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PRODUCT LIST								
Item NO.	Manufacturer's Part No.	Manufacturer's Product Name	Manufacturer's Name	License Type	Software Category	Language	Product Information	Platform
	(enter the part Number that the Software Publisher uses to identify the product)	(enter the name that the Software Publisher uses to identify the product)	(enter the name of the Software Publisher that produces the product)	(enter the license type such as "per user", "per CPU", "per device", etc.)	(enter the applicable category per Annex G - Software Categories & Descriptions)	(enter the language of the software such as English, and French)	(enter product information and/or web site URL containing product information)	(enter the platform on which the software can operate such as Windows, Linux, Unix)
	CL5-ADV-C	VMware vCloud Suite 5 Advanced	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p>	Windows/Linux /ESXi

						<p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run</p>	
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						<p>automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but</p>
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						<p>the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and</p>	
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						<p>gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p>	
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							<b>VMware vCloud® Suite additional information</b> <a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a>	
	CL5-ADVPT-G-SSS-C	Basic Support/Subscription VMware vCloud Suite 5 Advanced with Protect Standard for 1 year	VMware	PER cu	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
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							<p>discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	CL5-CADV-CENT-UGC	Upgrade: VMware vCloud Suite 5 Advanced to vCloud Suite 5 Enterprise	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk</p>	Windows/Linux/ESXi

						<p>appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the</p>
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						<p>various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole. From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p>	
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						<p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 900</b></p> <p>VMware vCenter Operations Management Suite delivers quality of service, operational efficiency and continuous compliance for your dynamic hybrid cloud infrastructure and business critical applications with VMware vCenter Operations Management Suite. Using patented analytics and an integrated approach vCenter Operations dramatically simplifies management tasks and gives you the intelligence and visibility needed to proactively ensure health, efficiency and compliance with IT policies.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html</a></p> <p><b>Category 902</b></p> <p>Page 153</p> <p>Using the Compliance module in VMware vCenter Configuration Manager, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p>Preset rules and templates are available that enable you to begin monitoring system compliance to regulatory (Sarbanes-Oxley, HIPAA, GLBA and FISMA) industry and Microsoft standards. You can create and manage rules and rule groups based on Active Directory (AD) objects and configuration data, or on machine data.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 910</b></p> <p>Pages 135</p> <p>VCM Patching is the VCM patch assessment, deployment, and verification capability, which ensures continuous security throughout your environment by proactive compliance of your IT infrastructure.</p> <p>VCM Patching ensures that your machines have the latest security patches and other software installed. You can evaluate each machine in your environment to ensure that the machines have the latest Microsoft security bulletins or supported UNIX and Linux vendor patches installed, and deploy the recommended patches to each machine.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for</li> </ul>	
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						<p>specialized appliances</p> <ul style="list-style-type: none"> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1208</b></p> <p>Page 7</p> <p>VMware vCenter Site Recovery Manager (SRM) is a business continuity and disaster recovery solution that helps you to plan, test, and run the recovery of virtual machines between a protected vCenter Server site and a recovery vCenter Server site. You can configure SRM to work with several third-party disk replication mechanisms by configuring array based replication. Array-based replication surfaces replicated datastores to protect virtual machine workloads. You can also use host-based replication by configuring the VMware vSphere Replication feature that SRM can use to protect virtual machine workloads.</p> <p>You can use SRM to implement different types of recovery from the protected site to the recovery site.</p> <ul style="list-style-type: none"> <li>• <b>Planned Migration:</b> the orderly evacuation of virtual machines from the protected site to the recovery site. For planned migration to succeed, both sites must be running and fully functioning.</li> <li>• <b>Disaster Recovery:</b> Similar to planned migration except that disaster recovery does not require that both sites be up and running, for example if the protected site goes offline unexpectedly. During a disaster recovery operation, failure of operations on the protected site are reported but otherwise ignored.</li> </ul> <p>SRM coordinates the recovery process with the replication mechanisms, to minimize data loss and system down time.</p> <ul style="list-style-type: none"> <li>• At the protected site, SRM shuts down virtual machines cleanly, if the protected site is still running.</li> <li>• SRM powers on the replicated virtual machines at the recovery site according to a recovery plan.</li> </ul> <p>A recovery plan specifies the order in which virtual machines start up on the recovery site. A recovery plan specifies network parameters, such as IP addresses, and can contain user-specified scripts that SRM can run to perform custom recovery actions. SRM lets you test recovery plans. You conduct tests by using a temporary copy of the replicated data in a way that does not disrupt ongoing operations at either site.</p> <p><a href="http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf">http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or</p>	
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						<p>virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p>	
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							<p><b>Category 400</b></p> <p>vFabric Suite is a lightweight, scalable, integrated middleware suite for data-intensive custom applications, whether on-premise or in the cloud. Optimized for the open source Spring Framework which is used by more than 50% of Java developers worldwide, vFabric is ideally suited for VMware vSphere virtual infrastructure and provides a clear pathway to the cloud for your custom applications.</p> <ul style="list-style-type: none"><li>• Reduce time to market via Spring Framework integration</li><li>• Bring benefits of virtualization to application middleware</li><li>• Easily provision &amp; scale out application infrastructure</li></ul> <p><a href="https://www.vmware.com/products/application-platform/vfabric/overview.html">https://www.vmware.com/products/application-platform/vfabric/overview.html</a></p> <p><b>Category 402</b></p> <p>Page 9</p> <p>vFabric Application Director has a unique model-driven, open, and extensible architecture. With its catalog of standard components, or services, vFabric Application Director simplifies and automates deployments of multitier enterprise applications in hybrid cloud environments.</p> <p>Enterprise users can quickly standardize, deploy, configure, and scale their complex applications in dynamic cloud environments. These applications can range from simple Web applications to complex custom applications and packaged applications.</p> <p>Application architects can use the drag-and-drop canvas to create visual application blueprints. These blueprints standardize the structure of the application, including software components, dependencies, and configurations, for repeated deployments. With a prepopulated, extensible catalog of standard virtual machine templates, application infrastructure components, and scripts, architects can create a blueprint in minutes.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>Category 408</b></p> <p>Page 9</p> <p>VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.</p> <p>These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>VMware vFabric Data Director Additional Information</b></p> <p><a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-ENT-G-SSS-C	Basic Support/Subscription VMware vCloud Suite 5 Enterprise for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910.	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments:	Windows/Linux /ESXi

					1208, 1218, 1220, 1224, 1236, 1238, 402, 408		<ul style="list-style-type: none"> <li>Global, 24x7 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	CL5-ENT-P-SSS-C	Production Support/Subscription VMware vCloud Suite 5 Enterprise for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	CL5-CSTD-CADV-UGC	Upgrade: VMware vCloud Suite 5 Standard to vCloud Suite 5 Advanced	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p>	Windows/Linux /ESXi

						<p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter</p>	
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							<a href="#">manager-55-administration-guide.pdf</a> <b>VMware vCloud® Suite additional information</b> <a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a>	
	CL5-CSTD-CENT-UGC	Upgrade: VMware vCloud Suite 5 Standard to vCloud Suite 5 Enterprise	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	<b>Category 800</b> Page 13 <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <b>Category 806</b> Page 13 and 14 <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <b>Category 808</b> Page 11 <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based</p>	Windows/Linux/ESXi

						<p>datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"><li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li><li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li><li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li><li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li><li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li><li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li><li>• Protects backups with checkpoint and rollback mechanisms.</li><li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li></ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p>
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						<p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 400</b></p> <p>vFabric Suite is a lightweight, scalable, integrated middleware suite for data-intensive custom applications, whether on-premise or in the cloud. Optimized for the open source Spring Framework which is used by more than 50% of Java developers worldwide, vFabric is ideally suited for VMware vSphere virtual infrastructure and provides a clear pathway to the cloud for your custom applications.</p> <ul style="list-style-type: none"> <li>- Reduce time to market via Spring Framework integration</li> <li>- Bring benefits of virtualization to application middleware</li> <li>- Easily provision &amp; scale out application infrastructure</li> </ul> <p><a href="https://www.vmware.com/products/application-platform/vfabric/overview.html">https://www.vmware.com/products/application-platform/vfabric/overview.html</a></p> <p><b>Category 402</b></p> <p>Page 9</p> <p>vFabric Application Director has a unique model-driven, open, and extensible architecture. With its catalog of standard components, or services, vFabric Application Director simplifies and automates deployments of multitenant enterprise applications in hybrid cloud environments.</p> <p>Enterprise users can quickly standardize, deploy, configure, and scale their complex applications in dynamic cloud environments. These applications can range from simple Web applications to complex custom applications and packaged applications.</p> <p>Application architects can use the drag-and-drop canvas to create visual application blueprints. These blueprints standardize the structure of the application, including software components, dependencies, and configurations, for repeated deployments. With a prepopulated, extensible catalog of standard virtual machine templates, application infrastructure components, and scripts, architects can create a blueprint in minutes.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>Category 408</b></p> <p>Page 9</p> <p>VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.</p> <p>These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>VMware vFabric Data Director Additional Information</b></p> <p><a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
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	CL5-STD-G-SSS-C	Basic Support/Subscription VMware vCloud Suite 5 Standard for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	CL5-STD-P-SSS-C	Production Support/Subscription VMware vCloud Suite 5 Standard for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	CL5-ENT-C	VMware vCloud Suite 5 Enterprise	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p>	Windows/Linux /ESXi

					<p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"><li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li><li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li><li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li><li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li><li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li><li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li><li>• Protects backups with checkpoint and rollback mechanisms.</li><li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li></ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines</p>
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						<p>within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs</p>	
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						<p>against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category900</b></p> <p>VMware vCenter Operations Management Suite delivers quality of service, operational efficiency and continuous compliance for your dynamic hybrid cloud infrastructure and business critical applications with VMware vCenter Operations Management Suite. Using patented analytics and an integrated approach vCenter Operations dramatically simplifies management tasks and gives you the intelligence and visibility needed to proactively ensure health, efficiency and compliance with IT policies.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html</a></p> <p><b>Category902</b></p> <p>Page 153</p> <p>Using the Compliance module in VMware vCenter Configuration Manager, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p>Preset rules and templates are available that enable you to begin monitoring system compliance to regulatory (Sarbanes-Oxley, HIPAA, GLBA and FISMA) industry and Microsoft standards. You can create and manage rules and rule groups based on Active Directory (AD) objects and configuration data, or on machine data.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category910</b></p> <p>Pages 135</p> <p>VCN Patching is the VCN patch assessment, deployment, and verification capability, which ensures continuous security throughout your environment by proactive compliance of your IT infrastructure.</p>	
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						<p>delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p>	
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							<p>across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>VMware vFabric Data Director Additional Information</b></p> <p><a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-ENT-G-SSS-C	Basic Support/Subscription VMware vCloud Suite 5 Enterprise for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	CL5-ENT-P-SSS-C	Production Support/Subscription VMware vCloud Suite 5 Enterprise for 1 year	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	CL5-HYP-CADV-UG-C	Upgrade: VMware vSphere 5 Hypervisor to vCloud Suite 5 Advanced	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as</p>	Windows/Linux /ESXi

						<p>needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from</li> </ul>	
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						<p>a web-based interface.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides. It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in you vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category816</b></p>	
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						<p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware</p>	
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	CL5-HYP-CENT-UG-C	Upgrade: VMware vSphere 5 Hypervisor to vCloud Suite 5 Enterprise	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p>	Windows/Linux/ESXi

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						<p>assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against</p>	
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						<p>certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 900</b></p> <p>VMware vCenter Operations Management Suite delivers quality of service, operational efficiency and continuous compliance for your dynamic hybrid cloud infrastructure and business critical applications with VMware vCenter Operations Management Suite. Using patented analytics and an integrated approach vCenter Operations dramatically simplifies management tasks and gives you the intelligence and visibility needed to proactively ensure health, efficiency and compliance with IT policies.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html</a></p> <p><b>Category 902</b></p> <p>Page 153</p> <p>Using the Compliance module in VMware vCenter Configuration Manager, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p>Preset rules and templates are available that enable you to begin monitoring system compliance to regulatory (Sarbanes-Oxley, HIPAA, GLBA and FISMA) industry and Microsoft standards. You can create and manage rules and rule groups based on Active Directory (AD) objects and configuration data, or on machine data.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 910</b></p> <p>Pages 135</p> <p>VCM Patching is the VCM patch assessment, deployment, and verification capability, which ensures continuous security throughout your environment by</p>	
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						<p>proactive compliance of your IT infrastructure.</p> <p>VCN Patching ensures that your machines have the latest security patches and other software installed. You can evaluate each machine in your environment to ensure that the machines have the latest Microsoft security bulletins or supported UNIX and Linux vendor patches installed, and deploy the recommended patches to each machine.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1208</b></p> <p>Page 7</p> <p>VMware vCenter Site Recovery Manager (SRM) is a business continuity and disaster recovery solution that helps you to plan, test, and run the recovery of virtual machines between a protected vCenter Server site and a recovery vCenter Server site. You can configure SRM to work with several third-party disk replication mechanisms by configuring array-based replication. Array-based replication surfaces replicated datastores to protect virtual machine workloads. You can also use host-based replication by configuring the VMware vSphere Replication feature that SRM can use to protect virtual machine workloads.</p> <p>You can use SRM to implement different types of recovery from the protected site to the recovery site.</p> <ul style="list-style-type: none"> <li>• Planned Migration: the orderly evacuation of virtual machines from the protected site to the recovery site. For planned migration to succeed, both sites must be running and fully functioning.</li> <li>• Disaster Recovery: Similar to planned migration except that disaster recovery does not require that both sites be up and running, for example if the protected site goes offline unexpectedly. During a disaster recovery operation, failure of operations on the protected site are reported but otherwise ignored.</li> </ul> <p>SRM coordinates the recovery process with the replication mechanisms, to minimize data loss and system down time.</p> <ul style="list-style-type: none"> <li>- At the protected site, SRM shuts down virtual machines cleanly, if the protected site is still running.</li> <li>- SRM powers on the replicated virtual machines at the recovery site according to a recovery plan.</li> </ul> <p>A recovery plan specifies the order in which virtual machines start up on the recovery site. A recovery plan specifies network parameters, such as IP addresses, and can contain user-specified scripts that SRM can run to perform custom recovery actions. SRM lets you test recovery plans. You conduct tests by using a temporary copy of the replicated data in a way that does not disrupt ongoing operations at either site.</p> <p><a href="http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf">http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p>	
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	CL5-HYP-CSTD-UG-C	Upgrade: VMware vSphere 5 Hypervisor to vCloud Suite 5 Standard	VMware	per CPU	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p>	Windows/Linux/ESXi

						<p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing</p>
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						<p>activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of</p>	
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						<p>security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p>	
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							<a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a> <b>Category 1236</b> Pages 8, 10 and 11 <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.  <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <b>VMware vCloud® Suite additional information</b> <a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a>	
	CL5-NSADV25-C	VMware vCloud Networking and Security Advanced (25 VM Pack)	VMware	per vm	Primary 1218, 1220, 1224, 1232, 1236, 1238	English	<b>Category 1200</b> <p>vCloud Networking and Security virtualizes networks and security to create efficient, agile, extensible logical constructs that meet the performance and scale requirements of virtualized datacenters.</p> <p>vCloud Networking and Security is architected using virtual security appliances and standard APIs to inspect traffic flows. Network traffic from virtual workloads is passed through purpose built App and Edge virtual appliances, where services such as firewalling and load balancing are applied. 3rd party services from integration partners also have access to network traffic via APIs.</p> <p>Using vCloud Networking and Security, enterprises can virtualize business critical applications with confidence, build secure and agile private clouds and secure their virtual desktop solutions.</p> <a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a> <a href="http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html">http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html</a> <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a> <a href="http://www.vmware.com/pdf/vshield_51_admin.pdf">http://www.vmware.com/pdf/vshield_51_admin.pdf</a>	Linux/ESXi
	CL5-NSADV25-G-SSS-C	Basic Support/Subscription for vCloud Networking and Security Advanced (25 VM Pack) for 1 year	VMware	per vm	Primary 1218, 1220, 1224, 1232, 1236, 1238	English	Basic Support <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux/ESXi
	CL5-NSADV25-P-SSS-C	Production Support/Subscription for vCloud Networking and Security Advanced (25 VM Pack) for 1 year	VMware	per vm	Primary 1218, 1220, 1224, 1232, 1236, 1238	English	Production Support <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base,</li> </ul>	Linux/ESXi

							<p>discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	CL5-NSSTD-NSADV-UG-C	Upgrade: VMware vCloud Networking and Security Standard (25 VM Pack) to vCloud Networking and Security Advanced (25 VM Pack)	VMware	per vm	Primary 1218, 1220, 1224, 1232, 1236, 1238	English	<p><b>Category1200</b></p> <p>vCloud Networking and Security virtualizes networks and security to create efficient, agile, extensible logical constructs that meet the performance and scale requirements of virtualized datacenters.</p> <p>vCloud Networking and Security is architected using virtual security appliances and standard APIs to inspect traffic flows. Network traffic from virtual workloads is passed through purpose built App and Edge virtual appliances, where services such as firewalling and load balancing are applied. 3rd party services from integration partners also have access to network traffic via APIs.</p> <p>Using vCloud Networking and Security, enterprises can virtualize business critical applications with confidence, build secure and agile private clouds and secure their virtual desktop solutions.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><a href="http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html">http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html</a></p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><a href="http://www.vmware.com/pdf/vshield_51_admin.pdf">http://www.vmware.com/pdf/vshield_51_admin.pdf</a></p>	Linux/ESXi
	CL5-NSSTD25-C	VMware vCloud Networking and Security Standard (25 VM Pack)	VMware	per vm	Primary 1218, 1220, 1224, 1236	English	<p><b>Category1200</b></p> <p>vCloud Networking and Security virtualizes networks and security to create efficient, agile, extensible logical constructs that meet the performance and scale requirements of virtualized datacenters.</p> <p>vCloud Networking and Security is architected using virtual security appliances and standard APIs to inspect traffic flows. Network traffic from virtual workloads is passed through purpose built App and Edge virtual appliances, where services such as firewalling and load balancing are applied. 3rd party services from integration partners also have access to network traffic via APIs.</p> <p>Using vCloud Networking and Security, enterprises can virtualize business critical applications with confidence, build secure and agile private clouds and secure their virtual desktop solutions.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><a href="http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html">http://www.vmware.com/support/vshield/doc/releasenotes_vshield_511.html</a></p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><a href="http://www.vmware.com/pdf/vshield_51_admin.pdf">http://www.vmware.com/pdf/vshield_51_admin.pdf</a></p>	Linux/ESXi
	CL5-NSSTD25-G-SSS-C	Basic Support/Subscription for vCloud Networking and Security Standard (25 VM Pack) for 1 year	VMware	per vm	Primary 1218, 1220, 1224, 1236	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Linux/ESXi
	CL5-NSSTD25-P-SSS-C	Production Support/Subscription for vCloud Networking and Security Standard (25 VM Pack) for 1 year	VMware	per vm	Primary 1218, 1220, 1224, 1236	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base,</li> </ul>	Linux/ESXi

