

VMware Support by Product Matrix

Quick Reference Guide

SUPPORT OFFERING	PRODUCTS SUPPORTED
Basic	All On Premise Products (excluding Fusion, VMware Integrated OpenStack, vSAN, NSX Data Center)
Production	All On Premise 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)
Business Critical, Healthcare Critical, Mission Critical	All On Premise Production Support Eligible Products (excluding Fusion, Fusion Pro, Workstation Player, Workstation Pro, Workspace ONE, Socialcast, Pivotal Container Service and recently acquired or emerging products)
Mission Critical for Workspace ONE	All VMware Workspace ONE Products (excluding Horizon Cloud)
Mission Critical Plus	All Mission Critical and Mission Critical Support for Workspace ONE Eligible Products
Extended Support	vSphere 6.0 Horizon (View) 5.x, 6.0 Horizon FLEX 1.x Mirage 5.9 Site Recovery Manager 6.0, 6.1
Cloud Services Basic Support	Workspace ONE vRealize Business Enterprise (ITFM)
Cloud Services Production Support	All Cloud Service Offerings
SDK and API Support	Center vSAN CIM SDK (SMASH – SMI-S) Console API Disk Development Horizon Server 7.0 REST API Horizon View Session Enhancement SDK HTML Console SDK Management SDK for Java vSAN Management NSX - T REST API Java SDK NSX - T REST API Python SDK NSX for vSphere REST API (except NetX / EpSec) SDK for Perl Site Recover Manager (SRM) SDK Storage Monitoring Service (SMS) SDK Storage Policy Based Management (SPBM) SDK ThinApp vCenter Single Sign On SDK vCloud Director REST API vCloud REST API VMware PowerCLI vRealize Automation (vRA) SDK vRealize Operations Manager (vROPs) SDK vRealize Orchestrator API (creation of custom plug-ins and workflows) vSAN Management for Python vSAN Management SDK for .Net vSphere ESX Agent Manager SDK vSphere ESXCLI Standalone vSphere Guest SDK vSphere Management Assistant vSphere Management SDK for .NET vSphere Management SDK for Java vSphere Web Client SDK vSphere Web Services SDK
U.S. Federal Basic	No longer available for purchase as of August 9, 2018. More information here .
U.S. Federal Production	All On Premise Production Support Eligible Products
U.S. Federal Premier	All Products with Production Level Support
Per Incident	Fusion Fusion Pro* vSphere Essentials vSphere Hypervisor ESXi Workstation Player * Workstation Pro * * Eligible for optional Basic and Production Support

