VMware Technical Support Welcome Guide

March 2017

Thank you for using VMware products and services.

Technical support is a vital part of the total VMware customer experience. We want you to get the most from our products long after the initial sale and installation. We are dedicated to ensuring that every issue is resolved to your satisfaction. To enable you to maximize the return on your investment, we offer a suite of support offerings designed to meet your business needs.

The information contained herein is believed to be accurate as of the date of publication, but updates may be posted periodically and without notice to www.vmware.com/support. In the event of any inconsistency between this document and the terms of your contract with VMware, the terms of your contract with VMware will govern.

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Introduction

Welcome to VMware Global Support Services (GSS).

Building an Effective Support Relationship

The effectiveness of any support interaction depends upon the technical knowledge, problem-solving skills, and communication skills of both your administrators and our VMware GSS Technical Support Engineers (TSEs). With the introduction of My VMware in 2012, we integrated many of the functions that were spread across multiple portals to provide a centralized view of the information you need.

The purpose of this welcome guide is to help you manage your business more effectively in your support interactions with VMware. We strive to ensure your success by delivering industry-leading, world-class services and support.

Therefore, the following information is offered to help you navigate your experience with VMware: Best Practices, Understanding Severities, Support Request Life Cycle, GSS Offerings, and Additional Information.

Note: if you are a customer using products of companies recently acquired by VMware, the processes and guidelines outlined in this document may not apply to you. You may be directed to continue using existing technical support procedures of those companies for a period of time before being transitioned to the VMware GSS process.

Best Practices

Based on our experience in supporting customers with virtualization infrastructures and cloud computing, we would like to share with you some recommendations and best practices for a highly effective support relationship.

We have found that customers who invest in educating their administrators are much more effective in defining the symptoms of technical problems and working with us to resolve the underlying issues. VMware Education services offers a variety of delivery options ranging from short, free videos to intensive, hands-on, multi-day classes to give your team the knowledge and skills needed to get the greatest return on your VMware investment. VMware certification offers a proven way to validate and confirm the knowledge, skills, and credentials of your team members, ensuring that they can properly deploy and maintain VMware virtualization technology. Learn more on the VMware Training Web site.

Plan Ahead

Before deploying our products, it is beneficial to review VMware release notes and other related technical documentation for your environment. Of particular interest are the installation, configuration, and running of guest operating systems. We also recommend that you carefully define your project plans and include adequate test time and a “crisis” plan to ensure your administrators know how to contact all vendors involved. For more complex infrastructure changes, VMware offers a variety of consulting services to help you assess your existing systems and applications, then use that knowledge to plan, build, and manage your virtual infrastructure.

Assign Appropriate Resources

Individuals assigned to deploy VMware products should be experienced in the installation, operation, and maintenance of the hardware, desktop, server, network operating systems, storage, and applications in your environment before installing VMware software. Many installation issues are actually issues with third-party components and software. These issues would exist regardless of whether you were installing on a physical machine or a virtual machine. If you require assistance, VMware consultants are available to identify the best solution for your environment, develop the solution, and implement it right the first time.

Utilize Self-Help Resources

Organizations can take full advantage of VMware self-help tools available on the Web. From our support resources page, you can find links to technical documentation and Knowledge Base solutions, discuss issues with other administrators in our community forums, and review our white papers, technical notes, and compatibility guides. Available self-help resources can be found under Appendix A.

Provide Complete and Accurate Information

With many VMware products, accurate and timely issue resolution depends on accurate and timely information. If a virtual machine exhibits abnormalities or crashes, please collect the appropriate log files and system data as described in the following Knowledge Base article: http://kb.vmware.com/kb/1008524.

Register Your Products

Some VMware products require registration to associate your support agreement with the correct product. Visit the product registration site for more details.

Customer Roles and Responsibilities

My VMware Roles and Responsibilities

VMware can work more efficiently with your organization by collaborating with a regular set of contacts for technical as well as support-contract issues. In the My VMware site for managing product licenses, support, and downloads, we define three types of customer contacts for every agreement: Super User, Procurement Contact, and Administrator (described in more detail in the following sections).

Customer Roles Available with My VMware

Super User, Procurement Contact, and Administrator are the only official roles that interface with the My VMware environment. The Super User and Procurement Contact can assign and delegate permissions to other My VMware users as appropriate.

Super User

A Super User can manage license keys and users on behalf of an account, add and remove permissions associated with account users, add or remove users, and reassign the Super User role to another user. There can be only one Super User for each account, but the same person may serve as Super User for multiple accounts.

Procurement Contact

A Procurement Contact can manage license keys and support on behalf of a specific account and delegate and remove user permissions. The same person may act as Super User and Procurement Contact.

Administrator

The Administrator role gives My VMware users additional options for managing their accounts without assistance from VMware. The Administrator role can be assigned to users by the Super User, Procurement Contact, or any user who has the Manage Role permission at the folder level. An additional permission (View Orders and Contracts associated with licenses in their Folders) is now available at the folder level that can be assigned to the Administrator or to other folder users as needed.

All others will be designated “users” with assigned permissions. In My VMware, folders are used to manage and organize product license keys and support. By default, users will be associated to at least one folder and have permission to download products associated to the account. Additional account permissions may be granted to users by the Super User or Procurement Contact.

Permissions and Rights Available with My VMware

Permissions can be assigned by the Super User or Procurement Contact for the following activities:

- View and manage product licenses and support details by account
- Get support and file support requests
- View and manage evaluations
- View orders and support contract details
- Create folders to better organize license keys
- Manage user rights and permissions for license key management and support details
- Request a renewal quote for support contracts

Designation of the Super User and Procurement Contact for an Account

New customers will identify the License End User on the purchase order, and that person will become the Super User for the new entitlement account.

Super User May Reassign His or Her Role

The Super User can reassign his or her role within My VMware to any user associated to his or her account. Or, Super Users may contact VMware Customer Service for assistance.

Finding the Super User and Procurement Contacts for Each Account with Which You Are Associated

The Super User and Procurement Contact will be noted in your account when you visit the Account Summary page. You will continue to use your own corporate email to contact him or her directly.

Adding a User to Your Account

If you have the appropriate permissions, you will be able to add any user to your account. All existing License and Support Administrators, as well as any Registered Users, will be added to the account automatically.

Access to Your Account by Third Parties Outside of Your Organization

You will be able to grant third parties access to your account. VMware will not give third parties access to your account unless they were previously associated to your account before the launch of My VMware.

VMware Support Roles and Responsibilities

There are four types of support professionals working in the VMware Support organization. By understanding which group to contact, you will be able to more quickly address any concerns.

Licensing Support Team

Contact these individuals when requesting help with troubleshooting VMware accounts, product licensing, or support contract issue. Their responsibilities include, but are not limited to:

- Resolving account issues
- Clarifying questions about delegating account-level and folder-level permissions
- Answering questions about upgrade and downgrade
- Clarifying license-compliance questions
- Resolving product-licensing issues

Customer Support Representative

A customer support representative (CSR) will help you if you submit a support request by phone. Their responsibilities include, but are not limited to:

- Accurately and thoroughly logging your support requests into our tracking system
- Giving you the tracking number used to identify your support request
- Setting appropriate expectations regarding initial response times, based on your support agreement and the severity of your issue

Technical Support Engineer

Your support requests are assigned to a TSE. The TSE is your main contact for providing technical support and guidance. Their responsibilities may include, but are not limited to:

- Responding to support requests by email or telephone
- Recreating your technical environment to replicate and troubleshoot the issue
- Researching, identifying, and resolving the incident and subsequent issues
- Working with other VMware departments to resolve issues

Understanding Technical Support Severities

On-Premises Severity Definitions

The severity level is a measure of the relative impact of the technical issue on your systems or business. Accurately defining the severity ensures a timely response and helps VMware to understand the nature of your issue.