							<p>discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	CL5-STD-C	VMware vCloud Suite 5 Standard	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk</p>	Windows/Linux/ESXi

						<p>appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the</p>
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						<p>various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in you vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole. From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p><b>Category1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized</li> </ul>	
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						<p>networking and security solution</p> <ul style="list-style-type: none"> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge</p>	
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	CL5-STDO-CADV-UG-C	Upgrade: VMware vSphere 5 Standard with Operations Management to vCloud Suite 5 Advanced with vCenter Protect	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220, 1224, 1236, 1238	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to</p>	Windows/Linux/ESXi

						<p>store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p>	
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						<p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-networking-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-networking-guide.pdf</a></p>	
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						<p><a href="#">51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 910</b></p> <p>Pages 135</p> <p>VCN Patching is the VCM patch assessment, deployment, and verification capability, which ensures continuous security throughout your environment by proactive compliance of your IT infrastructure.</p> <p>VCN Patching ensures that your machines have the latest security patches and other software installed. You can evaluate each machine in your environment to ensure that the machines have the latest Microsoft security bulletins or supported UNIX and Linux vendor patches installed, and deploy the recommended patches to each machine.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p>	
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						<p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the</p>	
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						<p>change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p> <p><b>vCenter Protect</b></p> <p>Get centralized patch management and asset inventory for Windows and third party applications for both virtual and physical machines with vCenter Protect Standard. Add centralized antivirus, power management, and ITScripts with vCenter Protect Advanced. Reduce cost and complexity with an integrated approach to IT security and compliance.</p> <ul style="list-style-type: none"> <li>● Keep desktop and server software up to date with patch management</li> <li>● Always be "audit-ready" with asset inventory of both physical and virtual assets</li> <li>● Use agentless or agent-based solutions as required by your environment</li> <li>● Create a strong layer in computer security with integrated patch and antivirus</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html</a></p>	
	CL5-STD0-CENT-UGC	Upgrade: VMware vSphere 5 Standard with Operations Management to vCloud Suite 5 Enterprise with vCenter Protect	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 914, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as</p>	Windows/Linux /ESXi

						<p>needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux</li> </ul>	
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							<p>files with end-user initiated file level recoveries from a web-based interface.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p>	
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						<p>compliance.</p> <p>Preset rules and templates are available that enable you to begin monitoring system compliance to regulatory (Sarbanes-Oxley, HIPAA, GLBA and FISMA) industry and Microsoft standards. You can create and manage rules and rule groups based on Active Directory (AD) objects and configuration data, or on machine data.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 910</b></p> <p>Pages 135</p> <p>VCM Patching is the VCM patch assessment, deployment, and verification capability, which ensures continuous security throughout your environment by proactive compliance of your IT infrastructure.</p> <p>VCM Patching ensures that your machines have the latest security patches and other software installed. You can evaluate each machine in your environment to ensure that the machines have the latest Microsoft security bulletins or supported UNIX and Linux vendor patches installed, and deploy the recommended patches to each machine.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1208</b></p> <p>Page 7</p> <p>VMware vCenter Site Recovery Manager (SRM) is a business continuity and disaster recovery solution that helps you to plan, test, and run the recovery of virtual machines between a protected vCenter Server site and a recovery vCenter Server site. You can configure SRM to work with several third-party disk replication mechanisms by configuring array-based replication. Array-based replication surfaces replicated datastores to protect virtual machine workloads. You can also use host-based replication by configuring the VMware vSphere Replication feature that SRM can use to protect virtual machine workloads.</p> <p>You can use SRM to implement different types of recovery from the protected site to the recovery site.</p> <ul style="list-style-type: none"> <li>• Planned Migration: the orderly evacuation of virtual machines from the protected site to the recovery site. For planned migration to succeed, both sites must be running and fully functioning.</li> <li>• Disaster Recovery: Similar to planned migration except that disaster recovery does not require that both sites be up and running, for example if the protected site goes offline unexpectedly. During a disaster recovery operation, failure of operations on the protected site are reported but otherwise ignored.</li> </ul> <p>SRM coordinates the recovery process with the replication mechanisms, to minimize data loss and system down time.</p> <ul style="list-style-type: none"> <li>- At the protected site, SRM shuts down virtual machines cleanly, if the protected site is still running.</li> <li>- SRM powers on the replicated virtual machines at the</li> </ul>	
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						<p>recovery site according to a recovery plan.</p> <p>A recovery plan specifies the order in which virtual machines start up on the recovery site. A recovery plan specifies network parameters, such as IP addresses, and can contain user-specified scripts that SRM can run to perform custom recovery actions. SRM lets you test recovery plans. You conduct tests by using a temporary copy of the replicated data in a way that does not disrupt ongoing operations at either site.</p> <p><a href="http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf">http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the</p>	
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						<a href="#">appdirector.pdf</a>  <b>Category 408</b>  Page 9  VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.  These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.  <a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a>  <b>VMware vFabric Data Director Additional Information</b>  <a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a>  <b>VMware vCloud® Suite additional information</b>  <a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a>  <b>vCenter Protect</b> Get centralized patch management and asset inventory for Windows and third party applications for both virtual and physical machines with vCenter Protect Standard. Add centralized antivirus, power management, and ITScripts with vCenter Protect Advanced. Reduce cost and complexity with an integrated approach to IT security and compliance.  <ul style="list-style-type: none"> <li>• Keep desktop and server software up to date with patch management</li> <li>• Always be "audit-ready" with asset inventory of both physical and virtual assets</li> <li>• Use agentless or agent-based solutions as required by your environment</li> <li>• Create a strong layer in computer security with integrated patch and antivirus</li> </ul> <a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html</a>	
	CL5-VENT-CADV-UGC	Upgrade: VMware vSphere 5 Enterprise to vCloud Suite 5 Advanced	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well  <b>Category 800</b>  Page 13  VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.  The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.  A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.  Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.	Windows/Linux /ESXi

						<p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> </ul>	
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						<ul style="list-style-type: none"> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals,</p>	
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						<p>processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> </ul>	
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						<ul style="list-style-type: none"> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and</p>	
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						<p>secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.  <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-VENT-CENT-UGC	Upgrade: VMware vSphere 5 Enterprise to vCloud Suite 5 Enterprise	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical</p>	Windows/Linux/ESXi



						<p>hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul>	
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						<p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category816</b></p> <p>Pages 9, 25, 32, 40</p>	
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						<p>machines start up on the recovery site. A recovery plan specifies network parameters, such as IP addresses, and can contain user-specified scripts that SRM can run to perform custom recovery actions. SRM lets you test recovery plans. You conduct tests by using a temporary copy of the replicated data in a way that does not disrupt ongoing operations at either site.</p> <p><a href="http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf">http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p>	
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						<p><b>Category 408</b></p> <p>Page 9</p> <p>VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.</p> <p>These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-7/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-7/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>VMware vFabric Data Director Additional Information</b></p> <p><a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CLS-VENT-CSTD-UGC	Upgrade: VMware vSphere 5 Enterprise to vCloud Suite 5 Standard	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources</p>	Windows/Linux /ESXi

						<p>that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the</p>	
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						<p>datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management</p>	
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						<p>agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p>	
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						<p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-VEPL-CADV-UGC	Upgrade: VMware vSphere 5 Enterprise Plus to vCloud Suite 5 Advanced	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a</p>	Windows/Linux /ESXi

						<p>vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback</li> </ul>	
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						<p>mechanisms.</p> <ul style="list-style-type: none"> <li>Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p>	
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						<p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load</p>	
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							<p>balancer, site-to-site VPN, and NAT services.  <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-VEPL-CENT-UG-C	Upgrade: VMware vSphere 5 Enterprise Plus to vCloud Suite 5 Enterprise	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a</p>	Windows/Linux /ESXi



						<p>number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such</p>	
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						<p>as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or</p>
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						<p>disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p>Pages 7, 8 and 9</p> <p>The vShield Manager is the centralized network management component of vShield, and is installed as a virtual appliance on any ESX™ host in your vCenter Server environment.</p> <p>vShield App is a hypervisor-based firewall that protects applications in the virtual datacenter from network based attacks. Organizations gain visibility and control over network communications between virtual machines.</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group.</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 900</b></p> <p>VMware vCenter Operations Management Suite delivers quality of service, operational efficiency and continuous compliance for your dynamic hybrid cloud infrastructure and business critical applications with VMware vCenter Operations Management Suite. Using patented analytics and an integrated approach vCenter Operations dramatically simplifies management tasks and gives you the intelligence and visibility needed to proactively ensure health, efficiency and compliance with IT policies.</p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/compare-editions.html</a></p> <p><b>Category 902</b></p> <p>Page 153</p> <p>Using the Compliance module in VMware vCenter Configuration Manager, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p>Preset rules and templates are available that enable you to begin monitoring system compliance to regulatory (Sarbanes-Oxley, HIPAA, GLBA and FISMA) industry and Microsoft standards. You can create and manage rules and rule groups based on Active Directory (AD) objects and configuration data, or on machine data.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 910</b></p> <p>Pages 135</p>	
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							<p>NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.  <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 400</b></p> <p>vFabric Suite is a lightweight, scalable, integrated middleware suite for data-intensive custom applications, whether on-premise or in the cloud. Optimized for the open source Spring Framework which is used by more than 50% of Java developers worldwide, vFabric is ideally suited for VMware vSphere virtual infrastructure and provides a clear pathway to the cloud for your custom applications.</p> <ul style="list-style-type: none"> <li>- Reduce time to market via Spring Framework integration</li> <li>- Bring benefits of virtualization to application middleware</li> <li>- Easily provision &amp; scale out application infrastructure</li> </ul> <p><a href="https://www.vmware.com/products/application-platform/vfabric/overview.html">https://www.vmware.com/products/application-platform/vfabric/overview.html</a></p> <p><b>Category 402</b></p> <p>Page 9</p> <p>vFabric Application Director has a unique model-driven, open, and extensible architecture. With its catalog of standard components, or services, vFabric Application Director simplifies and automates deployments of multitier enterprise applications in hybrid cloud environments.</p> <p>Enterprise users can quickly standardize, deploy, configure, and scale their complex applications in dynamic cloud environments. These applications can range from simple Web applications to complex custom applications and packaged applications.</p> <p>Application architects can use the drag-and-drop canvas to create visual application blueprints. These blueprints standardize the structure of the application, including software components, dependencies, and configurations, for repeated deployments. With a prepopulated, extensible catalog of standard virtual machine templates, application infrastructure components, and scripts, architects can create a blueprint in minutes.</p> <p><a href="http://pubs.vmware.com/appdirector-7/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-7/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>Category 408</b></p> <p>Page 9</p> <p>VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.</p>	
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						<p>These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>VMware vFabric Data Director Additional Information</b></p> <p><a href="https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html">https://www.vmware.com/products/application-platform/vfabric-application-director/resources.html</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CLS-VEPL-CSTD-UG-C	Upgrade: VMware vSphere 5 Enterprise Plus to vCloud Suite 5 Standard	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p>	Windows/Linux/ESXi

						<p><b>Category808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines</p>	
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						<p>and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP</p>	
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						<p>authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.html</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield</p>
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						<p>Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CLS-VSTD-CADV-UGC	Upgrade: VMware vSphere 5 Standard to vCloud Suite 5 Advanced	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific</p>	Windows/Linux /ESXi

						<p>underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category 810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category 812</b></p>
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						<p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p>	
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						<p>signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter Operations Manager console. You configure the data types to report to vCenter Operations Manager and the</p>	
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						<p>threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b></p> <p><a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	CL5-VSTD-CENT-UGC	Upgrade: VMware vSphere 5 Standard to vCloud Suite 5 Enterprise	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	<p>English and some components will be available in French as well</p> <p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p>	Windows/Linux/ESXi



						<p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"> <li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li> <li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li> <li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li> <li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li> <li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li> <li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li> <li>• Protects backups with checkpoint and rollback mechanisms.</li> <li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter</p>	
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						<p>patches installed, and deploy the recommended patches to each machine.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading software-defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. It provides a broad range of services in a single solution, including virtual firewall, VPN, load balancing and VXLAN extended networks.</p> <ul style="list-style-type: none"> <li>• Lower cost and complexity with a virtualized networking and security solution</li> <li>• Scale and move virtual workloads without physical network or security constraints or the need for specialized appliances</li> <li>• Enable integration of third-party network and security solutions through open architecture and standard APIs</li> <li>• Streamline operations through VMware vCenter and VMware vCloud Director integration</li> </ul> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm">http://www.vmware.com/products/datacenter-virtualization/vcloud-network-security/compare-editions.htm</a></p> <p><b>Category 1208</b></p> <p>Page 7</p> <p>VMware vCenter Site Recovery Manager (SRM) is a business continuity and disaster recovery solution that helps you to plan, test, and run the recovery of virtual machines between a protected vCenter Server site and a recovery vCenter Server site. You can configure SRM to work with several third-party disk replication mechanisms by configuring array-based replication. Array-based replication surfaces replicated datastores to protect virtual machine workloads. You can also use host-based replication by configuring the VMware vSphere Replication feature that SRM can use to protect virtual machine workloads.</p> <p>You can use SRM to implement different types of recovery from the protected site to the recovery site.</p> <ul style="list-style-type: none"> <li>• <b>Planned Migration:</b> the orderly evacuation of virtual machines from the protected site to the recovery site. For planned migration to succeed, both sites must be running and fully functioning.</li> <li>• <b>Disaster Recovery:</b> Similar to planned migration except that disaster recovery does not require that both sites be up and running, for example if the protected site goes offline unexpectedly. During a disaster recovery operation, failure of operations on the protected site are reported but otherwise ignored.</li> </ul> <p>SRM coordinates the recovery process with the replication mechanisms, to minimize data loss and system down time.</p> <ul style="list-style-type: none"> <li>- At the protected site, SRM shuts down virtual machines cleanly, if the protected site is still running.</li> <li>- SRM powers on the replicated virtual machines at the recovery site according to a recovery plan.</li> </ul> <p>A recovery plan specifies the order in which virtual machines start up on the recovery site. A recovery plan specifies network parameters, such as IP addresses, and can contain user-specified scripts that SRM can run to perform custom recovery actions. SRM lets you test recovery plans. You conduct tests by using a temporary copy of the replicated data in a way that does not disrupt ongoing operations at either site.</p> <p><a href="http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf">http://pubs.vmware.com/srm-51/topic/com.vmware.ICbase/PDF/srm-install-config-5-1.pdf</a></p> <p><b>Category 1218</b></p> <p>Pages 9 and 10</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or</p>	
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						<p>existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint installs as a hypervisor module and security virtual appliance from a third-party antivirus vendor (VMware partners) on an ESX host. The hypervisor scans guest virtual machines from the outside, removing the need for agents in every virtual machine. This makes vShield Endpoint efficient in avoiding resource bottlenecks while optimizing memory use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1220</b></p> <p>Pages 8 and 9</p> <p>vShield Edge provides network edge security and gateway services to isolate a virtualized network, or virtual machines in a port group, vDS port group, or Cisco Nexus 1000V port group. You install a vShield Edge at a datacenter level and can add up to ten internal or uplink interfaces. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1224</b></p> <p>Pages 8 and 16</p> <p>Flow Monitoring feature displays network activity between virtual machines at the application protocol level. You can use this information to audit network traffic, define and refine firewall policies, and identify threats to your network.</p> <p>VMware recommends that you let vShield App run during normal operations and use the vShield App Flow Monitoring tool for baseline knowledge of the traffic flowing in and out of your virtual network. You can then add rules according to the needs of your network.</p> <p>Enabling the SpoofGuard feature of vShield App allows you to authorize the IP addresses reported by VMware Tools, and alter them if necessary to prevent spoofing. Depending on the SpoofGuard mode you choose, vShield App either automatically trusts IP assignments on their first use or requires you to manually approve IP assignments before use.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1236</b></p> <p>Pages 8, 10 and 11</p> <p>The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.</p> <p><a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>Category 1238</b></p> <p>Pages 67 and 153</p> <p>Integration of VCM with vCenter Operations Manager reports VCM configuration changes in the vCenter</p>	
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						<p>Operations Manager console. You configure the data types to report to vCenter Operations Manager and the threshold reporting level used to roll up the configuration changes. VCM records configuration changes in the change log regardless of whether you reported the data to vCenter Operations Manager. From vCenter Operations Manager, you can navigate to VCM to view the details.</p> <p>Using the Compliance module, you define a standard configuration for all machines or multiple standards for different machine groups. Then, you compare machines against these configuration rules to see if the machines are in compliance. In some cases, you can enforce certain settings on the machines that are not in compliance.</p> <p><a href="http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf">http://www.vmware.com/pdf/vcenter-configuration-manager-55-administration-guide.pdf</a></p> <p><b>Category 400</b></p> <p>vFabric Suite is a lightweight, scalable, integrated middleware suite for data-intensive custom applications, whether on-premise or in the cloud. Optimized for the open source Spring Framework which is used by more than 50% of Java developers worldwide, vFabric is ideally suited for VMware vSphere virtual infrastructure and provides a clear pathway to the cloud for your custom applications.</p> <ul style="list-style-type: none"> <li>- Reduce time to market via Spring Framework integration</li> <li>- Bring benefits of virtualization to application middleware</li> <li>- Easily provision &amp; scale out application infrastructure</li> </ul> <p><a href="https://www.vmware.com/products/application-platform/vfabric/overview.html">https://www.vmware.com/products/application-platform/vfabric/overview.html</a></p> <p><b>Category 402</b></p> <p>Page 9</p> <p>vFabric Application Director has a unique model-driven, open, and extensible architecture. With its catalog of standard components, or services, vFabric Application Director simplifies and automates deployments of multitenant enterprise applications in hybrid cloud environments.</p> <p>Enterprise users can quickly standardize, deploy, configure, and scale their complex applications in dynamic cloud environments. These applications can range from simple Web applications to complex custom applications and packaged applications.</p> <p>Application architects can use the drag-and-drop canvas to create visual application blueprints. These blueprints standardize the structure of the application, including software components, dependencies, and configurations, for repeated deployments. With a prepopulated, extensible catalog of standard virtual machine templates, application infrastructure components, and scripts, architects can create a blueprint in minutes.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p> <p><b>Category 408</b></p> <p>Page 9</p> <p>VMware® vFabric™ Application Director is an application provisioning solution that simplifies creating and standardizing application deployment topologies on infrastructure clouds. Application architects can use a graphic-based canvas with a drag-and-drop interface to create application deployment topologies called application blueprints.</p> <p>These application blueprints define the structure of the application, enable the use of standardized application infrastructure components, and include installation dependencies and default configurations for custom and packaged enterprise applications. Application blueprints are logical deployment topologies that are portable across VMware-based IaaS clouds.</p> <p><a href="http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf">http://pubs.vmware.com/appdirector-1/topic/com.vmware.ICbase/PDF/using-vfabric-appdirector.pdf</a></p>	
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	CLS-VSTD-CSTD-UGC	Upgrade: VMware vSphere 5 Standard to vCloud Suite 5 Standard	VMware	per cpu	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and some components will be available in French as well	<p><b>Category 800</b></p> <p>Page 13</p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.</p> <p>The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure. Additional vSphere components are available as plugins that extend the functionality of the vSphere product.</p> <p>A virtual machine is a software computer that, like a physical computer, runs an operating system and applications. The hypervisor serves as a platform for running virtual machines and allows for the consolidation of computing resources.</p> <p>Each virtual machine contains its own virtual, or software-based, hardware, including a virtual CPU, memory, hard disk, and network interface card.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 806</b></p> <p>Page 13 and 14</p> <p>Software called the hypervisor is installed on the physical hardware in a virtualized datacenter, and acts as a platform for virtual machines. ESXi is the hypervisor in a vSphere environment. The hypervisor provides physical hardware resources dynamically to virtual machines as needed to support the operation of the virtual machines. The hypervisor allows virtual machines to operate with a degree of independence from the underlying physical hardware. For example, a virtual machine can be moved from one physical host to another, or its virtual disks can be moved from one type of storage to another, without affecting the functioning of the virtual machine.</p> <p>Because virtual machines are decoupled from specific underlying physical hardware, virtualization allows you to consolidate physical computing resources such as CPUs, memory, storage, and networking into pools of resources that can be dynamically and flexibly made available to virtual machines. With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 808</b></p> <p>Page 11</p> <p>ESXi provides host-level storage virtualization, which logically abstracts the physical storage layer from virtual machines. An ESXi virtual machine uses a virtual disk to store its operating system, program files, and other data associated with its activities. A virtual disk is a large physical file, or a set of files, that can be copied, moved, archived, and backed up as easily as any other file. You can configure virtual machines with multiple virtual disks. To access virtual disks, a virtual machine uses virtual</p>	Windows/Linux /ESXi

