

Technical Support Guide for Support Partners



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Welcome to VMware Global Support (GS)

Building an Effective Partner Support Relationship

The effectiveness of any support interaction depends upon the technical knowledge, problem solving skills and communication skills of both your administrators and our VMware Global Support Services (GSS) Technical Support Engineers (TSEs).

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

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

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

Best Practices

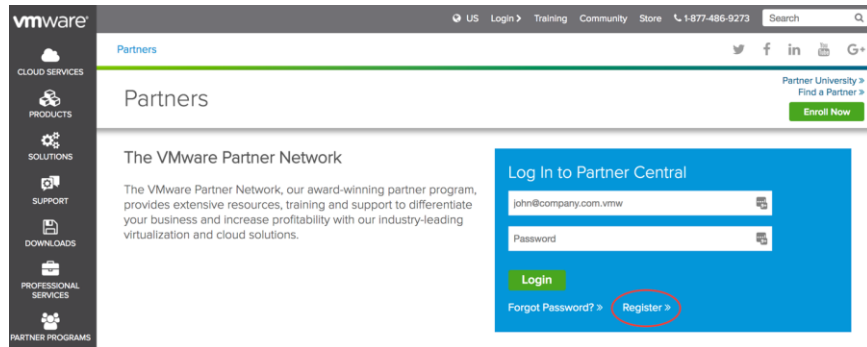
Based on our experience in supporting our partners and our customers with virtualization infrastructures and cloud computing, we would like to share with you some recommendations and best practices for a highly effective partner relationship.

Support Partners are required to maintain VMware certified staff as per our jointly signed partner agreement. VMware's certification program offers technology professionals the knowledge, skills, and credentials to deploy and maintain VMware virtualization technology. Learn more on the VMware Learning Services web site.

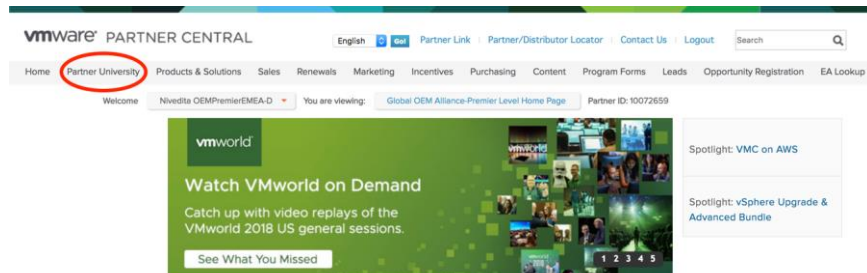
Partners have unique access to specialized support training geared specifically to supporting VMware products and is accessed through Partner Central. This training will help your staff become more familiar with troubleshooting techniques and support practices, and is intended only for your staff that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

To access this Service Readiness Training (SRT) please see the following:

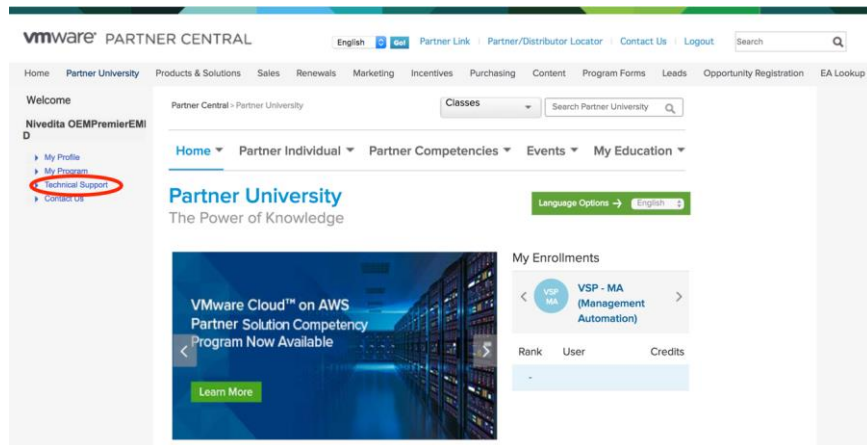
- Access the VMware Partner Network and register for a new account or login



