

Pivotal SQLFire EOA

November 1, 2014

Announcement

Q. What did Pivotal and VMware announce?

A. Pivotal and VMware announced the End of Availability (“EOA”) for all versions of Pivotal® SQLFire effective November 1, 2014.

Q. What are the different SQLFire editions?

A. There are two editions, Pivotal SQLFire Pro and Pivotal SQLFire Enterprise. Pivotal SQLFire Enterprise contains all server-side features, including wide-area network (WAN) connectivity.

Q. What is End of Availability (EOA)?

A. A product has reached its end of availability when it is no longer available for sale from VMware. See more at: <https://www.vmware.com/support/policies/lifecycle>.

Q. Can I continue to use Pivotal SQLFire with support after EOA?

A. Yes, you may continue to use the SQLFire products with support until End of General Support (EOGS) as long as your Support contract remains active.

Q. When is Pivotal SQLFire’s End of General Support (EOGS) date?

A. End of General Support (EOGS) for SQLFire Pro and Enterprise is January 15, 2016, pursuant to any other agreement you may have with VMware or Pivotal.

Q. Can I purchase additional SQLFire licenses after November 1, 2014?

A. No. All SQLFire orders currently in process will be honored until December 31, 2014.

Migration Path

Q. Is there a migration path from Pivotal SQLFire to a new or existing product?

A. Yes. Pivotal SQLFire Pro and Enterprise customers will be entitled to the new Pivotal GemFire XD licenses.

Q. How much will it cost to migrate my licenses?

A. There is no cost to migrate your Pivotal SQLFire licenses.

Q. How many licenses of Pivotal GemFire XD will I receive for each Pivotal SQLFire Pro license?

A. You will receive 1 Pivotal GemFire XD vCPU license (see vCPU definition) for each Pivotal SQLFire Pro License.

Q. How many licenses of Pivotal GemFire XD will I receive for each Pivotal SQLFire Enterprise license?

A. You will receive 1 Pivotal GemFire XD vCPU license (see vCPU definition) for each Pivotal SQLFire Enterprise License, which is sold per vCPU since February, 2014.

Q. Can I migrate just a portion of my existing Pivotal SQLFire licenses?

A. Yes. You can choose to migrate all or a portion of your SQLFire licenses. For example, if you have 100 SQLFire licenses, you can migrate 50 licenses today and then migrate the remaining 50 licenses six months later. When your SQLFire support contract expires, you will be renewed on Pivotal GemFire XD.

Q. Can I revert back to Pivotal SQLFire after I migrate to GemFire XD?

A. No. Once you migrate your licenses to Pivotal GemFire XD, you cannot revert them back to Pivotal SQLFire licenses.

Q. When will I be able to migrate my Pivotal SQLFire licenses in My VMware®?

A. You will be able to migrate your licenses starting in January, 2015.

Q. How do I migrate my Pivotal SQLFire licenses?

A. The steps for migrating are available in the Knowledge Base article “How to upgrade license keys” in My VMware. Read the article here: http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=2006974

On the date the new entitlement becomes available, you will receive an alert that you are entitled to the new product.

To migrate license key(s) to new product(s):

1. Log in to My VMware.
2. Select License Keys from the “Quick Links” menu.

Alternatively, when you receive an alert for subscription upgrade, click “Upgrade Licenses” in the alert. This takes you to the License Keys page.

3. Select Upgrade License Keys from the “I want to” dropdown.

Note: If no folders or products appear, you may not have permissions to upgrade license keys on any of the folders or there may not be any license keys available for upgrade.

4. Select one or more license key folders. All products that are eligible for upgrade display.

Note: Select All selects all folders and sub-folders.

5. If you have a large number of products or license keys, you can use the “Filter By” field to narrow your choices. To filter products within the folders based on a criteria, enter the filter text in the “Filter By” field and click Apply.

6. Select a product, then select the license key.

Note: “Check Upgrade Option” will display all possible upgrade scenarios for the selected product.

7. Click Continue.

Note: If there is more than one upgrade option you will need to select the upgrade option you wish to upgrade to.

8. Select the quantity of licenses you want to upgrade by clicking “Edit Licenses & Quantities” button.

Note: The quantity you are upgrading must be equal to or less than the available quantity.

9. Indicate that you have read and understand the warning, then click Confirm.

The upgraded license key displays under View New License Keys. If any quantities of the current key remain un-upgraded, new licenses keys are generated for the remaining portion of the current product and are displayed in the confirmation process.

Note: After this process, the Pivotal SQLFire license key(s) will no longer display in My VMware and you will have access to your new license keys where required.

Please be aware that the new licenses keys are for compliance purposes only. GemFire XD does not require you to enter in the serial numbers to download or run the software.

VMware and Pivotal Product Information and Roadmap

Q. What is the difference between Pivotal SQLFire and Pivotal GemFire XD?

- A. Pivotal SQLFire is an in-memory distributed SQL database. In the category of NewSQL databases, SQLFire delivers dynamic scalability and high performance for data-intensive modern applications.

Pivotal GemFire XD extends the capabilities of Pivotal SQLFire and adds Hadoop persistence for Big Data use cases. In effect, Pivotal GemFire XD has new features that are strictly additive to Pivotal SQLFire.

Q. What is the roadmap for Pivotal GemFire XD?

- A. Please reach out to your Pivotal representative for more information.

Customer Support and Subscription

Q. What if I want to stay on Pivotal SQLFire and I don’t want to migrate to Pivotal GemFire XD?

- A. You can continue to use the current product and receive support until the End of General Support (EOGS) date of January 15, 2016. If you have a Pivotal SQLFire Support contract that ends before the EOGS date, you will automatically be renewed to GemFire XD.

Q. Can I migrate my Pivotal SQLFire licenses to Pivotal GemFire XD before my Support contract expires?

- A. Yes. Just follow the steps above for migrating your Pivotal SQLFire licenses. There will be no change to your Support contract until renewal time.

Q. I am entitled to SQLFire through my purchase of the vFabric Suite Advanced Edition. What if I want to stay on Pivotal SQLFire and don’t want to migrate to Pivotal GemFire XD?

- A. You can continue to use SQLFire Pro and receive support until the vFabric Suite EOGS date of January 15, 2016. If you have a vFabric Suite Advanced Support contract that ends before the EOGS date, your SQLFire Support entitlement will automatically be renewed to GemFire XD.

Q. What happens to the Support contract renewal when my Pivotal SQLFire Support contract expires?

- A. When your Pivotal SQLFire Support contract expires, you will renew Support on the products that you have been entitled to.

Scenario 1: from SQLFire Enterprise to GemFire XD

Support contract/maintenance for SQLFire Enterprise is identical to GemFire XD, which is \$625 per core equivalent per year. This covers 24x7 support from Pivotal.

Scenario 2: from SQLFire Pro to GemFire XD

Support contract/maintenance for SQLFire Pro is \$313 per core equivalent per year. This covers 24x7 support from Pivotal. For questions on increased amount for Support, please contact your Contract Renewals team.

Q. When I migrate to Pivotal GemFire XD in My VMware, will I lose the ability to file support requests for some products?

- A. Yes. After you migrate to Pivotal GemFire XD, you will no longer be able to file support requests for Pivotal SQLFire.

Q. How can I file support request for Pivotal products?

- A. There are no changes to the support request process for Pivotal products. You can still contact VMware support via phone or My VMware to file a support request. If you purchase new licenses for Pivotal products, you can file support requests directly with Pivotal. <https://www.pivotal.io/support>

Definitions of Terms**Pivotal Core Equivalent**

Per the Pivotal Product Guide (<http://www.gopivotal.com/product-guide>), pages 3 and 4, Core Equivalent: Means the following:

1. When operating the Software in a “bare metal” environment (which means (i) a physical machine without a hypervisor product capable of creating Virtual Machines) or (ii) not within a cloud service environment), a “Core” is a single, computational unit of the Processor.
2. When operating the Software in a hypervisor (Virtual Machine) environment, a “Core” equals a single unit of virtual processing power (commonly referred to as a “vCPU”) | PIVOTAL PRODUCT GUIDE configured to each Virtual Machine.
3. When operating the Software in a public cloud services environment, a “Core” is the basic, most granular unit of computational power as defined by the cloud service provider. This may include, but is not limited to such units expressed as the number of “vCPUs,” “virtual CPUs,” “virtual cores,” and “dynos.”

General Support Phase

The General Support phase begins on the date of general availability of a Major Release (“GA”) and lasts for a fixed duration. During the General Support phase, for customers who have purchased VMware support, VMware offers maintenance updates and upgrades, bug and security fixes, and technical assistance as per the Support and Subscription Terms and Conditions.

Technical Guidance Phase

Technical Guidance, if available, is provided from the end of the General Support phase and lasts for a fixed duration. Technical Guidance is available primarily through the self-help portal and telephone support is not provided. Customers can also open a support request online to receive support and workarounds for non-business critical issues on supported configurations only. During the Technical Guidance phase, VMware does not offer new hardware support, server/client/guest OS updates, new security patches or bug fixes unless otherwise noted. This phase is intended for usage by customers operating in stable environments with systems that are operating under reasonably stable loads.

End of Support Life (EOSL)

A product has reached its end of support life when it is no longer generally 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.

End of Availability (EOA) / End of Distribution (EOD)

A product has reached its end of availability when it is no longer available from VMware. A product has reached its end of distribution when it is no longer available for download from vmware.com. The end of availability and end of distribution may coincide.