						<p>SCSI controllers. These virtual controllers include: BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. These controllers are the only types of SCSI controllers that a virtual machine can see and access. Each virtual disk resides on a vSphere Virtual Machine File System (VMFS) datastore or an NFS-based datastore that are deployed on a physical storage. From the standpoint of the virtual machine, each virtual disk appears as if it were a SCSI drive connected to a SCSI controller. Whether the actual physical storage device is being accessed through parallel SCSI, iSCSI, network, Fibre Channel, or FCoE adapters on the host is transparent to the guest operating system and to applications running on the virtual machine. In addition to virtual disks, vSphere offers a mechanism called raw device mapping (RDM). RDM is useful when a guest operation system inside a virtual machine requires direct access to a storage device.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-storage-guide.pdf</a></p> <p><b>Category810</b></p> <p>Page 7</p> <p>vSphere Data Protection (VDP) is a robust, simple-to-deploy, disk-based backup and recovery solution. vSphere Data Protection is fully integrated with VMware vCenter Server and enables centralized and efficient management of backup jobs while storing backups in deduplicated Destination storage. The benefits of vSphere Data Protection are:</p> <ul style="list-style-type: none"><li>• Provides fast and efficient data protection for all of your virtual machines, even those powered off or moved between physical hosts.</li><li>• Significantly reduces disk space consumed by backup data using smart deduplication across all backups.</li><li>• Reduces the cost of backing up virtual machines and minimizes the backup window using change block tracking and VMware virtual machine snapshots.</li><li>• Allows for easy backups without the need for third-party agents installed in each virtual machine.</li><li>• Uses a simple straight-forward installation as an integrated component within vSphere that can be managed by a web portal.</li><li>• Direct access to vSphere Data Protection configuration integrated into the standard vSphere Web Client.</li><li>• Protects backups with checkpoint and rollback mechanisms.</li><li>• Provides simplified recovery of Windows and Linux files with end-user initiated file level recoveries from a web-based interface.</li></ul> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vmware-data-protection-administration-guide-51.pdf</a></p> <p><b>Category812</b></p> <p>Page 14, 15 and 16</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p>vCenter Server directs actions on the virtual machines and the virtual machine hosts (the ESXi hosts). vCenter Server is a single Windows Service and is installed to run automatically. vCenter Server runs continuously in the background. It performs its monitoring and managing activities even when no vSphere Clients are connected and when no one is logged on to the computer where it resides.</p> <p>It must have network access to all the hosts it manages and be available for network access from any machine where the vSphere Client is run. You can install vCenter Server in a Windows virtual machine on an ESXi host, allowing it to take advantage of the high-availability that is provided by</p>
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						<p>VMware HA. You can join multiple vCenter Server systems using Linked Mode to allow them to be managed using a single vSphere Client connection.</p> <p>vCenter Single Sign On, a service that is part of the vCenter Server Management infrastructure. The vCenter Single Sign On authentication service makes the VMware cloud infrastructure platform more secure by allowing the various vSphere software components to communicate with each other through a secure token exchange mechanism, instead of requiring each component to authenticate a user separately with a directory service like Active Directory.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-host-management-guide.pdf</a></p> <p><b>Category 814</b></p> <p>Pages 5, 7 and 105</p> <p>VMware provides several tools to help you monitor your virtual environment and to locate the source of potential issues and current problems. Performance charts allow you to see performance data on a variety of system resources including CPU, Memory, Storage, and so on. Performance monitoring command-line utilities allows you to access detailed information on system performance through the command line. Host health allows you to quickly identify which hosts are healthy and which are experiencing problems. Storage maps and charts provide an in-depth look at your storage resources. Events, alerts, and alarms allow you to configure alerts and alarms and to specify the actions the system should take when they are triggered. System logs logs contain additional information about activities in your vSphere environment.</p> <p>The vSphere statistics subsystem collects data on the resource usage of inventory objects. Data on a wide range of metrics is collected at frequent intervals, processed, and archived in the vCenter Server database. You can access statistical information through command-line monitoring utilities or by viewing performance charts in the vSphere Client and the vSphere Web Client.</p> <p>VMware provides performance counters that enable you to view data on many aspects of guest operating system performance for the Microsoft Windows Perfmon utility.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-monitoring-performance-guide.pdf</a></p> <p><b>Category 816</b></p> <p>Pages 9, 25, 32, 40</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p>You can configure firewall properties to allow or deny access for a service or management agent. You add information about allowed services and management agents to the host configuration file. You can enable or disable these services and agents using the vSphere Client or at the command line.</p> <p>VMware standard switches provide safeguards against certain threats to VLAN security. Because of the way that standard switches are designed, they protect VLANs against a variety of attacks, many of which involve VLAN hopping.</p> <p>ESXi supports unidirectional and bidirectional CHAP authentication for iSCSI. In unidirectional CHAP authentication, the target authenticates the initiator, but the initiator does not authenticate the target. In bidirectional CHAP authentication, an additional level of security enables the initiator to authenticate the target.</p> <p><a href="http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf">http://pubs.vmware.com/vsphere-51/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-51-security-guide.pdf</a></p> <p><b>Category 1200</b></p> <p>VMware® vCloud Networking and Security is the leading</p>	
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							<p>services such as DHCP, VPN, NAT, and Load Balancing. Common deployments of vShield Edge include in the DMZ, VPN Extranets, and multi-tenant Cloud environments where the vShield Edge provides perimeter security for Virtual Datacenters (VDCs).</p> <p>You can place DMZ virtual machines in a port group and secure that port group with a vShield Edge. vShield Edge provides access services such as firewall, NAT, and VPN, as well as load balancing to secure DMZ services.</p> <p>You can use a vShield Edge to isolate an internal network from the external network. A vShield Edge provides perimeter firewall protection and edge services to secure virtual machines in a port group, enabling communication to the external network through DHCP, NAT, and VPN.</p> <p>Multiple external IP addresses can be configured for load balancer, site-to-site VPN, and NAT services.  <a href="http://www.vmware.com/pdf/vshield_51_quickstart.pdf">http://www.vmware.com/pdf/vshield_51_quickstart.pdf</a></p> <p><b>VMware vCloud® Suite additional information</b>  <a href="https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html">https://www.vmware.com/ca/en/products/datacenter-virtualization/vcloud-suite/features.html</a></p>	
	VS5-DT100VM-C	VMware vSphere Desktop (100 VM Pack)	VMware	Per concurrent desktop	<p><b>primary 800</b>  502,  604,  606,  612,  614,  618,  710,  806,  808,  810,  816,  908,  916,  1208</p>	English	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502 - Page 3</b></p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without</p>	ESXi

						<p>throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p>A vSphere distributed switch acts as a single switch across all associated hosts on a datacenter. This allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. A distributed port is a port on a vSphere distributed switch that connects to a host's VMkernel or to a virtual machine's network adapter.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure</p>	
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						<p>including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Distributed Switches (VDS), distributed port groups, vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. With vSphere Distributed Switch, a single virtual switch spans many servers. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b>  A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can</p>	
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						<p>control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b> With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent</p>	
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						<p>of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data.</p> <p>Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p>	
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						<p>A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools:</p> <ul style="list-style-type: none"> <li>• FT traffic, iSCSI traffic, VMotion traffic, management traffic, NFS traffic, and virtual machine traffic.</li> </ul> <p>You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool.</p> <p>The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b> With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved,</p>	
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						<p>or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk</li> </ul>	
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						<ul style="list-style-type: none"><li>• at disaster recovery sites.</li><li>• Network interface teaming. Provide tolerance of individual network card failures.</li><li>• Storage multipathing. Tolerate storage path failures.</li></ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"><li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li><li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li></ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"><li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li><li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li></ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application. By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><b>DRS and vMotion integration</b> If a host fails and virtual machines are restarted on other hosts, DRS can provide migration recommendations or migrate virtual machines for balanced resource allocation. If one or both of the source and destination hosts of a migration fail, vSphere HA can help recover from that failure.</p> <p><b>vSphere Fault Tolerance Provides Continuous Availability</b> vSphere HA provides a base level of protection for your virtual machines by restarting virtual machines in the event of a host failure. vSphere Fault Tolerance provides a higher level of availability, allowing users to protect any virtual machine from a host failure with no loss of data, transactions, or connections.</p> <p>Fault Tolerance provides continuous availability by ensuring that the states of the Primary and Secondary VMs are identical at any point in the instruction execution of the virtual machine. This is done using the VMware vLockstep technology on the ESXi host platform. vLockstep accomplishes this by having the Primary and</p>
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	VS5-DT100VM-G-SSS-C	Basic Support/Subscription for VMware vSphere Desktop (100 VM Pack)	VMware	per 100 VM	primary 804, 808, 810	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VS5-DT100VM-P-SSS-C	Production Support/Subscription for VMware vSphere Desktop (100 VM Pack)	VMware	per 100 VM	primary 804, 808, 810	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VS5-ENT-C	VMware vSphere 5 Enterprise for 1 processor (with 64 GB vRAM entitlement per processor)	VMware	Socket/VRAM	<b>primary 800</b> 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the</p>	ESXi

						<p>same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> </ul>	
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						<p>environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch. VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes</p>	
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						<p>unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMS rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data. Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/">http://pubs.vmware.com/vsphere-50/</a></p>	
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							<p>Storage documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p>
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							<p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application.</p> <p>By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><b>DRS and vMotion integration</b> If a host fails and virtual machines are restarted on other hosts, DRS can provide migration recommendations or migrate virtual machines for balanced resource allocation. If one or both of the source and destination hosts of a migration fail, vSphere HA can help recover from that failure.</p> <p><b>vSphere Fault Tolerance Provides Continuous Availability</b> vSphere HA provides a base level of protection for your virtual machines by restarting virtual machines in the event of a host failure. vSphere Fault Tolerance provides a higher level of availability, allowing users to protect any virtual machine from a host failure with no loss of data, transactions, or connections.</p> <p>Fault Tolerance provides continuous availability by ensuring that the states of the Primary and Secondary VMs are identical at any point in the instruction execution of the virtual machine. This is done using the VMware vLockstep technology on the ESXi host platform. vLockstep accomplishes this by having the Primary and Secondary VMs execute identical sequences of x86 instructions. The Primary VM captures all inputs and events (from the processor to virtual I/O devices) and replays them on the Secondary VM. The Secondary VM executes the same series of instructions as the Primary VM, while only a single virtual machine image (the Primary VM) executes the workload.</p> <p>If either the host running the Primary VM or the host running the Secondary VM fails, an immediate and transparent failover occurs. The functioning ESXi host seamlessly becomes the Primary VM host without losing network connections or in-progress transactions. With transparent failover, there is no data loss and network connections are maintained. After a transparent failover occurs, a new Secondary VM is respawned and redundancy is re-established. The entire process is transparent and fully automated and occurs even if vCenter Server is unavailable.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 1220</b> – Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
	VS5-ENT-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Enterprise for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and</li></ul>	

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	VS5-ENT-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Enterprise for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VS5-ENT-EPL-UG-C	Upgrade: VMware vSphere 5 Enterprise to vSphere 5 Enterprise Plus for 1 Processor	VMware	Socket/VR AM	<p><b>primary 800</b></p> <p>502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208</p>	English	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502 - Page 3</b></p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p>	

						<p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p>A vSphere distributed switch acts as a single switch across all associated hosts on a datacenter. This allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. A distributed port is a port on a vSphere distributed switch that connects to a host's VMkernel or to a virtual machine's network adapter.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure</p>
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						<p>including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Distributed Switches (VDS), distributed port groups, vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. With vSphere Distributed Switch, a single virtual switch spans many servers. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b> A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can</p>	
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						<p>control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806 – Page 8</b></p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808 – Page 26 - 27</b></p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent</p>	
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						<p>of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data. Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
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						<p>configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, VMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916 – Page 26 - 27</b></p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-</p>	
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						<p>disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in</p>	
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							<p>virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application.</p> <p>By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><b>DRS and vMotion integration</b> If a host fails and virtual machines are restarted on other hosts, DRS can provide migration recommendations or migrate virtual machines for balanced resource allocation. If one or both of the source and destination hosts of a migration fail, vSphere HA can help recover from that failure.</p> <p><b>vSphere Fault Tolerance Provides Continuous Availability</b> vSphere HA provides a base level of protection for your virtual machines by restarting virtual machines in the event of a host failure. vSphere Fault Tolerance provides a higher level of availability, allowing users to protect any virtual machine from a host failure with no loss of data, transactions, or connections.</p> <p>Fault Tolerance provides continuous availability by ensuring that the states of the Primary and Secondary VMs are identical at any point in the instruction execution of the virtual machine. This is done using the VMware vLockstep technology on the ESXi host platform. vLockstep accomplishes this by having the Primary and Secondary VMs execute identical sequences of x86 instructions. The Primary VM captures all inputs and events (from the processor to virtual I/O devices) and replays them on the Secondary VM. The Secondary VM executes the same series of instructions as the Primary VM, while only a single virtual machine image (the Primary VM) executes the workload.</p> <p>If either the host running the Primary VM or the host running the Secondary VM fails, an immediate and transparent failover occurs. The functioning ESXi host seamlessly becomes the Primary VM host without losing network connections or in-progress transactions. With transparent failover, there is no data loss and network connections are maintained. After a transparent failover</p>	
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	VS5-ENT-PL-C	VMware vSphere 5 Enterprise Plus for 1 processor	VMware	Socket/vRAM	primary 800 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p>	ESXi/Linux/Windows

						<p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datstores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p>A vSphere distributed switch acts as a single switch across all associated hosts on a datacenter. This allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. A distributed port is a port on a vSphere distributed switch that connects to a host's VMkernel or to a virtual machine's network adapter.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment. With VMware vSphere, you can manage IT resources like</p>
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						<p>a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Distributed Switches (VDS), distributed port groups, vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. With vSphere Distributed Switch, a single virtual switch spans many servers. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b></p> <p>A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p>	
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						<p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated</p>	
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						<p>with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMS rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data.</p> <p>Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or</p>	
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						<p>storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere distributed switches and vSphere standard switches.</p> <p><i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 – 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Distributed Switches (VDS), distributed port groups, vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. With vSphere Distributed Switch, a single virtual switch spans many servers. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b></p> <p>A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one</p>
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						<p>or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p>	
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						<p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by</li> </ul>	
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	VS5-ENT-PL-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Enterprise Plus for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VS5-ENT-PL-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Enterprise Plus for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816, 818	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VS5-STD-C	VMware vSphere 5 Standard for 1 processor	VMware	Socket/VR AM	primary 800 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<b>Category 800</b> – Page 7 VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter. Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise. <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a> Page 8 At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine. <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a> Page 10 VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers. <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a> <b>Category 502</b> - Page 3	ESXi

						<p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to</p>	
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						<p>create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS). Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p>	
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						<p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual</p>	
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						<p>machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data.</p> <p>Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches.</p>	
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						<p>aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be</p>	
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						<p>dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b> While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA feature can minimize unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines. vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application.</p> <p>By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p>	
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	VS5-STD-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Standard for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments:  <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VS5-STD-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Standard for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments:  <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VS5-STD-ENT-UG-C	Upgrade: VMware vSphere 5 Standard to vSphere 5 Enterprise for 1 Processor	VMware	Socket/VR AM	<b>primary 800</b> 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<b>Category 800</b> – Page 7  VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.  Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  Page 8  At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  Page 10  VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>	ESXi

						<p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> - Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> - Page 8</p> <p>You can enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters,</p>	
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						<p>also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS).</p> <p>Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks. A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-</a></p>
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						<p><a href="#">server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write</p>	
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						<p>to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data. Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p>	
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						<p>vSphere Networking provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches. vSphere Networking also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch; VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore</p>
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						<p>elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality</p>	
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						<p>in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b> While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application.</p>	
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	VS5-STD-EPL-UG-C	Upgrade: VMware vSphere 5 Standard to vSphere 5 Enterprise Plus for 1 Processor	VMware	Socket/VRAM	<b>primary 800</b> 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p>	ESXi

