

# My VMware Reference – Get Support

United States Army ELA

AUGUST 2016

## Building an Effective Support Relationship

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

**Education.** We have found that customers who invest in VMware education courses are much more effective in defining the symptoms of problems and in working with us to resolve the underlying issue. 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 programs that offers technology professionals the knowledge, skills, and credentials to deploy and maintain VMware technologies.

With the Army ELA, VMware offers on-line training classes that are included as a value added benefit of the ELA. To request a class go to the following web site for instructions and request forms:

<http://www.carahsoft.com/buy/esi-bpa-ontracts/VMwareArmyELA#training>

**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.

**Utilize Self-Help.** Organizations can take full advantage of VMware self-help tools available on the Web. Through the VMware Technology Network, you can find technical documentation, 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. Provide VMware Product Diagnostic Bundles - the syntax and location of the script(s) vary by product.

See <http://kb.vmware.com/kb/1008524>

**Keep Your Profile Up to Date.** Maintain your profile information. This minimizes some of the overhead in processing your Support Request and allows us to respond to your requests quickly and effectively.

## Production Support

*Focused, 24-Hour Support for Production Environments*

VMware Production Support is designed with your production environments in mind. Our Federal support center provides 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.

[VMware U.S. Federal Technical Support Overview](#)

VMWARE GLOBAL SUPPORT SERVICES	
<b>U.S. Federal Support</b>	
<b>Toll-Free:</b>	+1 (877) VMWARE0 +1 (877) 869-2730
<b>Direct:</b>	+1 (650) 846-2060
<b>Entitlement Account Number</b>	480387931
<b>Hours of Operation</b>	0700-1600 MST/MDT After hour's calls will be routed to an on-call engineer from the US citizen team. In accordance with our support services policy, we ask that you only call with Severity 1, system down support requests after hours.
<b>Remote Support</b>	Yes
<b>Method of Access</b>	Phone / Email
<b>Response Method</b>	Phone / Email
<b>Access to My VMware</b>	Yes
<b>Number of Support Requests</b>	Unlimited
<b>Target Response Times</b>	
Critical / Severity 1	30 Minutes or Less
Major / Severity 2	4 Business Hours
Minor / Severity 3	8 Business Hours
Cosmetic / Severity 4	12 Business Hours

## Get Support

You can get support from VMware in two ways:

- **File a Support Request Online** – Filing a Support Request online through **My VMware** (<https://my.vmware.com>) is the fastest way to file a Support Request. My VMware transforms your experience by providing a new integrated, self-service, account-based interface focused on simplifying and streamlining your online activities with VMware.

**\*REQUIREMENT:** To file a Support Request online, the user will need to have a VMware Profile Account setup:

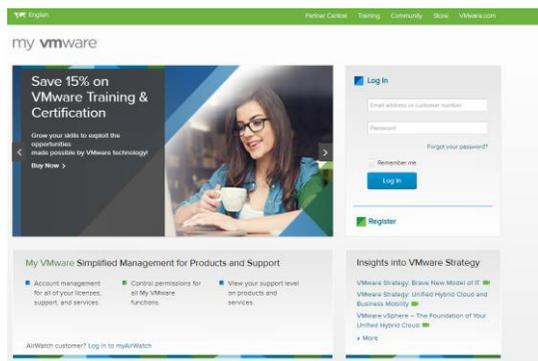
- If you have a VMware Profile Account, log in with your email and password.

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- If you do not have a Profile account, click on the **Register** icon below the Login button.



When filing a Support Request online, you can choose from one of these categories:

**Technical** – Choose from this dropdown if you are facing an issue related to product usage or installation. For more information, see [Filing a Technical Support Request](#) in this document.

**Product Licensing or Account** – Choose from this dropdown if you are facing an issue related to licenses, contracts, or accounts.

**General Inquiries** – Choose from this dropdown for all other questions, including downloads, evaluations, and profile. For more information, see [Filing a General Inquiries Support Request](#) in this document.

