

TECHNICAL GUIDE

VMware Technical Support Guide



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GLOBAL SUPPORT SERVICES – FEBRUARY 2008

First and foremost, we would like to 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 ensure 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.

This document provides an overview of the VMware Support offerings and how to use them.

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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 Technical Support Engineers (TSE). In addition, a good understanding by both parties of their roles and responsibilities is crucial to effective communication. In order to ensure that your experience with VMware Technical Support is as effective and efficient as possible, we would like to define these roles and share some best practices that can accelerate the problem-solving process and enhance your customer service experience.

Roles and Responsibilities

Customer Roles and Responsibilities

VMware can work more effectively with your organization by collaborating with a regular set of contacts for technical as well as contractual issues. We define two types of customer contracts for every agreement:

Support Administrator: Support Administrators are responsible for submitting Support Requests (SRs) and working with VMware Support representatives. The level of support you choose determines the number of individuals that can be designated as Support Administrators. For Complimentary Support, only the customer to whom the product is registered can submit SRs.

License Administrator: License Administrators are responsible for receiving and administering Software Product Licenses, Updates and Upgrades from VMware and operate as the point of contact for renewing support agreements.

To add, modify or delete someone from either of these roles please send the following information from the company's designated email domain to tssales@vmware.com.

- Company name
- Your name
- Administrator type (Support Administrator or License Administrator or both)
- Add, modify or delete
- Address phone number and email of the Technical Contact

For security purposes, either the contract number or email alias associated with your company's support contract must be included in the email.

VMware Support Roles and Responsibilities

VMware has two types of support professionals working in the Support organization. Your understanding of which group you are talking to and what their responsibilities are goes a long way to minimize any frustration.

Customer Service Representative: These individuals are your first contact when submitting a SR by phone. Their responsibilities include but are not limited to:

- Accurately and thoroughly logging your SRs into our call tracking system
- Giving you the tracking number used to identify your SR
- Setting appropriate expectations regarding initial response times based on your support agreement
- Creating and/or maintaining accurate customer profiles

Technical Support Engineer: Your SRs are assigned to a TSE. The TSE is your main contact for providing technical support and guidance. Their responsibilities include but are not limited to

- Responding to SRs, primarily via email and telephone
- Recreating customer technical environments
- Researching, identifying, and resolving a variety of problems
- Working with other VMware departments to resolve problems

Best Practices

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

Educate Your Administrators. We have found that customers who invest in VMware education courses for their administrators are much more effective in defining the symptoms of problems and in working with us to resolve the underlying issues. The return on this investment is almost immediate when you consider the cost of the education versus the cost of downtime. VMware has a formal certification program (VCP) that offers technology professionals the knowledge, skills, and credentials to deploy and maintain VMware virtualization technology.

Plan Ahead. Before deploying our products, you will need 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 the vendors involved. For more complex infrastructure changes, VMware offers a variety of consulting services including the VMware Virtual Infrastructure Methodology (VIM) to help you assess your existing systems and applications, and 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, 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. Organizations can take full advantage of VMware self-help tools available on the Web. From our [support home page](#), you can find links to technical documentation and Knowledge Base solutions, discuss issues with other administrators in our Discussion Forum, and reference our white papers, tech notes and compatibility guides.

Provide Complete and Accurate Information. As with any troubleshooting process, accurate and timely resolution depends on accurate and timely information. If a virtual machine exhibits abnormalities or crashes, please run the “vmsupport script” to collect the appropriate log files and system information. Information on how to run this script for the various platforms can be found in the following Knowledge Base article, <http://kb.vmware.com/kb/1003749>.

Keep Your Profile Up-To-Date. We encourage you to create and maintain your profile information. You should register immediately after product purchase by going to <https://www.vmware.com/vmwarestore/newstore/login.jsp>. This minimizes some of the overhead in processing your SR and allows us to respond to your support requests quickly and effectively.

Register Your Products. Product registration is key to associating your support agreement with the correct product. Until you officially register the product, there may be some delays in processing your SR. Product registration is available at https://www.vmware.com/vmwarestore/newstore/product_register_login.jsp.

Support Services Overview

VMware® Global Support Services offers a suite of proactive, top-quality support packages to meet your business needs. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

VMware offers three support and subscription programs (Platinum, Gold and Silver) that include VMware support along with periodic fixes and enhancements to our products. These programs are offered on an annual or multi-year subscription basis.

To compliment our Platinum Support and Subscription program, we also offer Business Critical Support, a service option that provides your centralized data center team with personalized technical support delivered by a designated team of experts familiar with your system configuration, past support experience and specific business needs.

Per Incident support is available for VMware Workstation, VMware Fusion, VMware VirtualCenter for VMware Server, VMware ACE Starter Kit, and VMware Converter Starter Edition. Per incident support is available via phone or email with the exclusion of Fusion which is responded to via email. Per Incident support does not include product updates or upgrades.

Site support and subscription is also available for VMware Workstation and VMware Fusion customers with multiple licenses. This program allows you to aggregate all of your Workstation or Fusion support contracts into a single contract. All of your licenses will be covered with business hours support. You'll benefit by receiving only one invoice; your renewals will happen on one date; and you'll receive all updates and upgrades.

Complimentary email support comes with the purchase of every Workstation or VirtualCenter for VMware Server license allowing for 30 days of installation support from the date of purchase and product updates for 18 months. Complimentary email support for Fusion is available for 30 days from the date of product registration.

The table below compares the services side by side. Please contact your VMware sales representative or VMware channel partner for more details.

FEATURE	PLATINUM	GOLD	SILVER	COMPLIMENTARY	PER INCIDENT	SITE
Hours of Operation	24 Hrs/ Day** 7 Days/Wk 365 Days/Yr	12 Hrs/Day Mon–Fri	12 Hrs/Day Mon–Fri	12 Hrs/Day Mon–Fri	12 Hrs/Day Mon–Fri	12 Hrs/Day Mon–Fri
Length of Service	1, 2 or 3 Years	1, 2 or 3 Years	1, 2 or 3 Years	30 days for installation support	Valid for one year after purchase of the incidents	1, 2 or 3 Years
Product Updates	Yes	Yes	Yes	Yes	Not Available	Yes
Product Upgrades	Yes	Yes	Yes	Not Available	Not Available	Yes
Products Supported	All Products (excluding Fusion and Player)	All Products (excluding Fusion and Player)	Workstation Only	Workstation, Fusion and VirtualCenter for Server Only	Workstation, Fusion, VirtualCenter for Server, ACE Starter Kit, and Converter Starter Edition	Workstation and Fusion Only
Method of Access	Telephone/ Web	Telephone/Web	Web Only	Web Only	Telephone/ Web***	Telephone/ Web
Response Method	Telephone/ Email	Telephone/ Email	Telephone/ Email	Email	Telephone/ Email***	Telephone/ Email
Remote Support	Yes	Yes	Not Available	Not Available	Not Available	Yes

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Access to VMware Web Site	Yes	Yes	Yes	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes	Yes	Yes	Yes
Max Number of Support Admins per Contract	6	4	2	Not Applicable	Not Applicable	4
Number of Support Requests	Unlimited	Unlimited	Unlimited	Unlimited	1, 3, or 5 per Incidents	Unlimited
Onsite Support for Exceptional Escalations	Yes	Not Available	Not Available	Not Available	Not Available	Not Available

**For customers of Business Critical Support on top of Platinum, direct access to assigned team members is provided during local business hours. Off hours support is provided through a service queue which is staffed by senior technical support engineers.

