

VMware View 4.5 FAQ: Pricing, Licensing and Support

Q. What are the new features in VMware View™ 4.5?

A. Below is a summary of the new features included in VMware View 4.5:

- VMware View Client with Local Mode (formerly known as Offline Desktop)
- Complete support for Windows 7
- View Administrator enhancements, including application assignment, new Adobe Flex-based UI, increased scale and efficiency, system and user diagnostics, and improved extensibility
- View Composer enhancements including support for tiered storage
- PCoIP support for smart cards
- VMware ThinApp™ enhancements including support for Internet Explorer 6, Windows 7 support and performance acceleration
- Support for VMware vSphere™ 4.1 enabling support for 10,000 virtual machines per cluster, memory compression and improved storage I/O handling
- Support for VMware vShield Endpoint 1.0

For a more detailed list of features, visit <http://www.vmware.com/go/view>.

Q. How do I buy VMware View?

A: VMware View is available in two primary editions: Enterprise and Premier. Both editions are sold through the VMware Store, as well as through authorized VMware resellers and desktop competency partners. For more information, visit the “How to Get It” section at <http://www.vmware.com/go/view> or contact VMware directly at 1-877-4VMWARE (outside of North America dial +1-650-427-5000).

Q: Have the VMware View editions changed?

A: VMware View is still available in Enterprise and Premier editions and can be purchased as a bundle (end-to-end solution) or as an add-on for those who have existing vSphere licenses from a separate purchase (not part of a View bundle). With View 4.5, customers now have an upgrade path available from View Enterprise and View Premier add-ons to full bundles. In addition, the View bundles have been enhanced to provide additional value to customers. Key updates include:

- View Enterprise Starter Kit and View Premier Starter Kit now include VMware vCenter™ Standard for Desktops (updated from VMware vCenter Foundation for Desktops).

- View Premier bundles, View Premier add-ons and View Premier upgrades now include two new components introduced with View 4.5: vShield Endpoint and View Client with Local Mode.

See the pricing /packaging matrix below, or get more details by looking at the “How to Get It” section on <http://www.vmware.com/go/view>.

	View Enterprise	View Enterprise Add-on	View Premier	View Premier Add-on	View Premier Upgrade
vSphere for Desktop	✓		✓		
Vcenter Server Standard for Desktop	✓		✓		
View Manager	✓	✓	✓	✓	
View Composer			✓	✓	✓
Local Mode			✓	✓	✓
vShield Endpoint			✓	✓	✓
ThinApp (Client + Packager)			✓	✓	✓
Pricing (Per Concurrent Connection)	\$150	\$50	\$250	\$150	\$100

	View Enterprise Add-on to Enterprise Bundle Upgrade	View Premier Add-on to Premier Bundle Upgrade	ThinApp Promo to View Premier Starter Kit Upgrade	ThinApp Suite to View Premier 100 Pack Upgrade	ThinApp Client to View Premier “Single Pack” Add-on
vSphere for Desktop	✓	✓	✓	✓	
Vcenter Server Standard for Desktop	✓	✓	✓	✓	
View Manager			✓	✓	
View Composer			✓	✓	✓
Local Mode			✓	✓	✓
vShield Endpoint			✓	✓	✓
ThinApp			✓	✓	✓
Pricing (Per Concurrent Connection)	\$110	\$110	\$40	\$200	\$110

Q: What if I am a current View 4 customer?

A: All customers with valid VMware Support and Subscription (SnS) contract will receive a complimentary upgrade to the corresponding package of View 4.5. If you do not have a current SnS contract, contact VMware Support or visit <http://www.vmware.com/support/questions.html> to reinstate your contract and receive the upgrade.

Q: What's the difference between View Enterprise and View Premier? How do you upgrade between the versions?

A: View Premier includes all the features and capabilities of View Enterprise, and adds the following additional components:

- View Composer for storage optimization
- ThinApp for application virtualization
- vShield Endpoint for centralized Antivirus and Malware scanning
- View Client with Local Mode for offline access to View desktops

To upgrade from View Enterprise to View Premier, simply use the View Premier Upgrade SKUs (10 pack and 100 pack).

CURRENT VIEW ENTERPRISE	UPGRADE
Customer buys View 4.5 Enterprise and wants to upgrade to View 4.5 Premier	Buy View Enterprise to Premier Upgrade: 10 pack or 100 pack SKUs
Customer buys View 4.5 Enterprise add-on and wants to upgrade to View 4.5 Premier add-on	Buy View Enterprise to Premier Upgrade: 10 pack or 100 pack SKUs

Q: Are there any prerequisites or minimums for purchasing any of the VMware View SKUs?

A: VMware View bundles contain all the required components to run and end-to-end View deployment (see table above). View bundles can be purchased in quantities of 10 or 100 users. **At initial purchase, a Starter Kit or 100 pack is required before buying additional users in 10 packs because the vCenter Server component is tied to the Starter Kit or 100 pack.**

Q: How do I determine which to buy: the View bundle or the View add-on?

