VMware vFabric Suite EOA
September 1, 2014

Announcement

Q. What did VMware and Pivotal announce?

A. On September 1st, 2014, VMware and Pivotal announced the End of Availability (EOA) for all versions of the VMware vFabric® Suite.

Q. What is in vFabric Suite?

A. There are two editions, VMware vFabric Suite Standard and VMware vFabric Suite Advanced. The suites contain:

vFABRIC SUITE STANDARD

• VMware vFabric tc Server Spring Edition
• VMware vFabric Web Server
• VMware vFabric Elastic Memory for Java (EM4J)
• VMware vFabric GemFire Application Cache Node
• VMware vFabric Hyperic
• vFabric License Server
• VMware vFabric Application Performance Manager (EOA 6/13)
• Open source support for:
  – Spring (including Spring IO and Groovy/Grails)
  – Apache Tomcat
  – Apache HTTP Server

vFABRIC SUITE ADVANCED

• Everything in vFabric Suite Standard
• VMware vFabric Application Director for Provisioning
• VMware vFabric SQLFire Pro
• VMware vFabric Postgres (vPostgres)
• VMware vFabric RabbitMQ
• Open source support for:
  – RabbitMQ
  – Postgres

Q. What is End of Availability (EOA)?

A. A product has reached its end of availability when it is no longer available from VMware. See more at: https://www.vmware.com/support/policies/lifecycle.html#sthash.9lCRhwGh.dpuf

Q. Can I continue to use vFabric Suite with support after EOA?

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

Q. When is VMware vFabric Suite's End of General Support (EOGS) date?

A. End of General Support (EOGS) for VMware vFabric Suite Standard and Advanced is January 15th, 2016, pursuant to any other agreement you may have with VMware.

Q. Can I purchase additional VMware vFabric Suite licenses after September 1st, 2014?

A. No, except for orders currently in process that will complete by September 30, 2014.

Migration Path

Q. Is there a migration path from vFabric Suite to a new or existing product?

A. Yes.

- VMware vFabric Suite Standard customers will be entitled to Pivotal App Suite and VMware vCenter™ Hyperic® licenses.
- VMware vFabric Suite Advanced customers will be entitled to Pivotal App Suite, Pivotal SQLFire Pro and VMware vCenter Hyperic licenses. Customers may choose to be optionally entitled to VMware vFabric Postgres licenses.

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

A. There is no cost to migrate your vFabric Suite licenses.

Q. What are the license entitlement mappings?

  a. How many licenses of Pivotal App Suite will I receive for each VMware vFabric Suite license?

  You will receive 2 Pivotal App Suite vCPUs licenses (see vCPU definition) for each VMware vFabric Suite License. VMware vFabric Suite was sold per VM (max 2 vCPUs) and Pivotal App Suite is sold per vCPU.

  b. How many licenses of Pivotal SQLFire Pro will I receive for each VMware vFabric Suite Advanced license?

  You will receive 2 Pivotal SQLFire Pro vCPUs licenses for each VMware vFabric Suite License. VMware vFabric Suite was sold per VM (max 2 vCPUs) and Pivotal SQLFire Pro is sold per vCPU.

  c. How many licenses of VMware vFabric Hyperic will I receive for each VMware vFabric Suite license?

  You will receive one (1) VMware vCenter Hyperic License for each VMware vFabric Suite license. VMware vFabric Suite was sold per VM and vCenter Hyperic is sold per virtual machine monitored.

  d. How many licenses of VMware vFabric Postgres will I receive for each VMware vFabric Suite license?

  You will receive one (1) VMware vFabric Postgres License for each VMware vFabric Suite Advanced license. VMware vFabric Suite was sold per VM and vFabric Postgres is sold per virtual machine.

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Q. **Can I migrate just a portion of my existing VMware vFabric Suite licenses?**

A. Yes. You can choose to migrate all or a portion of your vFabric Suite licenses. For example, if you have 100 vFabric Suite License, you can migrate 50 vFabric Suite licenses today and then 6 months later, migrate the remaining 50.

Q. **Can I revert back to vFabric Suite?**

A. No. Once you migrate to Pivotal App Suite, you cannot revert back to vFabric Suite.

Q. **When will I be able to migrate my vFabric Suite Licenses?**

A. The week of October 2, 2014.

Q. **How do I migrate my vFabric Suite licenses?**

A. The steps for migrating are available in KB article 'How to upgrade license keys in My VMware 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 vFabric Suite license key(s) will no longer display in My VMware and you will have access to your new license keys where required.

VMware & Pivotal Product Information & Roadmap

Q. **What is the Pivotal App Suite?**

A. Pivotal® App Suite is Pivotal's best-of-breed middleware platform that enables developers and operations to accelerate delivery of cloud-scale applications.

Pivotal App Suite includes the following commercial products:

• Pivotal RabbitMQ

• Pivotal tc Server with Spring Insight

• Pivotal Web Server

Pivotal App Suite includes technical support for the following open source software projects:

• Spring IO (including Spring XD, Spring Batch, Spring Boot, etc), as described at https://spring.io/platform

• Groovy & Grails

• Apache Tomcat

• Apache HTTP Server

• RabbitMQ

• Redis

Since Pivotal CF includes many of the technologies in Pivotal App Suite, using Pivotal App Suite provides enterprises with an easy migration path to Pivotal CF in the future. Pivotal CF includes support for Spring, has a tc Server buildpack as well as a Java buildpack that incorporates Apache Tomcat, and has RabbitMQ and Redis services that easily bind to apps running on Pivotal CF.

Q. What is Pivotal SQLFire Pro?

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.

Q. What about VMware vFabric Applications Director, VMware vFabric Application Performance Manager, VMware vFabric Postgres, and VMware vFabric Elastic Memory for java (EM4J)?

A. • VMware vFabric Elastic Memory for Java (EM4J) will go EOA along with the VMware vFabric Suite on September 1st, 2014. EOGS on January 15, 2016.

  • VMware vFabric Postgres is going EOA along with the VMware vFabric Suite on September 1st, 2014. EOGS on January 15, 2016.

  • VMware vFabric Postgres standalone EOGS is November 19, 2016.

  • VMware vFabric Application Director went EOA effective November 14th, 2013. EOGS on May 15th, 2015.

  • VMware vFabric® Application Performance Manager went EOA effective June 1st, 2013. . EOGS on November 19th, 2014.

Q. What is the roadmap for Pivotal App Suite, Pivotal SQLFire Pro, and VMware vCenter Hyperic?

A. • For Pivotal App Suite and Pivotal SQLFire Pro please reach out to your Pivotal representative for more information.

  • For VMware vCenter Hyperic and vFabric Postgres, please reach out to your VMware representative for more information.

Customer Support and Subscription

Q. What if I want to stay on vFabric Suite with Support and I don't want to migrate to Pivotal App Suite?

A. You can continue to use the current products and receive support until the End of General Support (January 15th, 2016). If you need to renew your vFabric Suite Support contract before the EOGS date, you will need to renew support on Pivotal App Suite, Pivotal SQLFire Pro, VMware vCenter Hyperic, and optionally VMware vFabric Postgres separately.

Q. Can I migrate my vFabric Suite licenses to Pivotal App Suite before my VMware vFabric Suite Support contract expires?

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

Q. What happens to the Support contract renewal when my vFabric Suite Support contract expires?

A. When your vFabric Suite Support contract expires, you will renew Support on the products that you have been entitled to. Pivotal is offering discounts on Pivotal App Suite Support contracts for existing vFabric Suite customers to minimize the impact on migrating to Pivotal App Suite.

  • **Scenario 1: from vFabric Suite Standard to Pivotal App Suite**

    – Support contract/maintenance is $158 per core equivalent per year. This covers 24x7 support from Pivotal. Pivotal only offers one level of support.

    – When running on VMware vSphere®, a core equivalent is a vCPU. Thus, for a two vCPU VM — which is how vFabric Suite is licensed — Support contract is $316 per year. This is essentially the same price of Support contract for vFabric Suite Standard, which is $315.

  • **Scenario 2: from vFabric Suite Advanced to Pivotal App Suite**

    – Support contract/maintenance is $207 per core equivalent per year. This covers 24x7 support from Pivotal.

    – Thus, for a two vCPU VM, Support contract is $414 per year.

  • **Scenario 3: from vFabric Suite (Standard or Advanced) to vCenter Hyperic**

    – Support contract/maintenance is the same as for vCenter Hyperic standalone.

    – Basic Support contract: $76 per virtual machine monitored per year. This is 21 percent of vCenter Hyperic's perpetual list price of $360 per virtual machine monitored.

    – Production Support contract: $90 per machine monitored per year. This is 25 percent of vCenter Hyperic's perpetual list price of $360 per virtual machine monitored.

  • **Scenario 4: from vFabric Suite (Advanced) to vFabric Postgres**

    – Support contract/maintenance is the same as for vFabric Postgres standalone.

    – Basic Support contract: $357 per virtual machines per year. This is 21 percent of vFabric Postgres perpetual list price of $1,700 per virtual machine.

    – Production Support contract: $425 per Virtual Machine per year. This is 25 percent of vFabric Postgres perpetual list price of $1,700 per virtual machine.

  You may choose not to renew the Support contract on any of the products at the time of renewal.

Q. When I migrate to Pivotal App Suite in My VMware which products will I lose the ability to file support requests for?

A. After you migrate to Pivotal App Suite, you will no longer be able to file support requests for vFabric Elastic Memory for Java (EM4J), vFabric Application Director, vFabric Postgres (unless you opt-in for standalone vFabirc Postgres entitlement).

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 get support. If you purchase new licenses for Pivotal products, you can file support requests directly with Pivotal. https://www.pivotal.io/support

Licensing

Q. Are there any changes to licensing metrics from VMware vFabric Suite to Pivotal App Suite?

A. Yes. Pivotal is introducing "cross-cloud licensing" for Pivotal App Suite. Cross-cloud licensed products allow a flexible deployment model where customers may choose to deploy their licenses along one of three metrics:

- Per physical processor core
- Per virtual machine vCPU
- Per public cloud vCPU/virtual CPU/virtual core

For example, you may choose to deploy a license on a physical core on Monday, and redeploy this same license on a vCPU on Tuesday.

Q. Will there be new license keys for existing vFabric Suite products?

A. No, the vFabric Suite license keys in My VMware will continue to work for the existing vFabric Suite products.

Q. Can I still download and use vFabric Suite Products after I upgrade to Pivotal App Suite in My VMware?

A. No.

Q. Whom may I contact if I have additional questions?

A. Please reach out to your VMware or Pivotal representative, or VMware Global Support Services if you have any additional questions.

Customer Entitlement Examples

Q. Can you walk me through some examples?

A. Yes

Example 1: vFabric Suite Standard Basic to Pivotal App Suite

- Customer purchased 100 licenses of vFabric Suite Standard w/ basic Support contract
- Customer's Support contract is about to expire
- Customer is entitled to run vFabric Suite on 100 VMs
- Customer's entitlement switches from 100 vFabric Suite Standard perpetual licenses to 200 licenses of Pivotal App Suite perpetual at no cost.
- Customer renews Pivotal App Suite maintenance (Support contract) at $158 per vCPU.
  – $158 X 200 vCPUs - $31,600 per year

Example 2: vFabric Suite Advanced Production to Pivotal App Suite

- Customer purchased 100 licenses of vFabric Suite Advanced w/ Production Support contract
- Customer's Support contract is about to expire
- Customer is entitled to run vFabric Suite on 100 VMs
- Customer's entitlement switches from 100 vFabric Suite Advanced perpetual licenses to 200 licenses of Pivotal App Suite perpetual at no cost
- Customer renews Pivotal App Suite Support contract at $207 per vCPU.
  – $207 X 200 vCPUs = $41,400.

Example 3: vFabric Suite Advanced Production to Pivotal SQLFire Pro

- Customer purchased 100 licenses of vFabric Suite Advanced w/ Production Support contract
- Customer's Support contract is about to expire
- Customer is entitled to run vFabric Suite on 100 VMs.
- Customer's entitlement switches from 100 vFabric Suite Advanced perpetual licenses to 200 licenses of Pivotal SQLFire Professional at no charge
- Customer renews SQLFire Professional Support contract at $288 per vCPU.
  – $288 X 200 vCPUs= $57,600 per year.

Example 4: vFabric Suite Advanced Production to Pivotal App Suite & Pivotal SQLFire Pro

• Customer purchased 100 licenses of vFabric Suite Advanced w/ Production Support contract

• Customer's Support contract is about to expire

• Customer is entitled to run vFabric Suite on 100 VMs

• Customer's entitlement switches from 100 vFabric Suite Advanced perpetual licenses to 200 licenses of Pivotal App Suite & Pivotal SQLFire Professional at no cost

• Customer renews both Pivotal App Suite and SQLFire Professional Support contract

 – $495 per vCPU = $207 for Pivotal App Suite per example 2 above, $288 Pivotal SQLFire Pro Support contract per example 3 above

 – $495 X 200 vCPUs = $99,000 per year.

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.

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