

VMWARE SUPPORT BY PRODUCT MATRIX

Quick Reference Guide

SUPPORT OFFERING	PRODUCTS SUPPORTED
Basic	All Products (excluding Fusion and VMware Integrated OpenStack)
Production	All Products (excluding Fusion)
Business Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Photon Platform and recently acquired or emerging products)
Healthcare Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Photon Platform and recently acquired or emerging products)
Mission Critical	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Workspace ONE, Pivotal, Photon Platform and recently acquired or emerging products)
Mission Critical for Workspace ONE	All VMware Workspace ONE products
Mission Critical Plus	All Production SnS Eligible Products (excluding Fusion, Workstation Player, Workstation Pro, Horizon Cloud, Application Platform (vFabric), former Ionix products, SDK, SpringSource, Socialcast, vCloud Air, AirWatch, Pivotal, Photon Platform and recently acquired or emerging products)
Extended Support	vSphere 5.0, 5.1, 5.5 Horizon (View) 4.x, 5.x, 6.0 Site Recovery Manager 5.0, 5.1, 5.5, 5.8
IaaS Production	vCloud Air Virtual Private Cloud vCloud Air Dedicated Cloud vCloud Air Disaster Recovery vCloud Government Service Provided by Carpathia
OnDemand Services Online	vCloud Air Virtual Private Cloud OnDemand vCloud Air SQL
OnDemand Services Production	vCloud Air Virtual Private Cloud OnDemand vCloud Air SQL
SaaS Basic	Socialcast Workspace ONE vRealize Business Enterprise (ITFM)
SaaS Production	AppDefense Aptelligent by VMware Cost Insight Discovery Horizon Cloud Log Intelligence Network Insight Socialcast VMware Cloud on AWS vRealize Business Enterprise (ITFM) Wavefront by VMware Workspace ONE
SDK and API Support	CIM SDK (SMASH – SMI-S) Horizon View Session Enhancement SDK NSX for vSphere REST API (except NetX / EpSec SDKs) PowerCLI for View Remote Console API ThinApp SDK vCenter Single Sign On SDK vCloud API vCloud SDK for .NET vCloud SDK for Java vCloud SDK for PHP vCloud Suite SDK for Java Virtual Disk Development vRealize Automation Center vRealize Operations Manager SDK vRealize Orchestrator API (creation of custom plugins and workflows) vSphere Command Line Interface vSphere ESX Agent Manager SDK vSphere Guest SDK vSphere Management Assistant - vCLI vSphere PowerCLI vSphere SDK for Perl vSphere Web Client SDK vSphere Web Services SDK
U.S. Federal	Depends on support contract purchased
Per Incident	Fusion Fusion Pro vSphere Essentials vSphere Hypervisor (ESXi) Workstation Pro Workstation Player

