

From the Editor's Virtual Desk

Hi Everyone and welcome to this weeks newsletter. Over the past 9 or so months we have been producing a newsletter specifically targeted at our VMware TAM customers. We really appreciate your feedback and welcome any comments or suggestions that you might have for this newsletter. As you will have noticed we have made a few more format tweaks this week.



Please feel free to contact your TAM and provide them with feedback or contact me directly at nisserow@vmware.com.

As a reminder this newsletter is available from a number of sources. You can receive it from your local TAM. It is available on the VMware communities website at communities.vmware.com/blogs/vmwaretam and we also announce it on the bog [@VMWARETAM](https://twitter.com/VMWARETAM) so feel free to subscribe to this.

Thank you for taking the time to read this weeks newsletter and have a fantastic week.
Best Wishes

The VMware Technical Account Management Newsletter Team

This newsletter is a collaborated effort amongst the many VMware technical Account Manager's across the globe. Without their contribution this newsletter would not be possible. If you have any questions on the newsletter please email your local TAM.

Newsletter Team

APAC Neil Isserow (Project Lead)	AMER - NW-GP-CA Patrick Daigle	AMER - NC-OV Ryan Wilson	AMER - MA-SE Trevor Davis
AMER - SW-SC Tim Morales	AMER - NY-NE Ron Assini	AMER - PS Matthew Hart	EMEA - N Vegard Sagbakken

A Collection of news and views from around the globe.

VCP 4 Certification news and information:

Each week for the next few months we will be focusing on information that is relevant for those looking at taking the VCP 4 certification exam right here.

Mastering VMware vSphere 4 by Scott Lowe: <http://tinyurl.com/p52tvr>

This is an excellent reference. It is the VCP 4 blueprint with links to find the relevant information. This is an essential guide to what is required for the VCP 4 examination: <http://blog.vmpros.nl/vsphere/>

Practice exam for the VCP 4, give you an idea of how well you know your content:
<http://www.simonlong.co.uk/blog/vcp-vsphere-4-practice-exam/>

VMware connection ports diagram, every port that you need in a single diagram, very cool
<http://www.virtualinsanity.com/wp-content/uploads/connections-ports-esx.pdf>

Study notes for the VCP 4
<http://www.vreference.com/downloads/vsphere4-notes1.0.pdf>

Reference Card for the VCP 4
<http://www.vreference.com/downloads/vReference-vSphere4card1.0.pdf>

Resources For Running Enterprise Applications on VMware The spreadsheet lists enterprise applications and a series of resources for each that will assist in architecting that application for optimal performance on VMware <http://communities.vmware.com/blogs/trevordavis/2009/09/25/running-enterprise-applications-on-vmware>

NEWS PAGE 2**Long Distance vMotion**

Have you ever wondered if Long Distance vMotion is possible. Well here is some information that was presented at VMworld recently.

<http://www.youtube.com/watch?v=WDBrpxx54Bs&feature=related>

VMware CTO – on VMware Announcements at VMworld

<http://www.youtube.com/user/VMworldTV#play/uploads/5/m2vmRnUwS60>

Long Distance vMotion of both storage and state now supported: The joint solution essentially allows you to cluster data centers that are up to 200km apart and move virtual machines between them as if they were part of the same vSphere cluster.

http://blogs.cisco.com/datacenter/comments/cisco_and_vmware_validated_architecture_for_long_distance_vmotion/

Other VMware related YouTube channels:

<http://www.youtube.com/user/PointBB> - EMC YouTube videos

<http://www.youtube.com/user/Official1000V> - Cisco Virtualization YouTube channel

<http://www.youtube.com/user/vmwaretv> - VMware YouTube channel

<http://www.youtube.com/user/VMworldTV>—VMworld YouTube channel

From VMware's Performance Guru, Performance Troubleshooting: No PhD Required!