						<p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul>	
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						<p>occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b>  A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of</p>	
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							<p>layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual</p>	
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						<p>service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b> While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"><li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li><li>• Network interface teaming. Provide tolerance of individual network card failures.</li><li>• Storage multipathing. Tolerate storage path failures.</li></ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"><li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li><li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li></ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"><li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li><li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li></ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application. By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p>
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						<p><b>DRS and vMotion integration</b></p> <p>If a host fails and virtual machines are restarted on other hosts, DRS can provide migration recommendations or migrate virtual machines for balanced resource allocation. If one or both of the source and destination hosts of a migration fail, vSphere HA can help recover from that failure.</p> <p><b>vSphere Fault Tolerance Provides Continuous Availability</b></p> <p>vSphere HA provides a base level of protection for your virtual machines by restarting virtual machines in the event of a host failure. vSphere Fault Tolerance provides a higher level of availability, allowing users to protect any virtual machine from a host failure with no loss of data, transactions, or connections.</p> <p>Fault Tolerance provides continuous availability by ensuring that the states of the Primary and Secondary VMs are identical at any point in the instruction execution of the virtual machine. This is done using the VMware vLockstep technology on the ESXi host platform. vLockstep accomplishes this by having the Primary and Secondary VMs execute identical sequences of x86 instructions. The Primary VM captures all inputs and events (from the processor to virtual I/O devices) and replays them on the Secondary VM. The Secondary VM executes the same series of instructions as the Primary VM, while only a single virtual machine image (the Primary VM) executes the workload.</p> <p>If either the host running the Primary VM or the host running the Secondary VM fails, an immediate and transparent failover occurs. The functioning ESXi host seamlessly becomes the Primary VM host without losing network connections or in-progress transactions. With transparent failover, there is no data loss and network connections are maintained. After a transparent failover occurs, a new Secondary VM is respawned and redundancy is re-established. The entire process is transparent and fully automated and occurs even if vCenter Server is unavailable.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 1220 – Page 34</b></p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
	VS5-STD-STD0-UG-C	Upgrade: VMware vSphere 5 Standard to vSphere 5 Standard with Operations Management for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	<p>English and some components will be available in French as well</p> <p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p>	Windows/Linux /ESXi



						<p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p>	
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						<p><a href="#">server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS). Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks. A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p>	
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						<p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated</p>	
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						<p>with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMS rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data.</p> <p>Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or</p>	
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						<p>storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches.</p> <p><i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and</p>	
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						<p>manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to</p>	
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						<p>dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b> While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA feature can minimize unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines. vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and</p>	
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	<b>VS5-N1K-UG-C</b>	Upgrade: vSphere 5 Enterprise to Enterprise Plus with Cisco Nexus 1000V	VMware	per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>VMware vSphere Documentation</b></p> <ul style="list-style-type: none"><li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li></ul>	Windows/Linux /ESXi
	<b>VS5-NXP-BUN-C</b>	VMware vSphere 5 Enterprise Plus for 1 processor with Cisco Nexus 1000V Bundle	VMware	per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>VMware vSphere Documentation</b></p> <ul style="list-style-type: none"><li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li></ul>	Windows/Linux /ESXi
	<b>VS5-NXP-BUN-G-SSS-C</b>	Basic Support/Subscription VMware vSphere 5 Enterprise Plus for 1 processor with Cisco Nexus 1000V Bundle for 1 Year	VMware	per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>Basic Support</b></p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"><li>Global, 12x5 access to support</li><li>Unlimited number of support requests</li><li>Remote Support</li><li>Online access to documentation and technical resources, knowledge base, discussion forums</li><li>Product updates and upgrades</li></ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	<b>VS5-NXP-BUN-P-SSS-C</b>	Production Support/Subscription VMware vSphere 5 Enterprise Plus for 1 processor with Cisco Nexus 1000V Bundle for 1 Year	VMware	per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"><li>Global, 24x7 support for Severity 1 issues</li><li>Fast response times for critical issues</li><li>Unlimited number of support requests</li><li>Remote Support</li><li>Online access to documentation and technical resources, knowledge base, discussion forums</li><li>Product updates and upgrades</li></ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	<b>VS5-STD0-C</b>	VMware vSphere 5 Standard with Operations Management	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single</p>	Windows/Linux /ESXi



						<p>physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul>	
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						<p>are connected to the virtual switch uplinks. A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b> With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to</p>	
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						<p>Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMS rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the vSphere Storage documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data.</p> <p>Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p>	
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						<p>environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b>  With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have</p>	
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							<p>direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA feature can minimize unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines. vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA.</li> </ul>
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	VS5-STD0-G-SSS-C	Basic Support/Subscription VMware vSphere 5 Standard with Operations Management for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	VS5-STD0-P-SSS-C	Production Support/Subscription VMware vSphere 5 Standard with Operations Management for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi



	VS5-OSTD-C	VMware vSphere with Operations Management Standard for 1 processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	VS5-OENT-G-SSS-C	Basic Support/Subscription VMware vSphere with Operations Management Enterprise for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	VS5-OENT-P-SSS-C	Production Support/Subscription VMware vSphere with Operations Management Enterprise for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	VS5-OEPL-C	VMware vSphere with Operations Management Enterprise Plus for 1 processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	VS5-OEPL-G-SSS-C	Basic Support/Subscription VMware vSphere with Operations Management Enterprise Plus for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1221	English and some components will be available in French as well	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows/Linux /ESXi
	VS5-OEPL-P-SSS-C	Production Support/Subscription VMware vSphere with Operations Management Enterprise Plus for 1 year	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi

	<b>VS5-STD-OEPL-UG-C</b>	Upgrade: VMware vSphere 5 Standard to vSphere with Operations Management Enterprise Plus for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-STD-OENT-UG-C</b>	Upgrade: VMware vSphere 5 Standard to vSphere with Operations Management Enterprise for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-STD-OSTD-UG-C</b>	Upgrade: VMware vSphere 5 Standard to vSphere with Operations Management Standard for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-ENT-OENT-UG-C</b>	Upgrade: VMware vSphere 5 Enterprise to vSphere with Operations Management Enterprise for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-ENT-OEPL-UG-C</b>	Upgrade: VMware vSphere 5 Enterprise to vSphere with Operations Management Enterprise Plus for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OSTD-OENT-UG-C</b>	Upgrade: VMware vSphere with Operations Management Standard to vSphere with Operations Management Enterprise for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	<p>VMware vSphere Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> <p>VMware vCenter Operations Manager Documentation</p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi

	<b>VS5-OSTD-OEPL-UG-C</b>	Upgrade: VMware vSphere with Operations Management Standard to vSphere with Operations Management Enterprise Plus for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OENT-OEPL-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise to vSphere with Operations Management Enterprise Plus for 1 Processor	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 910, 914, 1218, 1220	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OEPL-CSTD-UGC</b>	Upgrade: VMware vSphere with Operations Management Enterprise Plus to vCloud Suite 5 Standard	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OENT-CSTD-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise to vCloud Suite 5 Standard	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OSTD-CSTD-UG-C</b>	Upgrade: VMware vSphere with Operations Management Standard to vCloud Suite 5 Standard	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcops-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux/ESXi
	<b>VS5-OSTD-CENT-UG-C</b>	Upgrade: VMware vSphere with Operations Management Standard to vCloud Suite 5 Enterprise	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238,	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation	Windows/Linux/ESXi

					402, 408		<ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	
	<b>VS5-OENT-CENT-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise to vCloud Suite 5 Enterprise	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	<b>VS5-OEPL-CENT-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise Plus to vCloud Suite 5 Enterprise	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	<b>VS5-OSTD-CADV-UG-C</b>	Upgrade: VMware vSphere with Operations Management Standard to vCloud Suite 5 Advanced	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	<b>VS5-OENT-CADV-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise to vCloud Suite 5 Advanced	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	<b>VS5-OEPL-CADV-UG-C</b>	Upgrade: VMware vSphere with Operations Management Enterprise Plus to vCloud Suite 5 Advanced	VMware	per processor	Primary 800, 806, 808, 810, 812, 814, 816, 1218, 1220, 1224, 1236, 1238	English and some components will be available in French as well	VMware vSphere Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul> VMware vCenter Operations Manager Documentation <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	<b>VS5-HYP-ENT-UG-C</b>	Upgrade: VMware vSphere 5 Hypervisor to vSphere 5 Enterprise for 1 Processor	VMware	Socket/VR AM	<b>primary 800</b> 502, 604, 606, 612, 614, 618, 710,	English	<b>Category 800 – Page 7</b>  VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.  Virtualization is a process that breaks the hard	ESXi

					806, 808, 810, 816, 908, 916, 1208	<p>connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p>	
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						<p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datstores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS).</p> <p>Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p>
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						<p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines</p>	
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							<p>Category1220 – Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
	VSS-HYP-EPL-UG-C	Upgrade: VMware vSphere 5 Hypervisor to vSphere 5 Enterprise Plus for 1 Processor	VMware	Socket/VRAM	primary 800 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<p>Category800 – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Category502 - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_data_sheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_data_sheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p>Category604 - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_data_sheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_data_sheet.pdf</a></p> <p>Category 606 – Page 8</p>	ESXi

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						<p>external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806</b> – Page 8</p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new</p>	
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						<p>storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing backups, removing backups as they become older. It also supports deduplication to remove redundant data. Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
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						<p><a href="#">server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere distributed switches and vSphere standard switches.</p> <p><i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Distributed Switches (VDS), distributed port groups, vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. With vSphere Distributed Switch, a single virtual switch spans many servers. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. For VDS, the groups are called distributed port groups. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Distributed Switches</b>  A vSphere Distributed Switch (VDS) functions as a single virtual switch across all associated hosts. This ability allows virtual machines to maintain consistent network configuration as they migrate across multiple hosts. Each VDS is a network hub that virtual machines can use. A VDS can route traffic internally between virtual machines or link to an external network by connecting to physical Ethernet adapters. Each VDS can also have one or more distributed port groups assigned to it. Distributed port groups aggregate multiple ports under a common configuration and provide a stable anchor point for virtual machines connecting to labeled networks.</p> <p>Network resource pools determine the priority that different network traffic types are given on a VDS. When</p>	
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						<p>network resource management is enabled, VDS traffic is divided into the following network resource pools: FT traffic, iSCSI traffic, vMotion traffic, management traffic, NFS traffic, and virtual machine traffic. You can control the priority for the traffic from each of these network resource pools by setting the physical adapter shares and host limits for each network resource pool. The VMware virtual switching layer provides a set of features similar to traditional physical switches, like VLANs, traffic shaping, and monitoring.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures.</p>
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						<p>VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® and Storage vMotion functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers or to different underlying storage without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b> While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA and Fault Tolerance features can minimize or eliminate unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b> vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li> </ul> <p>Unlike other clustering solutions, vSphere HA provides</p>
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						<p>the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application. By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><b>DRS and vMotion integration</b> If a host fails and virtual machines are restarted on other hosts, DRS can provide migration recommendations or migrate virtual machines for balanced resource allocation. If one or both of the source and destination hosts of a migration fail, vSphere HA can help recover from that failure.</p> <p><b>vSphere Fault Tolerance Provides Continuous Availability</b> vSphere HA provides a base level of protection for your virtual machines by restarting virtual machines in the event of a host failure. vSphere Fault Tolerance provides a higher level of availability, allowing users to protect any virtual machine from a host failure with no loss of data, transactions, or connections.</p> <p>Fault Tolerance provides continuous availability by ensuring that the states of the Primary and Secondary VMs are identical at any point in the instruction execution of the virtual machine. This is done using the VMware vLockstep technology on the ESXi host platform. vLockstep accomplishes this by having the Primary and Secondary VMs execute identical sequences of x86 instructions. The Primary VM captures all inputs and events (from the processor to virtual I/O devices) and replays them on the Secondary VM. The Secondary VM executes the same series of instructions as the Primary VM, while only a single virtual machine image (the Primary VM) executes the workload.</p> <p>If either the host running the Primary VM or the host running the Secondary VM fails, an immediate and transparent failover occurs. The functioning ESXi host seamlessly becomes the Primary VM host without losing network connections or in-progress transactions. With transparent failover, there is no data loss and network connections are maintained. After a transparent failover occurs, a new Secondary VM is respawned and redundancy is re-established. The entire process is transparent and fully automated and occurs even if vCenter Server is unavailable.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 1220</b> – Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p>	
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	VSS-HYP-STD-UG-C	Upgrade: VMware vSphere 5 Hypervisor to vSphere 5 Standard for 1 Processor	VMware	per processor	primary 800 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 908, 916, 1208	English	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502 - Page 3</b></p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604 - Page 3</b></p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606 – Page 8</b></p> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime</p>	ESXi

						<p>because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>Connecting virtual machines to the physical network and to each other.</li> <li>Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>Local SCSI, SAS, or SATA disks of the server</li> <li>Fibre Channel SAN disk arrays</li> <li>iSCSI SAN disk arrays</li> <li>Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks. VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS).</p>
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						<p>subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 7</p> <p>VMware® Data Recovery creates backups of virtual machines without interrupting their use or the data and services they provide. Data Recovery manages existing</p>	
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						<p>backups, removing backups as they become older. It also supports deduplication to remove redundant data. Data Recovery is built on the VMware vStorage API for Data Protection. It is integrated with VMware vCenter Server, allowing you to centralize the scheduling of backup jobs. Integration with vCenter Server also enables virtual machines to be backed up, even when they are moved using VMware VMotion™ or VMware Distributed Resource Scheduler (DRS).</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vmware-data-recovery-administrators-guide-20.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are designed to ensure security of the ESXi system as a whole.</p> <p>From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches. <i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters</p>
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						<p>on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming.</p> <p>With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p>	
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						<p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA feature can minimize unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as</p>	
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							<p>a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines.</p> <p>vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"><li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li><li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is detected.</li></ul> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"><li>• You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li><li>• You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li></ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b> The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b> Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application.</p> <p>By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 1220</b> – Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
	VSS-ESP-KIT-C	VMware vSphere 5 Essentials Plus Kit for 3 hosts (Max 2 processors per host)	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>VMware vSphere Documentation</b></p> <ul style="list-style-type: none"><li>• <a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li></ul>	Windows/Linux /ESXi
	VSS-ESP-KIT-G-SSS-C	Basic Support/Subscription VMware vSphere 5 Essentials Plus Kit for 1 year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<p><b>Basic Support</b></p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul>	Windows/Linux /ESXi

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	VS5-ESP-KIT-P-SSS-C	Production Support/Subscription VMware vSphere 5 Essentials Plus Kit for 1 year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	VS5-ES-ESPL-UG-C	Upgrade: VMware vSphere 5 Essentials to vSphere 5 Essentials Plus Kit for 3 hosts (Max 2 processors per host)	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware vSphere Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-ESSL-BUN-C	VMware vSphere 5 Essentials Kit for 3 hosts (Max 2 processors per host)	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware vSphere Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-ESSL-SUB-C	Subscription only for VMware vSphere 5 Essentials Kit for 1 year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware Support</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/services/">http://www.vmware.com/support/services/</a></li> </ul>	Windows/Linux /ESXi
	VS5-ESSL-1PAK-C	VMware vSphere Essentials Per Incident Support - Email + Phone, 1 incident/year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware Per Incident Support</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-ESSL-3PAK-C	VMware vSphere Essentials Per Incident Support - Email + Phone, 3 incident/year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware Per Incident Support</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-ESSL-5PAK-C	VMware vSphere Essentials Per Incident Support - Email + Phone, 5 incident/year	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware Per Incident Support</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-RBES10-C	VMware vSphere 5 Essentials Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware vSphere Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul>	Windows/Linux /ESXi

	VS5-RBEST0-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux/ESXi
	VS5-RBEST0-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux/ESXi
	VS5-RBESP10-C	VMware vSphere 5 Essentials Plus Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>VMware vSphere Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> </ul>	Windows/Linux/ESXi
	VS5-RBESP10-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Plus Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux/ESXi
	VS5-RBESP10-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Plus Kit for Retail and Branch Offices 10 CPU Pack	VMware	Per processor	Primary 800, 806, 808, 810, 816	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux/ESXi
	VS5-RB-ES-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Kit for Retail and Branch Offices Starter Kit	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VS5-RB-ES-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Kit for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi

	VS5-RB-PL-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Plus Kit for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS5-RB-PL-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Plus Kit for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS5-RB-PVSA-C	VMware vSphere 5 Essentials Plus Kit with VSA for Retail and Branch Offices: Starter Kit (incl: 10 Essentials Plus for ROBO and 10 VSA)	VMware	10 pack of ROBO Kits Per Kit - 3 servers with up to 2 processors each	primary 800 502, 604, 606, 612, 614, 618, 710, 806, 808, 810, 816, 818, 908, 916, 1208	English	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502 - Page 3</b></p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services. This allows IT staff to move application loads from one virtual infrastructure to another without needing to reconfigure or customize policies or configurations.</p>	ESXi



