

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)
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 5.5 Horizon (View) 4.x, 5.x, 6.0 Horizon FLEX 1.x Mirage 5.9 Site Recovery Manager 5.0, 5.1, 5.5, 5.8
SaaS Basic	Workspace ONE vRealize Business Enterprise (ITFM)
SaaS Production	All Cloud Service Offerings
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 PyvMomi Remote Console API ThinApp SDK vCenter Single Sign On SDK vCloud API vCloud SDK for .NET vCloud SDK for Java vCloud SDK or PHP vCloud Suite SDK for Java Virtual Disk Development vRealize Automation Center vSAN Management SDK for Java vSAN Management SDK for Perl vRealize Operations Manager SDK vRealize Operations Manager SDK vRealize Orchestrator API (creation of custom plug-ins and workflows) vSphere Automation SDK for Java vSphere Automation SDK for .NET vSphere Automation SDK for Perl vSphere Automation SDK for Python vSphere Automation SDK for REST vSphere Client SDK vSphere Command Line Interface vSphere ESX Agent Manager SDK vSphere Guest SDK vSphere Management Assistant – vCLI vSphere Power CLI vSphere SDK for Perl vSphere Web Client SDK vSphere Web Services SDK vSAN Management SDK for .Net vSAN Management for Python
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
Per Incident	Fusion Fusion Pro * vCenter Converter Standalone vSphere Essentials vSphere Hypervisor ESXi Workstation Player * Workstation Pro * * Eligible for optional Basic and Production Support