***Excluding Fusion which is initiated via the web and responded to via email.

The severity of the problem and the service levels of the support program that you purchase determine the speed of our response. Following are the target time commitments for providing the initial response.

SEVERITY	PLATINUM (24X7)	GOLD (12X5)	SILVER (WEB ONLY)	COMPLIMENTARY (WEB ONLY)	PER INCIDENT (WEB ONLY)	SITE (12X5)
Critical (Severity 1)	30 minutes or less; 24x7	4 business hours*	8 business hours*	1 business day for all severities*	1 business day for all severities*	4 business hours*
Major (Severity 2)	4 business hours*	8 business hours*	12 business hours*			8 business hours*
Minor (Severity 3)	8 business hours*	12 business hours*	12 business hours*			12 business hours*
Cosmetic (Severity 4)	12 business hours*	12 business hours*	12 business hours*			12 business hours*

* VMware business days are defined as follows:

BUSINESS HOURS BY LOCATION	
NASA North and Latin America Alaska, Hawaii South America	Mon–Fri, 6 a.m. to 6 p.m. (Local Time Zone) Mon–Fri, 6 a.m. to 6 p.m. (Pacific Time) Mon–Fri, 6 a.m. to 6 p.m. (Eastern Time)
EMEA (Europe, Middle East, Africa)	Mon–Fri, 7 a.m. to 7 p.m. (Greenwich Mean Time)
APJ (Asia, Pacific Rim, Japan) Australia/New Zealand	Mon–Fri, 8:30 a.m. to 8:30 p.m. (Singapore Time) Mon–Fri, 7 a.m. to 7 p.m. (Australian Eastern Time)

For further details on each support offering, please refer to the specific datasheets found in Appendix A.

Support Request Life Cycle

When a technical issue with the product arises, the VMware Technical Support team is there to help. Whether you contact us via the phone or via the web, we will promptly log your SR and quickly assign your issue to the appropriate TSE. The following sections detail the life cycle of a SR.

Before You Begin

If you are new to VMware Support, you need to create a Personal Profile and register your product serial numbers via the VMware website.

The form to create a Personal Profile is at

<http://www.vmware.com/vmwarestore/newstore/register.jsp?status=new>. At the bottom of this form is an area where you can also create a Community Discussion Forum account.

Be sure to register your product serial number(s). Use this link to register products you've purchased from VMware or from one of our resellers:

https://www.vmware.com/vmwarestore/newstore/product_register_login.jsp

Collecting Information

These guidelines describe the information we need from you to diagnose problems and quickly log your SR. Please gather the pertinent information before you contact VMware Support.

Configurations

System, storage and/or network configuration diagrams and files are very helpful when troubleshooting problems 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 File

If you are reporting a problem you encountered while installing a VMware product, it is helpful to have your installation log file. Please locate and provide the VMware log file and a VMware core file if the log indicates that one was created. 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.

Support Script Output

If a virtual machine exits abnormally or crashes, upon rebooting please run the support script to collect the appropriate log files and system information. The syntax and location of the script is different for different VMware platforms. Please refer to the following Knowledge Base article for gathering troubleshooting data for Technical Support to review, <http://kb.vmware.com/kb/1003749>.

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.

Utilizing Self Help Tools

Purchasers of VMware products can register for access to [VMware Communities](#). VMware Communities provides resources and services for members, including full product documentation, technical papers, developer resources, access to the Knowledge Base, participation in discussion forums, information about VMware User Groups and a monthly technical newsletter for end-users of VMware products. Many of these same resources can be linked to from our support home page. VMware continually updates these resources with new technical information, fixes, and workarounds. We have included a convenient search of these resources for existing answers to your questions at the start of the SR filing process. We hope to provide immediate answers to the most common customer questions.

Customers can also sign up to [receive alerts](#) on patches and maintenance releases as they become available.

Documentation

All customers have unlimited access to web-based technical documentation for all VMware products at <http://www.vmware.com/support/pubs/>. This information includes product documentation and release notes for all currently released VMware products.

Technical Resources

White papers, technical notes, compatibility guides and other technical information for all currently released VMware products can be found at <http://www.vmware.com/support/pubs/>.

Developer Resources

For developers wishing to incorporate virtual infrastructure services into their programs, VMware provides the VMware Virtual Infrastructure SDK. The SDK consists of the VirtualCenter Web Service interface along with a development kit containing a WSDL file, documentation and sample code. The VMware SDK package and support policy can be found at <http://www.vmware.com/support/developer/>.

Knowledge Base

You can browse or search the VMware Knowledge Base for troubleshooting information for all released VMware products at <http://www.vmware.com/support/kb>.

Discussion Forums

Share information and experiences with other users of VMware products by registering and participating in the Discussion Forums at <http://www.vmware.com/community/>.

User Groups (VMUGs)

The VMware User Group (VMUG) program is designed to encourage and support communities of VMware users who want to hold regular meetings in their local area. The purpose of these gatherings is to provide a forum in which VMware users can share best practices and expertise, and VMware can in turn obtain feedback from the user community. To find a VMUG in your area, please visit: <http://www.vmware.com/vcommunity/usergroups.html>.

Newsgroups

VMware newsgroups are primarily forums for users to help each other. You are encouraged to read and post issues, workarounds, and fixes. We also encourage you to speak freely about your experience in using our products. The VMware nntp news server is at <news://news.vmware.com>. You will need to configure your newsreader to access the VMware server at <news.vmware.com>.

Compatibility Guides

You can check to see if there are any known system, I/O, SAN or backup compatibility issues along with what guest operating systems are supported by visiting our Web site at <http://www.vmware.com/resources/guides.html>.

Understanding Severities

Severity level is a measure of the relative impact of an issue on your systems or business. Accurately defining the severity of your issue ensures a timely response and helps us to understand the nature of your problem.

- **Severity One** is defined as an event that results in enterprise-wide failure of the computer on which the software is installed. It also applies to a situation that renders a critical application unusable, prevents booting of the server or results in data that is unrecoverable, corrupt or lost. No workaround or immediate solution is available.
- **Severity Two** describes an issue that prohibits the installation or use of a feature described in the documentation or results in the user being critically restricted in the use of the software for a particular purpose or application. A temporary workaround may be available as we attempt to resolve the issue.
- **Severity Three** applies to a situation that involves partial, non-critical loss of functionality of the software or impairs some operations, but allows the user to continue using the software.
- **Severity Four** applies to cosmetic issues, including errors in the documentation, general usage questions, and recommendations for product enhancements or modifications.

