



VMware Extended Support

Bridge the gap between product transitions and upgrades

Key benefits

- Peace of mind while you migrate to a newer environment
- Access to security fixes after a product has reached end of General Support
- Access to hot fixes for Severity 1 issues. A Severity 1 issue occurs when a production server or mission-critical system(s) are down, and no workaround is immediately available.

Additional Information

Coverage is limited to one Entitlement Account per customer.

Offer is not available for purchase by Support Partners.

VMware support policies and offerings can be found in the [VMware General Terms](#), [VMware Support Services Guide](#), and the [VMware Technical Support Guide](#).

Purchase information can be found by dialing one of VMware's toll free numbers and choosing the Sales Option or contacting one of VMware's resellers.

Overview

VMware Extended Support is designed to provide security and Severity 1 fixes for your legacy environment while you are migrating to a newer, fully supported version of VMware software products. We are committed to ensuring that you can rely on VMware's enterprise-class worldwide support while you upgrade your systems so you can focus on running your business.

VMware Extended Support	
Feature	Extended Support
Length of Service	Minimum 3 Months, no gaps in coverage allowed. Initial purchase coverage begins at the End of General Support date (EOGS) and can be purchased for up to 2 years*
Access of Security Patches	Security patches for critical vulnerabilities (CVSSv3 score equal to or greater than 9)
Access to Bug Fixes	Ability to create hot patches for Severity 1 issues, where no viable workaround exists
Numbers of Severity 1 Support Requests	Unlimited
Workaround for Non-business Critical Issues	Included
Self-help Web-based Support	Included

VMware Extended Support	
Feature	Extended Support
Products Supported	VMware Horizon® View 7.13 VMware NSX® Data Center for vSphere 6.4.14 VMware vSAN® 6.7 VMware vSphere® 6.5, 6.7 VMware vSphere® Integrated Containers 1.5.4, 1.5.5 VMware SDDC Manager® 3.10 VMware vRealize Automation® 7.6 VMware Greenplum® 5.29
Prerequisites	All licenses must be covered by an active Basic or Production Support contract through the end of the Extended Support contract
Limitations	Third-Party or Open Source software will not be upgraded during the extended period
Exclusions	Maintenance; Server, Client, and Guest OS updates
Purchase Options	Available for purchase in three-month or one-year increments, per product and version

*VMware SDDC Manager 3.10 coverage is only available for up to 14 months after the EOGS date, VMware SDDC Manager 3.11 coverage is only available for up to 18 months after the EOGS date, and VMware vRealize Automation 7.6 coverage is only available for up to 12 months after the EOGS date.