Severity 1 means your production server or other mission-critical system(s) are down, and no workaround is immediately available.

- All or a substantial portion of your mission critical data is at a significant risk of loss or corruption.
- You have had a substantial loss of service.
- Your business operations have been severely disrupted.
- Severity 1 support requires you to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours, as required.

Severity 2 occurs when a major functionality is severely impaired.

- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
- A major milestone is at risk. Ongoing and incremental installations are affected.
- A temporary workaround is available.

Severity 3 involves partial, non-critical loss of functionality of the software.

- Some components have impaired operations, but users can continue using the software.
- Initial installation milestones are at minimal risk.

Severity 4 refers to general usage questions.

- Cosmetic issues, including errors in the documentation

Software as a Service (SaaS) Severity Definitions

Critical (Severity 1) means there is a critical production issue affecting all users, including system unavailability and data integrity issues with no workaround available.

- Service is down or unavailable.
- A critical part of the software-as-a-service infrastructure is unavailable or inaccessible, resulting in total disruption of work or critical business impact.
- Service crashes or hangs indefinitely causing unacceptable or indefinite delays for resources or response.
- Data is corrupted or lost and must restore from backup.
- A critical documented feature or function is not available.

Severity 1 issues identified by the customer that are not related to a service interruption or outage require the customer to have dedicated resources available to work on the issue on an ongoing basis, during contractual hours.

Major (Severity 2) occurs when a major functionality is impacted or significant performance degradation is experienced. The issue is persistent and affects many users and/or major functionality. No reasonable workaround is available.

- Service is operational but performance is highly degraded to the point of major impact on usage.
- Important features of the software-as-a-service offering are unavailable, with no acceptable workaround; however, operations can continue in a restricted fashion.
- Access to a particular third-party application or service provider deemed noncritical is impacted.

Minor (Severity 3) involves a system performance issue or bug affecting some, but not all users. A short-term workaround is available, but not scalable.

- Service is operational but partially degraded for some or all customers, and an acceptable workaround or solution exists.
- The problem is with a non-critical feature or functionality.

Cosmetic (Severity 4) refers to an inquiry regarding a routine technical issue; information requested on application capabilities, navigation, installation, or configuration; or a bug affecting a small number of users. An acceptable workaround is available.

- Minor problem not impacting service functionality
- Enhancement requests or missing or erroneous documentation
- Minor problem or question that does not affect delivery of service

Infrastructure as a Service (IaaS) Severity Definitions

Critical (IaaS Severity 1) means there is a critical production issue affecting all users, including system unavailability and data integrity issues, with no workaround available.

- Critical production issue affecting all users, including service unavailability and data integrity issues with no workaround available
- Service crashes or hangs indefinitely causing unacceptable or indefinite delays for resources or response
- Severity 1 issues identified by the customer not related to a service interruption or outage require the customer to have dedicated resources available to work on the issue on an ongoing basis, or the severity level will drop to Severity 2.

Major (IaaS Severity 2) occurs when a major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround is available.

- Major functionality is impacted or significant performance degradation is experienced. Issue is persistent and affects many users and/or major functionality. No reasonable workaround is available.
- Important features of the service offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Minor (IaaS Severity 3) involves a system performance issue affecting some, but not all users. A short-term workaround is available, but not scalable.

- Service is operational but partially degraded for some or all customers, and an acceptable workaround or solution exists.
- The problem is with a non-critical feature or functionality.

Cosmetic (IaaS Severity 4) refers to an inquiry regarding a routine technical issue, information requested on service capabilities, or a bug affecting a small number of users. An acceptable workaround is available.

- Enhancement requests, missing or erroneous documentation

Carrier Grade Support (CGS) Severity Definitions

Critical (CGS Severity 1) means Customer's production system or other mission critical system(s) are down and no workaround such as application level redundancy is immediately available, or (i) all or a substantial portion of Customer's mission critical data is at a significant risk of loss or corruption; (ii) Customer has had a substantial loss of service or capacity (>10%); or (iii) Customer's business operations have been severely disrupted

Major (CGS Severity 2) means that major functionality of the Customers system is severely impaired such that (i) operations can continue in a restricted fashion, but normal day to day management or configuration of the system has been adversely affected; or (ii) a major deployment milestone is at risk; ongoing and incremental installations or upgrades are affected; (iii) Customer has a minor loss of capacity (<10%); (iv) Customer has loss some or all of their redundancy functionality; or (v) there is a substantial risk of an imminent service outage.

Minor (CGS Severity 3) means a partial, non-critical loss of functionality of the Software such that: (i) the operation of some component(s) is impaired but allows the Customer to continue using the Software; or (ii) initial installation milestones are at minimal risk; or (iii) failures of the Software that do not affect the normal daily operations of the Customer's system.

Cosmetic (CGS Severity 4) means general usage questions and cosmetic issues, including errors in the Documentation, or general issues with performance management or logging functionality.

Support Request Life Cycle

Whether you contact VMware by phone or the My VMware portal, your support request is promptly logged and your issue is then assigned to the appropriate individual.

Support request stages include:

- Creating your profile
- Collecting information to help troubleshoot the problem
- Submitting a support request
- Working the problem with the appropriate TSE
- Closing the support request

Keep Your Account and Profile Up to Date

To file a support request, you must have a My VMware profile and maintain your profile information.

To file a support request, you must:

- Maintain a current My VMware profile
- Have a valid, active email address
- Be linked to a My VMware account
- Have the File Support Request permission for the folder in which the product resides, or for at least one folder in the account for per-incident support requests

Ensure VMware is included on your safe list to avoid having your spam filter reject VMware email correspondence.

Contact your Super User or Administrator to ensure they have linked you to the correct account immediately after product purchase. This minimizes some of the overhead in processing your support request and allows us to respond to your support requests quickly and effectively.

Before You Begin

Make sure you create a My VMware profile and your Super User or Administrator associates you with the correct account and assigns appropriate permissions:

1. Go to the My VMware page and log in or register.
2. My VMware provides an account-based view of license keys, support requests, contracts, and other information—all in a single place.
3. Once you have created your profile and have the appropriate permissions assigned by your Super User or Administrator for folders in an account, you can file a support request.

Collecting Information

These guidelines describe the information VMware needs to diagnose issues and quickly log your support request. Please gather the pertinent information before you contact VMware Support.

Customer Number

The customer number is a unique 10-digit numeric identifier that is assigned to each customer contact for the purpose of technical support. The customer number is created for users either when users create a VMware or My VMware profile themselves, or when a new order is placed for users that do not have a VMware or My VMware profile. Customer numbers are unique to individuals (similar to a personal identification number).

Users can use their customer number to log in to My VMware, file support requests through the interactive voice response system (IVR), or when working directly with a customer service representative. The customer number is displayed in their My VMware profile and in support request forms.