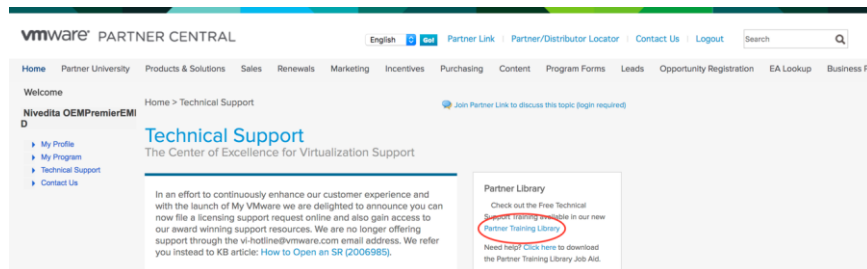
- Once logged in select Partner University



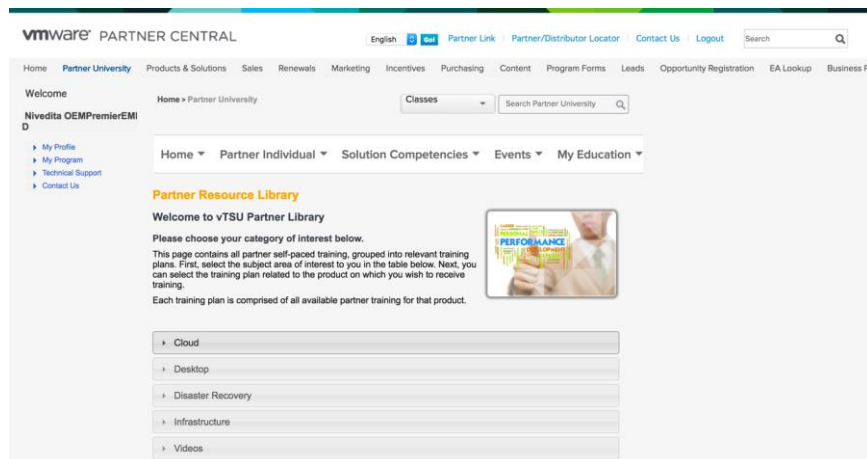
- Select Technical Support



- Select Partner Training Library



- Register for the appropriate support training classes



Utilize Self-Help Resources

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

- Available self-help resources can be found under [Appendix A](#).

Provide Complete and Accurate Information

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

Partner and VMware Roles and Responsibilities

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

My VMware

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

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

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

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

Technical Support Responsibilities: Partner and VMware Support Levels: Roles and Responsibilities Entitlement

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

Includes: Verification and validation of services the customer is entitled to receive: logging the call and problem details in support case management database, dispatch of the request for support. Owner: Support Partner.

Level 1

Services provided by Partner in response to customer's request for support.

Includes: Gathering and identifying errors in logs, answering installation, configuration and usage questions, problem isolation and identification, determination if the problem is documented in VMware publications and review of symptoms-solutions database for known problem resolutions. Apart from performing log analysis manually, VMware Support recommends usage of [Skyline Health Diagnostics \(SHD\)](#) to analyze logs. A considerable number of known issues can be identified by SHD, enabling Partners to self-resolve the issues. Owner: Support Partner.

Level 2

Services provided by partner to perform an in-depth analysis of the suspected problem.

Includes: Attempt to recreate the problem and provide an acceptable problem resolution or workaround. Owner: Support Partner.