<http://vpivot.com/2009/09/18/performance-troubleshooting-no-phd-required/>

ESXTOP Batch Mode & Windows Perfmon

<http://vmtoday.com/2009/09/esxtop-batch-mode-windows-perfmon/>

NEWS PAGE 3

Performance Troubleshooting for VMware vSphere 4 and ESX 4.0:
<http://communities.vmware.com/docs/DOC-10352>

The VMware port diagram sent a few weeks back has been updated and the link to the latest version and the source document can be found here: <http://communities.vmware.com/blogs/dudleysmith>

VMware hopes to be on top of the Cloud
<http://www.sfgate.com/cgi-bin/article.cgi?f=/c/a/2009/08/29/BUCF19EQOM.DTL&type=tech>

How to compare VMware Cloud Services
http://www.computerworld.com/s/article/9138382/How_to_Compare_VMware_and_Amazon_Cloud_Services?taxonomyId

Interesting article around customer virtualization adoption:
<http://www.virtualization.info/2009/09/is-there-optimal-adoption-curve-for.html>

All upcoming User Groups:
<http://www.vmware.com/a/events/vmug/>

VMware Products and Resources – All In One View <http://communities.vmware.com/blogs/trevordavis/2009/09/25/vmware-products>

Tell us what you would like to see added to our Dev Community Site <http://tinyurl.com/addtodev>

Interested In Security and PCI?
-New Security Whitepaper, Security Compliance in a Virtual World - <http://tinyurl.com/ydszlx> -Mapping PCI Requirements and Virtualization -- <http://tinyurl.com/ydro9ac> -A Review of the Top 5 Issues -- <http://tinyurl.com/ye5znj>

NEWS PAGE 4

ESG analyst Virtualization Tour Sponsored by VMware/Dell/Intel/Symantec

Discover how the latest comprehensive approaches to virtualization can help accelerate value while controlling costs of your IT initiatives. The next generation of data centers promises greater efficiency, seamless scalability and improved availability, all built on top of a highly virtualized environment.

Cleveland, OH - Tuesday, October 6

Cincinnati, OH - Thursday, October 8

Indianapolis, IN - Tuesday, October 20

Toronto, Canada - Tuesday, October 20

Albany, NY - Thursday, October 22

Chicago, IL - Thursday, October 22

Minneapolis, MN - Tuesday, October 27

Philadelphia, PA - Thursday, October 29

Clayton, MO - Thursday, October 29

Registration link: <http://virtualizationtour.com/>

Virtualization don'ts: Neglecting VM resource allocation:

http://searchservirtualization.techtarget.com/tip/0,289483,sid94_gci1368622,00.html

Administering VMware SRM

There is a free book (as a pdf) available from Mike Laverick of RTFM available here <http://www.lulu.com/content/4343147>

Virtualization EcoShell

Free tool from Vizioncore. To download, please visit www.thevesi.org Virtualization EcoShell is a GUI front end to PowerShell scripting and VMware's Power CLI. The tool saves the admin a tremendous amount of time in doing many repetitive tasks across their entire virtual infrastructure.

ANNOUNCEMENTS

License Portal Management Changes

Recently we have made further changes to the VMware License portal to restrict the access to license management. Below is more information on the changes and the impact upon your licensing access.

Current Administrator Roles

VMware SnS contracts allow for the assignment of three different administrator types or roles:

- Primary License Administrator (PLA)
- Secondary License Administrator (SLA)
- Support Administrator (SA)

Any individual email address can be listed as one or more of the above roles on any VMware SnS contract. In addition, all roles have access to product licenses associated with the contract.

What You Need to Do?

As a PLA on the VMware SnS contract, we advise taking the following steps to validate correct roles and responsibilities:

1. Review the roles and responsibilities of administrators at http://www.vmware.com/support/s3p/contracts_help.html#c123030
2. Visit the online Support Contract portal at <http://www.vmware.com/support/contracts/>
3. Review the Administrators on your contracts and their associated roles:
 - If the right individuals have the appropriate roles, no action is required.
 - If you wish to grant an administrator the right to file support requests, but not the right to view licenses, please remove the person's SLA role.
 - If you wish to grant an administrator the right to view licenses, but not the right to file support requests, please remove the person's SA role.
 - If you wish to revoke an administrator's rights to view licenses and to file support requests, please remove both the person's SLA role and SA role.