A: The View bundle SKU includes vSphere for Desktop and vCenter for desktop (included in Starter Kit and 100 pack), which is not part of the View add-on SKUs. vSphere for Desktop that is provided as part of the View bundle SKU is also licensed by concurrent connection allowing customers to

deploy vSphere for Desktop as needed to support the connections purchased, irrespective of the virtual machine density per host. The add-on SKUs only include the desktop components for the deployment. Customers who choose this path will need to purchase a la carte vSphere licenses.

Q: I bought 100 View Premier add-ons but I need a 100 View Premier Bundle. How do I upgrade from an add-on to a bundle?

A: To upgrade from View Premier add-ons to View Premier bundles, simply use the View Premier add-on to Premier bundle Upgrade SKUs (10 pack and 100 pack). Similarly, for View Enterprise add-ons to bundles, use the View Enterprise add-on to Enterprise bundle Upgrade SKUs (10 pack and 100 pack).

CURRENT VIEW ADD-ON	UPGRADE
Customer buys View 4.5 Enterprise add-on but wants to upgrade to the bundle	Buy View 4.5 Enterprise add-on to Enterprise Bundle upgrade
Customer buys View 4.5 Premier add-on but wants to upgrade to the bundle	Buy View 4.5 Premier add-on to Premier Bundle upgrade

Q: I bought a ThinApp 50 pack suite and would like to take advantage of the other features available in the View bundle. Is there a way for me to upgrade?

A: You can now upgrade from ThinApp (clients and suite) to View Premier bundles. Customers who redeemed ThinApp licenses based on the ThinApp "New Year Promo" can additionally upgrade these bundles to View Premier starter kits. Simply use the ThinApp to View Premier Upgrade/add-on SKUs (single add-on, 10 pack starter kit and 100 pack).

CURRENT THINAPP LICENSES	UPGRADE
Customer buys ThinApp 50 pack suite	Buy ThinApp to View 4.5 Premier 100 Pack Upgrade
Customer fulfilled ThinApp 10-pack promo	Buy ThinApp to View 4.5 Premier Starter Kit Upgrade
Customer buys ThinApp single client	Buy ThinkApp to View 4.5 Premier "add-on"

VMware View Licensing FAQs

Q: Is VMware View Manager required for VMware View? Can I use another vendor's connection brokers? What does that mean from a product bundles/pricing point of view and what impact is there to support?

A: VMware View Manager is highly recommended for a View implementation. View is a fully integrated solution with vSphere and vCenter for unified management at the best customer value. Features such as View Client with Local Mode, View Composer, application assignment and PCoIP are components within View Manager and cannot be used with another vendor's connection broker. However, other connection brokers can be used based on the requirements of the environment. Customers will only receive support from VMware for the VMware product components in the deployment and must purchase support separately from the other vendor for the connection broker.

Q: Can I run other server workloads on the vSphere that is included in View?

A: No. The vSphere and vCenter components of the View bundle are restricted to desktop deployments. A desktop virtual machine is defined as a virtual machine running the following operating systems: Windows 95/98, Windows 2000 Professional, Windows XP Professional, Windows Vista Ultimate, Windows Vista Business, or Windows Vista Enterprise, Windows 7.

The only exception to this rule are the components that make up the virtualized desktop infrastructure (View Manager, vCenter Server, another Connection Broker and/or any desktop management and performance monitoring tools used solely for hosted desktop virtual machine(s) within an operating system of a server).

Q: Can only vSphere be used with View Manager 4.5?

A: VMware View Manager 4.5 works with vSphere 4.1, as well as older versions of vSphere, including VMware Infrastructure 3.5 Update 4, vSphere 4 and vSphere 4 Update 1. View Manager 4.5 works with any vSphere edition, including Enterprise plus, Enterprise, Standard and Advanced. Additionally, View Manager works with Essentials and Essentials Plus, but customers may not exceed the restrictions on number of hosts associated with those vSphere packages. View 3.0, View 4.0 and View 4.0.1 currently do not work with vSphere 4.1.

vShield Endpoint works with View 4.5 and vSphere 4.1, but is not supported by older versions of View or vSphere. Please note that new features are only included in the latest release of View Manager.

Q: Is there a technical restriction to prevent the vSphere licenses included in a View Bundle from running server workloads?

A: The vSphere licenses included with the VMware View bundles are legally restricted to desktop workloads by the end user license agreement (EULA). The software does not perform a check to determine whether a server workload or desktop workload is running on the server. Refer to the EULA for more details.

Q: Will the connection broker stop connecting users when the license is exceeded?

A: No, the VMware View Manager is licensed per concurrent connected user, but the licensing is enforced by the EULA and thus relies on the administrator to monitor the number of users that are connected. Refer to the EULA for more details.