**IMPORTANT NOTE:** All MyVMware users can file Product Licensing, Subscription Service, or Account and General Inquiries Support Requests. Users with File Technical Support Requests permissions that have a support contract or that have purchased Pay Per Incident Support for a qualifying product can file a Technical Support Request. Please reach out to your VMware contact for the necessary permissions.

- **File a Support Request by Phone** – You can file a Support Request by phone by calling the Federal Support number and providing support with the Entitlement Account number (see Table on page 1.)

VMware Support is delivered primarily in English language except where local languages are available. Local language support is provided on a best effort basis and English language support is always available 24x7.

Initial response times by the Technical Support Engineer follow the guidelines for your specific support offering. Responses are either by phone, email, or a combination of both depending on what you specify in your Support Request and what your support level allows.

**My VMware** is the primary and recommended method to file and track Support Requests. This is the most efficient method for logging a request. However, when you do choose to contact VMware Support via phone, you will experience a streamlined process.

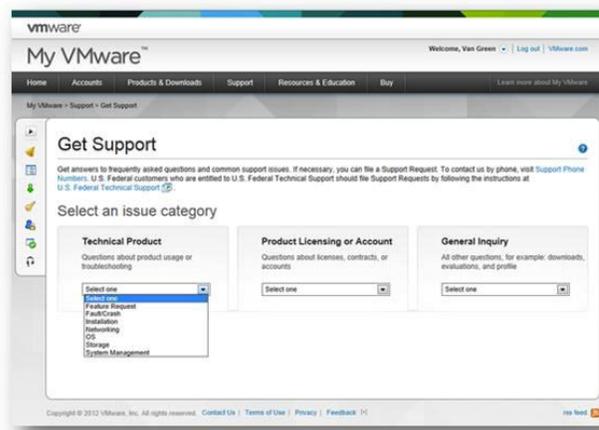
## Filing a Technical Support Request

Watch an example on YouTube: <https://www.youtube.com/watch?v=sPzXyQegvIA>

Choose from this dropdown if you experience an issue related to Fault/Crash, Installation, Networking, Operating System, Storage, or System Management.

To file a Technical Support Request: (<http://kb.vmware.com/kb/2006985>)

1. Log into **My VMware** (<https://my.vmware.com>.)
2. Select **Support > Get Support** from the main menu.
3. Choose an option from the **Technical** dropdown.

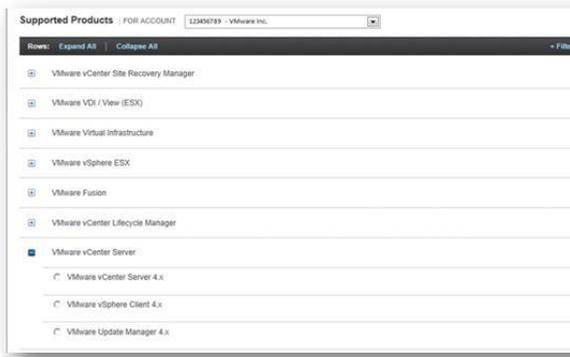


4. Choose an option from the **For Account** dropdown.
5. Select the product for which you are filing the Support Request and click **Continue**.

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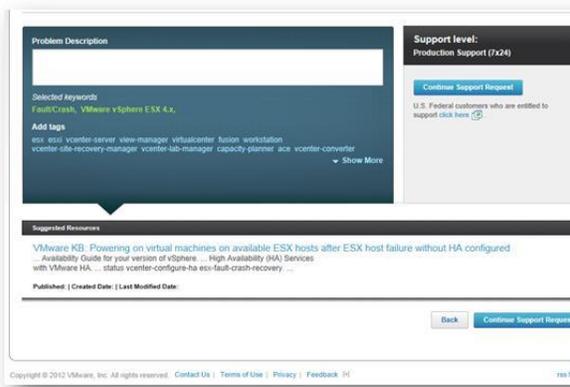
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**Note:** If no products display and you have access to multiple accounts, confirm that you selected the correct account. If the correct account is not selected, please contact your Technical Account Manager immediately.

6. Provide a problem description. Use the exact error message to help VMware solve your issue. A list of suggested Knowledge Base (KB) articles displays will be displayed below.