VMWARE PROFESSIONAL SERVICE SOLUTIONS

VMWARE VIEW PILOT—<http://www.vmware.com/files/pdf/services/conserv-view-pilot-service.pdf>

Overview

The VMware View™ Pilot Service aligns VMware best practices and lessons learned over many VMware View solution pilots with industry best practices in project management and formal pilot engagements to demonstrate a comprehensive virtual desktop solution. This service employs a straightforward and concise approach to help you evaluate the feasibility of a VMware View desktop and application virtualization solution. By clearly defining objectives, success criteria and testing methodologies the service provides a well-defined yet flexible methodology to facilitate the development and successful execution of a comprehensive pilot project. The VMware View Pilot Service promotes successful knowledge transfer and documents customer requirements, project success criteria and pilot results. It also serves as a building block to the VMware View Plan and Design Service.

Deliverables

- Requirements and success criteria documentation
- Use case and test definition
- User selection workshop
- End-user survey creation
- VMware ThinApp™ application packages
- Single or multiple prototype environments
- Pilot testing results

Delivery Methodology

When the service begins, project requirements and success criteria are clearly defined, and a detailed test plan is provided to validate that the selected use case(s) will perform as required in a virtualized desktop environment. Through simulated and actual application use, and various end-user device and connectivity conditions, customers will gain an understanding of the envisioned virtualized desktop environment and the required network infrastructure. The end-user

experience is gauged and measured to define and satisfy success criteria and demonstrate the feasibility of a production VMware View infrastructure in your environment. The technological challenges associated with finding or developing tools, utilities, and physical or virtual appliances for measuring and simulating network bandwidth are minimized by leveraging the experience of the VMware Professional Services team.

TRAINING AND CERTIFICATION UPDATE

VCP on vSphere Exam Available Now!

Registration for the VCP4 is available.

<http://mylearn1.vmware.com/portals/certification/>

Pearson Vue Registration: <http://www.vue.com/vmware>

There are four possible paths to achieve VCP4 :

1. If you are NEW to VMware

- Attend the VMware vSphere: Install, Configure, Manage course OR attend the VMware vSphere 4: Fast Track (available in Q4)
- Take and pass the VCP4 exam

2. If you are currently a VCP3

- Take and pass the VCP4 exam. This option will only be available until December 31, 2009. The What's New class is strongly recommended. Beginning in 2010, VCP3s must attend the VMware vSphere 4: What's New class in order to upgrade.

3. If you are currently a VCP2

- Take and pass the VCP on VMware Infrastructure 3 exam
- Take and pass the VCP4 Exam. This option will only be available until December 31, 2009. Beginning in 2010, VCP3s must attend the VMware vSphere: What's New class in order to upgrade.
- Beginning in 2010, VCP2s who have not upgraded will be required to attend the VMware vSphere: Install, Configure, Manage or VMware vSphere: Fast Track course

4. If you are not a VCP3, but have attended one of the prerequisite classes (VI3: Install & Configure; VI3: Deploy Secure & Analyze; or VI3: Fast Track).

- Take and pass the VCP3 exam OR attend the VMware vSphere4: What's New course.
- Take and pass the VCP4 Exam

Participation in a VMware authorized training class is REQUIRED for VCP certification. Candidates who take the VCP exam without a class will NOT be certified or confirmed by VMware. Authorized courses are listed on the Education Services portal of this website. If a class is NOT listed there it is not authorized.

VMWARE TECHNOLOGY FOCUS

VMware View

<http://www.vmware.com/products/view/>

Deliver rich, personalized virtual desktops to any device with all the benefits of centralized enterprise desktop management. The VMware View portfolio of products lets IT run virtual desktops in the datacenter while giving end users a single view of all their applications and data in a familiar, personalized environment on any device at any location. Get greater flexibility, reliability, efficiency and security managing desktops and applications from the datacenter.