						<p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p>Turn your datacenter into a secure private cloud without throwing away existing applications, hardware and know-how.</p> <p><a href="http://www.vmware.com/products/vsphere/overview.html">http://www.vmware.com/products/vsphere/overview.html</a></p> <p><b>Category 604</b> - Page 3</p> <p>In addition, organizations can leverage agentless backup and recovery capabilities to prevent data loss, with built-in deduplication to reduce data storage requirements.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 606</b> – Page 8</p> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 17</p> <p>VMware vSphere virtualizes the entire IT infrastructure including servers, storage, and networks.</p>	
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						<p>VMware vSphere aggregates these resources and presents a uniform set of elements in the virtual environment.</p> <p>With VMware vSphere, you can manage IT resources like a shared utility and dynamically provision resources to different business units and projects.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS).</p> <p>Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b></p> <p>With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806 – Page 8</b></p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p>	
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						<p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p>	
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						<p>vSphere Storage Appliance is a software virtual appliance that allows vSphere administrators to utilize server storage space by presenting it as shared storage. Managed as a single instance from vCenter Server, VMware VSA is installed on a cluster of servers and resides on a virtual machine on each server. The cluster enables the virtual machines to access the shared storage without the need for dedicated external storage. vSphere administrators can simply allocate and provision this storage via vCenter Server. Once storage is allocated, managing it is the same as managing any shared storage—even simpler, because the storage resource is managed through vCenter Server.</p> <p><a href="http://www.vmware.com/files/pdf/products/vsphere/vSphere-VSA-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vsphere/vSphere-VSA-Datasheet.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches.</p> <p><i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Standard Switches (VSS), and port groups. Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks. A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group. Virtual machines that connect to the same port group belong to the same network inside the virtual environment even if they are on different physical servers.</p> <p>You can configure port groups to enforce policies that provide enhanced networking security, network segmentation, better performance, high availability, and traffic management.</p> <p><b>Networking with vSphere Standard Switches</b> With vSphere Standard Switches, each server has its own virtual switch: VSSs handle network traffic at the host level in a vSphere environment. A VSS can route traffic internally between virtual machines and link to</p>	
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						<p>external networks.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 916</b> – Page 26 - 27</p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual. The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine.</p> <p>VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul>	
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						<p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 2</p> <p>vSphere Storage Appliance is a software virtual appliance that allows vSphere administrators to utilize server storage space by presenting it as shared storage. Managed as a single instance from vCenter Server, VMware VSA is installed on a cluster of servers and resides on a virtual machine on each server. The cluster enables the virtual machines to access the shared storage without the need for dedicated external storage. vSphere administrators can simply allocate and provision this storage via vCenter Server. Once storage is allocated, managing it is the same as managing any shared storage—even simpler, because the storage resource is managed through vCenter Server.</p> <p><a href="http://www.vmware.com/files/pdf/products/vsphere/vSphere-VSA-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vsphere/vSphere-VSA-Datasheet.pdf</a></p> <p><b>Category 1208</b> – Page 7 - 9</p> <p>- vSphere makes it possible for organizations to dramatically reduce planned downtime. Because workloads in a vSphere environment can be dynamically moved to different physical servers without downtime or service interruption, server maintenance can be performed without requiring application and service downtime. With vSphere, organizations can:</p> <ul style="list-style-type: none"> <li>• Eliminate downtime for common maintenance operations.</li> <li>• Eliminate planned maintenance windows.</li> <li>• Perform maintenance at any time without disrupting users and services.</li> </ul> <p>The vSphere vMotion® functionality in vSphere makes it possible for organizations to reduce planned downtime because workloads in a VMware environment can be dynamically moved to different physical servers without service interruption. Administrators can perform faster and completely transparent maintenance operations, without being forced to schedule inconvenient maintenance windows.</p> <p><b>Preventing Unplanned Downtime</b></p> <p>While an ESXi host provides a robust platform for running applications, an organization must also protect itself from unplanned downtime caused from hardware or application failures. vSphere builds important capabilities into datacenter infrastructure that can help you prevent unplanned downtime.</p> <p>These vSphere capabilities are part of virtual infrastructure and are transparent to the operating system and applications running in virtual machines. These features can be configured and utilized by all the virtual machines on a physical system, reducing the cost and complexity of providing higher availability. Key availability capabilities are built into vSphere:</p> <ul style="list-style-type: none"> <li>• Shared storage. Eliminate single points of failure by storing virtual machine files on shared storage, such as Fibre Channel or iSCSI SAN, or NAS. The use of SAN mirroring and replication features can be used to keep updated copies of virtual disk at disaster recovery sites.</li> <li>• Network interface teaming. Provide tolerance of individual network card failures.</li> <li>• Storage multipathing. Tolerate storage path failures.</li> </ul> <p>In addition to these capabilities, the vSphere HA feature can minimize unplanned downtime by providing rapid recovery from outages and continuous availability, respectively.</p> <p><b>vSphere HA Provides Rapid Recovery from Outages</b></p> <p>vSphere HA leverages multiple ESXi hosts configured as a cluster to provide rapid recovery from outages and cost-effective high availability for applications running in virtual machines. vSphere HA protects application availability in the following ways:</p> <ul style="list-style-type: none"> <li>• It protects against a server failure by restarting the virtual machines on other hosts within the cluster.</li> <li>• It protects against application failure by continuously monitoring a virtual machine and resetting it in the event that a failure is</li> </ul>	
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							<p>detected.</p> <p>Unlike other clustering solutions, vSphere HA provides the infrastructure to protect all workloads with the infrastructure:</p> <ul style="list-style-type: none"> <li>You do not need to install special software within the application or virtual machine. All workloads are protected by vSphere HA. After vSphere HA is configured, no actions are required to protect new virtual machines. They are automatically protected.</li> <li>You can combine vSphere HA with vSphere Distributed Resource Scheduler (DRS) to protect against failures and to provide load balancing across the hosts within a cluster.</li> </ul> <p>vSphere HA has several advantages over traditional failover solutions:</p> <p><b>Minimal setup</b> After a vSphere HA cluster is set up, all virtual machines in the cluster get failover support without additional configuration.</p> <p><b>Reduced hardware cost and setup</b></p> <p>The virtual machine acts as a portable container for the applications and it can be moved among hosts. Administrators avoid duplicate configurations on multiple machines. When you use vSphere HA, you must have sufficient resources to fail over the number of hosts you want to protect with vSphere HA. However, the vCenter Server system automatically manages resources and configures clusters.</p> <p><b>Increased application Availability</b></p> <p>Any application running inside a virtual machine has access to increased availability. Because the virtual machine can recover from hardware failure, all applications that start at boot have increased availability without increased computing needs, even if the application is not itself a clustered application. By monitoring and responding to VMware Tools heartbeats and restarting nonresponsive virtual machines, it protects against guest operating system crashes.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-availability-guide.pdf</a></p> <p><b>Category 1220</b> – Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p>	
	VS5-RB-PVSA-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Plus Kit with VSA for Retail and Branch Offices Starter Kit 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VS5-RB-PVSA-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Plus Kit with VSA for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi



	VS5-RBP-VAD-C	VMware vSphere 5 Essentials Plus with VSA for Retail and Branch Offices Add-On	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 806 – Page 8</b></p> <p>virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 17</p> <p>To deploy virtual machines in the vCenter Server inventory, you can deploy from a template, create a virtual machine, or clone an existing virtual machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-virtual-machine-admin-guide.pdf</a></p> <p>Page 6</p> <p>vSphere 5 achieves full performance with unmodified guest operating systems without the need for paravirtualized guests that limit support options.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf">http://www.vmware.com/files/pdf/vmware-vsphere-top-10-reasons-ds-en.pdf</a></p> <p><b>Category 808 – Page 26 - 27</b></p> <p>The VMware vSphere storage architecture consists of layers of abstraction that hide the differences and manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI</p>	ESXi
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	VS5-RBP-VAD-G-SSS-C	Basic Support/Subscription for VMware vSphere 5 Essentials Plus with VSA Kit with VSA for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VS5-RBP-VAD-P-SSS-C	Production Support/Subscription for VMware vSphere 5 Essentials Plus with VSA Kit with VSA for Retail and Branch Offices Starter Kit for 1 Year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul>	

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	VS5-DPA-C	VMware vSphere Data Protection Advanced (per processor)	VMware	per cpu	Primary 800, 808, 810, 1208, 1214	English	<b>VMware vSphere Data Protection Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vdr_pubs.html">http://www.vmware.com/support/pubs/vdr_pubs.html</a></li> </ul>	Windows/Linux /ESXi
	VS5-DPA-G-SSS-C	Basic Support/Subscription VMware vSphere Data Protection Advanced (per processor) for 1 year	VMware	per cpu	Primary 800, 808, 810, 1208, 1214	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	VS5-DPA-P-SSS-C	Production Support/Subscription VMware vSphere Data Protection Advanced (per processor) for 1 year	VMware	per cpu	Primary 800, 808, 810, 1208, 1214	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	CISCO-N1K-C	Cisco Nexus 1000V for VMware vSphere 4 Enterprise Plus for 1 processor	VMware	Per Instance	Primary 612, 614, 908	English	<b>Category 612 – Page 1</b> Cisco Nexus 1000V Network Analysis Module (NAM) Virtual Service Blade (VSB) allows network administrators to extend operational visibility into Cisco Nexus 1000V Switch deployments (Figure 1). The Cisco Nexus 1000V Switch is a software switch on a server that delivers Cisco Virtual Network Link (VN-Link) services to virtual machines (VMs) hosted on that server. <a href="http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf">http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf</a> <b>Category 614 – Page 6</b> Protocols supported include (this list is not all-inclusive): <ul style="list-style-type: none"> <li>TCP and User Datagram Protocol (UDP) over IP including IPv6</li> <li>HTTP and HTTPS</li> <li>SigTran and Mobile IP protocols including GPRS Tunneling Protocol (GTP)</li> <li>Storage area network (SAN) protocols including Fibre Channel over TCP/IP</li> <li>AppleTalk, DECnet, Novell, Microsoft</li> <li>Database protocols, including Oracle and Sybase</li> <li>Peer-to-peer protocols such as Gnutella, Fasttrack, and winmix</li> <li>Bridge and router protocols</li> <li>Cisco proprietary protocols</li> <li>Unknown protocols by TCP/UDP ports, Remote Procedure Call (RPC) program numbers, and so on</li> </ul> <a href="http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf">http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf</a> <b>Category 908 – Page 1</b> Cisco Nexus 1000V Network Analysis Module (NAM) Virtual Service Blade (VSB) allows network administrators to extend operational visibility into Cisco Nexus 1000V Switch deployments (Figure 1). <a href="http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf">http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf</a>	ESXi

							<p>The Cisco NAM VSB allows you to effectively use embedded management features, such as Encapsulated Remote Switched Port Analyzer (ERSPAN) and NetFlow, on the Cisco Nexus 1000V Switch to:</p> <ul style="list-style-type: none"> <li>Analyze network usage behavior by application, host/VM, and conversation to identify bottlenecks that may affect performance and availability</li> <li>Troubleshoot performance issues with extended visibility into VM-to-VM traffic, virtual interface statistics, and transaction response times</li> <li>Assess impact on network behavior due to changes such as VM migration, new application deployment, and port profile update</li> <li>Improve the efficiency of your virtual infrastructure and distributed application components with comprehensive traffic analysis</li> </ul> <p>As a distinctive advantage, Cisco NAM allows you to monitor the network and virtual machines uninterrupted by VMotion operations.</p> <p><a href="http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf">http://www.vmware.com/files/pdf/Cisco-Nexus-Network-Analysis-Module-DS-EN.pdf</a></p>	
	CISCO-N1K-G-SSS-C	Basic Support/Subscription Cisco Nexus 1000V for VMware vSphere 4 Enterprise Plus	VMware	primary 800, 86, 808, 810, 816	primary 800, 86, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 24x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	CISCO-N1K-P-SSS-C	Production Support/Subscription Cisco Nexus 1000V for VMware vSphere 4 Enterprise Plus	VMware	primary 800, 86, 808, 810, 816	primary 800, 86, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	DEPT-ELA-C	Capped Enterprise License Agreement - Custom package of licenses 3 year term support paid annually.	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 818	English	An Enterprise License Agreement can be any combination of products offered by VMware in any quantity required.	
	DEPT-ELA-SSS-NP-C	Capped ELA Production Support and Subscription New Licenses	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 818	English	Support required to cover an Enterprise License Agreement	
	DEPT-ELA-SSS-EP-C	Capped ELA Production Support and Subscription Existing Licenses	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 818	English	Support required to cover an Enterprise License Agreement	
	DEPT-ELA-SSS-RP-C	Capped ELA Production Support and Subscription Renewal	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 818	English	Support required to extend coverage of an Enterprise License Agreement	
	VS5-MEPL10-GOC	<b>"ELA Amendment, available only to current ELA holders"</b> VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 10 processor - GOC ELA amendments to add custom bundle of 10 vSphere Enterprise Plus licenses and 10 vCenter	VMware	Per 10 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and some components will be available in French as well	<p><b>VMware vCenter Operations Manager Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcop-ops.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcop-ops.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi

		Operations Management Suite Advanced Per CPU (with unlimited VMs).						
	VS5-MEPL10-GOC-P-SSS	<p><b>"ELA Amendment, available only to current ELA holders"</b></p> <p>Production Support/Subscription VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 1 year - GoC ELA. SNS will be co-termed to ELA anniversary date. VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 10 processor - Production Support/Subscription of 10 vSphere Enterprise Plus licenses and 10 vCenter Operations Management Suite Advanced Per CPU (with unlimited VMs).</p>	VMware	Per 10 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and French	<p><b>VMware vCenter Operations Manager Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	VS5-ENT-MEPL20-UG-GOC	<p><b>"ELA Amendment, available only to current ELA holders"</b></p> <p>Upgrade: VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 20 processor - GOC ELA amendments to upgrade custom bundle of 20 vSphere Enterprise licenses to vSphere Enterprise Plus licenses and 20 vCenter Operations Management Suite Advanced Per CPU (with unlimited VMs).</p>	VMware	Per 20 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and some components will be available in French as well	<p><b>VMware vCenter Operations Manager Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi
	VS5-MEPL20-GOC-P-SSS	<p><b>"ELA Amendment, available only to current ELA holders"</b></p> <p>Production Support/Subscription VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 1 year - GoC ELA. SNS will be co-termed to ELA anniversary date. Upgrade: VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 20 processor. Production Support/Subscription of custom bundle of 20 vSphere Enterprise licenses to vSphere Enterprise Plus licenses and 20 vCenter Operations Management Suite Advanced Per CPU (with unlimited VMs).</p>	VMware	Per 20 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and French	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	VS5-EPL-MEPL20-UG-GOC	<p><b>"ELA Amendment, available only to current ELA holders"</b></p> <p>Upgrade: VMware vSphere Enterprise Plus with Operations Management Suite</p>	VMware	Per 20 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and some components will be available in French as well	<p><b>VMware vCenter Operations Manager Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef">http://www.vmware.com/support/pubs/vcopS-pubs.html?elq=0b8be944271546b19815e716802eb7ef</a></li> </ul>	Windows/Linux /ESXi

		Advanced for 20 processor - GOC ELA amendments to upgrade custom bundle of 20 vSphere Enterprise Plus licenses to to vSphere Enterprise Plus licenses and 20 vCenter Operations Management Suite Advanced Per CPU (with unlimited VMs).						
	VS5-MEPL20-GOC-P-SSS	<p><b>"ELA Amendment, available only to current ELA holders"</b></p> <p>Production Support/Subscription VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 1 year - GoC ELA. SNS will be co-termed to ELA anniversary date.</p> <p>Upgrade: VMware vSphere Enterprise Plus with Operations Management Suite Advanced for 20 processor. Production Support/Subscription of custom bundle of 20 vSphere Enterprise Plus licenses to to vSphere Enterprise Plus licenses and 20 vCenter Operations Management Suite Advanced Per CPU (with unlimited VMs).</p>	VMware	Per 20 CPU GoC ELA Bundle	Primary 800, 806, 808, 810, 812, 814, 902, 916, 1238	English and French	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows/Linux /ESXi
	VCS5-FND-C	VMware vCenter Server 5 Foundation for vSphere up to 3 hosts (Per Instance)	VMware	Per Instance	<p><b>Primary 812,</b></p> <p>502, 504, 604, 606, 612, 614, 618, 810, 814, 816, 908, 916</p>	English, French	<p><b>Category 812 – Page 1</b></p> <p>vCenter Server provides unified management of all vSphere hosts and virtual machines in the datacenter from a single console. VMware vCenter Server provides unified management of all hosts and virtual machines in a datacenter from a single console, allowing IT administrators can improve control, simplify day-to-day tasks, and reduce the complexity and cost of managing IT environments.</p> <p><a href="http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Datasheet.pdf</a></p> <p><b>Category 502 - Page 9</b></p> <p>VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services. The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 504 – Page 10</b></p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p>	ESXi, Windows

						<p><b>Category 604 – Page 16</b></p> <p>Data Recovery A disk-based backup and recovery solution that provides complete data protection for virtual machines. Data Recovery is fully integrated with vCenter Server to enable centralized and efficient management of backup jobs and includes data deduplication to minimize disk usage.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 606 – Page 122</b></p> <p>Using Storage vMotion, you can migrate a virtual machine and its disk files from one datastore to another while the virtual machine is running.</p> <p>You can choose to place the virtual machine and all its disks in a single location, or select separate locations for the virtual machine configuration file and each virtual disk. The virtual machine does not change execution host during a migration with Storage vMotion.</p> <p>During a migration with Storage vMotion, you can transform virtual disks from thick-provisioned to thin-provisioned or from thin-provisioned to thick-provisioned.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 612 – Page 61</b></p> <p>In vSphere, you can create standard networks and distributed networks. Standard networks provide a method of communication among the virtual machines on a standalone host and consist of standard switches and port groups. Distributed networks aggregate the networking capabilities of multiple hosts and enable virtual machines to keep consistent network configuration as they migrate across hosts. Distributed networks consist of vSphere Distributed Switches, uplink port groups, and port groups.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 614 – Page 14</b></p> <p>Datastores A virtual representation of underlying physical storage resources in the datacenter. A datastore is the storage location for virtual machine files. These physical storage resources can come from the local SCSI disk of the ESXi host, the Fibre Channel SAN disk arrays, the iSCSI SAN disk arrays, or Network Attached Storage (NAS) arrays. Datastores hide the idiosyncrasies of the underlying physical storage and present a uniform model for the storage resources required by virtual machines.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p>Page 59</p> <p>A datastore is a logical container that holds virtual machine files and other files necessary for virtual machine operations. Datastores can exist on different types of physical storage, including local storage, iSCSI, Fibre Channel SAN, or NFS. A datastore can be VMFS-based or NFS-based.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 618 – Page 61</b></p> <p>In vSphere, you can create standard networks and distributed networks. Standard networks provide a method of communication among the virtual machines on a standalone host and consist of standard switches and port groups. Distributed networks aggregate the networking capabilities of multiple hosts and enable virtual machines to keep consistent network configuration as they migrate across hosts. Distributed networks consist of vSphere Distributed Switches, uplink port groups, and port groups.</p>	
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						<p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 810</b> – Page 16</p> <p>Data Recovery A disk-based backup and recovery solution that provides complete data protection for virtual machines. Data Recovery is fully integrated with vCenter Server to enable centralized and efficient management of backup jobs and includes data deduplication to minimize disk usage.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 814</b> – Page 9</p> <p>vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 816</b> – Page 10</p> <p>With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p>Page 16</p> <p>Enables administrators to apply updates and patches across ESXi hosts and all managed virtual machines. Administrators can create user-defined security baselines that represent a set of security standards. Security administrators can compare hosts and virtual machines against these baselines to identify and remediate systems that are not in compliance.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p>Page 16</p> <p>An application-aware firewall built for vCenter Server integration. vShield Zones inspects client-server communications and communications between virtual machines to provide detailed traffic analytics and application-aware firewall partitioning. vShield Zones is a critical security component for protecting virtualized datacenters from network-based attacks and misuse.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 908</b> – Page 10</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category 916</b> - Page 10</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and</p>	
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							configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a>	
	NC-NSX-TLSS-C	"ELA Amendment available only to current ELA holders" - VMware NSX Network Virtualization and Security Platform - 1yr Term	VMware	Per ELA Amendment	Primary 800, 814, 816, 1212, 1218, 1224	English	<b>VMware NSX</b> • <a href="http://www.vmware.com/products/nsx/resources.html">http://www.vmware.com/products/nsx/resources.html</a>	Windows/Linux/ESXi
	VCS5-FND-G-SSS-C	Basic Support/Subscription for vCenter Server 5 Foundation for vSphere 5 for 1 Year	VMware	per instance	primary 812, 810, 814, 816	English and French	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:  <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VCS5-FND-P-SSS-C	Production Support/Subscription for vCenter Server 5 Foundation for vSphere 5 for 1 Year	VMware	per instance	primary 812, 810, 814, 816	English and French	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments:  <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VCS5-STD-C	VMware vCenter Server 5 Standard for vSphere 5 (Per Instance)	VMware	Per Instance	<b>Primary 812, 502, 504, 604, 606, 612, 614, 618, 810, 814, 816, 908, 916</b>	English, French	<b>Category 812 – Page 1</b>  vCenter Server provides unified management of all vSphere hosts and virtual machines in the datacenter from a single console. VMware vCenter Server provides unified management of all hosts and virtual machines in a datacenter from a single console, allowing IT administrators can improve control, simplify day-to-day tasks, and reduce the complexity and cost of managing IT environments.  <a href="http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Datasheet.pdf</a>  <b>Category 502 - Page 9</b>  VMware vSphere™ leverages the power of virtualization to transform datacenters into simplified cloud computing infrastructures and enables IT organizations to deliver flexible and reliable IT services.  The two core components of vSphere are VMware ESXi™ and VMware vCenter Server™. ESXi is the virtualization platform on which you create and run virtual machines. vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a>  <b>Category 504 – Page 10</b>  vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.	ESXi, Windows