Level 3

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

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

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

VMware Support Teams Licensing Support Teams

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

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

Customer Support Representative (CSR)

These individuals will help you if you submit a Support Request by phone. Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your Support Requests into our tracking system
- Giving you the tracking number used to identify your Support Request
- Setting appropriate expectations regarding initial response times based the severity of your issue

Technical Support Engineer (TSE)

Support Partner Support Requests are assigned to a Level 3 TSE. The TSE is your main contact for providing technical support and guidance. Their responsibilities include, but are not limited to:

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

Understanding Technical Support Severities

On Premise Severity Definitions

The severity level is a measure of the relative impact of the technical issue on the affected systems or business. Accurately defining the severity ensures a timely response and helps VMware to understand the nature of the issue. For a description of Target Response Times please see [the related VMware datasheet](#).

Critical (Severity 1)

Production server or other mission critical system(s) are down and no workaround is immediately available.

- All or substantial portion of mission critical data is at a significant risk of loss or corruption.
- Substantial loss of service
- Business operations have been severely disrupted

Severity 1 support requires the partner to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours.

Major (Severity 2)

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

Minor (Severity 3)

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

Cosmetic (Severity 4)

General usage questions

- Cosmetic issues, including errors in the documentation

*For the most up to date definitions for these severities please see [Severity Definitions](#).

Workspace ONE Severity Definitions

Critical (Severity 1)

Production sever or other mission critical system(s) are down and no workaround is immediately available.

- All or substantial portion of mission critical data is at a significant risk of loss or corruption.
- Substantial loss of service
- Business operations have been severely disrupted

Severity 1 support requires the partner to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours.

Major (Severity 2)

Major functionality is severely impaired.

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Cosmetic (Severity 4)

General usage questions

- Cosmetic issues, including errors in the documentation

*For the most up to date definitions for these severities please see [Severity Definitions](#).

Support Request Life Cycle

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

Support Request stages include:

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

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

Collecting Information

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

Configurations

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

Log Files

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

Support Script Output

If a virtual machine exits abnormally or crashes, reboot it and run the support script to collect the appropriate log files and system information. The syntax and location of the script vary for different VMware platforms. Please refer to the following Knowledge Base article for gathering troubleshooting data for Technical Support to review the KB “Collecting diagnostic information for VMware products”.

Record Any Recent Changes

Check to see if any changes have recently occurred in the virtual infrastructure environment. Changes to versions of guest operating system, host operating system, networking, storage and applications are of particular interest.

Submitting a VMware Support Request

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

- [File a VMware Support Request online](#) – get technical, licensing or General Inquiry help
- [File a VMware Workspace ONE Request online](#) – get technical, account, portal help or submit documentation feedback

Main phone numbers for VMware Support

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

Global toll free numbers are provided at
https://www.vmware.com/support/contacts/us_support

Filing a VMware Support Request Online

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

1. Go to [My VMware](#), log in and select [Get Support](#)
2. Under Technical Product, choose a Problem Category for the product for which you require support (an explanation of each problem category can be seen if you hover over the problem

category with your mouse.

my vmware

Home / Get Support

Get Support

Use our guided support engine to help identify and solve your technical issues by selecting your product below and then entering your problem description. If we are unable to help resolve your request via our guided support, your details and that of your issue will be routed promptly and directly to the most appropriate engineer to assist you further.

U.S. Federal customers who are entitled to U.S. Federal Technical Support should file Support Requests by following the instructions at [U.S. Federal Technical Support](#).

[Click here to find out how to file a Support Request for VeloCloud products and services.](#)

Select an Issue

Technical
Questions about product usage or troubleshooting
Select one

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

General Inquiry
All other questions, for example: downloads, evaluations, and profile
Select one

On-Premise Products
Feature Request
Fault/Crash
Installation
Networking
OS
Storage
System Management
Proactive SR

Cloud Services
Airwatch
VMware Horizon Subscription or Horizon Cloud
vCloud Air
vRealize Air
VMware Cloud on AWS
VMware Cost Insight

3. Select the appropriate Entitlement Account for Support Partner support, and then select the appropriate product for which you require support:

Supported Products FOR ACCOUNT 123456789 - VMware Inc.