- * Lower costs by centralizing management, administration and resources
- * Increase security by moving data from desktop devices into the datacenter
- * Improve business agility with faster provisioning and user flexibility with universal access

VMware View – Universal Client Solution

The desktop of the future is not a single PC: It's a combination of different devices, multiple platforms, legacy and web-based applications, as well as the end user's data and settings. Give your end users a personalized view of their desktop, applications and data while maintaining centralized control and security. Separate the desktop from the underlying hardware and the applications from the operating system to simplify and reduce the costs of desktop management. Provide a Universal Client Solution with VMware View – where desktops follow the user regardless of device or location.

WEEKLY KB ARTICLES—<http://blogs.vmware.com/kbdigest/> VMware ESX

[VMware ESX 4.0, Patch Release ESX400-200909001 \(1014078\)](#)

[VMware ESXi 4.0, Patch Release ESXi400-200909001 \(1014079\)](#)

[VMware ESX 4.0, Patch Release and Cisco Nexus 1000V Virtual Ethernet Module \(1014080\)](#)

[VMware ESXi 4.0, Patch Release and Cisco Nexus 1000V Virtual Ethernet Module \(1014081\)](#)

[VMware ESX 4.0, Patch ESX400-200909401-BG: Updates vmx and vmkernel64 \(1014019\)](#)

[VMware ESX 4.0, Patch ESX400-200909402-BG: Updates VMware Tools \(1014020\)](#)

[VMware ESX 4.0, Patch ESX400-200909403-BG: Updates bnx2x driver \(1014021\)](#)

[VMware ESX 4.0, Patch ESX400-200909404-BG: Updates ixgbe driver \(1014022\)](#)

[VMware ESX 4.0, Patch ESX400-200909405-BG: Updates perftools \(1014023\)](#)

[VMware ESX 4.0, Patch ESX400-200909406-BG: Updates hpsa driver \(1014024\)](#)

[Virtual machine memory usage alarms triggered for virtual machines when guest operating system memory usage is low \(1013206\)](#)

[vNetwork Distributed Switch Proxy Switch Port Unavailable \(1014099\)](#)

[ESX 3.5 installed using driver CD sometimes cannot be upgraded to ESX 4.x \(1013442\)](#)

[Cannot connect to network after upgrading virtual hardware \(1013257\)](#)

[Virtual machine IP Address and DNS Name not available on virtual machine Summary tab \(1013371\)](#)

[Excessive logging for SNMP in the ESX host messages log \(1014263\)](#)

[VMware ESXi 4.0, Patch ESXi400-200909401- BG: Updates Firmware \(1014026\)](#)

[VMware ESXi 4.0, Patch ESXi400-200909402-BG: Updates Tools \(1014027\)](#)

VMware vCenter AppSpeed

[vMotion of the AppSpeed server to hosts with different time settings causes time jumps \(1013880\)](#)

[Linked clones are not deleted if a failure occurs during the deployment of several AppSpeed probes \(1013876\)](#)

VMware vCenter Server

[Enabling EVC on a cluster when vCenter is running in a virtual machine \(1013111\)](#)

[VirtualCenter Server service fails to start with the error: The password for user account " has expired \(1012498\)](#)

VMware vCenter Server Heartbeat

[An Incorrect Network Configuration Can Cause Installation Errors With VMware Infrastructure Client Plug-ins \(1014430\)](#)

[Upgrading vCenter Server Heartbeat V5.5 or V5.5 Update 1 to vCenter Server Heartbeat V5.5 Update 2 \(1014435\)](#)

VMware ACE

[VMware Tools general installation steps \(1014294\)](#)

ADVISORIES

Latest Advisories: <http://www.vmware.com/security/advisories/>

VMSA-2009-0010

VMware Hosted products update libpng and Apache HTTP Server

Advisory ID: VMSA-2009-0010

Synopsis: VMware Hosted products update libpng and Apache HTTP Server

Issue date: 2009-08-20

Updated on: 2009-08-20 (initial release of advisory)

CVE numbers: CVE-2009-0040 CVE-2007-3847 CVE-2007-1863 CVE-2006-5752 CVE-2007-3304 CVE-2007-6388 CVE-2007-5000 CVE-2008-0005

