

# VMware Support by Product Matrix

## Quick Reference Guide

Support Offering	Products Supported
Basic Support	All on-premises products (excluding Fusion, VMware Integrated OpenStack, vSAN, and NSX)
Cloud Services Basic Support	Workspace ONE vRealize Business Enterprise (ITFM) VMware Cloud
Production Support	All On-Premises Products (excluding Fusion)
Cloud Services Production Support	All Cloud Service Offerings
U.S. Federal Production Support	All on-premises Production Support eligible products, Workspace ONE and VMware Cloud on AWS
VMware Select Support	vSphere vSAN NSX HCX SDDC Manager Site Recovery Manager TKG for vSphere VMware Aria Suite VMware Cloud Foundation VMware Cloud Director

## VMware Product Support Matrix

<p>Per Incident Support</p>	<p>Fusion</p> <p>Fusion Pro*</p> <p>vSphere Essentials</p> <p>vSphere Hypervisor ESXI</p> <p>Workstation Player*</p> <p>Workstation Pro*</p> <p>*Eligible for optional Basic and Production Support</p>
<p>Mission Critical Support for Support Partners</p>	<p>All products with underlying Production Support entitlements excluding:</p> <p>CloudHealth</p> <p>VMware Carbon Black</p> <p>VMware SASE products</p> <p>VMware Greenplum (formerly VMware Tanzu Greenplum)</p> <p>VMware Tanzu SQL</p> <p>VMware Tanzu Gemfire</p> <p>VMware Tanzu Application Service</p> <p>VMware Tanzu Standard Runtime</p> <p>VMware Tanzu Observability by Wavefront</p> <p>VMware Tanzu Build Service</p> <p>VMware Tanzu Application Platform</p>

<p>SDK and API Support</p>	<p>SIM SDK (SMASH – SMI-S)</p> <p>DRaaS API</p> <p>Horizon Server 7.0 REST API</p> <p>Horizon View Session Enhancement SDK</p> <p>HTML Console SDK</p> <p>NSX-T REST API Java SDK</p> <p>NSX-T REST API Python SDK</p> <p>NSX-V REST API (except NetX/EpSec SDKs)</p> <p>NSX VMC-AWS Integration API and Policy API</p> <p>OvfManager SDK</p> <p>pyVmomi (SOAP API's)</p> <p>SD-WAN API (for SD-WAN/VeloCloud customers)</p> <p>Site Recovery Manager (SRM) SDK</p> <p>Storage Monitoring Service (SMS) SDK</p> <p>Storage Policy Based Management (SPBM) SDK</p> <p>ThinApp SDK</p> <p>vCenter Single Sign On (SSO) SDK</p> <p>vCloud Director Rest API</p> <p>Virtual Disk Development Kit (VDDK)</p> <p>VMC-AWS REST API (for SDK+Premier Support/VMware Success 360 entitled customers)</p> <p>VMware Power CLI</p> <p>vRealize/VMware Aria Automation IPAM SDK</p> <p>vRealize/VMware Aria Automation SDK/API</p>
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	<p>vRealize/VMware Aria Operations Manager SDK/API</p> <p>vRealize/VMware Aria Orchestrator API (creation of custom plug-ins and workflows)</p> <p>vSAN Management SDK for Java, .Net and Python</p> <p>vSphere DataCenter CLI – vDC CLI</p> <p>vSphere ESX Agent Manager SDK</p> <p>vSphere ESXCLI (standalone only – Commandlets)</p> <p>vSphere Management Assistant – vCLI</p> <p>vSphere Management SDK for Java and Python</p> <p>vSphere Automation SDK for Java and Python</p> <p>*Terraform Providers and GitHub deliverables not supported*</p>
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Retired Support Offerings	
VMware Success 360	<a href="#">VMware Success 360 Supported Products Guide</a> <i>No longer available to purchase as of November 22, 2023</i>
Premier Support Premier for Financial Premier for Telco Premier for Healthcare Premier for Federal Premier Support Resident Engineer Premier Support Account Manager	All products with underlying production support entitlements (Excluding VMware Carbon Black, CloudHealth, SD-WAN, and SASE products and select VMware Tanzu products) <i>No longer available for purchase as of April 1, 2021</i>
Business Critical, Healthcare Critical, Mission Critical	All on-premises Production Support eligible products (excluding Workstation Player, Workstation Pro, Workspace ONE, Socialcast, Pivotal Container Service and recently acquired or emerging products) <i>No longer available for purchase as of September 2, 2019</i>
Carrier Grade	VMware vCloud NFV (vSphere, vCD-SP, vSAN, VMware NSX, VMware SRM, vROps, Log Insight, vSphere Replication) <i>No longer available for purchase as of September 2, 2019</i>
Mission Critical Plus	All Mission Critical and Mission Critical Support for Workspace ONE eligible products <i>No longer available for purchase September 2, 2019</i>

## VMware Product Support Matrix

Mission Cloud for Workspace ONE	All VMware Workspace One Products (excluding Horizon Cloud) <i>No longer available for purchase of September 2, 2019</i>
U.S. Federal Basic	<i>No longer available for purchase as of August 9, 2018. More information is available <a href="#">here</a>.</i>
Complimentary Support	<i>No longer available for purchase as of January 1, 2024.</i>