Rows: Expand All Collapse All + Filters

- 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 shows a web form for submitting a support request. It is divided into several sections:

- Problem Description:** A large text area for describing the issue.
- Selected keywords:** A list of keywords including "Fault/Crash, VMware vSphere ESX 4.x".
- Add tags:** A list of tags including "esx", "esxi", "vcenter-server", "view-manager", "virtualcenter", "fusion", "workstation", "vcenter-site-recovery-manager", "vcenter-lab-manager", "capacity-planner", "ace", and "vcenter-converter". A "Show More" link is present.
- Suggested Resources:** A section with a link to "VMware KB: Powering on virtual machines on available ESX hosts after ESX host failure without HA configured" and a "Published: | Created Date: | Last Modified Date:" field.
- Support level:** A section with the text "Production Support (7x24)" and a "Continue Support Request" button.
- Footer:** Copyright © 2012 VMware, Inc. All rights reserved. Contact Us | Terms of Use | Privacy | Feedback | RSS feed.

5. If the Suggested Resources don't solve the problem you are experiencing, click on "Continue"
6. Fill out the necessary fields, provide a more detailed problem description and attach any/all configuration, logs, and core files (as appropriate). Use the blue exclamation mark tool tip to get more information on the required fields and for guidance on values to select.

Support Request Information * Required Fields

Product version: 4.0 U3 - 403553

Severity*: 2: Major functionality severely impaired

Issue category*: Networking

Issue description*: network slow, esxi, esx and all VMs are slow to respond

Additional notes: We recently upgraded our cisco routers and reconfigured our VLANs

Contact Information

Preferred contact method: Phone

Country*: United States

Preferred phone number*: 555 555 5555

Time zone: (GMT-05:00) Eastern Standard Time

Secondary email:

Alternate contact information:

Pager PIN:

Third-party tracking number:

[Send Request](#) [Add Attachment](#) [Cancel](#)

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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 VMware Support Request by Phone

Find your Customer Name

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 FAQ](#).

Placing a call to the VMware Technical Support

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

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

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

On the instance where all representatives are busy serving other customers or partners, you may 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

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 [Target Response Times](#). Response from the TSE can be by phone or e-mail.

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

Support Request Escalation Process

For detailed instructions on how to escalate a Support Request, please visit: [How to Escalate a Support Request](#).

Working the Problem

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

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

This may involve but is not limited to:

- Asking you for more information
- Asking you to install specific software and/or patches
- Asking for specific debug data from the system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem on VMware test machines
- Asking for code, data or software to help reproduce the problem
- Verifying software bugs with our engineering staff
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve networking, database or other technology specific administrators to help troubleshoot
- Working with you to involve relevant third party software or hardware vendors (for example, operating system and database vendors) if we suspect a problem in their product

Viewing and Updating Open Support Requests

You can view the status of Support Requests you have filed with VMware by logging into your account via our [View Support Requests](#) portal. You can add comments and/or upload files to your request at any time. Files up to 2GB in size can be uploaded directly to the site. For larger files, follow the

instructions to [Upload diagnostic information for VMware](#). If you wish to send files via email, our system can accept files up to 10MB in size.

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

Reporting an Error or Requesting a Feature

Error (Bug) Report

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

Feature Requests

Your input is always welcome. If you have a suggestion for how to improve or enhance

VMware software, please submit your suggestions through the [Feature Request](#) form on the VMware web site. Unless additional information is needed, you will not receive a personal response. Please note that we do not provide technical support via this form.

Experimental Feature Support Definition

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

Support Request Closure

A support 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. 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.

Partner 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 may be invited by email to fill out a short survey about your experience.