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						<p>virtual machines to keep consistent network configuration as they migrate across hosts. Distributed networks consist of vSphere Distributed Switches, uplink port groups, and port groups.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category810</b> – Page 16</p> <p>Data Recovery A disk-based backup and recovery solution that provides complete data protection for virtual machines. Data Recovery is fully integrated with vCenter Server to enable centralized and efficient management of backup jobs and includes data deduplication to minimize disk usage.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category814</b> – Page 9</p> <p>vCenter Server is a service that acts as a central administrator for ESXi hosts that are connected on a network. vCenter Server allows you to pool and manage the resources of multiple hosts. vCenter Server provides many features that allow you to monitor and manage your physical and virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category816</b> – Page 10</p> <p>With appropriate management software, such as vCenter Server, you can also use a number of features that increase the availability and security of your virtual infrastructure.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p>Page 16</p> <p>Enables administrators to apply updates and patches across ESXi hosts and all managed virtual machines. Administrators can create user-defined security baselines that represent a set of security standards. Security administrators can compare hosts and virtual machines against these baselines to identify and remediate systems that are not in compliance.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p>Page 16</p> <p>An application-aware firewall built for vCenter Server integration. vShield Zones inspects client-server communications and communications between virtual machines to provide detailed traffic analytics and application-aware firewall partitioning. vShield Zones is a critical security component for protecting virtualized datacenters from network-based attacks and misuse.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category908</b> – Page 10</p> <p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p> <p><b>Category916</b> - Page 10</p>	
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							<p>vCenter Server provides a single point of control to the datacenter. It provides essential datacenter services such as access control, performance monitoring, and configuration. It unifies the resources from the individual computing servers to be shared among virtual machines in the entire datacenter. It does this by managing the assignment of virtual machines to the computing servers and the assignment of resources to the virtual machines within a given computing server based on the policies that the system administrator sets.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-host-management-guide.pdf</a></p>	
	VCS5-STD-G-SSS-C	Basic Support/Subscription for vCenter Server 5 Standard for vSphere 5 for 1 year	VMware	per instance	primary 812, 810, 814, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VCS5-STD-P-SSS-C	Production Support/Subscription for vCenter Server 5 Standard for vSphere 5 for 1 year	VMware	per instance	primary 812, 810, 814, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VCS5-FND-STD-UG-C	Upgrade: VMware vCenter Server 5 Foundation to vCenter Server 5 Standard	VMware	Per Instance	primary 812, 810, 814, 816	English and French	<p><b>VMware vSphere Documentation</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html">http://www.vmware.com/support/pubs/vsphere-esxi-vcenter-server-pubs.html</a></li> <li>• <a href="http://www.vmware.com/support/vsphere5/doc/vsphere-vcenter-server-550a-release-notes.html">http://www.vmware.com/support/vsphere5/doc/vsphere-vcenter-server-550a-release-notes.html</a></li> </ul>	Windows / Linux
	VC-ADM-C	VMware vCenter Application Discovery Manager Instance	VMware	Base License for the ADM Instance	<b>Primary 314</b>	English	<p><b>Category 314</b></p> <p>Map Applications Quickly and Accurately via Agentless Discovery</p> <ul style="list-style-type: none"> <li>• Automated dependency mapping provides unique visibility into the relationships and interdependencies among applications</li> <li>• Agentless, passive discovery allows continuous discovery of application infrastructure, components, services, hosts, usage, dependencies and connections</li> <li>• Population or federation to third-party or homegrown CMDBs or CMSs</li> <li>• Efficient and effective discovery for data center consolidations, virtualization efforts, server rationalization projects and application audits</li> </ul> <p><a href="http://www.vmware.com/products/application-discovery-manager/features.html">http://www.vmware.com/products/application-discovery-manager/features.html</a></p> <ul style="list-style-type: none"> <li>• Map before you make a change to eliminate guesswork</li> <li>• Catch production applications that have dangling connections to dev/test environments</li> <li>• Identify consolidation candidates based on utilization-based analytics that identify most-used and least-used connections and servers</li> <li>• Target specific high-impact server with active discovery and discovery analytics via agentless protocols – using credentials – to analyze deeper system infrastructure, installed software, configuration details and dependencies.</li> </ul> <p><a href="http://www.vmware.com/products/application-discovery-">http://www.vmware.com/products/application-discovery-</a></p>	ESXi

							<a href="http://www.vmware.com/products/application-discovery-manager/features.html">manager/features.html</a> <ul style="list-style-type: none"> <li>Hybrid discovery across physical and virtual environments</li> <li>Network-based approach – via vSwitch or physical switch span – guarantees visibility and discovers unknown and unexpected dependencies</li> <li>Application fingerprinting and patterns identify common application components and protocols out of the box and establish a complete map of your application services</li> <li>Site recovery and disaster recovery for all application components</li> </ul> <a href="http://www.vmware.com/products/application-discovery-manager/features.html">http://www.vmware.com/products/application-discovery-manager/features.html</a>	
	VC-ADM-G-SSS-C	Basic Support for VMware vCenter Application Discovery Manager Instance for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-ADM-P-SSS-C	Production Support for VMware vCenter Application Discovery Manager Instance for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VC-ADMS-C	VMware vCenter Application Discovery Manager Server (one unit)	VMware	per Managed Device	Primary 314	English	SKU for a (one unit) managed device  <b>Category 314</b>  Map Applications Quickly and Accurately via Agentless Discovery <ul style="list-style-type: none"> <li>Automated dependency mapping provides unique visibility into the relationships and interdependencies among applications</li> <li>Agentless, passive discovery allows continuous discovery of application infrastructure, components, services, hosts, usage, dependencies and connections</li> <li>Population or federation to third-party or homegrown CMDBs or CMSs</li> <li>Efficient and effective discovery for data center consolidations, virtualization efforts, server rationalization projects and application audits</li> </ul> <a href="http://www.vmware.com/products/application-discovery-manager/features.html">http://www.vmware.com/products/application-discovery-manager/features.html</a> <ul style="list-style-type: none"> <li>Map before you make a change to eliminate guesswork</li> <li>Catch production applications that have dangling connections to dev/test environments</li> <li>Identify consolidation candidates based on utilization-based analytics that identify most-used and least-used connections and servers</li> <li>Target specific high-impact server with active discovery and discovery analytics via agentless protocols – using credentials – to analyze deeper system infrastructure, installed software, configuration details and</li> </ul>	ESXi

							<p>dependencies.</p> <p><a href="http://www.vmware.com/products/application-discovery-manager/features.html">http://www.vmware.com/products/application-discovery-manager/features.html</a></p> <ul style="list-style-type: none"> <li>Hybrid discovery across physical and virtual environments</li> <li>Network-based approach – via vSwitch or physical switch span – guarantees visibility and discovers unknown and unexpected dependencies</li> <li>Application fingerprinting and patterns identify common application components and protocols out of the box and establish a complete map of your application services</li> <li>Site recovery and disaster recovery for all application components</li> </ul> <p><a href="http://www.vmware.com/products/application-discovery-manager/features.html">http://www.vmware.com/products/application-discovery-manager/features.html</a></p>	
	VC-ADMS-G-SSS-C	Basic Support for VMware vCenter Application Discovery Manager Server (one unit) for 1 year	VMware	per device/VM	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-ADMS-P-SSS-C	Production Support for VMware vCenter Application Discovery Manager Server (one unit) for 1 year	VMware	per device/VM	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC-CB-25VM-C	VMware vCenter Chargeback Manager 2.0 (25 VM Pack)	VMware	Per Virtual Machine	Primary 304, 310, 328	English	<p><b>Category 304 - Page 7</b></p> <p>A concept highly desired by the enterprise, but historically very difficult to impossible to implement, is the notion of metering the use of the virtual infrastructure for the purposes of inter-departmental billing. Cloud computing enables this capability and thus should be considered as part of a standard service installation. How this metering data is used falls to the architects of the infrastructure, but at a minimum the resource pools that back each provider virtual data center should be monitored with VMware vCenter Chargeback and the resulting reports provided to the line of business on a quarterly basis (for the purposes of 'showback').</p> <p><a href="http://www.vmware.com/files/pdf/cloud/VMware-ServiceDef-Private-Cloud-11Q1-White-Paper.pdf">http://www.vmware.com/files/pdf/cloud/VMware-ServiceDef-Private-Cloud-11Q1-White-Paper.pdf</a></p> <p><b>Category 310 - Page 8</b></p> <p>vCenter Chargeback is an end-to-end cost reporting solution for virtual environments that use VMware vSphere.</p> <p><a href="http://www.vmware.com/pdf/vCenterChargeback_v.1.6_Users_Guide.pdf">http://www.vmware.com/pdf/vCenterChargeback_v.1.6_Users_Guide.pdf</a></p> <p><b>Category 328 - Page 92</b></p> <p>This billing policy is available only if the VMware Cloud Director Data Collector is installed. This policy takes in to account the actual usage for external network transfer and external network receive computing resources. For all other resources, the user-defined allocation units are considered for cost calculation. This billing policy is set in the VMware Cloud Director Networks Cost Model.</p> <p><a href="http://www.vmware.com/pdf/vCenterChargeback_v.1.6_Users_Guide.pdf">http://www.vmware.com/pdf/vCenterChargeback_v.1.6_Users_Guide.pdf</a></p>	Windows

	VC-CB-25VM-G-SSS-C	Basic Support/Subscription for VMware vCenter Chargeback Manager 2.0 (25 VM Pack) to 1 year	VMware	per 25 VM pack	primary 812, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-CB-25VM-P-SSS-C	Production Support/Subscription for VMware vCenter Chargeback Manager 2.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC-CD-25VM-C	VMware vCloud Director (25 VM Pack)	VMware	Per virtual Machine	Primary 218, 228, 402, 502, 616, 618, 816, 908, 916, 1220, 1240, 1236	English, Japanese, simplified Chinese, French, German, Spanish, and Italian	<p><b>Category 218 - Page 2</b></p> <p>Self-service portal Users have direct access to their catalogs and virtual datacenters through a user-friendly Web portal.</p> <p><a href="http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf</a></p> <p>Page 4</p> <p>VMware vCloud Director , virtual machine provisioning operations resulted in the creation of full clones, delivered to users within minutes through a simple Web portal</p> <p><a href="http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf">http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf</a></p> <p><b>Category 228- Page 10</b></p> <p>Automate provisioning through policy-based workflows that empower validated users to deploy preconfigured services with a click of a button.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-cloud-computing-BR-EN.pdf">http://www.vmware.com/files/pdf/vmware-cloud-computing-BR-EN.pdf</a></p> <p><b>Category 402 - Page 23</b></p> <p>Organizations provide resources to a group of users and set policies that determine how users can consume those resources. Create an organization for each group of users that requires its own resources, policies, or both. Leases provide a level of control over an organization's storage and compute resources by specifying the maximum amount of time that vApps can be running and that vApps and vApp templates can be stored.</p> <p><a href="http://www.vmware.com/pdf/vcd_15_admin_guide.pdf">http://www.vmware.com/pdf/vcd_15_admin_guide.pdf</a></p> <p><b>Category 502- Page 2</b></p> <p>Administrators can group users into organizations with associated policies that can represent any unit of consumption, such as a development team, business unit or division. Each organization can be granted isolated virtual resources, independent LDAP authentication, specific policy controls and unique catalogs. These features enable secure multitenancy and controlled sharing of infrastructure.</p> <p><a href="http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf</a></p> <p><b>Category 616 - Page 84</b></p> <p>Accessing your virtual machine console allows you to view information about a virtual machine, work with the guest operating system, and perform operations that affect the guest operating system</p>	Linux



							<p><a href="http://www.vmware.com/pdf/vcd_15_users_guide.pdf">http://www.vmware.com/pdf/vcd_15_users_guide.pdf</a></p> <p>Page 2</p> <p>Users have direct access to their catalogs and virtual datacenters through a user-friendly Web portal.</p> <p><a href="http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCloud/VMware-vCloud-Director-Datasheet.pdf</a></p> <p><b>Category 618-</b> Page 10 - 11</p> <p><b>vCloud Director Networking</b> vCloud Director supports three types of networks.</p> <ul style="list-style-type: none"> <li>• External networks</li> <li>• Organization networks</li> <li>• vApp networks</li> </ul> <p>Some organization networks and all vApp networks are backed by network pools.</p> <p><b>External Networks</b> An external network is a logical, differentiated network based on a vSphere port group. Organization networks can connect to external networks to provide Internet connectivity to virtual machines inside of a vApp. Only system administrators create and manage external networks.</p> <p><b>Organization Networks</b> An organization network is contained within a vCloud Director organization and is available to all the vApps in the organization. An organization network allows vApps within an organization to communicate with each other. You can connect an organization network to an external network to provide external connectivity. You can also create an isolated organization network that is internal to the organization. Certain types of organization networks are backed by network pools.</p> <p>Only system administrators can create organization networks. System administrators and organization administrators can manage organization networks, although there are some limits to what an organization administrator can do.</p> <p><b>vApp Networks</b> A vApp network is contained within a vApp and allows virtual machines in the vApp to communicate with each other. You can connect a vApp network to an organization network to allow the vApp to communicate with other vApps in the organization and outside of the organization, if the organization network is connected to an external network. vApp networks are backed by network pools.</p> <p>Most users with access to a vApp can create and manage their own vApp networks. Working with vApp networks is described in the <i>VMware vCloud Director User's Guide</i>.</p> <p><b>Network Pools</b> A network pool is a group of undifferentiated networks that is available for use within an organization vDC. A network pool is backed by vSphere network resources such as VLAN IDs, port groups, or Cloud isolated networks. vCloud Director uses network pools to create NAT-routed and internal organization networks and all vApp networks. Network traffic on each network in a pool is isolated at layer 2 from all other networks.</p> <p>Each organization vDC in vCloud Director can have one network pool. Multiple organization vDCs can share the same network pool. The network pool for an organization vDC provides the networks created to satisfy the network quota for an organization vDC.</p> <p>Only system administrators can create and manage network pools.</p> <p><a href="https://www.vmware.com/pdf/vcd_15_admin_guide.pdf">https://www.vmware.com/pdf/vcd_15_admin_guide.pdf</a></p> <p><b>Category 816-</b> Page 12</p> <p>VMware vCloud Director 1.5 expands on the embedded security and networking features in VMware vCloud Director 1.0, and adds powerful features to programmatically set up secure connections in cloud environments. VMware vCloud Director delivered unprecedented agility and embedded security by allowing users to programmatically deploy software firewalls and NAT and DHCP services at the network edge. The following features are discussed in this section:</p> <ol style="list-style-type: none"> <li>1. VMware vShield Integration</li> </ol>	
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						<p>a. Five-tuple firewall services b. IPsec VPN services</p> <p><a href="http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf">http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf</a></p> <p><b>Category 908</b> - Page 10 - 11</p> <p><b>vCloud Director Networking</b> vCloud Director supports three types of networks.</p> <ul style="list-style-type: none"> <li>• External networks</li> <li>• Organization networks</li> <li>• vApp networks</li> </ul> <p>Some organization networks and all vApp networks are backed by network pools.</p> <p><b>External Networks</b> An external network is a logical, differentiated network based on a vSphere port group. Organization networks can connect to external networks to provide Internet connectivity to virtual machines inside of a vApp. Only system administrators create and manage external networks.</p> <p><b>Organization Networks</b> An organization network is contained within a vCloud Director organization and is available to all the vApps in the organization. An organization network allows vApps within an organization to communicate with each other. You can connect an organization network to an external network to provide external connectivity. You can also create an isolated organization network that is internal to the organization. Certain types of organization networks are backed by network pools.</p> <p>Only system administrators can create organization networks. System administrators and organization administrators can manage organization networks, although there are some limits to what an organization administrator can do.</p> <p><b>vApp Networks</b> A vApp network is contained within a vApp and allows virtual machines in the vApp to communicate with each other. You can connect a vApp network to an organization network to allow the vApp to communicate with other vApps in the organization and outside of the organization, if the organization network is connected to an external network. vApp networks are backed by network pools.</p> <p>Most users with access to a vApp can create and manage their own vApp networks. Working with vApp networks is described in the <i>VMware vCloud Director User's Guide</i>.</p> <p><b>Network Pools</b> A network pool is a group of undifferentiated networks that is available for use within an organization vDC. A network pool is backed by vSphere network resources such as VLAN IDs, port groups, or Cloud isolated networks. vCloud Director uses network pools to create NAT-routed and internal organization networks and all vApp networks. Network traffic on each network in a pool is isolated at layer 2 from all other networks.</p> <p>Each organization vDC in vCloud Director can have one network pool. Multiple organization vDCs can share the same network pool. The network pool for an organization vDC provides the networks created to satisfy the network quota for an organization vDC.</p> <p>Only system administrators can create and manage network pools.</p> <p><a href="https://www.vmware.com/pdf/vcd_15_admin_guide.pdf">https://www.vmware.com/pdf/vcd_15_admin_guide.pdf</a></p> <p><b>Category 1220</b> - Page 12</p> <p>VMware vCloud Director 1.0 delivered unprecedented agility and embedded security by allowing users to programmatically deploy software firewalls and NAT and DHCP services at the network edge. VMware vCloud Director 1.5 expands on this by delivering full five-tuple firewall and IPsec VPN capabilities.</p> <p><a href="http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf">http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf</a></p> <p><b>Category 1236</b> – Page 58</p> <p>You can enable site-to-site VPN for an organization network and then create a secure tunnel to another</p>	
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							<p>network</p> <p>vCloud Director supports site-to-site VPN between organization networks in the same organization, organization networks in different organizations (including organization networks in different instances of vCloud Director), and remote networks</p> <p><a href="http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf">http://www.vmware.com/files/pdf/techpaper/Whats-New-VMware-vCloud-Director-15-Technical-Whitepaper.pdf</a></p>	
	VC-CD-25VM-G-SSS-C	Basic Support/Subscription for VMware vCloud Director (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-CD-25VM-P-SSS-C	Production Support/Subscription for VMware vCloud Director (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC-CMI-G-SSS-C	Basic Support/Subscription VMware vCenter Configuration Manager Instance for 1 year	VMware	per device	primary 812, 816, 1238	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-CMI-P-SSS-C	Production Support/Subscription VMware vCenter Configuration Manager Instance for 1 year	VMware	per device	primary 812, 816, 1238	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC-CMS-G-SSS-C	Basic Support/Subscription VMware vCenter Configuration Manager Server (one unit) for Linux, Unix or Windows for 1 year	VMware	per device	primary 812, 816, 1238	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows Linux
	VC-CMS-P-SSS-C	Production Support/Subscription VMware vCenter Configuration Manager Server (one unit) for	VMware	per device	primary 812, 816, 1238	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> </ul>	Windows Linux