Submitting a Support Request

VMware Support Services can be accessed from our corporate website or via the phone. Access varies by license type, support offering and product.

Via the Web

Filing a support request online is available to all customers covered by one of our support contracts. You can file a SR on our website from our support home page, <http://www.vmware.com/support>, and selecting "Create Support Request."

After describing your concern, we will automatically search our Knowledge Base articles for possible immediate answers. If you choose to continue on to file a Support Request you will be taken to our sign in screen:

Support

Sign in to VMware Support

You must have a VMware Store Account to log in.

Email Address

Password

Sign In

[Forgot Password?](#)

Enter your Email Address and Password from your Personal Profile. Once you've logged in, your profile will be checked for registered products and active support agreements.

If you have active agreements, you will be presented with a list of products, support agreement levels and product versions in a table on the screen. An example is included below. The exact products and agreements shown will depend on your purchases, registrations and agreements.

The screenshot shows the VMware Support page. At the top, there are navigation links for VMware, Communities, Virtual Appliances, Store, and Support. Below this, there are links for Support Resources, Contact Options, Support Offerings, and Support Policies. The main heading is "Support" with a sub-heading "Request Technical Support from VMware". A welcome message for "Bill Wiley" is followed by a table showing current entitlements. Below the table are links for "Support expired or not listed?", "Are you a Workstation, Converter Starter Edition, Fusion, ACE Starter Kit or VirtualCenter for VMware Server user without a contract?", and "Want to view existing SRs, view your Serial Numbers or Register Products?".

Product	Support Level	Click for Support
VMware ESX Server	BCS (7x24)	VM Perf Toolkit 1.x
VMware Virtual Infrastructure	BCS (7x24)	VMware ESX Server 3.x
VMware Virtual Desktop Manager	BCS (7x24)	VMware Virtual Desktop Manager
VMware Workstation	BCS (7x24)	VMware Workstation 6 (for Linux systems) VMware Workstation 5 (for Linux systems) VMware Workstation 6 (for Windows systems)
VMware Workstation 6	BCS (7x24)	ACE Option Pack
VMware ACE	BCS (7x24)	VMware ACE 1.x ACE Client License
Business Critical Support	BCS (7x24)	Other Products
VMware Server	Beta	VMware Server 2.0 Beta for Windows VMware Server 2.0 Beta for Linux

Next, click on one of the products in the right hand "Click for Support" column to get to the Online Support form. Use the information you gathered in the Collecting Information Section to fill out the necessary fields, provide a detailed problem description and attach any/all configuration, log and core files as appropriate. To resolve your support issue most effectively we will need the following information:

- Severity
- Product
- Entitlement
- Contact Name
- Preferred Phone Number
- Preferred Method of Contact
- Contact Email
- Alternate Contact Info
- Pager PIN Number
- Third Party Tracking Number
- Problem Category
- Description

After you fill out the Support Request form, your request is assigned a SR number. The SR number is confirmed with you on-screen and a computer-generated message acknowledging receipt of your SR will be sent within one (1) hour. Please use this SR number when communicating with VMware about that specific issue. If you do not receive an electronic response from us within one hour, please send an inquiry to support_options@vmware.com.

Initial response times by the Technical Support Engineer will follow the guidelines for your specific Support offering as described earlier in this document. Response will be either by phone or email or a combination of both depending on license type, support offering and product.

Via the Phone

VMware technical phone support is available to customers covered by Platinum (7x24) and Gold (5x12) support contracts. We highly recommend that any Critical Severity One issues, such as a down system, be reported to VMware Support via telephone. The main numbers for VMware Technical Support are:

U.S. and Canada: 1-877-4-VMWARE (1-877-486-9273) or 1-650-475-5345

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

The Customer Service group is staffed to answer telephone SRs live (7x24). On rare occasions where the staff may be involved serving other customers, we ask that you leave a detailed message including:

- Your name
- Your company name
- Phone number where you can be reached or your pager number
- SR number (if the call is in regards to an existing issue)
- A brief description of the problem

Messages are typically responded to within 30 minutes or less. After you work with the Customer Service Representative to enter the SR, your request is assigned a SR number. The SR number will be given to you over the phone and sent to you within one (1) hour in a computer-generated message acknowledging receipt of your SR. Please use this SR number when communicating with VMware about that specific issue.

Initial response times by the Technical Support Engineer will follow the guidelines for your specific Support offering as described earlier in this document. Response will be either by phone or email or a combination of both depending on license type, support offering and product.

Working the Problem

A specific TSE is assigned to your SR and owns your problem until it is mutually agreed that the SR can be closed. He or she will contact you via 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. Typically, this would be during business hours but could be 24/7 given the severity of the problem.

Occasionally, we may reassign a SR from one TSE to another due to differences in time zones or if different product expertise is required. We will inform you if we need to reassign your SR.

A VMware TSE works with you to try to resolve the issue, taking whatever steps necessary to first fully diagnose the problem and then to find a solution. This may involve:

- 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 our 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

You can view the status of your SR and annotate your SR via the VMware Support Web site. Once you log into the Request Support area, you will see a link at the bottom of the page that will show you a table of your recent SRs.

View Support Requests -- here you can check the status of any SRs that you have previously submitted.

View Service Requests										
Query										
SR Number	Open Date (PST)	Status	Sub Status	Entitlement	Severity	Commit Time (PST)	SR Owner	Product	3rd Party Tracking Number	Description
195848871	10/10/2007 10:33:27 AM	Closed	Resolved	Beta	4		HSINGH	VMware Fusion 1.1 Beta		test
193577821	8/29/2007 06:05:13 PM	Open	Unassigned	Beta	4			Fusion Beta		test
191878031	7/27/2007 04:43:14 PM	Open	Unassigned	Beta	4			Fusion Beta		VMware Tools Fails to Install

Click on the SR number to see the details of your SR, upload log files, annotate the SR or request a status update.

Service Request Detail	
View SR List	
SR Number: 197348881	SR Owner:
Status: Open	Entitlement: Gold Support Agreement
Sub Status: Unassigned	Product: ACE Option Pack
Severity: 4	Preferred Email: webqates102@vmware.com
Date Entered (PST): 11/5/2007 01:37:34 PM	Preferred Method of Contact: Email
Initial Commit Time (PST): 11/6/2007 01:37:34 PM	Preferred Phone Number: (123) 456-7890
3rd Party Tracking Number:	Pager PIN Number:
Problem Category: Installation	Alternate Contact Info:
Problem Description: this is a test	Secondary Email Address:
Attachments	
Add Attachments	
Attachment Name	File Type
Date and Time (PST)	Comments
Updates	
Add	
Comments	Created (PST)

Escalating a Support Request

Your VMware support team always works to ensure that the appropriate resources and level of focus are applied to your request to ensure a timely resolution. If you are not satisfied with the progress of your support request, however, we encourage you to request an escalation. By invoking the escalation process, additional levels of VMware management attention, procedure reinforcement and resource prioritization are brought to bear on resolving your support request

When and how do I escalate a Support Request?

