

VMware Support by Product Matrix

Quick Reference Guide

SUPPORT OFFERING	PRODUCTS SUPPORTED
Basic	All On-Premises Products (excluding Fusion, VMware Integrated OpenStack, vSAN, NSX Data Center)
Production	All On-Premises Products (excluding Fusion)
Premier Support, Premier for Financial, Premier for Telco, Premier for Healthcare	All Products with Production Level Support (excluding Fusion and newly acquired products)
Extended Support	vSphere 6.0 Smart Assurance 9.4 vCenter Site Recovery Manager 5.5 Horizon View 5.x, 6.0 Mirage 5.9 ThinApp 5.x Horizon FLEX Policy Server 1.x vSphere Integrated Containers 1.54, 1.5.5
Cloud Services Basic Support	Workspace ONE vRealize Business Enterprise (ITFM) VMware Cloud
Cloud Services Production Support	All Cloud Service Offerings
SDK and API Support	CIM SDK (SMASH – SMI-S) 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) Remote Console API Site Recover Manager (SRM) SDK Storage Monitoring Service (SMS) SDK Storage Policy Based Management (SPBM) SDK ThinApp SDK vCenter Single Sign On SDK vCloud Director REST API Virtual Disk Development

SDK and API Support	<p>VMware PowerCLI vRealize Automation (vRA) SDK vRealize Operations Manager (vROPs) SDK vRealize Orchestrator API (creation of custom plug-ins and workflows) vSAN Management SDK for Python vSAN Management SDK for .Net vSAN Management SDK for Java vSAN Management SDK for Perl vSphere DataCenter CLI – DC CLI vSphere ESX Agent Manager SDK vSphere ESXCLI Standalone vSphere Guest SDK vSphere Management Assistant – vCLI vSphere Management SDK for Java vSphere Web Client SDK</p>
U.S. Federal Production	All On-Premises Production Support Eligible Products
U.S. Federal Premier	All Products with Production Level Support
Per Incident	<p>Fusion Fusion Pro* vSphere Essentials vSphere Hypervisor ESXi Workstation Player* Workstation Pro* *Eligible for optional Basic and Production Support</p>
RETIRED SUPPORT OFFERINGS	
Business Critical, Healthcare Critical, Mission Critical	<p>All On-Premises Production Support Eligible Products (excluding Fusion, Fusion Pro, 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></p>
Carrier Grade	<p>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></p>
Mission Critical Plus	<p>All Mission Critical and Mission Critical Support for Workspace ONE Eligible Products <i>No longer available for purchase as of September 2, 2019</i></p>
Mission Critical for Workspace ONE	<p>All VMware Workspace ONE Products (excluding Horizon Cloud) <i>No longer available for purchase as of September 2, 2019</i></p>
U.S. Federal Basic	<p><i>No longer available for purchase as of August 9, 2018. More information here.</i></p>

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