Q: What vSphere edition does the View 100 pack contain? How many licenses are included?

A: All View bundles include vSphere for Desktops which has the same functionalities and features as vSphere 4.1 Enterprise Plus. The vSphere for Desktops is licensed per concurrent connection. This means is that you deploy as many hosts as needed to support the number of concurrent connections for which you are licensed.

Q: How are the View bundles licensed? Is it per desktop/VM or actual accounts in AD?

A: View bundles and a la carte VMware View Manager are licensed per concurrent connection. The software does not perform a check to assess the type or number of workloads on a vSphere host, but the End User License Agreement (EULA) requires that users do not exceed the number of powered on desktop virtual machines purchased. Refer to the EULA for more detail.

Q: How is the license for View Client with Local Mode counted?

A: Virtual machines that are deployed in Local Mode will be counted as a concurrent connection and will count towards the total number of concurrent connections owned by the customer.

Q: Can the edition of vCenter included with the View bundles be used to manage vSphere hosts with server workloads?

A: No. The vCenter included with the View bundle is restricted to managing desktop virtual machines. The only exception to this rule are the virtual machines running the components of the virtual desktop infrastructure like: View Manager, vCenter Server, another Connection Broker and/or any management and performance monitoring tools used solely for vSphere hosted desktop virtual machine(s).

Q: Can the customer mix vSphere hosts with licenses from the View bundles and vSphere hosts licensed via vSphere a la carte?

A: A mixed environment is not recommended because in a vSphere cluster, there is risk of server workloads live-migrating (via VMware vMotion™) over in a disaster recovery scenario to a vSphere host running the View license, which would violate the EULA. Customers are advised to keep their environments separated or purchase a la carte vSphere, vCenter and View licenses to entitle the deployment of a mixed environment.

Q: Can I run View Bundle and a View add-on to run in the same environment?

A: View bundles include all the components (vSphere, vCenter, View Manager) for end to end desktop deployments and are licensed by concurrent connection. View add-on SKUs only include the desktop components included in View Manager. View add-ons require a la carte vSphere license to support the concurrent connections purchased. View add-ons cannot be deployed onto the vSphere included in a View bundle as those are restricted to the number of concurrent connections purchased in the bundle. It is recommended that customers choose a licensing path of bundles or add-ons to simplify license management.

Q: How can I tell if I have a vSphere for Desktop license?

A: The vSphere license included with a View bundle is designated for use with desktop workloads only and will show up in the license portal as “vSphere for Desktops” for tracking and auditing purposes. The software does not perform a check to determine whether a server workload or desktop workload is running on the server, so customers will need to ensure that they are adhering to the End User License Agreement (EULA) through their own internal processes.

Q: How is ThinApp licensed in the View Bundle?

A: ThinApp is licensed per device OR concurrent connection when purchased as part of the View bundles or standalone. ThinApp client licenses included in the View bundles can be deployed to physical or virtual machines. Therefore, licenses of ThinApp purchase separately or as part of the View Premier bundle can be used interchangeably.

Q: What if I already bought ThinApp or another application virtualization product? Can I get a discount off the View Premier bundle by removing the ThinApp component?

A: Existing VMware ThinApp customers can now upgrade from ThinApp to full View View Premier bundles (detailed above).

Other application virtualization products may be used, but the View Premier SKUs cannot be repackaged to separate out ThinApp.

For more detail, download the End User License Agreement (EULA) <http://www.vmware.com/download/eula/>.

VMware View Support FAQs

What kind of technical support is available for VMware View?

VMware requires Basic (12x5) and Production (24x7) Support for all components of the View end-to-end solution including vSphere, vCenter and VMware View Manager. In addition, customers can purchase Business Critical Support to compliment Production Support. VMware's Business Critical Support offers access to a dedicated account team who will build and maintain a profile of your View installation and provide regular account reviews. VMware's Professional Services Organization is also available for View consultations or to deploy View in your organization.

For more information, please visit the View support site <http://www.vmware.com/support/product-support/view/>

Do I need to buy a support contract for any of the VMware View offerings?

To ensure that you realize the benefits of View quickly, a minimum of one year of Basic VMware Support and Subscription is required with the purchase of all View products. You may upgrade to Production Support and then elect to add Business Critical Support. Multi-year discounted offerings for all of our VMware support levels are also available.

Do I need a separate OS license from Microsoft for each desktop I run in VMware View?

In general, virtual machines need to be properly licensed like a physical machine. View, in particular can create different licensing situations for a customer because an end user can access a virtual desktop from either a PC or a thin client. In addition, a customer can access multiple virtual desktops from that same client.

Microsoft licensing terms for operating system licensing can vary by organization as well as the type of license purchased and may have different implications for a View environment. To help clarify Windows licensing in a virtual machine, please visit the Microsoft website or contact your Microsoft sales representative to verify your licensing options.