You can escalate a support request at any time either by speaking directly with the technician assigned or by requesting to speak with a Duty Manager/Support Manager.

The escalation process is especially appropriate in the following situations:

- You encounter a roadblock or showstopper to your upgrade or implementation plans.
- You need to communicate a critical business impact to VMware Support Management.
- You are dissatisfied with the responsiveness to or resolution of a Support Request (SR).

As with Severity One SRs, we highly recommend that you contact VMware Support by telephone for escalations. This will ensure that your request is directed to the appropriate resources as soon as possible to achieve a successful resolution.

Note: The severity level of a support request can be increased without an escalation if the business impact of a support request has changed or was not correctly recorded initially.

What steps do I take to escalate?

First, please review the details of your Support Request and verify the following facts:

- Is the problem statement correct?
- Does the SR accurately describe the business impact?
- If there is a workaround, is it impractical or inappropriate?
- Is there a critical milestone date identified in the SR?

Once you have completed this review, contact the assigned technician for your Support Request, or call 1-877-4VMware and ask for the Duty Manager/Regional Escalation Manager to trigger an escalation.

What happens once I request an escalation?

Once an escalation request has been made, the appropriate Regional Escalation Manager will evaluate the situation and determine the appropriate resources to assign and/or process correction to make. An Escalation Engineer specializing in the type of situation being experienced will be assigned as the primary point of contact for the issue and will coordinate with all parties involved to ensure an expedited resolution. The Escalation Engineer will set up a conference call with the appropriate parties to begin outlining the action plan and troubleshooting the situation.

The Regional Escalation Manager is made aware of all escalations and their current status on a daily basis. The Regional Escalation Manager will work with the primary Escalation Engineers to ensure that the appropriate resources, communication and action plans are in place to expedite resolution.

Below is a flow chart of the standard escalation process.

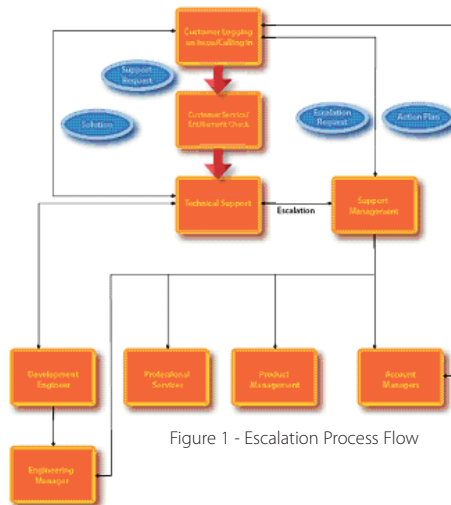


Figure 1 - Escalation Process Flow

How often can I expect updates on an escalation?

As the escalation is initiated, the Escalation Engineer will work with you to determine a communication plan that fits your needs. Agreements will be made on communication mode (email, phone call, reoccurring conference call), frequency, and required attendees for all updates. If required, the Regional and Global Escalation Program Managers will attend any scheduled conference calls to ensure satisfaction with the current progress.

Can VMware engage other vendors if required?

VMware Escalation Engineers and Regional Escalation Managers have the ability to engage other Vendors via TSANet (Technical Support Alliance Network – <http://www.tsanet.org>) or by utilizing your existing support contracts with the vendor.

What can I do if I don't feel progress is being made with an escalation?

If you are concerned with the current state of an escalation or the situation has digressed, please inform your assigned Escalation Engineer, Duty Manager or Regional Escalation Manager immediately. The Escalation Engineer will immediately inform the management team and the Regional and/or Global Escalation Manager will conduct a conference call with the required parties. If necessary, additional resources will be applied to determine what is required to resolve the situation.

How do I de-escalate a Support Request?

Once the Support Request is back on track and making acceptable progress toward resolution, it can be de-escalated. Before the SR is de-escalated, the Escalation Engineer will complete the following tasks:

- Confirm that the action plan is acceptable
- Ensure that the troubleshooting or root cause analysis process is on track
- Document in the SR your agreement to de-escalate the Service Request

Support Request Closure

A SR is typically closed when you confirm that a resolution has been reached or if we do not hear back from you after three attempts to contact you during a ten day period. We may also close SRs if we cannot resolve, or choose not to resolve certain issues, with acknowledgement and agreement from you.

Resolution of Bug-Related SRs

We will keep your request open and follow up with you when a fix is available in a production release. We will also contact you if we post an experimental build to address your issue. You can also [sign up](#) to receive notification of patch and maintenance releases as soon as they become available.

Customer Satisfaction Surveys

The services we offer and the services we will offer in the future are based largely on feedback from you. In addition, your satisfaction with our services is the only way we measure our success. As such, we conduct customer satisfaction surveys that give you the opportunity to let us know how we are doing.

After we close an SR with you (if you have not "opted out" of receiving email from VMware and if it has been at least 30 days since the last survey was sent), you will receive a short survey via email asking for your feedback in the following areas:

- Customer service
- Phone and Knowledge base systems
- Personnel's effectiveness, responsiveness and knowledge
- Resolution time
- Escalation process (if experienced)
- Overall impression

Support Policies

The following sections describe our support policies and explain how specific product versions are supported, compatibility between product releases, compatibility with third party software versions and support for custom code.

Third Party Hardware/Software Support

Unless explicitly supported in VMware's Hardware Compatibility List (HCL) or any other VMware interoperability guide, third party hardware and software will be treated as follows:

VMware Global Support Services (GSS) will assist customers in problem analysis to determine whether or not the technical issue is related to the third party hardware or software. In order to isolate the error, we reserve the right to request that the third party hardware or software be removed. This will only be done where we have reason to believe the issue is related to the third party hardware or software.

If VMware GSS cannot directly identify the root cause or it is reasonably suspected that the problem is related to the third party hardware or software, we will direct the customer to open a support request with the third party vendor's support organization.

VMware Versioning Policy

A VMware product version has three numbers in the format x.y.z.

The number in the "x" position identifies a major release. The number in the "y" position identifies a minor release or product update. The "z" position indicates a minor revision for maintenance releases.

Supported Versions of VMware Products

As a general policy, VMware supports each major release of our products from the time it is released until 18 months after the next major version becomes available. For example, we will normally discontinue support for version 2.x of a given product 18 months after version 3.0 becomes available. If VMware announces the End of Availability of a product line, we will support the then current release for an additional 18 months after the End of Availability date.

Note: Documentation and the last release of software for unsupported versions of VMware products remain available on the VMware website. However, we do not accept SRs for unsupported products.