		Linux, Unix or Windows for 1 year					<ul style="list-style-type: none"> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VC-CMW-C	VMware vCenter Configuration Manager Workstation (one unit) for Linux or Windows	VMware	per device	primary 812, 816, 1238	English	<p><b>Primary 800</b></p> <p>Get the capabilities you need to make sure your virtualized and cloud computing environments are properly configured to meet operational, security and compliance requirements. VMware vCenter Configuration Manager, a key part of the VMware vCenter Operations Management Suite, automates configuration management across virtual, physical and cloud environments. Enterprises can use vCenter Configuration Manager to continuously audit the configurations of VMware Infrastructure (including VMware ESX, ESXi, vCenter, vCloud Director and VMware vCloud Networking and Security) as well as Windows, Linux and Unix operating systems. Easily maintain configuration compliance against internal standards, security best practices, vendor hardening guidelines and regulatory mandates.</p> <p>With vCenter Configuration Manager you can:</p> <ul style="list-style-type: none"> <li>Drive down the effort and cost of maintaining configuration compliance with automated auditing and remediation</li> <li>Speed time to service restoration by correlating configuration changes tracked within VCM with performance and capacity issues</li> <li>Accelerate the adoption of virtualization and cloud computing for business-critical applications by addressing security and compliance concerns</li> <li>Reduce potential security threats through a unified approach to configuration management across physical and virtual infrastructure</li> </ul> <a href="http://www.vmware.com/products/configuration-manager/overview.html">http://www.vmware.com/products/configuration-manager/overview.html</a> <a href="http://www.vmware.com/files/pdf/VMware_vCenter_Configuration_Manager_Datasheet_English.pdf">http://www.vmware.com/files/pdf/VMware_vCenter_Configuration_Manager_Datasheet_English.pdf</a> <a href="http://www.vmware.com/products/configuration-manager/resource.html">http://www.vmware.com/products/configuration-manager/resource.html</a>	Windows Linux
	VC-CMW-G-SSS-C	Basic Support/Subscription VMware vCenter Configuration Manager Workstation (one unit) for Linux or Windows for 1 year	VMware	per device	primary 812, 816, 1238	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows Linux
	VC-CMW-P-SSS-C	Production Support/Subscription VMware vCenter Configuration Manager Workstation (one unit) for Linux or Windows for 1 year	VMware	per device	primary 812, 816, 1238	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows Linux
	VC-LIS-25-C	VMware vCenter Log Insight (25 OSI Pack)	VMware	Per 25 OSI Pack	primary 814, 1230	English	<p><b>VMware Log Insight Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/log-insight-pubs.html">http://www.vmware.com/support/pubs/log-insight-pubs.html</a></li> </ul>	Linux

	VC-LIS-25-G-SSS-C	Basic Support/Subscription for VMware vCenter Log Insight (25 OSI Pack) for 1 year	VMware	Per 25 OSI Pack	primary 814, 1230	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:  <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-LIS-25-P-SSS-C	Production Support/Subscription for VMware vCenter Log Insight (25 OSI Pack) for 1 year	VMware	Per 25 OSI Pack	primary 814, 1230	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments:  <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VC-ELMS-C	VMware vCenter Operations Enterprise Standalone License per Managed System	VMware	Per Managed System	<b>Primary 812</b> 814 912	English	Performance, capacity and configuration management are becoming inseparable due to the dynamic nature of converged infrastructure. Traditional tools and processes designed for siloed, static physical infrastructures don't provide the automation and control you need to effectively manage highly virtualized and private cloud environments. VMware vCenter Operations is tightly integrated with VMware vSphere and designed for dynamic environments to dramatically simplify and automate Operations Management. Our integrated approach uses patented analytics to provide the intelligence and visibility needed to proactively ensure service levels in virtual and cloud environments.  <b>Category 812</b>  Most companies are currently consolidating their servers (and the applications running on them) using VMware because the promised cost savings of server consolidation are so compelling. Of course, as any VMware administrator knows, keeping virtualized servers and applications performing as they did in the physical world is a complex, time-consuming and manual task. You're juggling Workload, Capacity and VM Density to achieve a healthy VMware environment to support the performance requirements of your applications, as well as to achieve the promised ROI.  vCenter Operations is the first and only solution that can automatically manage the performance of your VMware environment in real-time. vCenter automatically connects to your vCenter instances without any agents required. With its unique combination of proven analytics and insightful visualizations, vCenter Operations helps the VMware administrator "run a tight ship" as well as provide the ROI required by the business.  <a href="http://www.vmware.com/products/vcenter-operations/features.html">http://www.vmware.com/products/vcenter-operations/features.html</a>  <b>Category 814</b>  An integrated approach to automating operations allows IT to be more proactive and ensure optimal performance in the face of growing service level expectations and accelerating change.  <ul style="list-style-type: none"> <li>• Self-learning performance analytics identify building performance problems before they affect end users.</li> <li>• Identifies capacity shortfalls before they affect end users.</li> <li>• Real-time, integrated dashboards of performance, capacity and configuration change events allow a proactive management approach and help ensure SLAs are met.</li> <li>• Assures compliance with policy control across all aspects of the datacenter infrastructure, virtual or physical.</li> </ul> <a href="http://www.vmware.com/products/vcenter-operations/features.html">http://www.vmware.com/products/vcenter-operations/features.html</a>	ESXi, Windows

							<b>Category 912</b>  Patented analytics provide actionable intelligence across the stack to automate manual processes for maximum efficiency and agility. <ul style="list-style-type: none"> <li>Infrastructure and operations analytics eliminate time consuming problem resolution processes through automated root cause analysis.</li> <li>On-demand analytics allow optimization of the IT infrastructure without "Tribal Knowledge".</li> <li>Capacity analytics eliminate the need for spreadsheets, simple scripts and rules of thumb. "What If" capacity planning scenarios don't require time-consuming model updates.</li> <li>Capacity analytics allow identification of over-provisioned resources so they can be right-sized to make more efficient use of compute power.</li> </ul> <a href="http://www.vmware.com/products/vcenter-operations/features.html">http://www.vmware.com/products/vcenter-operations/features.html</a>	
	VC-ELMS-G-SSS-C	Basic Support/Subscription for vCenter Operations Enterprise Standalone License per Managed System for 1 year	VMware	per Instance	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-ELMS-P-SSS-C	Production Support/Subscription for vCenter Operations Enterprise Standalone License per Managed System for 1 year	VMware	per Instance	primary 812, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VC-O5-ADU25-G-SSS-C	Basic Support/Subscription VMware vCenter Adaptor 25 VM Pack for 1 year	VMware	per 25 VM pack	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-O5-VU10-C	VMware vCenter Operations Manager for View: 10 Concurrent User Pack	VMware	per 10 licenses	primary 812, 814	English	<b>VMware vCenter Operations for View</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcops-view-pubs.html">http://www.vmware.com/support/pubs/vcops-view-pubs.html</a></li> </ul>	Windows
	VC-O5-VU10-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager for View: 10 Concurrent User Pack for 1 year	VMware	per 10 licenses	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows

	VC-05-VU10-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager for View: 10 Concurrent User Pack for 1 year	VMware	per 10 licenses	primary 812, 814	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-05-VU100-C	VMware vCenter Operations Manager for View: 100 Concurrent User Pack	VMware	per 100 licenses	primary 812, 814	English	<b>VMware vCenter Operations for View</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vcop-s-view-pubs.html">http://www.vmware.com/support/pubs/vcop-s-view-pubs.html</a></li> </ul>	Windows
	VC-05-VU100-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager for View: 100 Concurrent User Pack for 1 year	VMware	per 100 licenses	primary 812, 814	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC-05-VU100-P-SSSC	Production Support/Subscription VMware vCenter Operations Manager for View: 100 Concurrent User Pack for 1 year	VMware	per 100 licenses	primary 812, 814	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC56-ADV-ENT-UG-C	Upgrade VMware vCenter Operations 5.6 Management Advanced (25 License Pack) to vCenter Operations 5.6 Management Suite Enterprise (25 Operating System Instance Pack)	VMware	per 25 OSI pack	primary 812, 814	English	<b>Category 812 – Page 2</b> Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure. <ul style="list-style-type: none"> <li>• Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li> <li>• Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li> <li>• Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li> </ul> “What If” scenarios eliminate the need for spreadsheets, scripts and rules of thumb. <ul style="list-style-type: none"> <li>• Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li> <li>• Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li> <li>• Application components and version numbers are named automatically and updated continuously.</li> <li>• Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li> <li>• Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li> </ul> <a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a> <b>Category 102 – Page 7</b> vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-	Windows

						<p>time information about problems, or potential problems, anywhere in your virtual environment. vCenter Operations Manager works with existing VMware products to add the following functions.</p> <ul style="list-style-type: none"> <li>• Combines key metrics into single scores for environmental health and efficiency and capacity risk.</li> <li>• Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> <li>• Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>• Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="https://www.vmware.com/pdf/vcops-enterprise5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-enterprise5-getting-started-guide.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics <a href="#">across 75 web technologies</a>, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>• Detect and resolve performance issues before users even notice</li> <li>• Gain complete visibility into your application infrastructure</li> <li>• Configure server monitoring in minutes</li> </ul> <p><a href="http://www.vmware.com/products/application-">http://www.vmware.com/products/application-</a></p>	
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							<a href="http://platform/vabric-hyperic/overview.html">platform/vabric-hyperic/overview.html</a>  Category 914 – Page 7  Infrastructure Navigator provides a centralized view of your application environment. Infrastructure Navigator performs the following high-level functions: <ul style="list-style-type: none"> <li>• Maps virtual infrastructure resources such as virtual machines, Web servers, mail servers, database servers, application servers, cache servers, messaging servers, application management servers, and virtualization management servers.</li> <li>• Displays relationships between applications and virtual machines through application dependency mapping.</li> <li>• Detects inconsistencies from the norm and helps you troubleshoot errors.</li> <li>• Allows you to take advantage of integration with other VMware products such as VMware vCenter Server and VMware vCenter Site Recovery Manager (SRM).</li> </ul> <a href="https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf">https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf</a>	
	VC56-ADV25-C	VMware vCenter Operations 5.6 Management Suite Advanced (25 Operating System Instance Pack)	VMware	per 25 OS pack	primary 812, 814	English	<b>Category 812 – Page 2</b>  Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure. <ul style="list-style-type: none"> <li>• Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li> <li>• Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li> <li>• Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li> </ul> "What If" scenarios eliminate the need for spreadsheets, scripts and rules of thumb. <ul style="list-style-type: none"> <li>• Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li> <li>• Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li> <li>• Application components and version numbers are named automatically and updated continuously.</li> <li>• Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li> <li>• Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li> </ul> <a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a>  Category 102 – Page 7  vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-time information about problems, or potential problems, anywhere in your virtual environment. vCenter Operations Manager works with existing VMware products to add the following functions. <ul style="list-style-type: none"> <li>• Combines key metrics into single scores for environmental health and efficiency and capacity risk.</li> <li>• Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> </ul>	Windows

						<ul style="list-style-type: none"> <li>• Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>• Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics <a href="#">across 75 web technologies</a>, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>• Detect and resolve performance issues before users even notice</li> <li>• Gain complete visibility into your application infrastructure</li> <li>• Configure server monitoring in minutes</li> </ul> <p><a href="http://www.vmware.com/products/application-platform/vabric-hyperic/overview.htm">http://www.vmware.com/products/application-platform/vabric-hyperic/overview.htm</a></p> <p>Category 914 – Page 7</p> <p>Infrastructure Navigator provides a centralized view of your application environment. Infrastructure Navigator performs the following high-level functions:</p> <ul style="list-style-type: none"> <li>• Maps virtual infrastructure resources such</li> </ul>	
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	VC56-ADV25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations 5.6 Management Suite Advanced for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-ADV25-P-SSS-C	Production Support/Subscription VMware vCenter Operations 5.6 Management Suite Advanced for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC56-ENT25-C	VMware vCenter Operations 5.6 Management Suite Enterprise (25 Operating System Instance Pack)	VMware	per 25 OSI pack	primary 812, 814	English	<p><b>Category 812 – Page 2</b></p> <p>Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure.</p> <ul style="list-style-type: none"> <li>• Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li> <li>• Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li> <li>• Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li> </ul> <p>“What If” scenarios eliminate the need for spreadsheets, scripts and rules of thumb.</p> <ul style="list-style-type: none"> <li>• Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li> <li>• Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li> <li>• Application components and version numbers are named automatically and updated continuously.</li> <li>• Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li> <li>• Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 102 – Page 7</p>	Windows

						<p>vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-time information about problems, or potential problems, anywhere in your virtual environment. vCenter Operations Manager works with existing VMware products to add the following functions.</p> <ul style="list-style-type: none"> <li>• Combines key metrics into single scores for environmental health and efficiency and capacity risk</li> <li>• Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> <li>• Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>• Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics <a href="#">across 75 web technologies</a>, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>• Detect and resolve performance issues before users even notice</li> </ul>	
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	VC56-ENT25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations 5.6 Management Suite Enterprise for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-ENT25-P-SSS-C	Production Support/Subscription VMware vCenter Operations 5.6 Management Suite Enterprise for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC56-ENTP25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations 5.6 Management Suite Enterprise Plus for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-ENTP25-P-SSS-C	Production Support/Subscription VMware vCenter Operations 5.6 Management Suite Enterprise Plus for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VC56-ENTR25-G-SSS-C	Basic Support/Subscription for VMware vCenter Operations 5.6 Management Suite Enterprise with Regulatory Compliance (25 Operating System Instance Pack)	VMware	per 25 OSi pack	Primary 812, 814, 816, 1238	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux/ESXi
	VC56-ENTR25-P-SSS-C	Production Support/Subscription for VMware vCenter Operations 5.6 Management Suite Enterprise with Regulatory Compliance (25 Operating System Instance Pack)	VMware	per 25 OSi pack	Primary 812, 814, 816, 1238	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux/ESXi
	VC56-MS-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.6 (Per OS Instance) for 1 year	VMware	per 25 OSi pack	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC56-MS-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.6 (Per OS Instance) for 1 year	VMware	per 25 OSi pack	primary 812, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC56-ND-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.6 for Network Devices for 1 year	VMware	Per Network Device	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC56-ND-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.6 for Network Devices for 1 year	VMware	Per Network Device	primary 812, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows

	VC56-RC25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Regulatory Compliance 25 VM Pack for 1 year	VMware	per 25 OSI pack	primary 812, 816, 1239	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-RC25-P-SSS-C	Production Support/Subscription VMware vCenter Operations Regulatory Compliance 25 VM Pack for 1 year	VMware	per 25 OSI pack	primary 812, 816, 1240	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC56-STD-ADV-UG-C	Upgrade VMware vCenter Operations 5.6 Management Suite Standard (25 VM Pack) to vCenter Operations 5.6 Management Suite Advanced (25 Operating System Instance Pack)	VMware	per 25 OSI pack	primary 812, 814	English	<p><b>Primary 800</b></p> <p>Category 812 – Page 2</p> <p>Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure.</p> <ul style="list-style-type: none"> <li>• Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li> <li>• Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li> <li>• Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li> <li>• "What If" scenarios eliminate the need for spreadsheets, scripts and rules of thumb.</li> <li>• Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li> <li>• Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li> <li>• Application components and version numbers are named automatically and updated continuously.</li> <li>• Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li> <li>• Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 102 – Page 7</p> <p>vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-time information about problems, or potential problems, anywhere in your virtual environment. vCenter Operations Manager works with existing VMware products to add the following functions.</p>	Windows

						<ul style="list-style-type: none"> <li>• Combines key metrics into single scores for environmental health and efficiency and capacity risk</li> <li>• Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> <li>• Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>• Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics across 75 web technologies, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>• Detect and resolve performance issues before users even notice</li> <li>• Gain complete visibility into your application infrastructure</li> <li>• Configure server monitoring in minutes</li> </ul> <p><a href="http://www.vmware.com/products/application-platform/vabric-hyperic/overview.htm">http://www.vmware.com/products/application-platform/vabric-hyperic/overview.htm</a></p> <p>Category 914 – Page 7</p> <p>Infrastructure Navigator provides a centralized view of your application environment.</p>	
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							<p>Infrastructure Navigator performs the following high-level functions:</p> <ul style="list-style-type: none"><li>• Maps virtual infrastructure resources such as virtual machines, Web servers, mail servers, database servers, application servers, cache servers, messaging servers, application management servers, and virtualization management servers.</li><li>• Displays relationships between applications and virtual machines through application dependency mapping.</li><li>• Detects inconsistencies from the norm and helps you troubleshoot errors.</li><li>• Allows you to take advantage of integration with other VMware products such as VMware vCenter Server and VMware vCenter Site Recovery Manager (SRM).</li></ul> <p><a href="https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf">https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html</a></p>	
	VC56-STD-ENT-UG-C	Upgrade VMware vCenter Operations 5.6 Management Suite Standard (25 VM Pack) to vCenter Operations 5.6 Management Suite Enterprise (25 Operating System Instance Pack)	VMware	per 25 OSI pack	primary 812, 817	English	<p><b>Primary 800</b></p> <p>Category 812 – Page 2</p> <p>Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure.</p> <ul style="list-style-type: none"><li>• Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li><li>• Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li><li>• Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li><li>• “What If” scenarios eliminate the need for spreadsheets, scripts and rules of thumb.</li><li>• Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li><li>• Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li><li>• Application components and version numbers are named automatically and updated continuously.</li><li>• Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li><li>• Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li></ul> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 102 – Page 7</p> <p>vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-time information about problems, or potential problems, anywhere in your virtual environment. vCenter Operations Manager works with existing VMware products to add the following functions.</p> <ul style="list-style-type: none"><li>• Combines key metrics into single scores for</li></ul>	Windows

