

VMware View 4 FAQ: Pricing, Licensing and Support

Q: What are the new features in VMware View 4?

New features in VMware View 4 include the following. All new features are included in the View 4 packages and do not require a separate fee to customers with a current SnS contract.

- VMware View PCoIP
- Integration with vSphere 4
- Enhanced Single Sign on
- Restricted Entitlements

Q: How do I buy VMware View?

A: The VMware View Enterprise and Premier Edition software are all sold through the VMware Store as well as through participating VMware partners and resellers. For more information, including pricing and a list of VMware Desktop Virtualization Competency Partners, refer to the How to Buy tab of <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 bundles changed?

A: No. 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 ESX licenses from a separate purchase (not part of a View bundle). See below for the pricing/packaging matrix and get more details by looking at the How to Buy tab at <http://www.vmware.com/go/view>.

NEW: VMware View 4 Pricing and Packaging

	View Enterprise	View Enterprise add-on	View Premier	View Premier Add-on	View Premier Upgrade
vSphere 4(desktop)	✓		✓		
vCenter 4 (desktop)	✓		✓		
View Manager 4	✓	✓	✓	✓	
View Composer			✓	✓	✓
Offline Desktop*			✓	✓	✓
ThinApp 4			✓	✓	✓
Pricing (concurrent connection)	\$150	\$50	\$250	\$150	\$100

*Experimental in View 4.0

•Enterprise includes [vCenter Server Foundation](#)
 •Premier includes [vCenter Server Standard](#)

Q: What if I am a current View 3 customer?

A: All customers with valid VMware Support and Subscription (SnS) will receive a complimentary upgrade to the corresponding package of View 4. If you do not have a current SnS contract, please

contact VMware Support <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: See the comparison table above. View Premier includes two additional solution components, View Composer for storage optimization and ThinApp for application virtualization. It also includes the experimental Offline Desktop feature. 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 Enterprise and wants to upgrade to View 4 Premier	Buy View 4 Premier Upgrade SKU
Customer buys View 4 Enterprise add-on and wants to upgrade to View 4 Premier add-on	Buy View 4 Premier Upgrade Add-On SKU

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

A: VMware View bundles (Enterprise and Premier) contain the minimum components required to run and end to end View deployment. 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 a la carte View Manager?

A: The View bundle offers a simple single SKU method for purchasing a complete View solution, including all the software components needed: vSphere, vCenter and View Manager in the Enterprise edition and with the addition of View Composer and ThinApp in the Premier edition. Existing VMware customers with excess vSphere licenses (not purchased as part of the View bundle) have the option of purchasing View Add-on SKUs in Enterprise or Premier editions to run their View deployment.

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 Manager is the only fully integrated connection broker for vSphere for unified management while providing the lowest cost for the customer. Features like View Composer 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 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 management and performance monitoring tools used solely for ESX-hosted Desktop Virtual Machine(s) within an operating system of a Server). Download the EULA here for more details <http://www.vmware.com/download/eula/>.

Q: Can only vSphere be used with View Manager 4?

A: VMware View Manager 4 works with VI3.5 Update 3, VI3.5 Update 4, and vSphere 4. View Manager 4 works with any vSphere edition including Enterprise plus, Enterprise, Standard and Advanced. The minimum requirements for View Manager 4 are ESX3.5 Update 3 and vCenter Server 2.5 Update 3. You can also continue to run View 3 and View 4 side by side with VI 3.5 and vSphere as you upgrade your environment to the new product versions. Please note that the new protocol, PCoIP is only available when you use View Manager 4 and View Client 4.

Q: In the ESX license included with View Bundles, is there a technical restriction to prevent the ESX hosts from running server workloads?

A: The ESX 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. Download the EULA here for more details <http://www.vmware.com/download/eula/>.

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. Download the EULA here for more details <http://www.vmware.com/download/eula/>.

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

A: All View bundles include vSphere 4 for Desktops which has the same functionalities and features as vSphere 4 Enterprise Plus. The View Enterprise Starter Kit (10 pack) includes vCenter Foundation, which is limited to 3 hosts. The View Enterprise 100 pack, View Premier 100 pack includes vCenter Server Standard, which does not contain a host limit. vSphere for Desktops is licensed per concurrent connection. This means is that you can install as many instances of vSphere 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 (powered on VM). A powered on virtual machine is defined as a Desktop Virtual Machine which is receiving remote connections from a Client. The software does not perform a check to assess the type or number of workloads on an ESX host, but the End User License Agreement (EULA) requires that users do not exceed the number of powered on desktop VMs purchased.

Q: Can vCenter included with the View bundles be used to manage ESX 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 ESX-hosted Desktop Virtual Machine(s).

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

A: A mixed scenario is not recommended because in a cluster scenario, there is risk of server workloads VMotioning over in a DR scenario to an ESX host running the View license, which would violate the EULA. Please advise customers to keep their environments separated.

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

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 will ThinApp be licensed in a View Bundle?

A: ThinApp is licensed per device OR concurrent connection when purchased as part of the View bundles or standalone. 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: No, ThinApp and View Composer are paired together for the recommended optimal deployment: this is the tested and verified combination of products for image and application management. Other application virtualization products may be used, but the View Premier SKUs cannot be repackaged to separate the two pieces.

VMware View Support FAQs

What kind of technical support is available for VMware View?

VMware requires Gold (12x5) and Platinum (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 complement Platinum 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.

Supporting over 10,000 companies in over 100 different countries, VMware delivers world-class 24x7 technical support so you can take full advantage of Virtual Desktop Infrastructure, no matter where you are in the world. With more than nine years of exclusive experience in virtualization, VMware has the largest virtualization support organization with the most experience supporting critical applications in a virtual infrastructure. .

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 Gold VMware Support and Subscription is required with the purchase of all View products. You may upgrade to Platinum 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.

To help clarify Windows licensing in a virtual machine, Microsoft has published a brief that can be found on their website by searching for Vista Enterprise Centralized Desktop (VECD) licensing.

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. We encourage you to contact your Microsoft sales representative to verify your licensing options.