VMware Upgrade and Update Policy

We provide software releases to fix problems uncovered in our current products. If your problem relates to a software bug in VMware as acknowledged by VMware with a bug tracking number associated with a SR, our TSE will work with you to determine the appropriate release mechanism for a fix based on the technical severity of the bug and the business impact it has on your organization.

We use three mechanisms to provide bug fixes:

1. Maintenance Releases or Updates

A maintenance release is provided on an as needed basis, for example when a bug or a set of bugs are affecting a number of customers severely and one cannot wait for the next product update. Maintenance releases go through full quality assurance (QA) testing, and are scheduled on an as needed basis. A maintenance release is identified by a change in the "z" position of the product version, e.g., VMware GSX Server 1.0.3 for Linux is a maintenance release that supersedes VMware GSX Server 1.0.2 for Linux.

2. Minor Releases or Updates

Minor Releases are released regularly to provide fixes for bugs identified in current releases and may include some minor enhancements. These releases go through full QA testing. Such minor releases are cumulative, so you only need to install the latest minor release to benefit from all the available bug fixes. Minor releases are usually limited to high severity bug fixes. The number in the “y” position changes in the versioning of a minor release e.g., VMware Workstation 3.1 is a minor release for VMware Workstation 3.0. This minor release contains a number of bug fixes, support for Japanese localization, and other features. The licensing scheme typically remains the same for minor releases, e.g., your license key for 3.0 works with 3.1.

3. Major Releases or Upgrades

A major release will normally include all the bug fixes provided by releases for the previous version. As appropriate, bugs identified and not fixed in the release will be documented in the Release Notes. Major releases also provide functional enhancements. Our Product Managers are alerted to all product enhancement requests, and are responsible for setting the priorities by which requested new features are implemented (also subject to technical feasibility). The version change for a major release is identified by a change in the “x” position to the product version number, e.g., VMware Workstation will change from 3.x to 4.0. Your license key for version 3.x will not work with version 4.0. Customers on full Support and Subscription are entitled to major releases as a feature of their support service.

We do encourage our customers to install major releases as soon as it is feasible.

API Support Policy

We provide support for the methods and properties provided with the scripting APIs. However, our support does not include assistance in writing scripts and we do not offer general script debugging help. Support from your peers can be found using VMware’s Community forums for developers.

When asking for support, please be prepared to provide information on your attempts to debug and isolate the problem. For example, we may ask you to provide a simple test case that demonstrates the problem, or ask you to replicate the problem outside of your application. If we cannot diagnose a problem with the APIs, we may be limited to providing suggestions on how you can debug the application code. We may also suggest use of our Consulting Services to help you locate and fix the problem. We do not support APIs written by third party vendors.

Evaluation User Support Policy

VMware offers self-help for evaluation users. We do not currently offer any additional assistance to individual evaluation users.

After-Hours Support

If you are on a support program other than VMware Platinum Support, “after hours” support is available for an additional fee. This “after hours” support is designed to assist with critical production issues. Our aim is to provide a rapid response when your production system fails with a severity one issue, and a Technical Support Engineer (TSE) to help you get the system back on-line again.

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

- A production server has failed
- Users cannot access the production servers
- Critical errors are being logged by an operational production server
- Performance of the servers has degraded to an unusable level
- A critical application is unusable
- Data is unrecoverable, corrupt, or lost
- Hardware or software upgrade assistance needed for production servers that cannot be handled during normal business hours

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 SR 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 SR will then either be closed, or 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.

Feature Requests

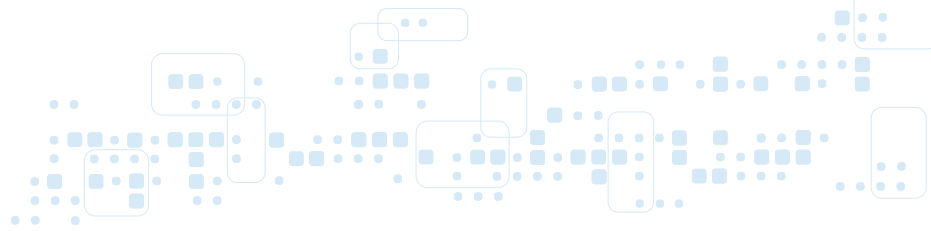
If you have a suggestion for how to improve or enhance VMware software, your input is always welcome. Please send your suggestions to feature-request@vmware.com. You will receive an automated response indicating that your suggestion has been received. Unless additional information is needed, you will not receive a personal response. Any suggestions for enhancements to VMware software that you submit will become the property of VMware. VMware may use this information for any VMware business purposes, without restriction, including for product support and development. VMware will not use the information in a form that personally identifies you.

Security Response Policy

Read our VMware Security Response Policy, which documents our commitment for resolving possible vulnerabilities in our products so that you can be assured that any such issues will be corrected in a timely fashion.

Appendix A: Support Offerings Datasheets

- VMware Global Support Services Overview
- VMware Platinum Support
- VMware Business Critical Support
- VMware Gold Support
- VMware Silver Support
- VMware Site Support
- VMware Per Incident Support
- VMware Complimentary Support



VMware Global Support Services Overview

VMware® Global Support Services offers a suite of proactive, top-quality support packages to meet your business needs. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

VMware offers three support and subscription programs (Platinum, Gold and Silver) that include VMware support along with periodic fixes and enhancements to our products. These programs are offered on an annual or multi-year subscription basis.

To compliment our Platinum Support and Subscription program, we also offer Business Critical Support, a service option that provides your centralized data center team with personalized technical support delivered by a designated team of experts familiar with your system configuration, past support experience and specific business needs.

Per Incident support is available for VMware Workstation, VMware Fusion, VMware VirtualCenter for VMware Server, VMware ACE Starter Kit, and VMware Converter. Per Incident support is available via phone or email with the exclusion of Fusion which is responded to

via email. Per Incident support does not include product updates or upgrades.

Site support and subscription is also available for VMware Workstation and VMware Fusion customers with multiple licenses. This program allows you to aggregate all of your Workstation or Fusion support contracts into a single contract. All of your licenses will be covered with business hours support. You'll benefit by receiving only one invoice; your renewals will happen on one date; and you'll receive all updates and upgrades.

Complimentary email support comes with the purchase of every Workstation or VirtualCenter for VMware Server license allowing for 30 days of installation support from the date of purchase and product updates for 18 months. Complimentary email support for Fusion is available for 30 days from the date of product registration.

The table below compares the services side by side. Please contact your VMware sales representative or VMware channel partner for more details.