7. Review the provided KB articles to determine if they resolve your issue.
8. Click descriptive tags, from the collection of tags below the problem description, to add them to the description. Adding tags leads to more relevant KB content.
9. Review the updated list of KB articles to determine if they resolve your issue.

10. If the KB articles do not resolve your issue, click **Continue Support Request**.
11. Select your product version.
12. Select an appropriate severity. The severity level is a measure of the relative impact of the technical issue on your systems or business. Accurately defining the severity ensures a timely response and helps VMware to understand the nature of your issue.

SEVERITY	DESCRIPTION
<p><b>SEVERITY 1 *</b></p> <p><i>Response:</i> 30min</p> <p><i>Coverage:</i> 24 x 7</p> <p><i>Follow Up:</i> Daily</p>	<p>Production server or other mission critical system(s) are down, not accessible and no workaround is immediately available.</p> <ul style="list-style-type: none"> <li>All or a substantial portion of your mission critical data is at a significant risk of loss or corruption.</li> <li>You have had a substantial loss of service.</li> <li>Your business operations have been severely disrupted.</li> </ul>
<p><b>SEVERITY 2</b></p> <p><i>Response:</i> 4hrs</p> <p><i>Coverage:</i> 12 x 5</p> <p><i>Follow Up:</i> 3 Days</p>	<p>Major functionality is severely impaired.</p> <ul style="list-style-type: none"> <li>Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.</li> <li>A major milestone is at risk. Ongoing and incremental installations are affected.</li> <li>A temporary workaround is available.</li> </ul>
<p><b>SEVERITY 3</b></p> <p><i>Response:</i> 8hrs</p> <p><i>Coverage:</i> 12 x 5</p> <p><i>Follow Up:</i> 3 Days</p>	<p>Partial, non-critical loss of functionality of the software.</p> <ul style="list-style-type: none"> <li>Impaired operations of some components, but allows the user to continue using the software.</li> <li>Initial installation milestones are at minimal risk.</li> </ul>

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<p><b>SEVERITY 4</b></p> <p><i>Response: 12hrs</i></p> <p><i>Coverage: 12 x 5</i></p> <p><i>Follow Up: 3 Days</i></p>	<p>Cosmetic issues, including errors in the documentation.</p>
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**\* REQUIREMENT:** Severity 1 requires you to have dedicated resources available to work on the issue on an ongoing basis.

- Provide a detailed issue description. Include any error messages, if applicable.

**Note:** The problem description is carried over into this field.

- Add any additional notes, if appropriate.
- Choose a preferred contact method – phone or email.
- Confirm your country, preferred phone number and time zone. If these fields are blank, populate them.
- Provide secondary email addresses, such as, alternative or additional individual(s) working the issue or service manager, if appropriate.

**Note:** For Severity 1 and Severity 2 cases, please add your VMware contact.

- Provide additional contact information, such as, alternate phone numbers for administrators, engineers and services managers as well as an incident management audio conference, if appropriate.

- If appropriate, click **Add Attachment** to add an attachment to your Support Request. For example:

- Provide VMware Product Diagnostic Bundles. Both the syntax and location of the script(s) vary for different.
- See <http://kb.vmware.com/kb/1008524>.
- Provide screenshots of errors messages if available. Determine the approximate date and time that the issue occurred.

**WARNING:** Skipping this step will delay your issue substantially. Please be prepared to submit during or immediately after filing the technical support request.

**Note:** You can add attachments after you submit the Support Request. For more information, see [Viewing and Updating Support Request](#) in this document.

- Click **Send Request**.
- Review the Support Request Confirmation and ensure all information is correct. VMware recommends that you record the Support Request confirmation number for future reference.

**Note:** If you have filed the Support Request for the wrong account, see [Changing Account Association](#) in [Viewing and Updating Support Request](#) in this document.

- Click **Support Request History** to add additional attachments, change account association, close the support request, and request manager assistance (after the commit time has exceeded), and review Support Request details.

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**Note:** For more information, see [Viewing and Updating Support Request](#) in this document.