VMSA-2009-0011

VMware Studio 2.0 addresses a security issue in the public beta version of Studio 2.0

Advisory ID: VMSA-2009-0011

Synopsis: VMware Studio 2.0 addresses a security issue in the public beta version of Studio 2.0

Issue date: 2009-08-31

Updated on: 2009-08-31 (initial release of advisory)

CVE numbers: CVE-2009-2968

VMSA-2009-0012

VMware Movie Decoder, VMware Workstation, VMware Player, and VMware ACE resolve security issues.

Advisory ID: VMSA-2009-0012

Synopsis: VMware Movie Decoder, VMware Workstation, VMware Player, and VMware ACE resolve security issues.

Issue date: 2009-09-04

Updated on: 2009-09-04 (initial release of advisory)

CVE numbers: CVE-2009-0199 CVE-2009-2628

VMWARE DOCUMENTATION

VMware Documentation List

The complete ESXi 4.0 Installable and vCenter Server 4.0 Documentation Set: http://www.vmware.com/support/vsphere4/doc/vsp_esxi40_i_vc40_book_bundle.zip

The complete ESX 4.0 and vCenter Server 4.0 Documentation Set: http://www.vmware.com/support/vsphere4/doc/vsp_esx40_vc40_book_bundle.zip

The complete ESXi 4.0 Embedded and vCenter Server 4.0 Documentation Set: http://www.vmware.com/support/vsphere4/doc/vsp_esxi40_e_vc40_book_bundle.zip

REGIONAL UPDATE—ANZ

Events



VMware Virtualization Forum 2009

VMware Virtualization Forum 2009 is the key virtualization event of the year not to be missed. Bringing together the industry's market leaders to address the business and technology challenges that CIOs and IT managers face today.

Receive the latest virtualization product and solution updates, attend complimentary sessions, experience live demos and connect with VMware and strategic partners in this two-day conference.

www.vmware.com.au/vforum09 to register!

REGIONAL UPDATE US (NW-GP-CA)

Events

09/29/09 Calgary, AB -- Calgary Area User Group <http://communities.vmware.com/community/vmug/canada/calgary>

09/30/09 Winnipeg, MB -- Winnipeg Area Mini-Forum & VMUG http://campaign.vmware.com/usergroup/invites/Winnipeg_9-30-09.html

10/22/2009 Toronto, ON -- EMC Forum 2009 The EMC Forum is the premier one-day opportunity to learn how EMC and our partners can help your organization build and refine your information infrastructure to reduce risk, eliminate costs, and maximize the value of your information. <http://www.seeuthere.com/TorontoForum09>

10/21/2009 Omaha, NE – VMware User Group There will be a VMUG meeting in Omaha on October 21st, which is scheduled to include a technical QA as a highlight of the meeting. So if you attend, bring your questions! <http://communities.vmware.com/community/vmug/us-central/omaha>

10/29/2009 Johnston, IA – VMware User Group <http://communities.vmware.com/community/vmug/us-central/iowa>

10/06/2009 Webinar - Enabling Cloud Computing for your Enterprise: <http://hosted.verticalresponse.com/259727/7929773218/1374004526/a11c8152e2/>
Register here: https://www2.gotomeeting.com/en_US/island/webinar/registration.tpl?Action=rgoto&_sf=1

Upcoming VMware User Group (VMUG) meetings:

10/07/09	Bloomington, IL	Central Illinois Area VMware User Group
10/15/09	Nashville, TN	Nashville Area VMware User Group
10/21/09	Omaha, NE	Omaha Area VMware User Group
10/22/09	Memphis, TN	Memphis Area VMware User Group
10/29/09	Johnston, IA	Iowa Area VMware User Group

Please visit: <http://communities.vmware.com/community/vmug>

REGIONAL UPDATE US (NY-NE)

Events

New England Area VMware User Group

Date: October 22nd 2009 VMUG

Time: Meeting, 9am-6pm - REGISTER NOW!