FEATURE	PLATINUM	GOLD	SILVER	COMPLIMENTARY	PER INCIDENT	SITE
Hours of Operation	24 Hrs/Day** 7 Days/Wk 365 Days/Yr	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday
Length of Service	1, 2 or 3 Years	1, 2 or 3 Years	1, 2 or 3 Years	30 days for installation support	Valid for one year after purchase of the incidents	1, 2 or 3 Years
Product Updates	Yes	Yes	Yes	Yes	Not Available	Yes
Product Upgrades	Yes	Yes	Yes	Not Available	Not Available	Yes
Products Supported	All Products (excluding Fusion and Player)	All Products (excluding Fusion and Player)	Workstation Only	Workstation, Fusion and VirtualCenter For Server Only	Workstation, Fusion, VirtualCenter for Server, ACE Starter Kit, and Converter Starter Edition	Workstation and Fusion Only
Method of Access	Telephone/Web	Telephone/Web	Web Only	Web Only	Telephone/Web***	Telephone/Web
Response Method	Telephone/Email	Telephone/Email	Email Only	Email Only	Telephone/Email***	Telephone/Email
Remote Support	Yes	Yes	Not Available	Not Available	Not Available	Yes
Access to VMware Web Site	Yes	Yes	Yes	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes	Yes	Yes	Yes
Max Number of Support Admins per Contract	6	4	2	Not Applicable	Not Applicable	4
Number of Support Requests	Unlimited	Unlimited	Unlimited	Unlimited	1, 3, or 5 per Incident	Unlimited
Onsite Support for Exceptional Escalations	Yes	Not Available	Not Available	Not Available	Not Available	Not Available

**For customers of Business Critical Support on top of Platinum, direct access to assigned team members is provided during local business hours. Off hours support is provided through a service queue which is staffed by senior technical support engineers.

***Excluding Fusion which is initiated via the web and responded to via email.

The severity of the problem and the service levels of the support program that you purchase determine the speed of our response. Following are the target time commitments for providing the initial response.

SEVERITY	PLATINUM (24X7)	GOLD (12X5)	SILVER (WEB ONLY)	COMPLIMENTARY (WEB ONLY)	PER INCIDENT (WEB ONLY)	SITE (12X5)
Critical (Severity 1)	30 minutes or less; 24x7	4 business hours*	8 business hours*	1 business day for all severities*	1 business day for all severities*	4 business hours*
Major (Severity 2)	4 business hours*	8 business hours*	12 business hours*			8 business hours*
Minor (Severity 3)	8 business hours*	12 business hours*	12 business hours*			12 business hours*
Cosmetic (Severity 4)	12 business hours*	12 business hours*	12 business hours*			12 business hours*

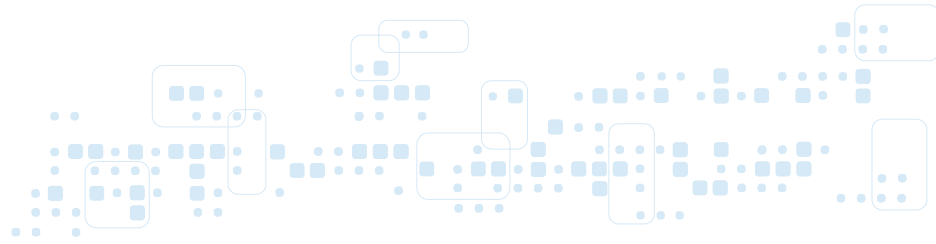
* VMware business days are defined as follows:

BUSINESS HOURS BY LOCATION	
NASA North America and Latin America Alaska, Hawaii South America	Mon–Fri, 6 a.m. to 6 p.m. (Local Time Zone) Mon–Fri, 6 a.m. to 6 p.m. (Pacific Time) Mon–Fri, 6 a.m. to 6 p.m. (Eastern Time)
EMEA (Europe, Middle East, Africa)	Mon–Fri, 7 a.m. to 7 p.m. (Greenwich Mean Time)
APJ (Asia, Pacific Rim, Japan) Australia/New Zealand	Mon–Fri 8:30 a.m. to 8:30 p.m. (Singapore Time) Mon–Fri 7:00 a.m. to 7:00 p.m. (Australian Eastern Time)

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 and we are dedicated to ensuring that any issues are resolved to your satisfaction.

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 our support policies and offerings can be found in our [Technical Support Guide](#).



VMware Platinum Support and Subscription Service

KEY BENEFITS
<ul style="list-style-type: none"> • Global, 24x7 support for severity 1 issues • Fast response times for critical issues • Unlimited number of support requests • Remote Support • Online access to: <ul style="list-style-type: none"> ◦ Documentation and technical resources ◦ Knowledge base ◦ Discussion forums • Product updates and upgrades

Overview

VMware® Platinum Support is designed with your production environments in mind. Our global support centers are staffed around the clock to provide you access to our industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

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 our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	PLATINUM SUPPORT
Hours of Operation	24 Hours/Day 7 Days/Week 365 Days/Year
Length of Service	1, 2 or 3 Years
Product Updates	✓
Product Upgrades	✓
Products Supported	All Products (excluding VMware Player)
Method of Access	Telephone/Web
Response Method	Telephone/Email
Remote Support	✓
Access to VMware Web Site	✓
Access to VMware Discussion Forums and Knowledge Base	✓
Max Number of Support Admins per Contract	6
Number of Support Requests	Unlimited
Target Response Times Telephone: All Severities	Live Transfer
Web: Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	30 minutes or less; 24x7 4 business hours 8 business hours 12 business hours
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/NewZealand	Monday - Friday 6am - 6pm local time zone 6am - 6pm PST 6am - 6pm EST 7am – 7pm (GMT) 8:30am – 8:30pm (Singapore Time) 7am – 7pm (Sydney AET)

VMware Business Critical Support Option

KEY BENEFITS
<ul style="list-style-type: none"> Extend your IT team with VMware support experts who know your architecture and are aware of past issues. Reach the correct technical experts more quickly – In recognition of your commitment to virtual infrastructure, your support requests bypass Level One Support and are assigned directly to a senior level engineer. Spend less time conveying background and configuration information – Your designated VMware support team knows your system architecture and maintains a customer profile reference document. Fix problems before they occur – Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action. Avoid known issues – Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.

Overview

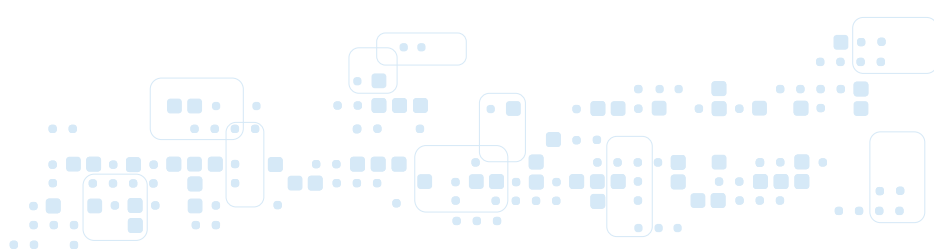
The VMware® Business Critical Support Option is offered as a supplement to VMware Platinum Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.

The Business Critical Support Option provides the highest level of personalized, proactive customer support available from VMware.