Supplemental VMware Support Programs for Partners

Mission Critical Support for Support Partners

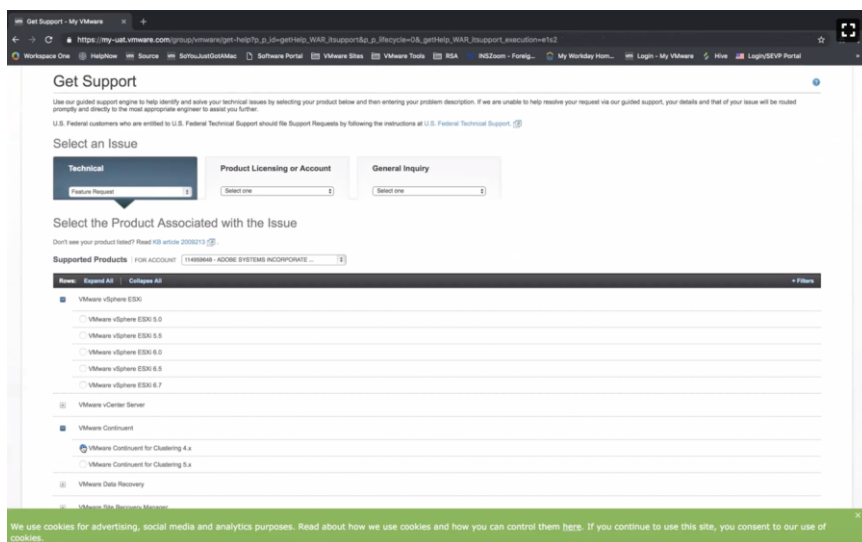
VMware Mission Critical Support for Support Partners is offered as a supplement to the support terms covered in the Support Partner Agreement (e.g. OEM agreement). Mission Critical Support is designed for Support Partners who desire to provide enhanced level of support services to their end users. It is an incident-based offering and you can use each incident for a different customer issue. In addition to 24x7 access, you will receive an assigned support contact who will work with you to

- Provide support request escalation and management
- Facilitate recurring partner meetings, status updates and progress reports
- Coordinate multivendor troubleshooting efforts
- Provide root cause analysis on request

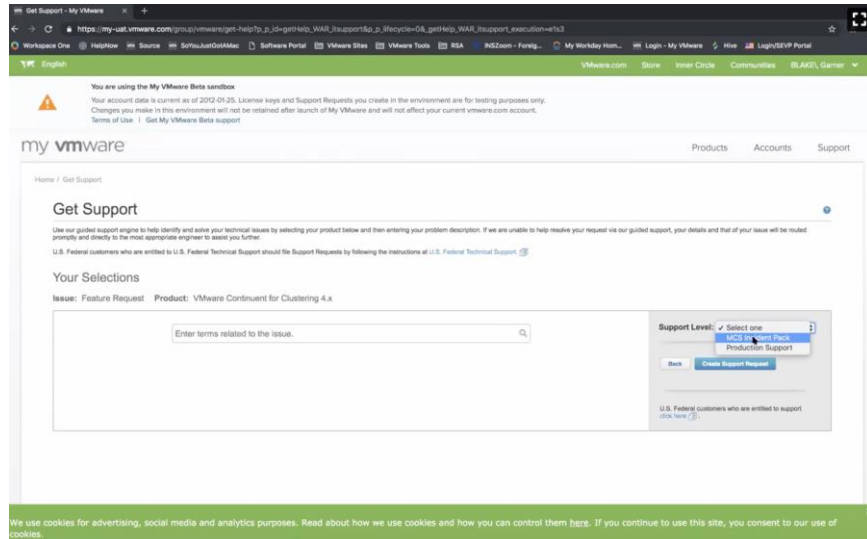
To use the purchased Mission Critical Support incidents, follow the instructions below.

- Log into My VMware
- Enter the support request filing workflow as per a standard request
- Select the support level to file against, Selects “MCS Incident Pack” from the drop down.
 - If there is more than one incident pack available, you will be provided the option to select between them
 - Partners are shown the incident pack details, the currently used and available quantity, along with the expiry date

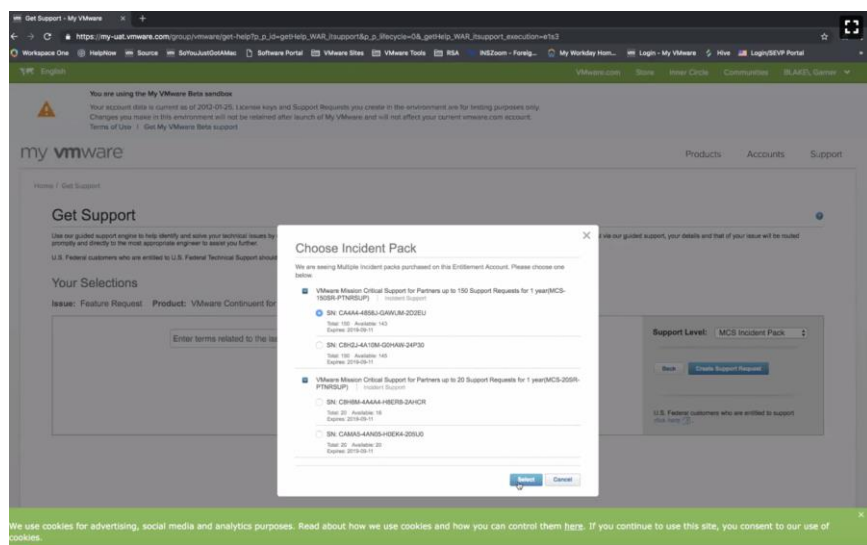
1. Select the product



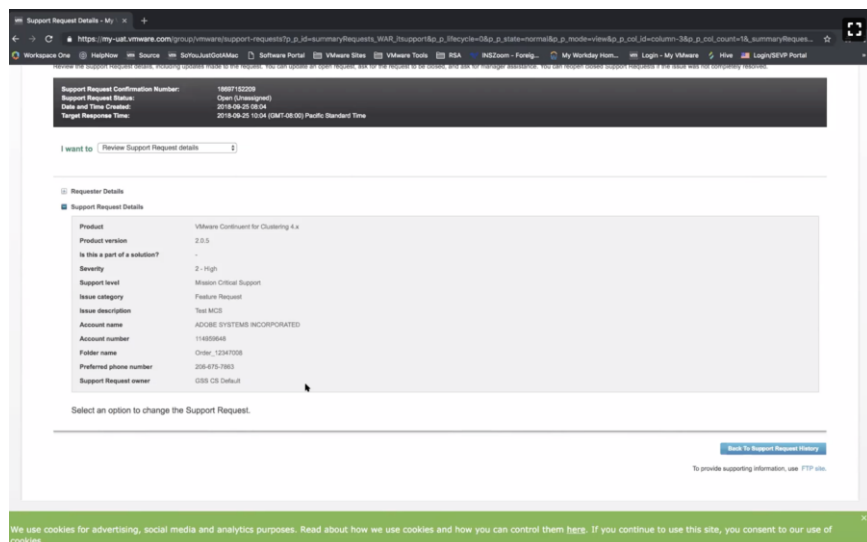
2. Select MCS Incident Pack



- On selecting MCS Incident pack, the pop up shows up with MCS Packs



- Support Level: Missions Critical Support on SR Details Page



5. Support Level: Missions Critical Support on History Page

The screenshot displays the 'Support Request History' page. At the top, there's a summary section with filters for 'View Support Requests: All', 'Open', and 'Closed in Past 21 Days'. Below this is a table of support requests. The table has columns: Request ID, Status, Priority, Last Updated, Open Date, Product, and Support Level. Several requests are listed, all with a 'Support Level' of 'Mission Critical Support'.

