

VMWARE SUPPORT BY PRODUCT MATRIX

Quick Reference Guide

SUPPORT OFFERING	PRODUCTS SUPPORTED
Basic	All Products (excluding Fusion and VMware Integrated OpenStack)
Production	All Products (excluding Fusion)
Business Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Hybrid Cloud Extension, Pivotal Container Service and recently acquired or emerging products)
Healthcare Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Hybrid Cloud Extension, Pivotal Container Service and recently acquired or emerging products)
Mission Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Hybrid Cloud Extension, Pivotal Container Service and recently acquired or emerging products)
Mission Critical for Workspace ONE	All VMware Workspace ONE products included when purchasing Workspace ONE Standard, Advanced or Enterprise Editions
Mission Critical Plus	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Pivotal, Hybrid Cloud Extension, Pivotal Container Service and recently acquired or emerging products)
Extended Support	vSphere 5.0, 5.1, 5.5 Horizon (View) 4.x, 5.x, 6.0 Site Recovery Manager 5.0, 5.1, 5.5, 5.8
IaaS Production	vCloud Air Virtual Private Cloud vCloud Air Dedicated Cloud vCloud Air Disaster Recovery vCloud Government Service Provided by Carpathia
OnDemand Services Online	vCloud Air Virtual Private Cloud OnDemand vCloud Air SQL
OnDemand Services Production	vCloud Air Virtual Private Cloud OnDemand vCloud Air SQL
SaaS Basic	Socialcast Workspace ONE vRealize Business Enterprise (ITFM)
SaaS Production	AppDefense Aptelligent by VMware Cost Insight Discovery Horizon Cloud Log Intelligence Network Insight NSX SD-WAN by VeloCloud Site Recovery Socialcast VMware Cloud on AWS vRealize Business Enterprise (ITFM) Wavefront by VMware Workspace ONE



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SDK and API Support	<p>CIM SDK (SMASH – SMI-S) Horizon View Session Enhancement SDK NSX for vSphere REST API (except NetX / EpSec SDKs) PowerCLI for View PyvMomi Remote Console API ThinApp SDK vCenter Single Sign On SDK vCloud API vCloud SDK for .NET vCloud SDK for Java vCloud SDK for PHP vCloud Suite SDK for Java Virtual Disk Development vRealize Automation Center</p>	<p>vRealize Operations Manager SDK vRealize Orchestrator API (creation of custom plugins and workflows) vSphere Automation SDK for Java vSphere Automation SDK for .Net vSphere Automation SDK for Perl vSphere Automation SDK for Python vSphere Automation SDK for REST vSphere Command Line Interface vSphere ESX Agent Manager SDK vSphere Guest SDK vSphere Management Assistant – vCLI vSphere Power CLI vSphere SDK for Perl vSphere Web Client SDK vSphere Web Services SDK</p>
U.S. Federal	Depends on support contract purchased	
Per Incident	<p>Fusion Fusion Pro vCenter Converter Standalone vSphere Essentials</p>	<p>vSphere Hypervisor ESXi Workstation Pro Workstation Player</p>