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 our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	DESCRIPTION
Designated Support Team	With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.
Direct Routing to Senior Level Engineers	All Support Requests filed online will be owned and worked by your designated support team. Support Requests filed by telephone will bypass Level One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.
Customer Site Profile	A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.
Customer Support Plan	A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key processes.
Root Cause Analysis	Should there be an outage that affects system availability, VMware Global Support Services will, upon your request, work to provide formal root cause analysis for your Severity One Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.
Prerequisites	Requires VMware Platinum Support in place for all VMware products to be covered and supported under VMware Business Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.
Support for Migration and Updates	Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.
Log File Review	Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.
Monthly Support Review Meeting	Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.
Length of Service	One Year
Maximum Customer Contacts	Six Support Administrators per site
Number of Support Requests	Unlimited



VMware Gold Support & Subscription Service

- KEY BENEFITS**
- Global, 12x5 access to support
 - Unlimited number of support requests
 - Remote Support
 - Online access to:
 - Documentation and technical resources
 - Knowledge base
 - Discussion forums
 - Product updates and upgrades

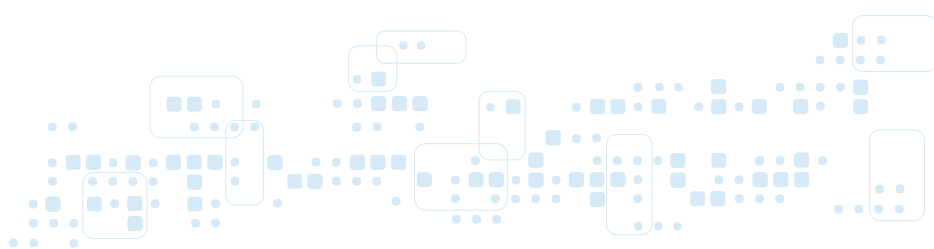
Overview

VMware® Gold 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. Each center is staffed with engineers that can provide industry-leading expertise in virtualization and years of experience supporting virtual infrastructure products in real-world customer environments. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success.

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 our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	GOLD SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	1, 2 or 3 Years
Product Updates	✓
Product Upgrades	✓
Products Supported	All Products (excluding VMware Player)
Method of Access	Telephone/Web
Response Method	Telephone/Email
Remote Support	Yes
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Administrators per Contract	4
Number of Support Requests	Unlimited
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	4 business hours 8 business hours 12 business hours 12 business hours
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/NewZealand	Monday - Friday 6 a.m. to 6 p.m. (local time zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST) 7 a.m. to 7 p.m. (GMT) 8:30 a.m. to 8:30 p.m. (Singapore Time) 7 a.m. to 7 p.m. (Sydney AET)



VMware Silver Support & Subscription Service

- KEY BENEFITS**
- Global, 12x5 Web-only access to support
 - Unlimited number of support requests
 - Online access to:
 - o Documentation and technical resources
 - o Knowledge base
 - o Discussion forums
 - Product updates and upgrades

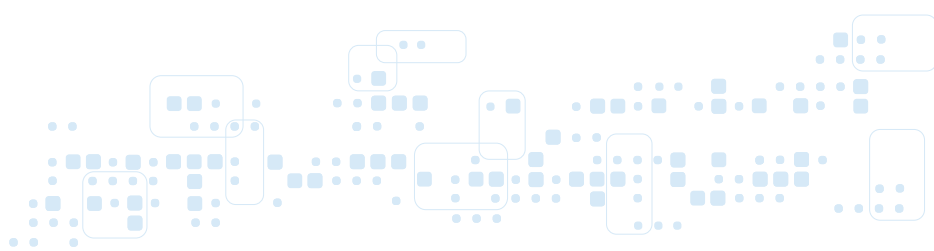
Overview

VMware Silver Support is designed for individual users of our VMware Workstation product. Silver support requests are submitted via the VMware support Web site only. Subscribers to this service should take advantage of our online knowledge base, documentation and discussion forums. Developers, test engineers and help desk personnel requiring the ability to contact VMware Support by phone should consider the VMware Gold Support service.

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 our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	SILVER SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	1, 2 or 3 Years
Product Updates	✓
Product Upgrades	✓
Products Supported	Workstation Only
Method of Access	Web Only
Response Method	Email Only
Access to VMware Web Site	✓
Access to VMware Discussion Forums and Knowledge Base	✓
Max Number of Support Admins per Contract	2
Number of Support Requests	Unlimited
Target Response Times Web: Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	8 business hours 12 business hours 12 business hours 12 business hours
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/NewZealand	Monday - Friday 6am - 6pm (Local Time Zone) 6am - 6pm (PST) 6am - 6pm (EST) 7am – 7pm (GMT) 8:30am – 8:30pm (Singapore Time) 7am – 7pm (Sydney AET)



VMware Site Support

- KEY BENEFITS**
- One support contract and one invoice for either your VMware Fusion or VMware Workstation Software Product Licenses at your Site*
 - All Support and Subscription contracts renew at the same time
 - Unlimited calls and software subscription included
 - You can add VMware software product licenses for the same product to your Site and they will be automatically covered during the period of your support contract
 - Online access to documentation and technical resources, Knowledge Base articles and discussion forums

Overview

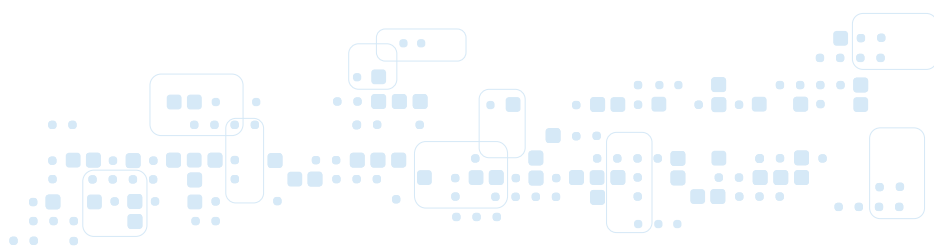
VMware offers technical support for VMware Workstation and VMware Fusion products on a site support basis for customers that have 50 or more product licenses of either product. Site support allows customers to aggregate all of their support contracts for either Fusion or Workstation into a single contract. All product licenses covered on a per Site basis will be covered with business hours support. You will benefit by receiving only one invoice; renewing only one contract on one date; and receiving all Updates and Upgrades free-of-charge.

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 our support policies and offerings can be found in our [Technical Support Guide](#).

FEATURE	SITE SUPPORT
Hours of Operation	12 Hours/Day Monday–Friday
Length of Service	Valid for one year after purchase
Product Updates	Included
Product Upgrades	Included
Products Supported	Fusion or Workstation Only
Method of Access	Web and Phone
Response Method	Phone and Email
Access to VMware Web Site	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes
Max Number of Support Admins per Contract	4
Number of Support Requests	Unlimited
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	4 business hours 8 business hours 12 business hours 12 business hours
Business Hours North America & Latin America Alaska, Hawaii South America (NASA) Europe, Middle East, Africa (EMEA) Asia Pacific, Japan (APJ) Australia/New Zealand	Monday - Friday 6am - 6pm local time zone 6am - 6pm PST 6am - 6pm EST 7am – 7pm (GMT) 8:30am – 8:30pm (Singapore Time) 7am – 7pm (Sydney AET)

*“Site” means all customer physical facilities located in a particular city. (For example, if customer had several facilities located within City A, USA, VMware would support, as a single Site, all VMware Fusion or VMware Workstation Software Product Licenses for all of customer’s physical facilities located within City A).