						<p>environmental health and efficiency and capacity risk</p> <ul style="list-style-type: none"> <li>• Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> <li>• Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>• Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics across 75 web technologies, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>• Detect and resolve performance issues before users even notice</li> <li>• Gain complete visibility into your application infrastructure</li> <li>• Configure server monitoring in minutes</li> </ul> <p><a href="http://www.vmware.com/products/application-platform/vfabric-hyperic/overview.htm">http://www.vmware.com/products/application-platform/vfabric-hyperic/overview.htm</a></p> <p>Category 914 – Page 7</p> <p>Infrastructure Navigator provides a centralized view of your application environment. Infrastructure Navigator performs the following high-level</p>	
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							<p>functions:</p> <ul style="list-style-type: none"> <li>Maps virtual infrastructure resources such as virtual machines, Web servers, mail servers, database servers, application servers, cache servers, messaging servers, application management servers, and virtualization management servers.</li> <li>Displays relationships between applications and virtual machines through application dependency mapping.</li> <li>Detects inconsistencies from the norm and helps you troubleshoot errors.</li> <li>Allows you to take advantage of integration with other VMware products such as VMware vCenter Server and VMware vCenter Site Recovery Manager (SRM).</li> </ul> <p><a href="https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf">https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html</a></p>	
	VC56-STD25-C	VMware vCenter Operations 5.6 Management Suite Standard (25 VM Pack)	VMware	per 25 VM pack	primary 812, 820	English	<p><b>Primary 800</b></p> <p>Category 812 – Page 2</p> <p>Gain better visibility into planned and unplanned configuration changes and remediate unwanted changes to ensure operational and regulatory compliance. Manage compliance automatically with out-of-the-box configuration templates. Ensure compliance with policy control and integrated smart alerts across both virtual and physical aspects of your datacenter infrastructure.</p> <ul style="list-style-type: none"> <li>Prebuilt and configurable operations dashboards provide real-time insight into infrastructure behavior, upcoming problems and opportunities for efficiency improvements.</li> <li>Monitoring data is abstracted into health, risk and efficiency measures that enable IT to efficiently identify building performance problems with less effort.</li> <li>Capacity analytics identify overprovisioned resources so they can be rightsized for most efficient use of virtualized resources.</li> <li>"What If" scenarios eliminate the need for spreadsheets, scripts and rules of thumb.</li> <li>Out-of-the-box templates ensure continuous compliance with security best practices, hardening guidelines and regulatory requirements.</li> <li>Application dependency discovery and visualization bring application-level awareness to infrastructure and operations teams to ensure service levels and disaster-recovery protection for all critical application services.</li> <li>Application components and version numbers are named automatically and updated continuously.</li> <li>Best-in-class scalability enables the monitoring of multiple sites, thousands of metrics and more than 100,000 virtual machines with a single deployment.</li> <li>Designed for VMware vSphere® and built for the cloud, vCenter Operations is the best solution for managing dynamic VMware environments. Hooks into third-party monitoring tools enable IT to leverage existing investments.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 102 – Page 7</p> <p>vCenter Operations Manager collects performance data from each object at every level of your virtual environment, from individual virtual machines and disk drives to entire clusters and datacenters. It stores and analyzes the data, and uses that analysis to provide real-time information about problems, or potential problems, anywhere in your virtual environment.</p> <p>vCenter Operations Manager works with existing VMware products to add the following functions.</p> <ul style="list-style-type: none"> <li>Combines key metrics into single scores for environmental health and efficiency and</li> </ul>	Windows

						<ul style="list-style-type: none"> <li>capacity risk</li> <li>Calculates the range of normal behavior for every metric and highlights abnormalities. Adjusts the dynamic thresholds as incoming data allows it to better define the normal values for a metric.</li> <li>Presents graphical representations of current and historical states of your entire virtual environment or selected parts of it.</li> <li>Displays information about changes in the hierarchy of your virtual environment. For example, when a virtual machine is moved to a different ESX host, you can see how these changes affect the performance of the objects involved.</li> </ul> <p><a href="https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf">https://www.vmware.com/pdf/vcops-5-getting-started-guide.pdf</a></p> <p>Category 116 – Page 2</p> <p>Self-learning performance analytics and dynamic thresholds adapt to the environment to simplify operations management and eliminate false alerts.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 328 – Page 7</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 814 – Page 1</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Category 902 – Page 2</p> <p>vCenter Operations Manager collects performance data from monitored software and hardware resources in your enterprise and provides predictive analysis and real-time information about problems. It presents data and analysis through alerts, in configurable dashboards, on predefined pages in the user interface, and in several predefined reports.</p> <p><a href="http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf">http://www.vmware.com/files/pdf/vcenter/VMware-vCenter-Operations-DS-EN1.pdf</a></p> <p>Find, fix and prevent performance problems in custom web applications, whether running on physical, virtual, or cloud infrastructure. With its ability to continuously monitor 50,000 metrics across 75 web technologies, Hyperic provides sysadmins the deep visibility they need to ensure server performance, reduce downtime, and meet SLAs. Hyperic automatically discovers new virtual machines as they come online, eliminating the need for manual updating of monitoring configurations.</p> <ul style="list-style-type: none"> <li>Detect and resolve performance issues before users even notice</li> <li>Gain complete visibility into your application infrastructure</li> <li>Configure server monitoring in minutes</li> </ul> <p><a href="http://www.vmware.com/products/application-platform/vfabric-hyperic/overview.html">http://www.vmware.com/products/application-platform/vfabric-hyperic/overview.html</a></p> <p>Category 914 – Page 7</p> <p>Infrastructure Navigator provides a centralized view of your application environment. Infrastructure Navigator performs the following high-level functions:</p>	
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							<ul style="list-style-type: none"> <li>• Maps virtual infrastructure resources such as virtual machines, Web servers, mail servers, database servers, application servers, cache servers, messaging servers, application management servers, and virtualization management servers.</li> <li>• Displays relationships between applications and virtual machines through application dependency mapping.</li> <li>• Detects inconsistencies from the norm and helps you troubleshoot errors.</li> <li>• Allows you to take advantage of integration with other VMware products such as VMware vCenter Server and VMware vCenter Site Recovery Manager (SRM).</li> </ul> <p><a href="https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf">https://www.vmware.com/pdf/vcenter-infrastructure-navigator-10-installation-administration-guide.pdf</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/overview.html</a></p> <p><a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-operations-management/technical-resources.html</a></p>	
	VC56-STD25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations 5.6 Management Standard (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 821	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-STD25-P-SSS-C	Production Support/Subscription VMware vCenter Operations 5.6 Management Standard (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 822	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC56-TM-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.6 for EMC Symmetrix and Netapp Storage (Per Terabyte Managed) for 1 year	VMware	Per Terabyte Managed	primary 812, 824	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC56-TM-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.6 for EMC Symmetrix and Netapp Storage (Per Terabyte Managed) for 1 year	VMware	Per Terabyte Managed	primary 812, 825	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows

	VC-SRM5-25E-C	VMware vCenter Site Recovery Manager 5 Enterprise (25 VM Pack)	VMware	Per vm	Primary 1208, 604, 606	English	<p><b>Category 1208 – Page 1</b></p> <p>vCenter Site Recovery Manager is the market-leading disaster recovery product for virtualized environments. It complements VMware vSphere to ensure the simplest and most reliable disaster protection for all virtualized applications. Site Recovery Manager provides cost-efficient built-in vSphere Replication and supports a broad set of high-performance storage-based replication products to replicate virtual machines to a secondary site. Site Recovery Manager integrates tightly with VMware vSphere, VMware vCenter Server and the underlying replication product to automate end-to-end recovery processes. Site Recovery Manager provides a simple interface for setting up recovery plans that are coordinated across all infrastructure layers, replacing traditional error-prone runbooks. Recovery plans can be tested nondisruptively as frequently as required to ensure that they meet business objectives. At the time of a site failover or migration, Site Recovery Manager automates both failover and failback processes, ensuring fast and highly predictable recovery point objectives (RPOs) and recovery time objectives (RTOs).</p> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 604 – Page 3</b></p> <p>vSphere Replication - <i>NEW</i></p> <ul style="list-style-type: none"> <li>• Leverage the industry's first hypervisor-based replication, purpose-built for vSphere and Site Recovery Manager.</li> <li>• Eliminate third-party replication costs by using built-in vSphere Replication, bundled with all editions of Site Recovery Manager at no additional cost.</li> <li>• Eliminate requirement for identical storage arrays across sites.</li> <li>• Support use of low-end storage, including direct-attached storage.</li> <li>• Manage replication directly in vCenter Server at the level of the individual virtual machine.</li> <li>• Provide flexible RPOs of 15 minutes to 24 hours.</li> <li>• Ensure efficient network utilization by tracking changed disk areas and replicating only the latest deltas.</li> <li>• Scale to hundreds of virtual machines per cluster.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 606 – Page 3</b></p> <p>Testing, disaster recovery failover and planned migration workflows. Once a recovery plan has been set up, administrators can execute that plan with a testing, disaster recovery failover or planned migration workflow. The testing workflow brings up protected virtual machines in an isolated environment, ensuring that test virtual machines are completely isolated from production virtual machines. The disaster recovery failover workflow stops replication and recovers protected virtual machines in the failover site with an emphasis on minimizing response times. The planned migration workflow shuts down the virtual machines gracefully at the original site, syncs the data by completing replication and recovers the virtual machines at the failover site. With both the disaster recovery failover and planned migration workflows, users can automatically fail back to the production site by leveraging the initial recovery plan, simplifying routine migrations.</p> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p>	ESXi, Windows
	VC-SRM5-25E-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 5 Enterprise (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 810, 812, 814, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and</li> </ul>	

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-SRM5-25E-P-SSS-C	Production Support/Subscription for VMware vCenter for Site Recovery Manager 5 Enterprise (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 810, 812, 814, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC-SRM5-25E-UG-C	Upgrade: VMware vCenter Site Recovery Manager 5 Standard to Site Recovery Manager Enterprise (25 VM Pack)	VMware	Per vm	Primary 1208, 604, 606	English	<p><b>Category 1208 – Page 1</b></p> <p>vCenter Site Recovery Manager is the market-leading disaster recovery product for virtualized environments. It complements VMware vSphere to ensure the simplest and most reliable disaster protection for all virtualized applications. Site Recovery Manager provides cost-efficient built-in vSphere Replication and supports a broad set of high-performance storage-based replication products to replicate virtual machines to a secondary site. Site Recovery Manager integrates tightly with VMware vSphere, VMware vCenter Server and the underlying replication product to automate end-to-end recovery processes. Site Recovery Manager provides a simple interface for setting up recovery plans that are coordinated across all infrastructure layers, replacing traditional error-prone runbooks. Recovery plans can be tested nondisruptively as frequently as required to ensure that they meet business objectives. At the time of a site failover or migration, Site Recovery Manager automates both failover and fallback processes, ensuring fast and highly predictable recovery point objectives (RPOs) and recovery time objectives (RTOs).</p> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 604 – Page 3</b></p> <p>vSphere Replication - <i>NEW</i></p> <ul style="list-style-type: none"> <li>Leverage the industry's first hypervisor-based replication, purpose-built for vSphere and Site Recovery Manager.</li> <li>Eliminate third-party replication costs by using built-in vSphere Replication, bundled with all editions of Site Recovery Manager at no additional cost.</li> <li>Eliminate requirement for identical storage arrays across sites.</li> <li>Support use of low-end storage, including direct-attached storage.</li> <li>Manage replication directly in vCenter Server at the level of the individual virtual machine.</li> <li>Provide flexible RPOs of 15 minutes to 24 hours.</li> <li>Ensure efficient network utilization by tracking changed disk areas and replicating only the latest deltas.</li> <li>Scale to hundreds of virtual machines per cluster.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 606 – Page 3</b></p> <p>Testing, disaster recovery failover and planned migration workflows. Once a recovery plan has been set up, administrators can execute that plan with a testing, disaster recovery failover or planned migration workflow. The testing workflow brings up protected virtual machines in an isolated environment, ensuring that test virtual machines are completely isolated from production virtual machines. The disaster recovery failover workflow stops replication and recovers protected virtual machines in the</p>	ESXi, Windows

							<p>failover site with an emphasis on minimizing response times. The planned migration workflow shuts down the virtual machines gracefully at the original site, syncs the data by completing replication and recovers the virtual machines at the failover site. With both the disaster recovery failover and planned migration workflows, users can automatically fail back to the production site by leveraging the initial recovery plan, simplifying routine migrations.</p> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p>	
	VC-SRM5-25S-C	VMware vCenter Site Recovery Manager 5 Standard (25 VM Pack)	VMware	Per vm	Primary 1208, 604, 606	English	<p><b>Category 1208 – Page 1</b></p> <p>vCenter Site Recovery Manager is the market-leading disaster recovery product for virtualized environments. It complements VMware vSphere to ensure the simplest and most reliable disaster protection for all virtualized applications. Site Recovery Manager provides cost-efficient built-in vSphere Replication and supports a broad set of high-performance storage-based replication products to replicate virtual machines to a secondary site. Site Recovery Manager integrates tightly with VMware vSphere, VMware vCenter Server and the underlying replication product to automate end-to-end recovery processes. Site Recovery Manager provides a simple interface for setting up recovery plans that are coordinated across all infrastructure layers, replacing traditional error-prone runbooks. Recovery plans can be tested nondisruptively as frequently as required to ensure that they meet business objectives. At the time of a site failover or migration, Site Recovery Manager automates both failover and fallback processes, ensuring fast and highly predictable recovery point objectives (RPOs) and recovery time objectives (RTOs).</p> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 604 – Page 3</b></p> <p>vSphere Replication - <i>NEW</i></p> <ul style="list-style-type: none"> <li>• Leverage the industry's first hypervisor-based replication, purpose-built for vSphere and Site Recovery Manager.</li> <li>• Eliminate third-party replication costs by using built-in vSphere Replication, bundled with all editions of Site Recovery Manager at no additional cost.</li> <li>• Eliminate requirement for identical storage arrays across sites.</li> <li>• Support use of low-end storage, including direct-attached storage.</li> <li>• Manage replication directly in vCenter Server at the level of the individual virtual machine.</li> <li>• Provide flexible RPOs of 15 minutes to 24 hours.</li> <li>• Ensure efficient network utilization by tracking changed disk areas and replicating only the latest deltas.</li> <li>• Scale to hundreds of virtual machines per cluster.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a></p> <p><b>Category 606 – Page 3</b></p> <p>Testing, disaster recovery failover and planned migration workflows. Once a recovery plan has been set up, administrators can execute that plan with a testing, disaster recovery failover or planned migration workflow. The testing workflow brings up protected virtual machines in an isolated environment, ensuring that test virtual machines are completely isolated from production virtual machines. The disaster recovery failover workflow stops replication and recovers protected virtual machines in the failover site with an emphasis on minimizing response times. The planned migration workflow shuts down the virtual machines gracefully at the original site, syncs the data by completing replication and recovers the virtual machines at the failover site. With both the disaster recovery failover and planned migration workflows, users can automatically fail back to the production site by leveraging the initial recovery plan, simplifying routine migrations.</p>	ESXi, Windows



							<a href="http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf">http://www.vmware.com/files/pdf/products/SRM/VMware-vCenter-Site-Recovery-Manager-with-vSphere-Replication-Datasheet.pdf</a>	
	VC-SRM5-25S-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 5 Standard (25 VM Pack)	VMware	per 25 VM pack	primary 810, 812, 814, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-SRM5-25S-P-SSS-C	Production Support/Subscription for VMware vCenter for Site Recovery Manager 5 Standard (25 VM Pack)	VMware	per 25 VM pack	primary 810, 812, 814, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VCHB-VCMS55-C	VMware vCenter Server Heartbeat 6.3 for 1 vCenter Server	VMware	Per instance	<b>Primary 1208,</b>	English	<p><b>Category 1208 – Page 1</b></p> <p>vCenter Server Heartbeat provides unified protection for vCenter Server and its components against the broadest range of potential outages—from application, operating system, hardware and network failures to external events—regardless of whether vCenter Server is deployed on a physical or virtual machine. It is a solution for virtual infrastructure managers who need to protect vCenter Server against all types of potential planned or unplanned downtime. vCenter Server Heartbeat is an easy-to-use solution that eliminates the complexity of clustering. Unlike most replication solutions, vCenter Server Heartbeat expands and extends availability for vCenter Server, VMware View™ and other critical components of the virtual infrastructure across the LAN or WAN.</p> <p><a href="http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Heartbeat-Datasheet.pdf">http://www.vmware.com/files/pdf/products/vCenter/VMware-vCenter-Server-Heartbeat-Datasheet.pdf</a></p>	ESXi, Windows
	VCHB-VCMS-G-SSS-C	Basic Support/Subscription VMware vCenter Server Heartbeat for 1 vCenter Server	VMware	per server/VM	910, 1202, 914, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VCHB-VCMS-P-SSS-C	Production Support/Subscription VMware vCenter Server Heartbeat for 1 vCenter Server	VMware	per server/VM	910, 1202, 914, 814	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VP-ADV-SV-G-TLSS-C	VMware vCenter Protect Advanced for Server: Term License + Basic Support/Subscription for 1 year	VMware	per server/VM	910, 1202, 914, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p>	Windows

							<ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VP-ADV-SV-P-TLSS-C	VMware vCenter Protect Advanced for Server: Term License + Production Support/Subscription for 1 year	VMware	per server/VM	910, 1202, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-ADV-WS-G-TLSS-C	VMware vCenter Protect Advanced for Workstation: Term License + Basic Support/Subscription for 1 year	VMware	per workstation/VM	910, 1202, 914, 814	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-ADV-WS-P-TLSS-C	VMware vCenter Protect Advanced for Workstation: Term License + Production Support/Subscription for 1 year	VMware	per workstation/VM	910, 1202, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-CSL-C	VMware vCenter Protect Console	VMware	per device	910	English and French	Get centralized patch management and asset inventory for Windows and third party applications for both virtual and physical machines with vCenter Protect Standard. Add centralized antivirus, power management, and ITScripts with vCenter Protect Advanced. Reduce cost and complexity with an integrated approach to IT security and compliance.  <a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/standard.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/standard.html</a> <a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/standard.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/standard.html</a>	Windows
	VP-CSL-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Console for Server for 1 year	VMware	per instance	910	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-CSL-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Console for Server for 1 year	VMware	per instance	910	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VP-CSL-G-TLSS-C	VMware vCenter Protect Console: Term License + Basic Support/Subscription for 1 year	VMware	per device	910	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-CSL-P-TLSS-C	VMware vCenter Protect Console: Term License + Production Support/Subscription for 1 year	VMware	per device	910	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-FAO-SV-G-TLSS-C	VMware vCenter Protect Standard to Advanced Feature Add-On for Server: Term License + Basic Support/Subscription for 1 year	VMware	per device/VM	910, 1202, 914, 814	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-FAO-SV-P-TLSS-C	VMware vCenter Protect Standard to Advanced Feature Add-On for Server: Term License + Production Support/Subscription for 1 year	VMware	per device/VM	910, 1202, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-FAO-WS-G-TLSS-C	VMware vCenter Protect Standard to Advanced Feature Add-On for Workstation: Term License + Basic Support/Subscription for 1 year	VMware	per device/VM	910, 1202, 914, 814	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-FAO-WS-P-TLSS-C	VMware vCenter Protect Standard to Advanced Feature Add-On for Workstation: Term License + Production Support/Subscription for 1 year	VMware	per device/VM	910, 1202, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VP-PUC-G-TLSS-C	VMware vCenter Protect Update Catalog: Term License + Basic Support for 1 year	VMware	per device	910	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-STD-SV-C	VMware vCenter Protect Standard for Server	VMware	per server/VM	910, 914, 814	English and French	<p>Keep server software up to date and secure by continuously applying patches on both physical and virtual machines. