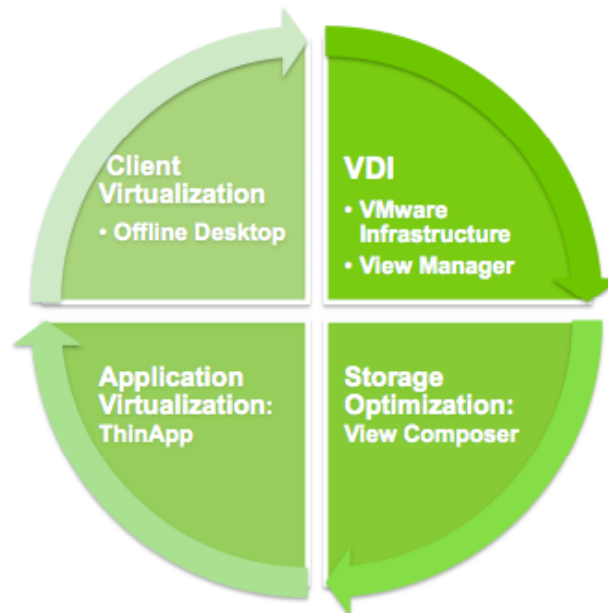


VMware View (formerly VDI) Pricing and Support FAQ

Q: How is VMware View different from VDI?

A: VMware View is an expanded desktop virtualization solution that includes VDI, which is defined as using VI for desktops centralized in the data center and a desktop manager, along with several new components, including VMware View Composer for image management and storage optimization and ThinApp application virtualization (see diagram below). Many other vendors in the marketplace are using the VDI term, and VMware will continue to recognize VDI as a name for the architecture, but

all product solution branding will now reflect VMware View.



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 Enterprise Desktop 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: Will VMware View be sold the same way as VDI has been, i.e. a la carte and bundles?

A: Yes, VMware View will be sold in two editions, Enterprise and Premier, as a bundled solution that includes VMware Infrastructure (ESX & vCenter) or as a desktop add-on to an separate/existing VI purchase. 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>.

VMware View 3 Pricing and Packaging					
	View Enterprise	View Enterprise add-on	View Premier	View Premier Add-on	View Premier Upgrade
VI3 Enterprise	✓		✓		
Virtual Center	✓		✓		
View Manager	✓	✓	✓	✓	
View Composer			✓	✓	✓
Offline Desktop*			✓	✓	✓
ThinApp			✓	✓	✓
Pricing (per concurrent user)	\$150	\$50	\$250	\$150	\$100

* Experimental in View 3.0

 New set of SKUs

Q: What happens if I am an existing VDI customer?

A: All customers with valid VMware Support and Subscription (SnS) for Virtual Desktop Manager 2.x, either as part of a prior VDI bundle or VDM 2 a la carte purchase, will receive complimentary upgrades to VMware View Manager 3 through a push fulfillment process shortly after GA. VMware View Composer and ThinApp are new product components with separate SnS requirements, and will NOT be included in the fulfillment upgrade. They are considered premium capabilities in the View Premier line, so customers interested in these features must upgrade at a cost of \$100/desktop using the VMware Premier Upgrade SKU. Please include order # for valid VDI bundle or VDM 2 a la carte purchase with upgrade orders.

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 additionally also includes the experimental Offline Desktop feature. To upgrade from View Enterprise to View Premier, either for bundles or platform add-ons, simply use the View Premier Upgrade SKUs (10 pack and 100 pack).

Q: I thought that View Composer, or linked clones, was a feature of VDM 2. What do I do to get this feature?

A: View Composer enables streamlined image management for dramatic cost savings, and used in conjunction with ThinApp, which is included with View Premier, can offer better desktop application and OS management that yields both CAPEX and OPEX savings. To upgrade to View Premier, please view the *How to Buy* tab of <http://www.vmware.com/go/view>.

Q: Will ThinApp still be sold as a stand-alone product?

A: Yes, the ThinApp packaging and pricing remains the same and all prior ThinApp purchases can also be used in conjunction with a View solution for physical PCs as well as desktop VMs and vice versa.

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

A: When a new customer buys VMware View Enterprise or VMware View Premier bundles, there are no prerequisites. These bundles include the minimum components needed to run View. VMware View bundles, as with previous VDI bundles, can be purchased in quantities of 10. However, a Starter Kit or 100 pack must be purchased first before buying Add 10 packs in order to ensure the customer has vCenter, to be used with View Manager. For customers who want to buy the View Premier upgrade to add the View Composer and ThinApp solution components to their solution, an order number must be provided to verify that VDM 2 was purchased previously, either as part of a VDI bundle or a la carte.

Q: What if I have VDI and want to add View Composer by itself? Can a customer buy View Composer by itself?

A: No, View Composer is recommended to be deployed with ThinApp for optimal usage. With the addition of the capabilities of ThinApp to separate and redirect application files in a sandbox to a desired location, View Composer's linked clone technology can be applied to a broader range of use cases for end users who need a wide range of applications.

Q: How do I determine which to buy: the View 3 bundle or the a la carte View Manager 3?