Customer numbers are unique for each customer contact (each individual who creates an account with us) and should not be shared with others. Additionally, CSRs can provide you with this number when you call Technical Support. For more information, visit the Customer Number FAQs.

Configurations

System, storage, and/or network configuration diagrams and files are very helpful when troubleshooting issues with a VMware product. Having these diagrams on file for easy upload to VMware Support or running the appropriate commands on the devices to collect the configuration information will help speed up the problem-solving process.

Log Files

If you are reporting an issue you encountered while installing or using a VMware product, it is helpful to have log files on hand. Please locate and provide the VMware log files and a VMware core file if the log indicates that one was created. You can attach these files to your support request or upload them to our FTP/SFTP site. The location of the log files is dependent on the operating system and VMware product you are using. Please refer to the appropriate VMware Administrator documentation for the specific syntax. If the physical hardware is crashing, any log files from the hardware vendor can be helpful as well. Instructions for collecting logs from VMware products can be found here: https://kb.vmware.com/kb/1008524. Instructions for uploading diagnostic information to VMware support requests can be found here: https://kb.**vmware**.com/kb/1008525

Record Any Recent Changes

Check to see if any changes have recently occurred in your virtual infrastructure environment. Changes to versions of guest operating system, host operating system, networking, storage, and applications are of particular interest.

Submitting a Support Request

All customers can reach VMware Support via our Get Support page or telephone.

- vCenter Support Assistant – Get a free VMware vCenter™ plug-in for creating and managing support requests and uploading logs.
- File a support request online – Get technical, licensing, or general inquiry help.
- File a request by phone – Any customer can use this automated phone system, following the prompts.

vCenter Support Assistant for Creating and Managing Support Requests and Uploading Logs

vCenter Support Assistant is a free vCenter plug-in available to all customers covered by one of our support contracts or by the purchase of a support incident.

1. Download vCenter Support Assistant at:

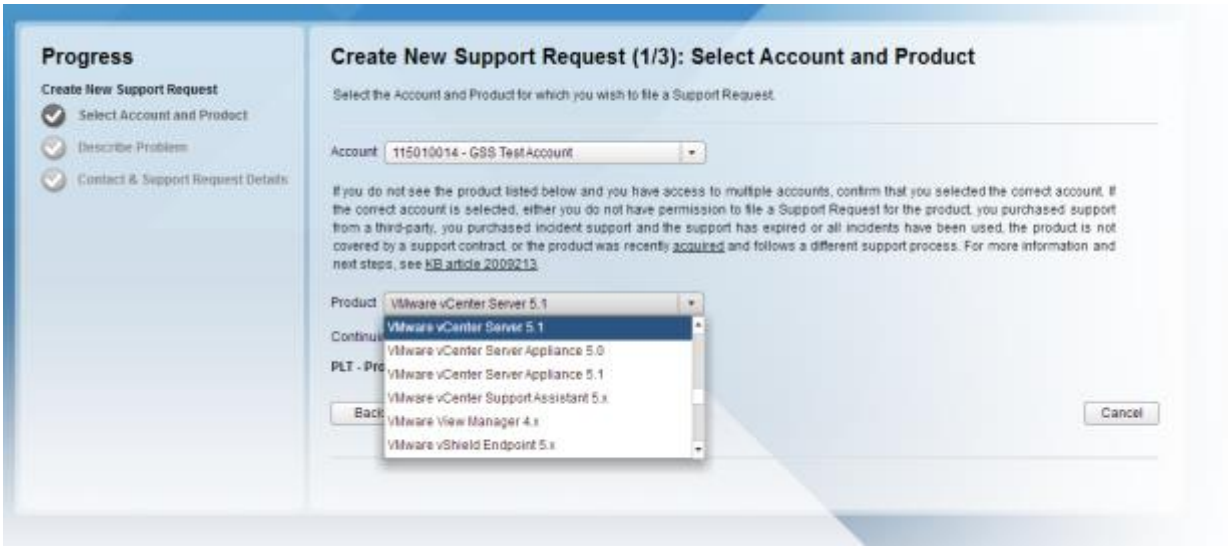
   http://www.vmware.com/products/datacenter-virtualization/vcenter-support-assistant/overview.html

   Install it using the instructions at this FAQ:

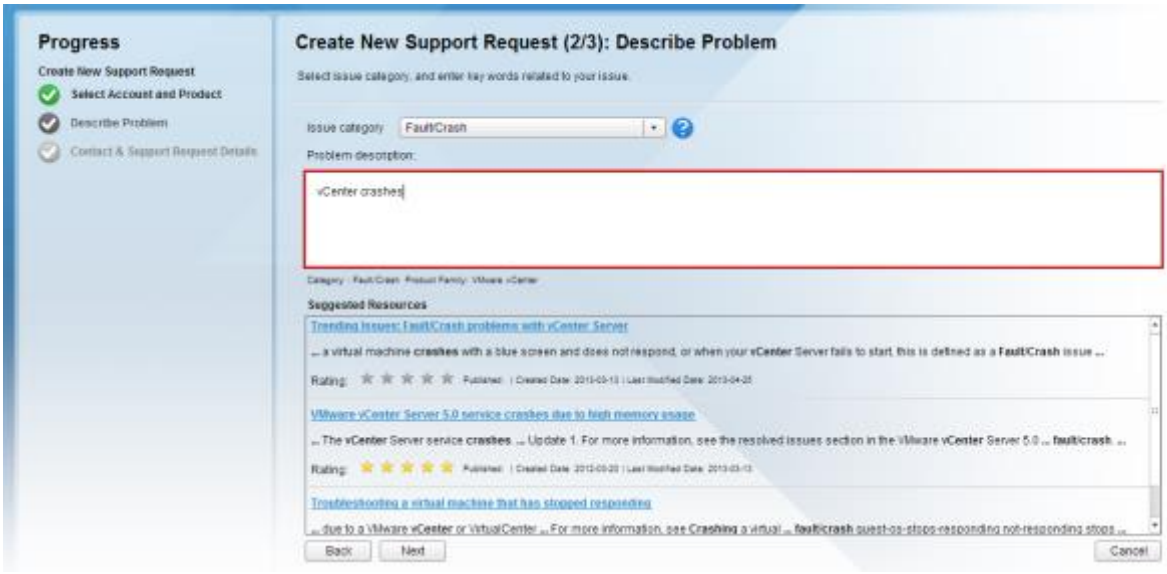
2. Log in to file a support request using your My VMware credential.

3. Choose between creating a new support request or modifying an existing one.

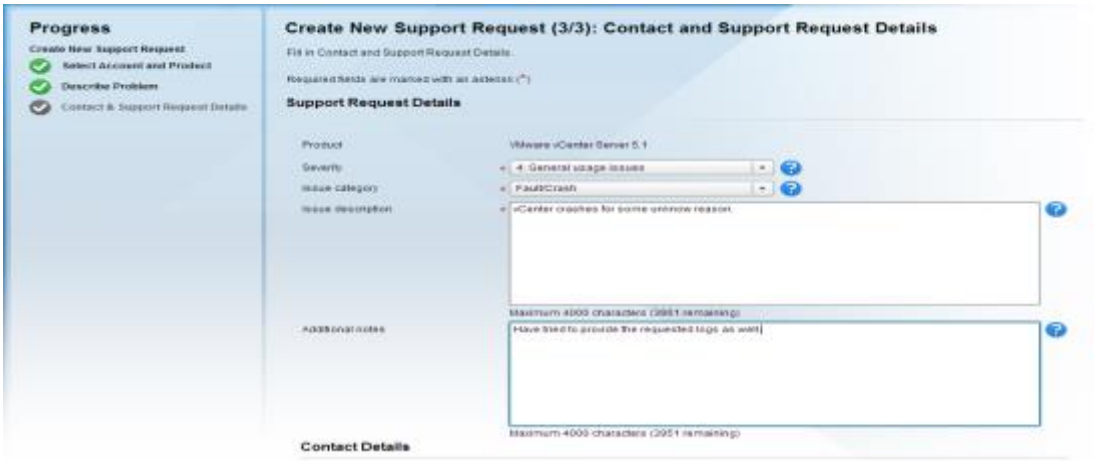
4. Create a new support request by selecting the account and product.

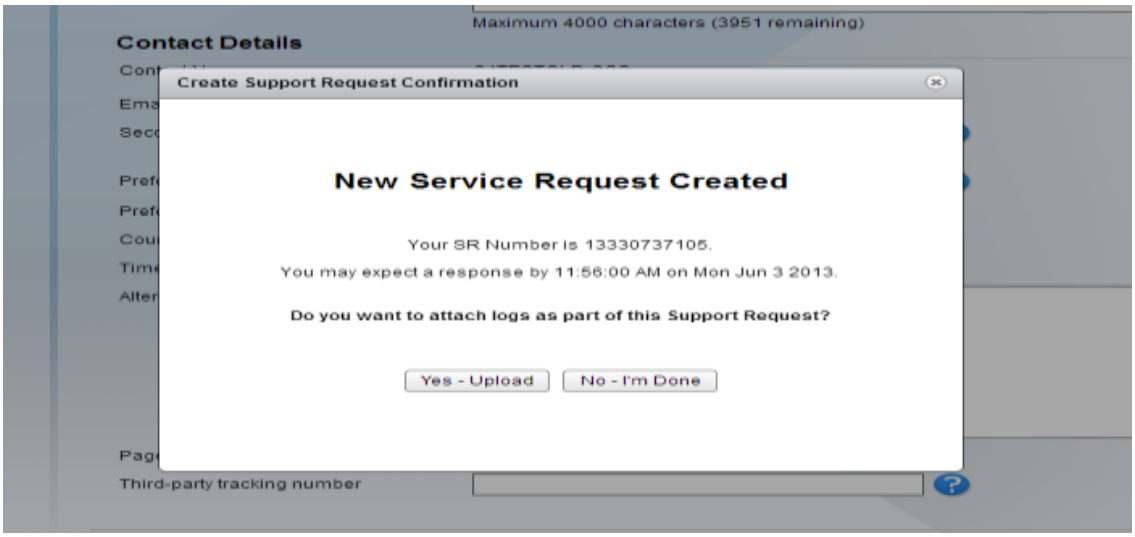


5. Type the problem description screen for the support request. You will see a list of related KB articles displayed in the “Suggested Resources” area. This list suggests self-service options.

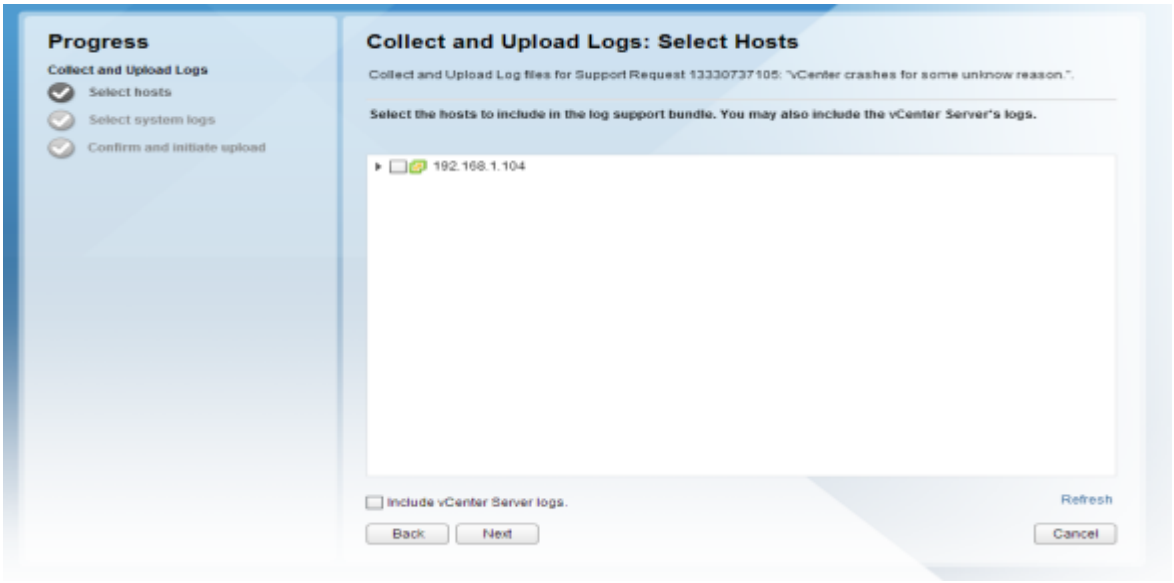


6. If you still need to file a support request, fill out the contact and support request details entry for creating a new support request. This completes and submits the new support request details.





7. Upload the log files related to the support request.



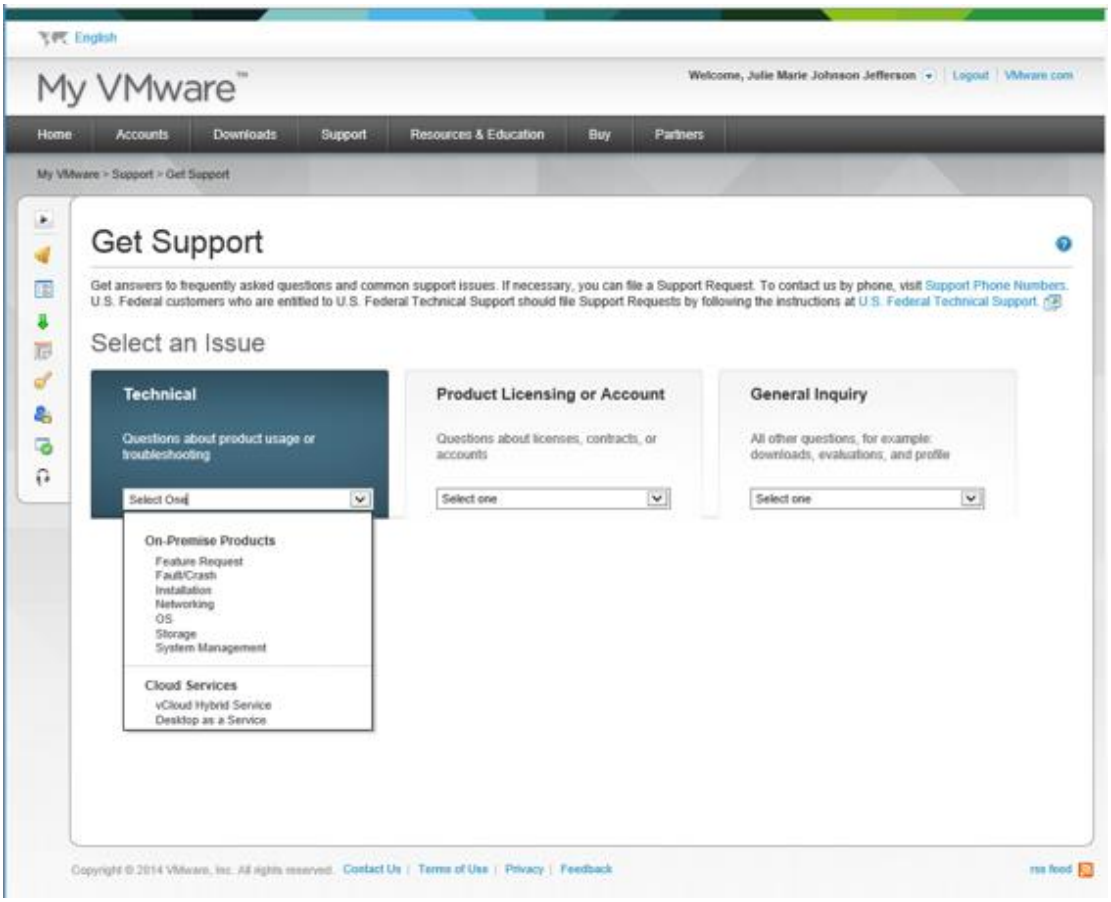
8. After you fill out the support request form, your request is assigned a support request number. The support request number is displayed and a confirmation email will be sent to you within one hour. Please use the support request number when communicating with VMware regarding that specific issue. If you do not receive an electronic response within one hour, please send an inquiry to Customer Service.

Filing a Support Request Online

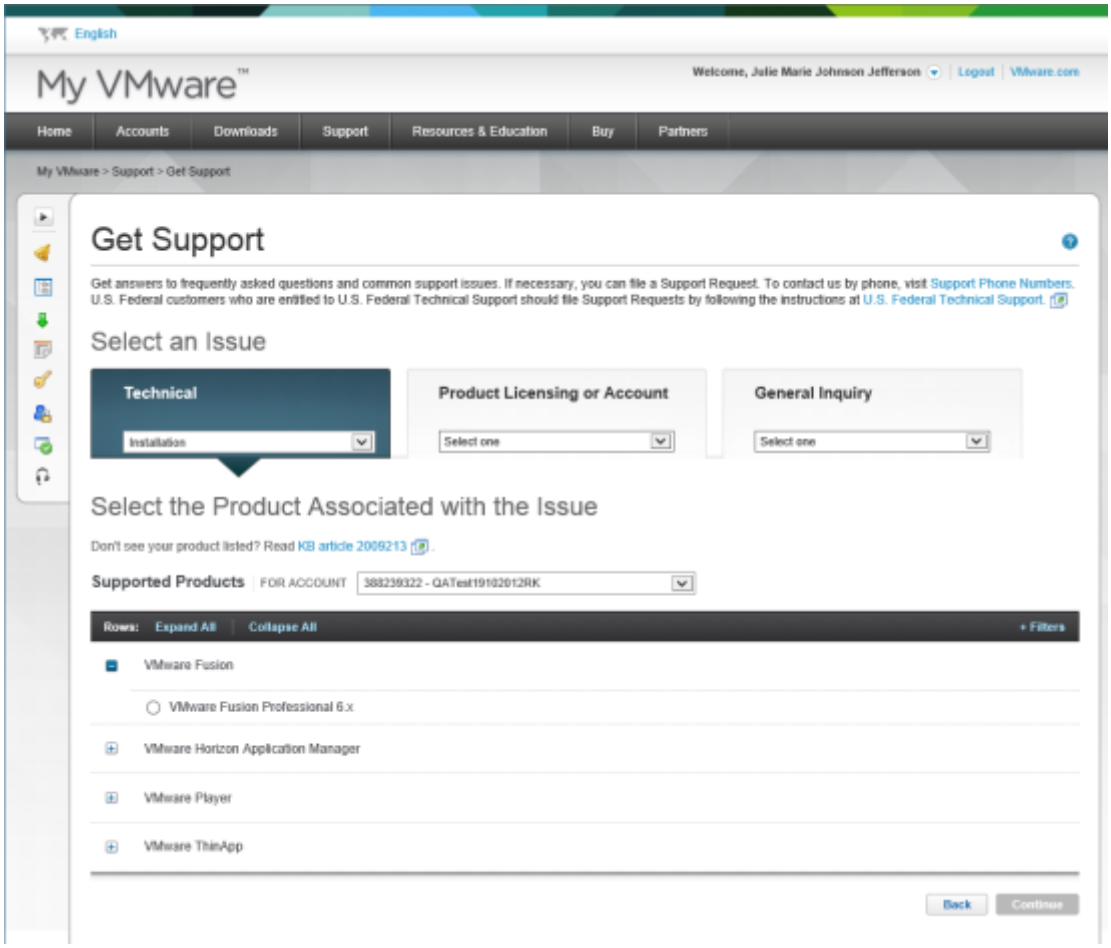
Filing a support request through My VMware is another option available to all customers covered by one of our support contracts or by the purchase of a support incident.

1. Go to My VMware, log in, and select Get Support.

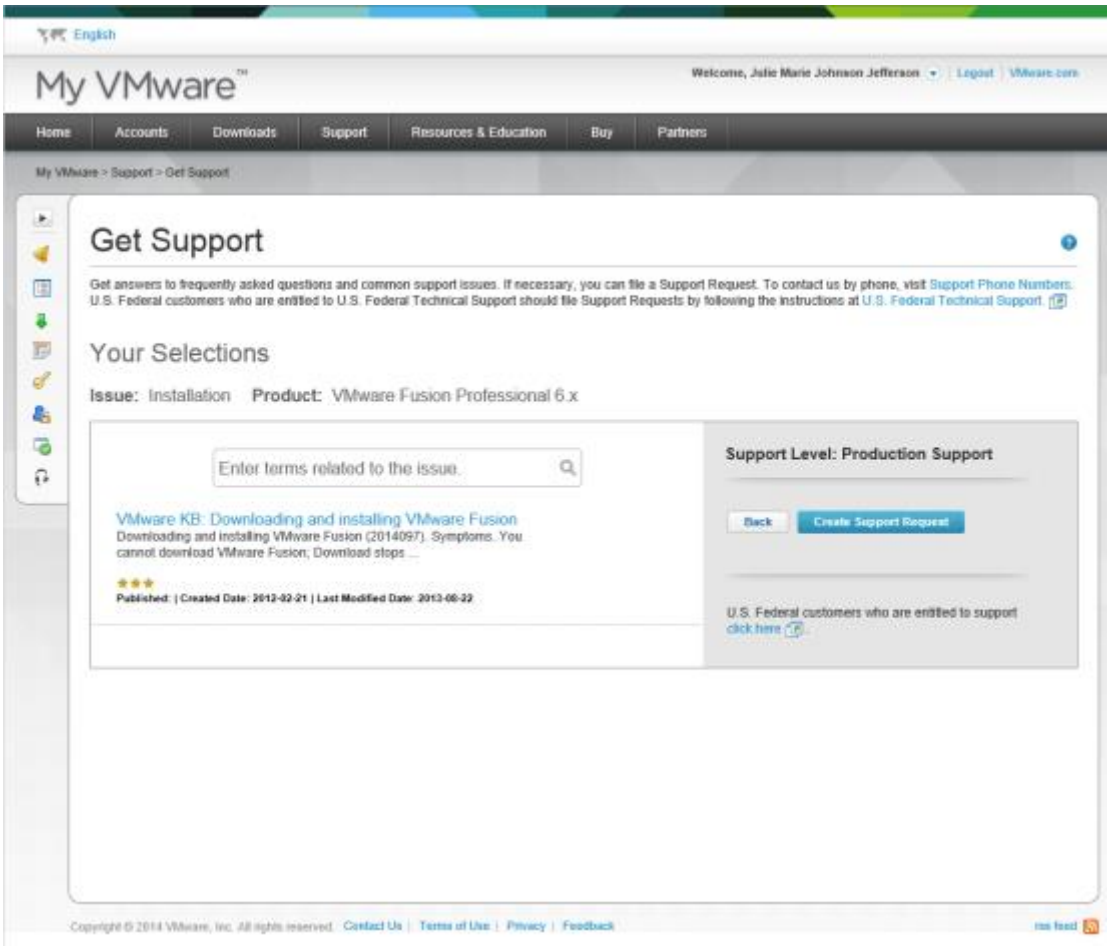
2. Under Technical, choose a problem category for the product for which you require support. (An explanation of each problem category can be seen if you hover over the problem category with your mouse.)



3. Select the **account** that has a support contract for the product for which you require support. Once you have selected an account, you can select the product for which you require support.

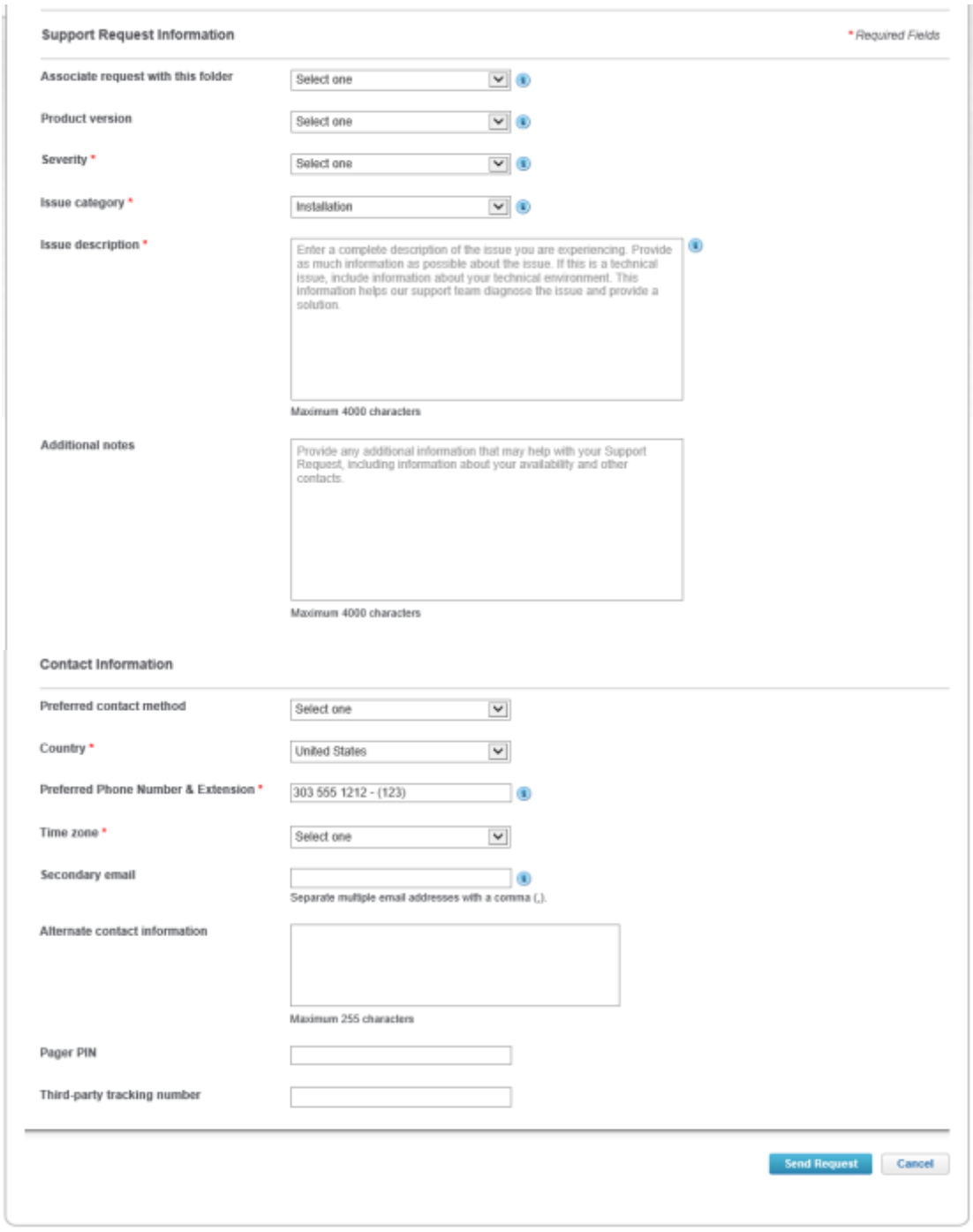


4. After clicking **Continue**, a list of most common issues and questions for the product and category you have chosen will appear under **Your Selections**. If these suggestions do not help in solving the problem, enter more information and/or terms related to your issue in the **Enter terms related to the issue** window to search for more possible solutions.



5. If the suggested resources don't solve the problem you are experiencing, click on **Create Support Request** to open a support request with VMware Technical Support.

6. Fill in the necessary fields, provide a more detailed problem description and attach available configuration, logs, and core files (as appropriate). Use the blue exclamation mark tool tips to get more information on the required fields and for guidance on values to select.



7. After you fill out the support request form, your request is assigned a support request number. The support request number is displayed, and a confirmation email will be sent to you within one hour. Please use the support request number when communicating with VMware regarding that specific issue. If you do not receive an electronic response within one hour, please send an inquiry to Customer Service.

Filing a Support Request by Phone

When you call the VMware technical support line, the interactive voice response (IVR) system will prompt you to select the appropriate product under contract and select an action, such as ask a licensing question, follow up on an existing support request, or create a support request (SR). If you select the “create an SR” option, please have your customer number ready to enter into the system. Once these steps are completed, the system will route you to the appropriate VMware contact. The IVR has speech-recognition capability, allowing you to speak your responses to IVR prompts.

The Licensing Support team is staffed 24x7 to help with account, support contract, and licensing issues.

The Customer Support group is staffed 24x7 to log telephone support requests for all VMware products.

On the rare instance when all representatives are busy serving other customers, you may either wait in a queue or leave a message for callback. We ask that you leave a detailed message, including:

- Your full name
- Your company name
- Your customer number
- Phone number where you can be reached or your pager number (including international and local area code)
- Support request number (if the call is in regard to an existing issue)
- A brief description of the problem

Messages are typically responded to within one hour or less.

After you work with a representative to create your support request, the support request is assigned a support request number. This number will be given to you over the phone and sent to you within one (1) hour in an email message acknowledging receipt of your request. Please use this number when communicating with VMware about that specific issue. You can add any additional information to the request yourself via our online support portal.

Initial response times for technical support issues by a TSE will follow the guidelines for your specific support offering. Response from the TSE can be by phone or email, depending on the support offering, preferred contact method, and product purchased.

Initial response times for customer service and licensing issues vary. Because the majority of requests require research to resolve, it can sometimes take a Customer Support Representative or Licensing Specialist up to 72 hours to respond, although VMware will make every effort to get back to you as quickly as possible. Most queries are answered within 48 hours.

See the Local Language Support Policy for information on customer service and technical support provided in other languages, besides English.

Support Request Escalation Process

For information on support request escalation procedures, please visit the Escalating section of this page:

http://www.vmware.com/sg/support/file-sr.html

You can also initiate an escalation request through My VMware via the Action tab in any open support request.

Working the Problem

A dedicated TSE is assigned to your support request and owns your problem until it is mutually agreed that it is resolved and the support request can be closed. From time to time, it may be necessary to reassign a support request from one TSE to another to facilitate a timely resolution. You will be informed if there is a need to reassign your support request.

The assigned TSE will contact you by email and/or phone as appropriate during the resolution process. Your responsibility is to have the appropriate people and resources available to work with the TSE during the service hours defined in your support agreement. The TSE will work with you to try to resolve the issue, taking whatever steps are necessary to first fully diagnose the problem and then to find a solution.

This may involve but is not limited to:

- Asking you for more information
- Asking you to install specific software and/or patches
- Asking for specific debug data from your system (and, if necessary, conducting tests to generate this data)
- Trying to reproduce the problem on VMware test machines
- Asking for your code, data, or software to help reproduce the problem
- Verifying software bugs with our engineering staff
- Asking you to implement and test workaround suggestions that may avoid the problem
- Asking you to involve networking, database, or other technology-specific administrators to help troubleshoot
- Working with you to involve relevant third-party software or hardware vendors (for example, your operating system and database vendors) if we suspect a problem in their product

Viewing and Updating Open Support Requests

You can view the status of support requests you have filed with VMware by logging into your account via our View Support Requests portal. You can add comments and/or upload files to your request at any time. Files up to 2GB in size can be uploaded directly to the site. For larger files, use VMware's FTP process. If you wish to send files via email, our system can accept files up to 10MB in size.

NOTE: You can request that the TSE assigned to your case increase the severity level of a support request without an escalation if the business impact of a support request has changed or was not correctly recorded initially.

Reporting an Error or Requesting a Feature

Error (Bug) Report

If you feel you have found an error in a VMware product, and you have an active support contract with us, you should report that to VMware Support via the normal support request process.

If you do not have an active support agreement, and you want to alert us to an error, please post the issue to the appropriate product community on the VMware Community Forum.

Feature Requests

Your input is always welcome. If you have a suggestion for how to improve or enhance VMware software, please submit your suggestions through the Feature Request form on the VMware Web site. Unless additional information is needed, you will not receive a personal response. Please note that we do not provide technical support via this form.

Support Request Closure

A request is typically closed when you confirm that a resolution has been reached or if VMware does not hear back from you after three attempts to contact you over a period of at least 6 business days. Technical support requests may also be closed if they cannot be resolved, or if VMware chooses not to resolve certain issues, with acknowledgement and agreement from you.

Customer Satisfaction Surveys

After a support request is closed, you may be invited by email to fill out a short survey about your experience.

Your feedback is the only way to measure how well VMware GSS is meeting your expectations. Customer satisfaction surveys give you the opportunity to provide VMware with valuable information to help improve our interactions with you and design support offerings that match your needs.

Please note, the survey questions have a ranking of -3 to +3, where -3 indicates you were very dissatisfied with the experience and +3 indicates you were very satisfied with the experience."

Main Phone Numbers for VMware Support

United States and Canada: 1-877-4VMWARE (1-877-486-9273) or 1-650-475-5345 (choose licensing or technical support)

Global toll-free numbers are provided at:
http://www.vmware.com/support/phone_support.html

U.S. Federal customers who are entitled to U.S. Federal Technical Support should file support requests using the exclusive U.S. Federal Technical Support phone number. To learn more, please visit the U.S. Federal Technical Support page.

VMware Global Support Services Offerings

Please see Appendix B: Support Offerings Portfolio for information and links to additional support options.

Mission Critical Support

Mission Critical Support is offered as an add-on to VMware Production Support, and it is intended for highly complex and sophisticated environments. Mission Critical Support complements a customer's Technical Account Manager by providing scalable access to senior-level, proactive support staff who are dedicated to keeping the customer's virtual infrastructures up and running 24x7.

Business Critical Support

Business Critical Support is offered as an add-on to VMware Production Support. For each Business Critical Support contract, six customer support administrators will be eligible to receive personalized reactive and proactive support services delivered by an assigned Technical Support representative. This Technical Support representative will serve as an extension to your IT team.

Carrier Grade Support

Carrier Grade Support is offered as an add-on to VMware Production Support, and it is intended for Telco customers who have deployed the VMware NFV bundle. Carrier Grade Support is the highest level of support available from VMware and introduces a holistic approach to the support of VMware products across the customer's business critical NFV platform.

Production Support

Production Support is designed with your production environments in mind. VMware global support centers are staffed around the clock to provide you with access to VMware's industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments.

Basic Support

Basic Support is designed for non-critical applications and platforms that require support during normal business hours. Our global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region.

IaaS Production Support

VMware Infrastructure as a Service Production Support is designed to provide the support you need. We work with you to maximize the utilization of your service and ensure that the

appropriate resources within VMware are engaged when you need them. Our global support centers are staffed around the clock to give you access to our industry-leading TSEs who are experts in private and hybrid clouds.

SaaS Basic Support

VMware Software as a Service Basic Support is designed to provide you with global, 12x5 support for SaaS products. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success. Our global support centers have been strategically placed to provide you with fast and efficient access to the support center in your region. VMware handles software deployment and maintenance, allowing you to focus on running your business.

SaaS Production Support

VMware Software as a Service Production Support is designed with your access to SaaS products in mind. Our global support centers are staffed around the clock to ensure you have access to the product from your Web browser anywhere the Internet is available. VMware handles software deployment and maintenance, allowing you to focus on running your business.

U.S. Federal Technical Support

VMware U.S. Federal Technical Support is provided exclusively to U.S. Federal customers, giving them access to VMware TSEs who are physically located in, and are citizens of, the United States of America. No additional support contract is necessary beyond the Support and Subscription contract that these customers purchased from the U.S. Federal price list/GSA schedule through VMware's authorized government dealer. To learn more, please visit the U.S. Federal Technical Support page.

VMware SDK and API Support

The VMware SDK and API support offering provides access to VMware Application Programming Interface (API) expert engineers to get your solutions to market quickly. These professionals have years of experience working with third-party solutions, and possess in-depth knowledge of VMware APIs. This program is ideal for Independent Software/Hardware Vendors (ISVs/IHVs), commercial and enterprise organizations building solutions for managing VMware environments.

