VMware Extended Support

Bridge the gap between product transitions and upgrades

OVERVIEW
VMware Extended Support is designed to provide security and Severity 1 fixes for your legacy environment while you are migrating to a newer, fully supported version of VMware software products. We are committed to ensuring that you can rely on VMware's enterprise-class worldwide support while you upgrade your systems so you can focus on running your business.

KEY BENEFITS
• Peace of mind while you migrate to a newer environment
• Access to security fixes after a product has reached end of General Support
• Access to hot fixes for Severity 1 issues. A Severity 1 issue occurs when a production server or mission-critical system(s) are down, and no workaround is immediately available.

FEATURE
EXTENDED SUPPORT

Length of Service
Minimum 1 Year
Initial purchase covers 12 months from End of General Support date (EoGS) and can be purchased for up to 2 years

Access to Security Patch
One annual security patch (includes catastrophic/critical security fixes only)

Access to Bug Fixes
Ability to create hot patches for Severity 1 issues

Number of Severity 1 Support Requests
Unlimited

Workarounds for Non-business Critical Issues
Included

Self-help Web-based Support
Included

Products Supported
Horizon® View 7.13
NSX® Data Center for vSphere 6.4.4
vSAN® 6.7
vSphere® 6.5, 6.7
vSphere® Integrated Containers 1.5.4, 1.5.5

Prerequisites
All licenses must be covered by an active Basic or Production Support contract through the end of the Extended Support contract
Migration plan to next fully supported version of software products

Limitations
3rd Party or Open Source software will not be upgraded during the extended period

Exclusions
Maintenance; Server, Client, and Guest OS updates

Purchase Options
Available for purchase in one-year increments, per product and version, contact your account team for pricing and program information

ADDITIONAL INFORMATION
Purchase information can be found by dialing one of VMware's toll free numbers and choosing the Sales Option or contacting one of VMware's resellers.
Additional information about VMware's support policies and offerings can be found in the VMware Technical Support Welcome Guide.