operating systems and applications on VMware virtual machines.

Microsoft supports their server products on VMware through the Server Virtualization Validation Program (SVVP). SVVP is available to all customers through their normal support relationship with VMware or Microsoft. Any level of support from either vendor (including Per Incident Support) is acceptable to access this option.

SVVP eliminates a significant barrier to adoption for many prospective customers, and makes all our customers more confident about deploying on VMware.

Microsoft provides the current list of [SVVP-certified hypervisors. Products supported by Microsoft](#) include Windows 2000, Server 2003, and Server 2008 (including all server roles such as file services, print services and Active Directory). They also include enterprise applications such as Exchange Server and SQL Server. VMware also has included the [official support policy from Microsoft](#).

Customers running other Microsoft products on a VMware virtual machine still have several options:

- Any VMware support customer is covered by the VMware Safety Net for Microsoft products. Through VMware's Premier Agreement with Microsoft, customer issues can be escalated to Microsoft engineering and pursued jointly. VMware will determine when this approach is appropriate, but has found that it can produce excellent results in particularly challenging situations.
- For customers that have a Microsoft Premier-level support agreement, Microsoft will provide “commercially reasonable efforts” to support any software product running within VMware virtual machines. If such efforts do not isolate the problem, Microsoft may request that customers replicate the issue on a physical machine to proceed with the investigation.
- For customers running non-supported products that don't have a Premier Agreement, Microsoft's level of support is more restrictive. Microsoft support specialists may request that customers first replicate the issue on a physical machine. [Item #897615](#) in Microsoft's Knowledge Base describes this policy.

Customers that prefer to receive support from their hardware vendors have the option to include Microsoft product support, depending on how they purchase VMware and Microsoft software.

- For customers who purchase OEM VMware products with **Dell** hardware and Dell Gold Enterprise Support or Dell ProSupport, the vendor provides end-to-end support including the VMware software and certified Microsoft operating systems that are run within virtual machines.
- For customers who purchase VMware products with **Fujitsu** hardware and a Fujitsu SupportDesk agreement, Fujitsu provides end-to-end support including the VMware software and licensed Microsoft software run within virtual machines.
- For customers who purchase VMware products bundled with **HP** hardware and/or HP Services (Consulting & Integration & HP Outsourcing) and have a current HP support and subscription agreement on VMware and Microsoft, HP provides end-to-end support including the VMware software and any licensed Microsoft software that is run within virtual machines.
- For customers who purchase VMware products with **IBM** hardware and the appropriate GTS support agreements, IBM provides end-to-end support including the VMware software and licensed Microsoft software run within virtual machines.

- For customers who purchase OEM VMware products with **Unisys** hardware and Unisys Gold or Platinum Support, the vendor provides end-to-end support including the VMware software and certified Microsoft operating systems that run within virtual machines.

Software Developers Kit (SDK) Support and Application Programming Interface (API) Policy

VMware Global Support Services offers help to customers wishing to make use of the Software Development Kits (SDKs), Application Programming Interfaces (APIs), and Command Line Interface (CLI) administration tools we ship as part of VMware vSphere and related products. The level of support purchased determines the level of help a customer can expect to receive from VMware Global Support Services.

- [VMware Production and Basic Support](#) for VMware vSphere and related products entitle customers to **installation-only** support for vSphere SDKs and CLI tools.
- [SDK Support Program for vSphere](#) entitles customers to **best practice guidance and troubleshooting** of customer sample code utilizing VMware vSphere's SDKs, APIs, and CLI tools.

VMware Global Support Services does not offer help with writing or debugging complete custom programs. Customers wishing to get help developing complete custom programs should use the [VMware vSphere Discussion Forums](#) or engage [VMware Professional Services](#).

VMware Open Source Project Support Policy

VMware will periodically sell Technical Support programs for various open source projects as documented on the VMware web site www.vmware.com/support. These services can be provided under specific Basic, Production or Developer Support programs.