VMware SDK and API Support is available in two service level agreements: Standard support provides a response within two business days, and Premium support provides a response within one business day. SDK Support engineers won't write or test your code, but they may suggest sample code for a possible solution.

Additional Global Support Service Offerings

After Hours Support

After Hours support is available to customers who have a VMware Basic Support offering who encounter Severity 1 issues. This After Hours support is designed to assist with critical production-down issues. The goal is to provide a rapid response when your production system fails with a Severity 1 issue that occurs outside of your contracted hours, and you get a TSE to help you get the system back online again. Contact Customer Support for more information about purchasing After Hours support.

Examples of critical issues affecting a production system running released software are:

- All or a substantial portion of your mission-critical data is at a significant risk of loss or corruption.

- You have had a substantial loss of service.
- Your business operations have been severely disrupted.

The TSE assigned to the case will continue to work on the problem until one of the following is reached:

- The production server becomes operational again, and the support request is closed or its severity is downgraded.
- An acceptable and sustainable workaround is provided to keep the server operational until a more permanent solution is found, and the severity is downgraded.
- The severity of impact to the production servers is downgraded.

The support request will then either be closed, or it will revert to being worked during normal business hours as appropriate. In either case, you will be asked to confirm that you agree that such a status has been reached.

MENA Support

VMware provides support for Severity 2 issues in the Middle East and North Africa (MENA) region on Saturdays and Sundays from 8:00 AM to 5:00 PM GMT, as these are standard business days for many of these countries.

Beta Program Support

Beta Support Overview

VMware offers self-help and Web-based support for beta users during the term of the beta period. Customers with proper Beta Support Entitlement will be able to submit support requests online. You will receive an auto-acknowledgement of your support request. No beta support requests will be accepted by phone. Because we don't expect beta releases to be implemented in a production environment, and due to the volume of requests received, we cannot commit to providing a response to each and every beta support request. All beta support requests are considered closed at the end of the beta period.

Participating in a Beta Program

VMware offers public and private beta programs. You can find information regarding participating in a public beta program in the VMware Communities.

Private beta programs are by invitation only. In this case, you will receive an invitation email from VMware which will provide instructions for accessing the private beta.

Feature Requests

Feature requests for the beta release can also be submitted by opening a support request online. We will forward your feature request to the appropriate development team for assessment. Unless additional information is needed, you will not receive a personal response. Any suggestion for enhancements to VMware software that you submit becomes the property of VMware, and we may use this information for any VMware business purpose without restriction.

Bug-Related Support Requests

We will forward the bug information to our development team for assessment. Depending on the timing and severity of the issue, it may or may not be corrected before the production version is released. At the end of the beta period, though the associated support request will be closed, any open bugs will be tracked and assessed as appropriate.

Technical Support Policies

For information on VMware Technical Support Policies, please see the following link:

VMware Support Policies

Additional Information on Account, Support Contracts, and Licensing Questions

Contact Licensing Support if you have questions regarding My VMware, support contracts, or product licensing. Ensure you have all of your order and contract information at hand, so we can help you troubleshoot your issues. For licensing issues, please provide the following information for effective and faster resolution:

- Account number and account name
- Procurement contact and Super User
- License keys
- Support contract number and order number

If you file a support request online, a licensing specialist will respond to you with an answer as soon as possible. Because the majority of requests require research to resolve, it can sometimes take up to 72 hours to respond, although we will make every effort to get back to you as quickly as possible. Most queries are answered within 48 hours.

For more information on VMware support and subscription services, please refer to our Terms and Conditions document.

Appendix A: VMware Self-Help Resources

Join discussions, ask or answer questions, join groups, and more. Find the latest technical help on VMware products on our forums. Options include:

- Knowledge Base – Locate answers to many support questions and issues (also available through the My VMware portal and the My VMware mobile app).
- Blogs – Get the inside scoop from Tech Support, including alerts and best practices.
  - Support Insider – VMware support news, alerts, and announcements
  - KB Digest – Weekly digest of all new Knowledge Base articles
- Twitter – Follow us and get real-time Knowledge Base updates or reach out to us for help.
  - @vmwarecares – Concierge and customer service for VMware customers
  - @vmwarekb– News from the Knowledge Experience team at VMware
- KBTV on YouTube – Watch our channel for step-by-step technical how-to information and training.
- VMware Communities – Connect with other VMware customers and technology experts to discuss products, strategy, planning security, and more.
- Free online instructional videos: http://www.vmwarelearning.com/
- Free self-paced eLearning courses in a variety of languages: http://mylearn.vmware.com/mgrReg/plan.cfm?plan=33369&ui=www_edu

Other Resources:

- Product Support Centers – Find documentation, troubleshooting guides, webcasts, and other helpful product support resources.
- Knowledge Base – Locate answers to many support questions and issues on VMware's Knowledge Base.
- Documentation – Find release notes, manuals, guides, and technical resources available for all versions of VMware products.
- Technical Papers – Access white papers, technical notes, compatibility guides, and other technical information for all currently released VMware products.
- Compatibility Guides – Check to see that your configuration is supported and to identify any known system, I/O, SAN, or backup compatibility issues, as well as learn which guest operating systems are supported.
- Product Licensing – Get help with product licensing or visit our license management portals.
- Security Center – Stay up to date on security issues for all VMware products. Subscribe to proactive notification of security alerts, report security issues, and get security-related downloads.
- Support Tools – Use tools that help manage support-request and product-licensing activities.
- Developer Resources – Locate information for developers wishing to incorporate virtual infrastructure services into their programs.

- User Groups (VMUGs) – Participate in a forum with VMware users to share best practices and expertise.
- Alerts (select the Subscriptions tab) – Sign up to receive alerts on patches and maintenance releases as they become available.

Appendix B: Support Offerings Portfolio

VMware offers access to the world's largest virtualization support organization with the most experience supporting critical applications in a virtualized environment. VMware GSS offers a broad portfolio of support options to meet your needs.

Options include:

- Basic Support – For test, development, or evaluation environments where standard business day response is acceptable, available 12x5
- Production Support – For production or critical test environments that require access to technical support for high-severity issues, available 24x7 for Severity 1 issues
- Business Critical Support – Add-on to Production Support that provides an assigned support contact for a team of six customer contacts
- Mission Critical Support – Add-on to Production Support that provides priority access to senior-level engineers, as well as limited onsite and proactive support account management
- Infrastructure as a Service (IaaS) Production Support – For global, 24x7 support for IaaS
- Software as a Service (SaaS) Production Support – For global, 24x7 support for SaaS products
- Software as a Service (SaaS) Basic Support – Non-critical 12x5 support for SaaS products and 24x7 support for Severity 1 issues
- U.S. Federal Technical Support – Provided by experienced engineers with U.S. citizenship, located on U.S. soil
- VMware SDK and API Support – Access experienced SDK/API engineers to help streamline your application and script development and testing, and get to market faster.
- Per Incident Support – One, three, or five per-incident support packs, 12x5
- Complimentary Support – Email assistance for VMware Workstation™ and VMware Fusion®
- Evaluation – Web-based, self-help services only
- Beta – Feedback mechanism only

Please visit the VMware support offering page for more information. Visit the individual product Web sites listed above to download the most current product datasheets.

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