

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 |
| Per Incident Support | Fusion Fusion Pro* vSphere Essentials vSphere Hypervisor ESXi Workstation Player* Workstation Pro* *Eligible for optional Basic and Production Support |
| SDK and API Support | CIM SDK (SMASH – SMI-S) DRaaS API Horizon Server 7.0 REST API Horizon View Session Enhancement SDK HTML Console SDK NSX-T REST API Java SDK NSX-T REST API Python SDK NSX-V REST API (except NetX / EpSec SDKs) NSX VMC-AWS Integration API and Policy API OvfManager SDK pyVmomi (SOAP APIs) SD-WAN API (for SD-WAN/VeloCloud customers) Site Recover Manager (SRM) SDK Storage Monitoring Service (SMS) SDK Storage Policy Based Management (SPBM) SDK ThinApp SDK vCenter Single Sign On (SSO) SDK |

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| <p>SDK and API Support</p> | <p>vCloud Director REST API Virtual Disk Development Kit (VDDK) Virtual Infrastructure JSON API VMC-AWS REST API (for SDK+Premier Support/Success 360 entitled customers) VMware PowerCLI vRealize/Aria Automation IPAM SDK vRealize/Aria Automation SDK/API vRealize/Aria Operations Manager SDK/API vRealize/Aria Orchestrator API (creation of custom plug-ins and workflows) vSAN Management SDK for Java, .Net and Python vSphere DataCenter CLI – vDC CLI vSphere ESX Agent Manager SDK vSphere ESXCLI (standalone only – Commandlets) vSphere Management Assistant – vCLI vSphere Management SDK for Java and Python vSphere Automation SDK for Java and Python *Terraform Providers and GitHub deliverables not supported*</p> |
| <p>Mission Critical Support for Support Partners</p> | <p>All products with underlying Production Support entitlements excluding:</p> <ul style="list-style-type: none"> CloudHealth VMware Carbon Black VMware SASE products VMware Greenplum (formerly VMware Tanzu Greenplum) VMware Tanzu SQL VMware Tanzu Gemfire VMware Tanzu RabbitMQ VMware Tanzu Application Service VMware Tanzu Standard Runtime VMware Tanzu Observability by Wavefront VMware Tanzu Build Service VMware Tanzu Application Platform |
| <p>U.S. Federal Support for Partners</p> | <p>All U.S. Federal Production Support eligible products excluding:</p> <ul style="list-style-type: none"> CloudHealth VMware Carbon Black VMware SASE products VMware Greenplum (formerly VMware Tanzu Greenplum) VMware Tanzu SQL VMware Tanzu Gemfire VMware Tanzu RabbitMQ VMware Tanzu Application Service VMware Tanzu Standard Runtime VMware Tanzu Observability by Wavefront VMware Tanzu Build Service VMware Tanzu Application Platform |

| RETIRED SUPPORT OFFERINGS | |
|---|--|
| 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 Carbon Black, CloudHealth, SD-WAN and SASE products and select 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 as of September 2, 2019</i> |
| Mission Critical for Workspace ONE | All VMware Workspace ONE Products (excluding Horizon Cloud) <i>No longer available for purchase as of September 2, 2019</i> |
| U.S. Federal Basic | <i>No longer available for purchase as of August 9, 2018. More information is available here.</i> |

[1] The purchase of Production Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product.