Basic and Production Support for Open Source Projects can include:

- Technical Support on and around the open source software; including installation and configuration advice
- Source code patches for Severity Level 1, Severity Level 2 Errors and Security Vulnerabilities as defined in the Severity Level Definitions on <https://www.vmware.com/support/policies>
- Access to software downloads (as appropriate), technical content and knowledge base articles

Developer Support for Open Source Projects can include:

- Technical Support on the use of the software, assistance with application configuration, and assistance with performance tuning unless application code review is required to accomplish such assistance. Application code review is not within the scope of this service.

Open Source Project Version Support

VMware supports multiple versions, and frequently, multiple branches of an open source project, based on the three parameters below.

The version of the open source project is:

1. deemed to be "production ready" and stable by VMware developers and support staff
2. the current release by the open source project or it is one of the prior two stable releases to the current one
3. being used in production by a significant number of enterprises and customers as determined by VMware

If the open source project meets the parameters above, VMware will provide support 3 years from the release date of a major branch or 12 months from the release date of a maintenance version as documented on the various open source sites. Once an open source project falls out of the parameters and support timeline, support will be limited to technical assistance only with no source code patches.

With respect to Services for SpringSource and/or vFabric products, Services do not include the following: (i) use of the Software with an unsupported Java Development Kit (JDK) or Java Runtime Environment (JRE); or (ii) APIs, interfaces or data formats other than those included with the Software.

Security Response Policy

VMware works hard to build products that our customers trust in the most critical operations of their enterprises. We recognize that unless our products meet the highest standards for security, you will not be able to deploy them with confidence. The VMware Security Response Policy documents our commitments for resolving possible vulnerabilities in our products so that you can be assured that any such issues will be corrected in a timely manner. View the [VMware Security Response Policy](#). You can also view additional security information in the [VMware Security Center](#).

Support Request Escalation Policy

VMware GSS is always working to ensure that the appropriate resources and level of focus are applied to your Support Request to ensure a timely resolution. However, if you are not satisfied with the progress of your Support Request, we encourage you to request an escalation.

You can escalate a Support Request at any time either by speaking directly with the CSR or TSE assigned to your request, or by requesting to speak with a Duty Manager/Regional Escalation Manager.

The escalation process is especially appropriate in the following situations:

- Your production system goes down during an upgrade or other implementation
- You need to communicate a critical business impact to VMware Support Management
- You are dissatisfied with the responsiveness to, or resolution of, your Support Request

We highly recommend that you contact VMware GSS by [telephone](#) for escalations. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful and timely resolution.

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.

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

Local Language Support Policy

Although support for VMware products is delivered primarily in English, VMware continues to expand support capabilities in local languages.

Direct, 24/7 technical support in local languages is available in Japan, China, Korea and Latin America. Limited local language support for some European countries is also available, primarily through callback responses during the operating hours of the local support center.

For all other countries, initial support contact via telephone is conducted in English. Please note: VMware's Response Time Targets are currently based on response in English only.

Customer Service assistance is also delivered primarily in English; however, local language support is available for French and German, available Monday through Friday from 7AM to 7PM GMT.

Acquisition Support

VMware recently announced or completed the acquisitions of several companies to build on our industry-leading product portfolio. These acquisitions are at different stages of completion and integration.

VMware is committed to delivering the highest level of support and service as we integrate these newly acquired companies / technologies into our organization. Our goal is to ensure that customers of a company acquired by VMware continue to experience the highest quality of technical support, with minimal disruption.

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 during a ten-day period. 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 GSS 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 (and it has been at least 2 weeks since you last received a survey invitation), you will be invited by e-mail to fill out a short survey about your experience.

Account, Support Contract 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:

- Order Number
- Support Contract Number
- License Keys
- Primary License Administrator (PLA) e-mail address

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.

Additional Information

For more information on VMware support and subscription services, please refer to our [Terms and Conditions document](#).

Appendix A: 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
- [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 Subscription Service](#) – Access to major and minor releases during contracts term
- [Fusion Desktop Standard Support](#) - Business hour support with 10 or more Fusion licenses, 12x5
- [Complimentary Support](#) – E-mail 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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