A: The View bundle offers a simple single product SKU method for purchasing a complete View solution, including all the software components needed: VMware Infrastructure 3 (ESX Server and vCenter Server) and the VMware View Manager in the Enterprise version and with the addition of View Composer and ThinApp in the Premier version. For customers with excess capacity on servers running ESX or ESX licenses that are not being utilized, the ESX licenses included in the View bundles may not be needed, so buying only the a la carte View Add-ons, in either Enterprise or Premier versions, is an alternative option.

Q: Is VMware View Manager required for VMware View (formerly VDI)? 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 not required for a View implementation and other connection brokers can be used based on the requirements of the environment, but View Manager is the only connection broker designed to be integrated with VMware's own VI3 platform for unified management and configuration. Additionally, new View solution components such as View Composer for storage optimization are designed for usage with View Manager and cannot be used with another vendor's connection broker. Customers may choose to purchase VI3 and then another vendor's connection broker or a View bundle, which includes View Manager and simply not use the View Manager component. In both scenarios, since another vendor's connection broker is being used, customers will receive support from VMware for the VI3 product components only and must purchase support separately from the vendor that is providing the connection broker component.

Q: Can the VMware View Manager or another vendor's connection broker component be run as a virtual machine? What about performance monitoring tools?

A: Yes, there is an exception in the End User License Agreement (EULA) for ESX that allows for connection brokers, vCenter Server and performance monitoring tools to be run as server workloads on ESX hosts running VDI licenses.

Q: If I start off with a View Starter Kit, and then continue to buy add-on packs, can I upgrade my vCenter Foundation to VirtualCenter Management Server?

A: Yes, you can upgrade vCenter Foundation to vCenter Server by purchasing the upgrade SKU. The upgrade price takes the additional cost of the full vCenter into account. Multiple add-on packs cannot be used to trade up to a VirtualCenter Management Server license.

Q: Will it cost more if I do not buy the solution as a View bundle?

A: View bundles price a concurrent virtual desktop at USLP \$150 for Enterprise edition and USLP \$250 for Premier edition. They include Virtual Infrastructure 3 Enterprise for VDI and VMware View Manager for Enterprise edition. Additionally the Premier edition includes View Composer and ThinApp. Purchasing the components separately will likely result in a higher per virtual desktop cost depending on the number of desktops virtual machines that can be hosted on the customer's configured ESX server. Due to these varying desktop consolidation numbers based on a customer's specific desktop workloads, each customer must evaluate bundle versus a la carte pricing for their own environment.

Q: Can only VI3 Enterprise be used with View Manager?

A: VMware View Manager 3 works with any VI3 edition (Enterprise, Standard or Foundation) The minimum requirements for View Manager 3 are ESX 3.0.1 and vCenter 2.0. Customers who purchase the View Premier or Enterprise bundles get VI3 Enterprise with ESX 3.5.

View Licensing FAQ

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 restricted to desktop workloads only 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.

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.

Q: Does the View 100 pack contain ESX Enterprise or Foundation? How many licenses are included?

A: All View bundles include VI3 Enterprise. The Starter Kit includes vCenter Foundation, which is limited to 3 hosts, and one ESX license (2 CPUs). The 100 pack includes vCenter Server, which does not contain a host limit, and 4 ESX licenses (8 CPUs). The Add 10 pack includes 1 ESX license (2 CPUs).

Q: How are 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 based on concurrent desktop virtual machines. 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 desktop virtual machines on an ESX server that have been purchased.

Q: Can the VC licenses included with the View bundles be used to manage ESX hosts with server workloads?

A: No, the VC licenses included with the View bundle should only be used to manage ESX hosts running desktop workloads with the licenses included with the View bundle.

Q: Can the customer mix ESX hosts with VDI licenses from the VDI bundles and ESX hosts licensed via regular VI3 Foundation/Standard/Enterprise SKUs?

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 VDI license, which would violate the EULA. Please advise customers to keep their environments separated.

Q: How can I tell if I have an ESX license for VDI?

A: The ESX license included with a View bundle is designated for use with desktop workloads only and will show up in the license configuration as "ESX Server VDI" 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 licenses on a per device OR concurrent desktop usage basis when purchased as part of the View bundles or standalone. Therefore, licenses of ThinApp purchase separately or as part of View Premier bundles 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?

To ensure you realize the full benefits of the VMware View Product, a minimum of one year of [Gold \(12x5\) Support and Subscription](#) is required. You may also choose to upgrade to [Platinum \(24x7\) Support and Subscription](#). Along with access to the world's largest virtualization support organization with the most experience supporting critical applications in a virtual infrastructure, both support offerings also include access to periodic fixes and enhancements to our products during the life of your support contract. These programs are offered on an annual or multi-year subscription basis.

Depending on the criticality of your systems being managed by VMware View, you may want to consider purchasing [Business Critical Support](#)view trainin. VMware Business Critical Support is a supplemental service to Platinum Support which provides your BCS customer team with personalized technical support delivered by a designated team of experts familiar with your system configuration, support history and specific business needs.

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

In general, virtual machines need to be properly licensed like a physical machine. VDI, 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 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.