

VMware vFabric Developer Support

KEY BENEFITS

- Support for application development phase
- Unlimited number of support requests
- Remote support

Overview

VMware vFabric™ Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the vFabric software and will answer “how-to” questions on the use of the Plugin Development Kit (PDK) and Application Programming Interfaces (APIs). Developer Support also includes assistance with application configuration and performance tuning, including the review of pertinent application code snippets, when required to accomplish such assistance.

Developer Support does not include support for:

- The application itself
- High-level design overview and best practices
- Unsupported third-party technologies utilization and integration
- Application code review
- Assistance with changing the software internals

vFabric Developer Support is available in two service levels to address your needs. **Standard** support provides a response within twelve business hours, and **Premium** support provides a response within four business hours.

Additional Information

Purchase information can be found by dialing one of VMware’s [toll free numbers](#) and choosing the Sales Option or contacting one of our [resellers](#). Additional information about VMware support policies and offerings can be found in the [Technical Support Guide](#).

FEATURE	VFABRIC DEVELOPER SUPPORT	
Hours of Operation	12 Hours/Day, Monday–Friday	
Length of Service	1 or 3 years	
Product Updates	No	
Product Upgrades	No	
Products Supported	<p>Supported Technologies: Current versions of: Apache ActiveMQ, Apache HTTP Server, Apache Tomcat, Groovy/Grails, Hyperic, OpenSSL, RabbitMQ, Spring Framework and related Spring projects, SpringSource® Tool Suite, WaveMaker</p> <p>Supported Commercial Products: Current versions of: Elastic Memory for Java (EM4J), vFabric Advanced, vFabric Application Performance Manager, vFabric Data Director, vFabric Enterprise Ready Server (ERS), vFabric GemFire, vFabric Hyperic, vFabric Postgres, vFabric RabbitMQ, vFabric SQLFire, vFabric Standard, vFabric tc Server, vFabric Web Server</p> <p><i>Note: VMware may modify the list of supported technologies/products periodically</i></p>	
Method of Access	Standard: Web*	Premium: Telephone/Web*
Response Method	Telephone/Web*	
Max Number of Technical Contacts per Contract	1 Named Contact	
Number of Support Requests	Unlimited	
Target Response Times All Severities	Standard: 12 Business Hours	Premium: 4 Business Hours

* Hours of operation for Developer Support are from 6am to 6pm local time

