

# Support Lifecycle Policy

VMware will provide Support Services as per the [VMware Tanzu Support Service Terms and Conditions](#) for the period of time set forth in the below *Product Line Support Durations Table*.

Please see the [VMware Tanzu Product Support Lifecycle Matrix](#) for the exact support period timeframes for each specific Product and Release.

Phase	Definition
General Support	<p>General Support means maintenance updates and upgrades, bug and security fixes, and technical assistance as per the <a href="#">VMware Tanzu Support Services Terms and Conditions</a>.</p> <p>General Support also includes security vulnerability resolutions and critical bug fixes in all supported Minor versions, while other maintenance is applied only to the latest supported Minor Release.</p> <p>General Support begins on the date a Major Release enters General Availability and follows the schedule as set forth in the <i>Product Line Support Durations Table</i>.</p>
Technical Guidance	<p>Technical Guidance is available when General Support “EOGS” ends. Customers may continue to access VMware Tanzu Support online for self-service, however telephone and other forms of person-to-person support are no longer provided.</p> <p>Customers can open a support request online to receive support and workarounds for non-business critical issues on supported configurations only.</p> <p>VMware will not provide server/client/guest OS updates, new security patches, or bug fixes under Technical Guidance unless otherwise noted. This phase is intended for customers operating in stable environments with systems operating under reasonably stable loads.</p>
“GA” - General Availability	A product starts its General Availability phase when it is available for purchase and download by customers.
“EOA” - End of Availability	A product has reached its End of Availability when it is no longer available for purchase from VMware and as such no longer appears on VMware’s price list.
“EOD” - End of Distribution	A product has reached its End of Distribution when it is no longer available for download from <a href="#">VMware Tanzu Network</a> . This date may coincide with EOSL.
“EOGS” - End of General Support	A product has reached its End of General Support Life when it starts its Technical Guidance phase of support (when available).
“EOSL” - End of Support Life	A product has reached its End of Support Life when it is no longer supported by VMware. End of support life for a specific product is either end of General Support or end of Technical Guidance (if available for that specific product).

  

Product Line	Major	Minor	Technical Guidance **
Data	Up to 3 years from GA	18 months *	12 months
RabbitMQ	Major line up to 3 years from GA	18 months ***	6 months
Apps	Up to 3 years from GA	18 months *	12 months

PaaS	Major and Minor Releases have the same General Support duration: <ul style="list-style-type: none"> <li>Any such Release is supported for 9 months from the date of GA</li> <li>VMware will support N, N-1, and N-2 Releases (with N representing the most recent Release)</li> </ul>	6 months
Tanzu Application Service – TAS	<ul style="list-style-type: none"> <li>All releases are supported for a minimum of 12 months</li> <li>Long Term Support Track releases (identifiable with metadata "LTS-T") are supported for a minimum of 24 months</li> <li>All Minor releases are supported for the duration of the Major line</li> <li>Minor releases will receive updates for the duration of the Major line they belong to or minimum of 6 months when a new Minor becomes available</li> </ul>	6 months

\* All Minor Releases will have the noted minimum General Support or up to EOGS date of their Parent Major Release whichever is later.

\*\* Optional and at discretion of Product Manager

\*\*\* Security vulnerability resolutions and critical bug fixes will be made available in all supported Minor releases, while other maintenance will be applied to the latest supported Minor releases only. Minor releases supported for a minimum of 18 months.

Please refer to the [VMware Product Guide](#) for Product Line specific details.

VMware may additionally offer extended support for select products. Please refer to the [VMware Extended Support datasheet](#) for specific details.

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Features	General Support Phase	Technical Guidance Phase	End of Support Life Phase
Maintenance updates and upgrades	✓		
New security patches	✓		
New bug fixes	✓		
New hardware support	✓		
Server, Client, and Guest OS updates	✓		
File a Support Request	Phone and Web	Web only	
Existing security patches	✓	✓	
Existing bug fixes	✓	✓	
Workarounds for non-business critical issues	✓	✓	
Self-help web-based support	✓	✓	✓
Access to Knowledge Base	✓	✓	✓

Note: Self-help web-based support and Knowledge Base articles will continue to be available to all clients post End of Support Life of all products.

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