## Filing a General Inquiries Support Request

Choose from the General Inquiries dropdown if you experience issues related to Communities, Downloads, Education, Evaluations, My VMware, Notifications, the Online Store, Partners, Product information, Sales, Support and Renewals, User Profile, or if you have feedback on the website.

You do not require active support to file a General Inquiries Support Request.

To file a General Inquiries Support Request:

1. Log into **My VMware** (<https://my.vmware.com>).
2. Select **Support > Get Support** from main menu.
3. Choose an option from the General Inquiries dropdown. A list of suggested Knowledge Base (KB) articles displays.
4. Review the KB articles to determine if they resolve your issue.
5. If the KB articles do not resolve your issue, click **Continue Support Request**.
6. Ensure that the issue category is correct.
7. Provide a detailed issue description. Include any error messages, if applicable.
8. If appropriate, add any additional notes, choose a different account from the **Associate Request with This Account** dropdown, and provide a secondary email address.
9. If appropriate, click **Add Attachment** to add an attachment to your Support Request.

**Note:** You can add attachments after you submit the Support Request. For more information, see [Viewing and Updating Support Request](#) in this document.

10. Click **Send Request**. A Customer Service Representative will contact you within 24 business hours.
11. Review the Support Request Confirmation page and ensure all information is correct. VMware recommends that you record the Support Request confirmation number for future reference.

12. Click **Support Request History** to add additional attachments, change account association, close the support request, and review Support Request details.

**Note:** You can add attachments after you submit the Support Request. For more information, see [Viewing and Updating Support Request](#) in this document.

After you submit a Support Request, the Support Request Confirmation page displays. Note the confirmation number for follow-up activities. You can also check the status and target response time by visiting the **Support Request History**.

The target response time is displayed using the same time zone set in your user profile settings.

## Viewing Support Request History

To view the [Support Request History](#) page, you must have View All Support Requests permissions for the account.

If you have the correct permissions, log into **My VMware** (<https://my.vmware.com>) and click **Support > Support Request History**. You can view all open and closed Support Requests and these details:

- Support Request Number
- Status
- Severity
- Date the Support Request Last Updated
- Date the Support Request Opened
- Associated Product
- Associated Support Level

**Note:** If you do not have the necessary permissions, please reach out to your VMware contact.

You can sort Support Requests by clicking on any of the headings on this page. You can also use the filter to narrow your view:

1. Click **Filters**.
2. Enter filter information. You can filter by date range, Support Request number, status, product, severity, and account.
3. Click **Apply Filter**. You can reset the filter at any time by clicking **Reset**.

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## Updating Support Requests

To update a Support Request, log into **My VMware** (<https://my.vmware.com>) and click **Support > Support Request History**, and click the Support Request number.

The “**I want to**” dropdown on the Support Request Details page allows you to:

- Add Attachments
- Add Notes
- Change Account Association
- Close the Support Request
- Reopen the Support Request

**Note:** This option is only available for Support Requests that have been closed within the past 21 days.

- Review Support Request Details

In addition, you may update an existing, open support request by replying to any message from VMware Support. When replying, do not change the subject line of the message to ensure the request is updated appropriately.

### Adding Attachments

To attach a file to your Support Request:

1. Choose **Add Attachments** from the **I Want To** dropdown.
2. Click **Browse** and navigate to the attachment.
3. Enter a description of the content you are attaching to the Support Request.
4. Click **Upload**.
5. Click **Close**.

**Note:** The attachment limit is 2 GB. You can send larger files using FTP. For more information, see *Uploading Diagnostic Information* – <http://kb.vmware.com/kb/1008525>.

### Adding Notes

To add notes:

1. Choose **Add Notes** from the **I Want To** dropdown.
2. Provide any additional information that may help the support team diagnose the issue and provide a solution.

3. Click **Update Request**.

### Closing the Support Request

To close the Support Request:

1. Choose **Close Support Request** from the **I Want To** dropdown.
2. Select a reason for closing the Support Request from the dropdown.
3. Provide information about why you want to close the Support Request. If the issue was resolved, provide information on how it was resolved.
4. Click **Update Request**.

**Note:** You can request to reopen a Support Request within 21 days of the close date.

### Reopening Closed Support Request

You can reopen a Support Request that has been closed within the past 21 days.

To reopen a Support Request:

1. Click **Closed in Past 21 Days**.
2. Click the Support Request number
3. Select **Reopen Support Request** from the **I Want To** dropdown.
4. Provide information about why you need to reopen your Support Request.
5. Click **Update Request**.

### Reviewing Support Request Details

When you select a Support Request, the Support Request details display by default. To return to this display, choose **Review Support Request Details** from the **I Want To** dropdown.

If Knowledge Base articles have been linked to your case, you can review them to see if they help you resolve your issue.

### Escalating a Technical 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.

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There may be times when you need to escalate a support request with VMware. The escalation process is especially appropriate in the following situations:

- Your production system goes down during an upgrade or other implementation.
- 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.

Should an escalation situation arise:

- Reach out to your VMware contact immediately. They will personally invoke the escalation process.
- Alternatively, the technician assigned, their manager, or the current duty manager can invoke the 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.

Review the complete escalation process at [https://www.vmware.com/support/policies/policy\\_index.html](https://www.vmware.com/support/policies/policy_index.html)

## Frequently Asked Questions

### Q. How often can I expect updates on an escalation?

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

### Q. Can VMware engage other vendors if required?

- VMware has the ability to engage other vendors via TSANet ([Technical Support Alliance Network](#)) or by utilizing your existing support contracts with the vendor.

### Q. 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 resource, MCS Manager, Duty Manager or Regional Escalation Manager immediately.

- The Escalation resource 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 the situation to determine what is required to resolve the situation.

### Q. What should I expect when I have a Severity 1 and my technical resource is leaving for the day?

- VMware has multiple support centers around the world, in the event that a Support Request crosses into another centers active working day. A Support Request Transfer will occur.
  - This applies to only Severity 1 issues where the customer agrees to have dedicated resources available to work on the issue on an ongoing basis during your contractual hours.
  - If the issue is no longer present, or relief has been provided the severity will be downgraded to a Severity 2
  - Root Cause Analysis is not considered a severity 1 and will be worked on during local business hours

#### ▪ Warm Transfer

If customer is engaged on the phone or WebEx, the Technical Support Engineer you are working with will use VMware's Transfer process to source out another Technical Support engineer in the next center and engage them on the phone call or WebEx to bring them up to speed so a smooth transfer can occur

#### ▪ Cold Transfer

If customer is not actively engaged on the phone or WebEx, due to previous action plan or data gathering instructions and there is an agreed upon re-touch point the Technical Support Engineer you are working with will use VMware's Transfer process to source out another Technical Support engineer in the next center to explain the issue, assign them the Support Request to monitor activity and proceed as necessary

- It is best practice for both parties to set a mutual agreeable next re-touch (contact) point

### Q. How do I get support afterhours and weekends?

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- Open a severity 1 Support Request by phone or web, our initial contact time back to you is within 30 minutes
- If you have an existing Support Request that is in a lower severity than 1, please contact 1-(877) VMWARE0 and follow the prompts to speak to a customer service representative and request to have the severity raised to severity 1 and have the next available technical Support engineer to contact you. Initial contact time back to you is within 30 minutes.
- If you have not received the appropriate response after your request has been made, please contact 1-(877) VMWARE0 and ask to speak to a Duty Manager
- Severity 2 Support Requests can also be submitted on weekends but are not worked outside of local business hours. Please see [local business hours](#)

## Q. When should a Severity 1 be downgraded to a lower severity?

The Technical Support Engineer 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 Support Request is closed or its severity is downgraded
- An acceptable/sustainable workaround is provided to keep the server operational until a more permanent solution is found
- 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

## Additional Information

For more information on VMware Support and Subscription Services, please refer to the Terms and Conditions document at [https://www.vmware.com/files/pdf/support/support\\_terms\\_conditions.pdf](https://www.vmware.com/files/pdf/support/support_terms_conditions.pdf)



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