

VMware Technical Support Welcome Guide

Table of contents

Introduction to VMware Global Support.....	3
VMware Customer Connect.....	3
Customer Roles and Permissions	3
Contacting Support	4
Expediting Troubleshooting.....	4
Configurations	4
Log Files	5
Thank You!.....	5

Links to Helpful Knowledgebase (KB) articles

- [How to create a VMware Customer Connect profile \(2007005\)](#)
- [How to assign Roles and Responsibilities in VMware Customer Connect \(2016898\)](#)
- [Understanding user permissions in VMware Customer Connect \(2006977\)](#)

The information contained in this guide is believed to be accurate as of the publication date, however, our support offerings continue to evolve to better meet your needs. In the event of any inconsistency between this document and your support contract with VMware, the terms of your contract with VMware will govern.

Introduction to VMware Global Support

Our Global Support team is committed to ensuring your success as a VMware customer. This guide is intended to help you navigate the support resources available to you so that you can get the most out of your VMware solutions.

Note: if you are using products that were introduced to VMware through a recent acquisition, the processes and guidelines outlined in this document may not apply for those specific products.

VMware Customer Connect

VMware Customer Connect (formerly My VMware) will serve as your home base for all your support needs. Within VMware Customer Connect you can find knowledgebase articles and product documentation, engage with the VMware Community, and seek assistance from our support engineers.

As a first step, you'll want to create a VMware Customer Connect profile (see links to helpful knowledgebase articles on the left).

Anytime you have a product issue, VMware Customer Connect should be your first destination. Describe your issue in the search bar, providing as many details as possible, and our AI powered search will guide you to the right resources to resolve the issue.

Customer Roles and Permissions

As you begin to engage with support, it's important that you clearly define roles and responsibilities within your team and have your team members set up with the appropriate permissions in VMware Customer Connect (see links to helpful knowledgebase articles on the left).

There are two key things to be aware of as you set up your team members with permissions. The first is that your maximum allowed administrators who will have the ability to file Support Requests (SR) is governed by your support contract.

Maximum number of administrators with file Support Request permissions	
Basic Support	4 per contract
Production Support	6 per contract
VMware Success 360 Standard	10 per contract
VMware Success 360 Advanced	20 per contract

Links to Helpful Knowledgebase articles

- [Collecting diagnostic information for VMware products](#)

Maximum number of administrators with file Support Request permissions	
VMware Success 360 Enterprise	Unlimited
VMware Success 360 Standard for U.S. Federal Agencies	10 per contract
VMware Success 360 Advanced for U.S. Federal Agencies	20 per contract
VMware Success 360 Enterprise for U.S. Federal Agencies	Unlimited
VMware Success 360 Standard for Telecom	10 IT users per contract 10 telecom users per contract
VMware Success 360 Advanced for Telecom	20 IT users per contract 20 telecom users per contract
VMware Success 360 Enterprise for Telecom	Unlimited

The second is VMware does not support customers using email aliases for SR submission (e.g., support@acme.com). This is to ensure the security of your account and protect your company's data.

You can update roles and permissions on your account in VMware Customer Connect at any time.

Contacting Support

If you are unable to resolve an issue through self-service or by seeking assistance from experts in the [VMware Community](#) your next step should be to file a Support Request. You can do this through VMware Customer Connect, as long as you are set up as an administrator with permission to file Support Requests. You will need to be logged into VMware Customer Connect to file a Support Request.

If you do not have the appropriate permissions to file Support Requests on behalf of your organization, you should reach out to the Super User for your account. You can find details about your organization's Super User on the Account Summary page in VMware Customer Connect.

Expediting Troubleshooting

When you open a Support Request with VMware, please provide as many details as you can. This helps us route your request to an expert with the right skills to assist you, and it expedites the troubleshooting process. Log files and configuration diagrams should be uploaded at the time of Support Request submission, wherever possible.

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 diagnostic 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 (see links to helpful knowledgebase articles on the left).

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.

Thank You!

Thank you for partnering with VMware Global Support. We look forward to working with you to ensure you get the most out of your VMware solutions.

