



## VMware Is Now Supporting EMC Ionix Acquired Products

Dear VMware Customer,

It is official! VMware is now providing technical support for the following products and is committed to delivering the highest level of support and service for these products without interruption:

- VMware Service Manager (formerly known as EMC Ionix Service Manager and InfraEnterprise)
- VMware vCenter™ Application Discovery Manager (formerly known as EMC Ionix Application Discovery Manager and nLayers Application Discovery Manager)
- VMware vCenter Configuration Manager (formerly known as EMC Ionix Server Configuration Manager and Configuresoft Enterprise Configuration Manager)
- VMware vCenter Application Stack Manager and will be sold as part of vCenter Configuration Manager (formerly known as EMC Ionix Application Stack Manager and FastScale Application Stack Manager)
- VMware vCenter Configuration Analytics Manager (formerly known as EMC Ionix Configuration Analytics Manager and Configuresoft Configuration Intelligence Analytics)

As of today, your support contract(s) is/are now based on the features and service level agreements of VMware Support and Subscription (SnS) offerings ([Basic and Production](#)). Please note that VMware Support covers software only. EMC will continue to provide hardware support for the term of your contract.

In our previous email communication, we informed you we were loading your contact, product and support contract information into our systems. Please read below for important details about the status of this project and how it may affect you.

### VMware Account and Support Contracts

You should have received separate emails from us with details about your VMware Account and VMware Support Contracts.

If you haven't already done so, we highly recommend you verify your VMware Account information and update the address and telephone information accordingly to avoid potential delays in service. To update your information, go to [Forgot your password?](#) and set your password, and then go to [Login and update your profile](#).

We have loaded approximately 90 percent of the active support contracts into our systems and are working diligently to ensure they all will be loaded by the end of July 2010. As VMware is dedicated to providing you with the best customer support experience, we will not deny service through the month of August 2010 while these final support contracts with your entitled products are being loaded into our systems.

For questions on your Support Contracts, please do not hesitate to contact the VMware Licensing Support team via the [Web or telephone](#) or [live online chat](#).

### VMware Support Contract Renewals

Starting July 2010, VMware will begin sending renewal quotes to customers whose contracts have expired or will be expiring in July, August and September 2010. A VMware Support Sales Representative will be contacting

you to ensure continuous, uninterrupted service. If your support contract was expected to expire prior to June 30, 2010, you may have received a renewal quote from EMC. Please note that quotes are valid only for 60 days after the date of issue. Renewal quotes being processed now will be completed by EMC. Please contact our VMware Renewals team at [EMCionixRenewals@vmware.com](mailto:EMCionixRenewals@vmware.com) to actively request a renewal quote.

### Contacting VMware Technical Support

Starting July 1, 2010, [local business hours](#), you will be able to contact technical support via VMware support [Web site and telephone numbers](#). The main support line at VMware is 1-877-4VMWARE (1-877-486-9273); check our website for alternate [worldwide phone numbers](#). EMC has also updated Powerlink to remind you that technical support for these products has now shifted to VMware.

**New Support Requests**—You can file new technical support requests via the [Web or telephone](#). Remember, your VMware Profile holds your unique VMware Customer Number and should be used when contacting VMware Support. All Support Requests (via the web or telephone), receive an email confirmation with a VMware Support Request number.

**Powerlink Support Requests**—VMware migrated your open support case(s) into our case management system. We have added two zeros to the beginning of your 8-digit Powerlink number to follow our standard 10-digit numbering schema. This 10-digit support request number can be used anywhere it is mentioned to reference your VMware Support Request number. In addition, we will be loading your past EMC Ionix support requests during the month of July so we have your complete support history.

### Support Acquisitions Page

The [Ionix Acquisition Support Web page](#) is available to help you familiarize yourself with key information and self-help resources for the acquired products, before you explore on your own to learn all about the available information on [www.vmware.com/support](http://www.vmware.com/support). You will find key links to helpful resources such as product support centers, how-to guides (e.g. filing a support request, escalating a case), technical articles, and frequently asked questions. Please be sure to [review the FAQ](#) to understand your support benefits and the differences from your EMC support offerings.

### Questions? Contact Us Today

Please do not hesitate to reach out to our worldwide teams for [assistance](#) for any licensing, technical support or support renewal issues you may have.

Thank you for your continued business. We look forward to serving you.

Sincerely,

Mark Ritacco  
Vice President of Operations, VMware Global Support Services

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