

VMware Support by Product Matrix

Quick Reference Guide

SUPPORT OFFERING	PRODUCTS SUPPORTED
Basic Support	All on-premises products (excluding Fusion, VMware Integrated OpenStack, vSAN and NSX)
Production Support	All On-Premises Products (excluding Fusion)
Extended Support	Horizon View 7.x NSX Data Center for vSphere 6.4.x vSphere Integrated Containers 1.5.4, 1.5.5 vSphere 6.5, 6.7
Cloud Services Basic Support	Workspace ONE vRealize Business Enterprise (ITFM) VMware Cloud
Cloud Services Production Support	All Cloud Service Offerings
U.S. Federal Production Support	All on-premises Production Support eligible products, Workspace ONE and VMware Cloud on AWS
Per Incident Support	Fusion Fusion Pro* vSphere Essentials vSphere Hypervisor ESXi Workstation Player* Workstation Pro* *Eligible for optional Basic and Production Support
SDK and API Support	CIM SDK (SMASH – SMI-S) Horizon Server 7.0 REST API Horizon View Session Enhancement SDK HTML Console SDK NSX - T REST API Java SDK NSX - T REST API Python SDK NSX-V REST API (except NetX / EpSec SDKs) Remote Console API Site Recover Manager (SRM) SDK Storage Monitoring Service (SMS) SDK Storage Policy Based Management (SPBM) SDK ThinApp SDK vCenter Single Sign On SDK

SUPPORT OFFERING	PRODUCTS SUPPORTED
<p>SDK and API Support</p>	<p>vCloud Director REST API Virtual Disk Development VMware PowerCLI vRealize Automation (vRA) SDK vRealize Operations Manager (vROPs) SDK vRealize Orchestrator API (creation of custom plug-ins and workflows) vSAN Management SDK for Python vSAN Management SDK for .Net vSAN Management SDK for Java vSAN Management SDK for Perl vSphere DataCenter CLI – DC CLI vSphere ESX Agent Manager SDK vSphere ESXCLI Standalone vSphere Guest SDK vSphere Management Assistant – vCLI vSphere Management SDK for Java vSphere Web Client SDK</p>
<p>Mission Critical Support for Support Partners</p>	<p>All products with underlying Production Support entitlements excluding:</p> <p>CloudHealth VMware Carbon Black VMware SASE products VMware Greenplum (formerly VMware Tanzu Greenplum) VMware Tanzu SQL VMware Tanzu Gemfire VMware Tanzu RabbitMQ VMware Tanzu Application Service VMware Tanzu Standard Runtime VMware Tanzu Observability by Wavefront VMware Tanzu Build Service VMware Tanzu Application Platform</p>
<p>U.S. Federal Support for Partners</p>	<p>All U.S. Federal Production Support eligible products excluding:</p> <p>CloudHealth VMware Carbon Black VMware SASE products VMware Greenplum (formerly VMware Tanzu Greenplum) VMware Tanzu SQL VMware Tanzu Gemfire VMware Tanzu RabbitMQ VMware Tanzu Application Service VMware Tanzu Standard Runtime VMware Tanzu Observability by Wavefront VMware Tanzu Build Service VMware Tanzu Application Platform</p>

RETIRED SUPPORT OFFERINGS	
Premier Support, Premier for Financial, Premier for Telco, Premier for Healthcare Premier for Federal Premier Support Resident Engineer Premier Support Account Manager	All products with underlying production support entitlements (excluding Carbon Black, CloudHealth, SD-WAN and SASE products and select Tanzu products) <i>No longer available for purchase as of April 1, 2021</i>
Business Critical, Healthcare Critical, Mission Critical	All on-premises Production Support eligible products (excluding Workstation Player, Workstation Pro, Workspace ONE, Socialcast, Pivotal Container Service and recently acquired or emerging products) <i>No longer available for purchase as of September 2, 2019</i>
Carrier Grade	VMware vCloud NFV (vSphere, vCD-SP, vSAN, VMware NSX, VMware SRM, vROps, Log Insight, vSphere Replication) <i>No longer available for purchase as of September 2, 2019</i>
Mission Critical Plus	All Mission Critical and Mission Critical Support for Workspace ONE Eligible Products <i>No longer available for purchase as of September 2, 2019</i>
Mission Critical for Workspace ONE	All VMware Workspace ONE Products (excluding Horizon Cloud) <i>No longer available for purchase as of September 2, 2019</i>
U.S. Federal Basic	<i>No longer available for purchase as of August 9, 2018. More information is available here.</i>

[1] The purchase of Production Support for VMware Desktop Hypervisor products requires a minimum license quantity of ten (10) per supported product.