VMware Per Incident Support

KEY BENEFITS

- Pay as you go
- Good for technical support on specific products
- Sold as individual per incidents or as economical 1, 3 or 5 incident packs, depending on product
- Online access to documentation and technical resources, Knowledge Base articles and discussion forums

Overview

VMware offers technical support for several products on a per incident basis allowing access to support as you need it. VMware Ace Starter Kit, VMware Workstation, VMware Virtual Center for VMware Server, VMware Converter Starter Edition and VMware Fusion all have per incident support available for purchase to meet the needs of individual consumers or smaller data centers and software development organizations

Web and phone-initiated support for Ace Starter Kit, Workstation and Virtual Center can be purchased in economical 1, 3 or 5 per incident packs through our VMware Sales Team at 1-877-4VMware. Both [Workstation Per Incident support](#) and [Virtual Center Per Incident support](#) can be purchased through our online store. Note: As Workstation is a key component of the ACE Starter Kit, Workstation per incident support is used for both products. Responses are returned via phone or email depending on customer preference.

Web and phone-initiated support for VMware Converter Starter Edition is sold on a single per incident basis and can be purchased through our VMware Sales Team at 1-877-4VMware under the P2V2 product category. Responses are returned via phone or email depending on customer preference.

Per incident support for VMware Fusion can be initiated on our website and will be responded to via email. [Per incident support for Fusion](#) can be purchased in convenient 1, 3 and 5 per incident packs either through our online store or through our VMware Sales Team at 1-877-4VMware.

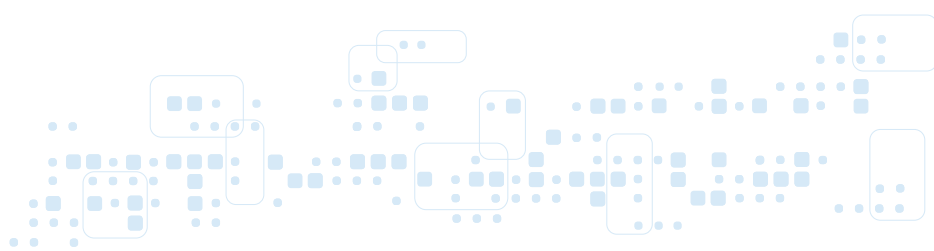
Before purchasing per incident support, we highly recommend that you take advantage of our online Knowledge Base, documentation and discussion forums—complimentary resources that may lead directly to the answers needed!

FEATURE	ACE STARTER KIT, WORKSTATION AND VIRTUALCENTER FOR VMWARE SERVER	CONVERTER STARTER EDITION	FUSION
Hours of Operation	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday
Length of Service	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident	Valid for one year after purchase of the incident
Product Updates	Not Available	Not Available	Not Available
Product Upgrades	Not Available	Not Available	Not Available
Method of Access	Web and Phone	Web and Phone	Web Only
Response Method	Phone and Email	Phone and Email	Email Only
Access to VMware Web Site	Yes	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes	Yes
Number of Support Requests Purchasable	1, 3, 5 Per Incident Packs	One Per Incident	1, 3, 5 Per Incident Packs

FEATURE	ACE STARTER KIT, WORKSTATION AND VIRTUALCENTER FOR VMWARE SERVER	CONVERTER STARTER EDITION	FUSION
Target Response Times	1 business day for all severities	1 business day for all severities	1 business day for all severities
Business Hours North America & Latin America Alaska, Hawaii South America (NASA)	Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)	Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)	Monday - Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (GMT)	7 a.m. to 7 p.m. (GMT)	7 a.m. to 7 p.m. (GMT)
Asia Pacific, Japan (APJ)	8:30 a.m. to 8:30 p.m. (Singapore Time)	8:30 a.m. to 8:30 p.m. (Singapore Time)	8:30 a.m. to 8:30 p.m. (Singapore Time)
Australia/NewZealand	7 a.m. to 7 p.m. (Sydney AET)	7 a.m. to 7 p.m. (Sydney AET)	7 a.m. to 7 p.m. (Sydney AET)

Additional Information

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



VMware Complimentary Support

KEY BENEFITS

- Helps you get through the installation phase
- Submit a support request via the web; receive an email response generally within 24 business hours
- Online access to documentation and technical resources, Knowledge Base articles and discussion forums

Overview

VMware offers 30 consecutive calendar days of complimentary support for VMware Workstation, VMware Fusion and VMware VirtualCenter for VMware Server products. Support requests are submitted via our website and responses will be sent via email.

This complimentary support can be obtained by submitting a support request [via the web](#). You will be given an opportunity to search our Knowledge Base for articles that may give you the information needed immediately or you may continue on to file a support request. You can also access our documentation, discussion forums and other resources from our [support home page](#).

Fusion customers are being offering offered this installation and configuration assistance for 30 consecutive calendar days starting from your date of product registration.

Workstation and VirtualCenter for VMware Server customers are offered installation assistance and support for 30 consecutive calendar days and product updates for 18 months starting from your date of purchase.

FEATURE	FUSION	WORKSTATION OR VIRTUALCENTER FOR VMWARE SERVER
Hours of Operation	12 Hours/Day Monday–Friday	12 Hours/Day Monday–Friday
Length of Service	30 days for installation assistance/support	30 days for installation assistance/support and 18 months for updates
Product Updates	Yes	Yes
Product Upgrades	Not Available	Not Available
Method of Access	Web Only	Web Only
Response Method	Email	Email
Access to VMware Web Site	Yes	Yes
Access to VMware Discussion Forums and Knowledge Base	Yes	Yes
Number of Support Requests	Unlimited	Unlimited
Target Response Times (Web) Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	24 business hours from time of submission for all severities	8 business hours 12 business hours 12 business hours 12 business hours
Business Hours North and Latin America Alaska, Hawaii South America (NASA)	Monday – Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)	Monday – Friday 6 a.m. to 6 p.m. (Local Time Zone) 6 a.m. to 6 p.m. (PST) 6 a.m. to 6 p.m. (EST)
Europe, Middle East, Africa (EMEA)	7 a.m. to 7 p.m. (Greenwich Mean Time)	7 a.m. to 7 p.m. (Greenwich Mean Time)
Asia Pacific, Japan (APJ)	8:30 a.m. to 8:30 p.m. (Singapore Time)	8:30 a.m. to 8:30 p.m. (Singapore Time)
Australia/New Zealand	7 a.m. to 7 p.m. (Sydney AET)	7 a.m. to 7 p.m. (Sydney AET)



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