

VMware Support by Product Matrix

March 2017

SUPPORT OFFERING	PRODUCTS SUPPORTED	
Basic	All Products (excluding Fusion)	
Production	All Products (excluding Fusion)	
Business Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Pro, Horizon Air / Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Pivotal, Photon Platform and recently acquired or emerging products)	
Healthcare Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Pro, Horizon Air / Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Pivotal, Photon Platform and recently acquired or emerging products)	
Mission Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Pro, Horizon Air / Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Pivotal, Photon Platform and recently acquired or emerging products)	
Extended Support	vSphere 5.0, 5.1, 5.5 vCloud Director 5.5	Site Recovery Manager 5.0, 5.1, 5.5, 5.8 Horizon (View) 4.x, 5.x, 6.0
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 Dedicated Cloud Platform Socialcast SaaS Platform	Socialcast Town Hall Add On for SaaS or Dedicated Cloud Platform vRealize Business Enterprise (ITFM)
SaaS Production	Horizon Air / Horizon Cloud Socialcast Dedicated Cloud Platform Socialcast SaaS Platform	Socialcast Town Hall Add On for SaaS or Dedicated Cloud Platform vRealize Air Compliance vRealize Business Enterprise (ITFM)
SDK and API Support	CIM SDK (SMASH – SMI-S) Horizon View Session Enhancement SDK NSX for vSphere REST API (except NetX / EpSec SDKs) PowerCLI for View 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 vRealize Operations Manager SDK vRealize Orchestrator API (creation of custom plugins and workflows) vSphere Command Line Interface vSphere ESX Agent Manager SDK vSphere Guest SDK vSphere Management Assistant - vCLI vSphere PowerCLI vSphere SDK for Perl vSphere Web Client SDK vSphere Web Services SDK
U.S. Federal	Depends on support contract purchased	
Per Incident	Fusion Fusion Pro vCenter Converter Standalone vSphere Essentials	vSphere Hypervisor (ESXi) Workstation Pro Workstation Player



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