Carbon Black Workload – Submitting a Support Request or Case

CB Workload Support

vSphere Support

You are here

CB User
Exchange Portal

MyVMware
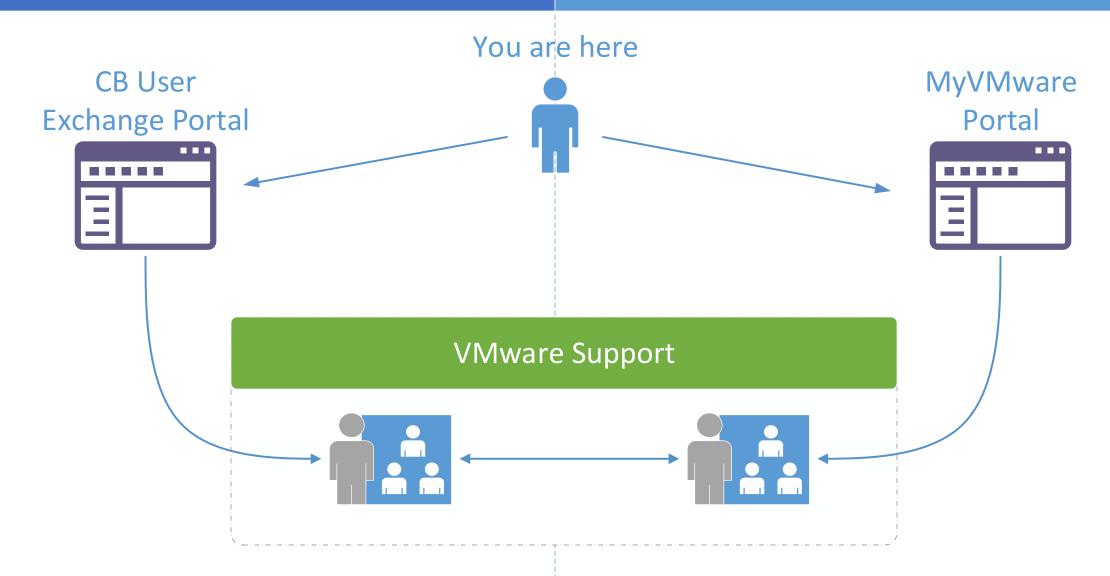Portal

VMware Support

Example Use Cases for CB Workload Support:
- Workload setup and onboarding
- Workload specific plugin functionality
- Workload appliance applications
- Workload functionality
- Communication with Carbon Black Cloud*

Example Use Cases for vSphere Support:
- Workload OVA (Appliance) deploy within vSphere
- Appliance OS (PhotonOS) troubleshooting
- VMware Tools install or upgrade issues
- Workload plugin availability within vSphere
- Communication with Carbon Black Cloud*

*External communication to CB Cloud could be an issue with CB Workload, vSphere networking, or both. Create a case with either team and we will collaborate to resolve the issue