Request ID	Status	Priority	Last Updated	Open Date	Product	Support Level
1889710229	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710230	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710231	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710232	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710233	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710234	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710235	Open	3 - Medium	2018-09-25	2018-09-25	VMware vSphere Storage Appliance (SAN) 5.x	Mission Critical Support

6. Click on Support By Product – The Incident Packs are shown for each SR filed with Used/Remaining quantity.

The screenshot displays the 'Support By Product' page. It shows a list of support requests with columns: Request ID, Status, Priority, Last Updated, Open Date, Product, and Support Level. The 'Support Level' column shows 'Mission Critical Support' for several requests.

Request ID	Status	Priority	Last Updated	Open Date	Product	Support Level
1889710229	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710230	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710231	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710232	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710233	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710234	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710235	Open	3 - Medium	2018-09-25	2018-09-25	VMware vSphere Storage Appliance (SAN) 5.x	Mission Critical Support

7. SR details are shown for MCS Incident Packs

The screenshot displays the 'Support by Product' page. It shows a table of support requests with columns: Request ID, Status, Priority, Last Updated, Open Date, Product, and Support Level. The 'Support Level' column shows 'Mission Critical Support' for several requests.

Request ID	Status	Priority	Last Updated	Open Date	Product	Support Level
1889710229	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710230	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710231	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710232	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710233	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710234	Open	2 - High	2018-09-25	2018-09-25	VMware vSphere ESX 6.0	Mission Critical Support
1889710235	Open	3 - Medium	2018-09-25	2018-09-25	VMware vSphere Storage Appliance (SAN) 5.x	Mission Critical Support

Extended Support for Support Partners

The VMware Extended Support for Support Partners is offered as a supplement to the support terms covered in the Support Partner agreement (e.g. OEM agreement). It provides the Support Partner with limited custom support after a product has reached its End of Support Life. It is an incident-based offering and you can use each incident for a different customer issue. Extended Support coverage is available for up to two years after a covered product has reached End of Support.

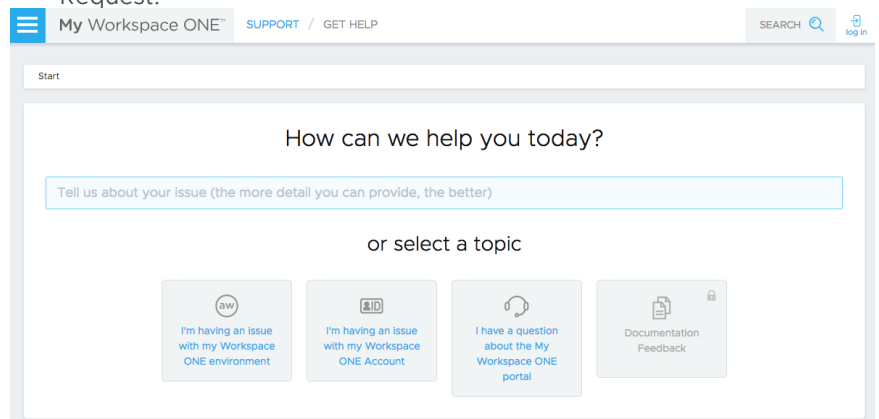
VMware Extended Support for Support Partners provides commitment to ensure that you can get help via VMware's enterprise-class worldwide support while you upgrade systems so you can focus on running your customer business.

Supplemental VMware Support Programs for Partners

To open a Support Request, please call your local Workspace [ONE support line](#) or submit a Support Request via [myWorkspace ONE](#).

You will receive confirmation emails when your Support Requests are submitted and updated by the Workspace ONE Support team. You will be able to reply to those emails to update your open Support Requests without logging into myWorkspace ONE.

- Login to myWorkspace ONE (register here if you are a new user)
- Navigate to Support
- Click 'Get Help' to launch the Support Wizard and submit a Support Request.



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

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.

Appendix A: Self Support Resources

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

[Knowledge Base](#) – Locate answers to many support questions and issues (also available through the My VMware portal and the My VMware mobile app).

[Blogs](#) – Get the inside scoop from Tech Support, including alerts and best practices.

[Support Insider](#) – VMware support news, alerts, and announcements

Twitter – Follow us and get real-time Knowledge Base updates or reach out to us for help.

[@vmwarecares](#) – Concierge and customer service for VMware customers

[@vmwarekb](#) – News from the Knowledge Experience team at VMware

[KBTV on YouTube](#) – Watch our channel for step-by-step technical how-to information and training.

[VMware Communities](#) – Connect with other VMware customers and technology experts to discuss products, strategy, planning security, and more.

[Facebook](#) – Connect with VMware Knowledge Base on Facebook.

[VMware Learning & Certification Instructional videos](#)

[Self-paced eLearning courses in a variety of languages](#)

[Workspace ONE Knowledge Base](#) – Comprehensive forum for common questions, solutions and important announcements related to Workspace ONE

Other Resources

[Product Support Centers](#) – Find documentation, troubleshooting guides, webcasts, and other helpful product support resources.

[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, as well as learn 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 \(select the Subscriptions tab\)](#) – Sign up to receive alerts on patches and maintenance releases as they become available.

Appendix B: VMware Partners Programs

OEM Partners

As an OEM Partner, you'll integrate your hardware and software with our technology, support your products running on our virtual machines and co-sell and/or resell our products. You agree to develop L1 and L2 support skills on the products you re-sell and you maintain ownership of providing support on VMware products to your customers.

Embedded OEM Partners (eOEM)

eOEMs represent independent software vendors and independent hardware vendors that tightly integrate VMware products into their own solutions and sell the combined solution worldwide for out-of-the-box offerings and reduced deployment complexity. You agree to develop L1 and L2 support skills on the products you integrate into your solutions and you maintain ownership of providing support on VMware products to your customers.

VMware Cloud Provider Program (VCP)

The VMware Cloud Provider Program is comprised of VMware software-as-a-service offerings and our global ecosystem of VMware Service Provider Partners. It is the ideal solution for all companies that offer hosted services to third parties, including infrastructure as a service (IaaS) providers, cloud service providers (CSPs), application service providers (ASPs), Internet service providers (ISPs) and platform as a service (PaaS) providers. You agree to develop L1 and L2 support skills on the products you re-sell and you maintain ownership of providing support on VMware products to your customers.

Solution Providers

VMware Solution Providers resell VMware technology combined with their expertise and services to design, plan and deploy industry leading virtualization and cloud computing solutions.

Global System Integrators and Outsourcers (SISO)

VMware partners with Global System Integrator and System Outsourcer (SISO) Partners to drive growth and innovation in the enterprise, combining VMware's next-generation technology platforms with partner global presence, deep vertical market experience and business transformation expertise.

Technology Alliance Partner (TAP)

The Technology Alliance Partner (TAP) program enables companies to partner with the global leader in virtualization, with more than 500,000 customers worldwide. Get the tools and resources to build and deliver your solutions on the VMware platform. Test, integrate, and package Application Software, Infrastructure, and Hardware products with VMware products and services across the Software Defined Data Center, End User Computing, and Hybrid Cloud areas – on premise or in the Cloud.

VMware provides Technical Alliance Partner (TAP) members with a limited number of Not for Resale licenses of various VMware products to develop, test, validate or integrate your products on VMware platforms. For additional details on these license and the support associated with please see the VMware Technology Alliance Partner (TAP) Program Guide.

VMware Authorized Training Centers (VATCs)

VMware Authorized Training Centers gain increased value and visibility are authorized educators for VMware products, solutions, and services. The VMware Partner Network enables VATCs to increase their value and visibility by providing marketing tools that include co-branding opportunities, logo usage, placement on the VMware myLearn website, software licenses for demos, and access to VMware authorized training materials.

Partner Learning

Expertise is the key to unlocking bigger deal sizes, better close rates, and higher profits. VMware offers a range of partner training programs to build your solution skills and enable you to become a trusted advisor to customers.

