

VMware Customer Experience Improvement Program (CEIP) “Standard” and “Enhanced Support” FAQ

Q. What are the two methods of collecting Product Usage Data?

- A. Within the CEIP, there are two separate methods for the collection of Product Usage Data:
- **“In-Product”**: This data collection method operates on a ‘per product’ basis. This collection is enabled by customer consent during the installation/upgrade of a VMware product and you are presented with the ability to opt-out of such data collection. This form of data collection is specific to the individual product and the scope of data collected is limited to the Product Usage Data for that product alone. Enabling or disabling the data collection for an individual product will not influence the customer’s data collection settings in other VMware products, or within the Standalone Collector method, described below.
 - **“Standalone Collector”** (e.g. Skyline collector): This is a voluntary participation method delivered as part of the customer’s support agreement with VMware, that can be enabled through the installation of a dedicated collector software agent by the customer. Unlike In-Product data collection, the Skyline Collector provides customers with the ability to manage data collection across multiple VMware products simultaneously to provide comprehensive coverage across the customer’s product portfolio. Enabling or disabling data collection within the Skyline Collector will not influence the data collection settings for In-Product collection, which is managed independently.

Q. What are the various levels of participation in the CEIP program?

- A. There are two levels of participation in the CEIP program
- Standard level
 - Enhanced Support level

Note that some VMware products may indicate CEIP program without a specific level. This is equivalent to the Standard level of participation.

Q. What information may be collected under the “Standard” level of participation?

- A. As part of the Customer Experience Improvement Program (CEIP) “Standard” level of participation, VMware regularly collects technical information about your organization’s use of VMware products and services. By participating in the

“Standard” level of the CEIP for any product or service, your organization agrees to share the following data:

- **Configuration Data** – Technical data about how your organization has configured VMware products and services and related environment information. Examples of Configuration Data include version information for VMware products, product environment information, product configuration settings and technical data relating to the devices accessing those products and services.
- **Feature Usage Data** – Data about how your organization uses VMware products and services. Examples of Feature Usage Data include details about which product features your organization uses and metrics of user interface activity without personally identifying the user.
- **Performance Data** – Data about the performance of VMware products and services. Examples of Performance Data include metrics of the performance and scale of VMware products and services, response times for user interfaces, and details about your API calls.

This information is collected in association with your organization’s VMware license key(s). It does not personally identify any individual.

Q. What information may be collected under the “Enhanced Support” level of participation?

- A. As part of the Customer Experience Improvement Program (CEIP) “Enhanced Support” level of participation, VMware regularly collects technical information about your organization’s use of VMware products and services. By participating in the “Enhanced Support” level of the CEIP for any product or service, your organization agrees to share the following data:
- **Configuration Data** – Technical data about how your organization has configured VMware products and services and related environment information. Examples of Configuration Data include version information for VMware products, product environment information, product configuration settings and technical data relating to the devices accessing those products and services.
 - **Feature Usage Data** – Data about how your organization uses VMware products and services. Examples of Feature Usage Data include details about which product features your organization uses and metrics of user interface activity.

- **Performance Data** – Data about the performance of VMware products and services. Examples of Performance Data include metrics of the performance and scale of VMware products and services, response times for user interfaces, and details about your API calls.
- **Product Log Data** – Product Logs that are generated by VMware products during the active deployment of the product. Typically, logs record system events and state during product operations. These logs do not contain customer workload content.

This information is collected in association with your organization’s VMware license key(s).

Q. What does VMware do with the information that is collected?

A. For Standard level:

This information enables VMware to improve its products and services, identify and fix problems and to advise you on how best to deploy and use our products. For example, this information will enable a proactive product deployment discussion with your VMware account team or VMware Support team to help resolve your issues

For Enhanced Support level:

This information enables VMware to improve its products and services, identify and help fix problems, advise you on how best to deploy and use our products, and to provide enhanced technical support. For example, this information will enable a proactive product deployment discussion with your VMware account team or VMware Support team to help resolve your issues.

Q. Is my privacy and network information protected?

A. Yes. VMware safeguards the information that is collected and transmitted from potentially harmful access. The CEIP is not spyware and only collects the limited technical information about your organization’s use of the VMware products and services as detailed above. The information used for CEIP is used to carry out the use cases described, and the customer is provided with a means not to participate in the program (as further explained below).

Q. How do I participate in the CEIP?

A. There are two ways to participate: via In-Product and the Standalone Collector (e.g. Skyline Collector).

- **In-Product** - CEIP Standard and/or Enhanced Support participation is enabled for each individual product so you can decide on a granular basis the products for which your organization would like to participate. Unless the product informs you otherwise, products come configured with CEIP enabled for data collection.

During the installation of your VMware product, a dialog box allows you to elect whether or not to participate in the CEIP. If your organization does not wish to participate in the CEIP for that product, you should uncheck the box.

- **Standalone Collector** (e.g. Skyline Collector) - When participating through the Skyline Collector, CEIP Enhanced Support is enabled and you have additional options to configure collection from individual products and solutions to have more control over the scope of information being collected.

Although we recommend participation in both In-Product and Standalone Collector CEIP, they have independent participation and can be selected separately and are managed independently.

Q. How do I change my preference for participating in the CEIP (“In-Product”)

A. If you want to change your participation in CEIP for a particular product version (when the method of collection is “In-Product”), follow the instructions in the product documentation for that product. [Click here](#) for a list of products approved for CEIP data collection and the link to the product documentation where instructions for participating, or not participating, are included.

When choosing to no longer participate in the CEIP, this change is only applicable to the individual product instance and making such changes does not impact or influence any other products or services where CEIP participation has been agreed to. This includes multiple instances of a VMware Product or Standalone Collector where CEIP participation has been agreed to.

Q. How do I change my preference for participating in the CEIP (for “Standalone Collector”)

A. If you want to change your CEIP participation (when method of collection is “Standalone Collector”), follow the instructions in the documentation for that product or service. [Click here](#) for a list of products approved for CEIP data collection and the link to the product documentation where instructions for participating, or not participating, are included.

When choosing to no longer participate in the CEIP, this change is only applicable to the Standalone collector instance and making such changes does not impact or influence any other products or services where CEIP participation has been agreed to. This includes multiple instances of a VMware Product or Standalone Collector where CEIP participation has been agreed to.

Q. Will VMware contact me if I participate in the CEIP

A. As part of the CEIP, VMware strives to improve our products and services, to fix problems, and to advise you on how best to deploy and use our products including enhanced technical support capabilities. Accordingly, your VMware technical support and account team may contact you to discuss your product deployment. You will not receive marketing communications based on your participation in CEIP.

Q. How long do I participate in the CEIP?

A. Information is collected as long as you use the product or service for which you have agreed to participate in the CEIP or until you decide to stop participating in the CEIP for that product or service.

Q. How do I know if the product I purchased participates in VMware’s In-Product Customer Experience Improvement Program?

A. All products or services that participate in VMware’s CEIP are listed in the CEIP Product Table [here](#). Any VMware products that collect usage data for improvement purposes and were established prior to VMware’s CEIP, will have independent disclosures relating to the collection of technical and usage data within the product and applicable documentation.

Q. What if I purchase a bundle of products?

A. CEIP participation is on a per product basis for “In-Product” participation, which means that each individual product making up a bundle will implement the process for CEIP and solicit customer participation. Accordingly, the products making up the bundle will be individually listed in the chart set forth [here](#) if they participate in CEIP and the name of the bundle will not be listed. For “Standalone Collector” CEIP participation, each deployed collector is setup and offers the ability to configure collection for one or more products individually. Accordingly, the individual products being configured may make up the bundle, yet will be individually listed and configured.