Location:

Atkinson Country Club

85 Country Club Drive

Atkinson, NH 03811

(952) 935-5500

Directions: <http://www.atkinsonresort.com/pdfs/Directions-text-and-map.pdf>

Tentative Agenda (MORE DETAILS TO COME)

- Registration opens at 8:00 am
- Sponsor Expo 9:00 – 11:30
- Lunch 11:30 – 1 PM
- Three Repeating Breakout Sessions
- 1:00 – 2:00 Key Note Customer Presentation
- 2:00 – 3:00 Session 1
- 3:00 – 4:00 Session 2
- 4:00 – 5:00 Session 3
- Happy Hour 5:00 PM – 6:30 PM

SAVE YOUR SEAT - REGISTER TODAY

<http://www.vmware.com/resources/communities/usergroup/events.html>

REGIONAL UPDATE—US (NC-OV)**Events****VMware user Groups**

10/07/09
Bloomington, IL
Central Illinois Area VMware User Group
[Register](#)

10/22/09
Memphis, TN
Memphis Area VMware User Group
[Register](#)

10/15/09
Nashville, TN
Nashville Area VMware User Group
[Register](#)

10/29/09
Johnston, IA
Iowa Area VMware User Group
[Register](#)

10/21/09
Omaha, NE
Omaha Area VMware User Group
[Register](#)

REGIONAL UPDATE US (Public Sector)**Events****Sep 17**

FCW Breakfast Briefing on Telework w/U.S. Patent & Trademark Office (Scott Davis of VMware also speaking), Arlington VA

Register link

[:https://1105govinfoevents.com/EventRegistration.aspx?Event=VM9T](https://1105govinfoevents.com/EventRegistration.aspx?Event=VM9T)

Oct 6-7

Virtualization, Cloud Computing, & Green IT Summit - Washington, D.C

Register link:

<http://1105govinfoevents.com/EventOverview.aspx?Event=JGCS09>

WORLDWIDE MEDIA

Wall Street Journal (09.14.09): The Wall Street Journal 2009 Technology Innovation Awards, by Michael Totty

<http://online.wsj.com/article/SB10001424052970203440104574399714096167656.html>

Cloud computing promises to replace the complex array of hardware and software that makes up a company's information-technology infrastructure with simple IT services delivered over the Internet, much the way that utilities provide electricity. But not all businesses can take advantage of cloud computing's benefits—because of security concerns, or because they already have significant investments in their own data centers and other IT systems.

The latest version of VMware Inc.'s virtualization software suite, called vSphere, is this year's winner in the software category. It promises to make it easier to turn a company's existing data centers into a private cloud—an array of IT services delivered throughout a company over its own computer network—that's secure, reliable and easy to manage.

VMware has long been the market leader in virtualization software, which makes it possible to run different applications or operating systems on a single computer by dividing the computer into several "virtual" machines, each running programs independent of the others.

With vSphere, which VMware describes as a "cloud operating system," IT managers can quickly turn all the servers in a data center into a network of virtual machines. A simple dashboard makes it possible to see all the applications that are running on each virtual device.

Judges noted that there is a lot of interest in private clouds, and said that VMware has taken a big step in helping companies build them.

"It's a very important trend, and these guys are clearly the leader," says Asheem Chandna, a partner at the venture-capital firm Greylock Partners who was one of the Innovation Awards judges.

REGIONAL UPDATE EMEA (N)**Events****Nordics: vFriday,**

VMware Sweden has started up its weekly webex every Friday from 10-11.00 CET.

Please register your sessions on <http://vmware.soft.se/webex>.

Next upcoming : 02/10 - Virtualization + Security = True

Next upcoming : 18/11 - What happend at VMWorld SF 2009

VMUG Netherlands, 11. December, Time: 9.30, Place: Nieuwegein business centre, website: www.vmug.nl

VMUG Belgium, 26 October, Time: 13.15 Place: The Bowling Stones : Wemmel - Steenweg op Brussel 397 - 1780 Wemmel (Brussel), website: www.vmug.be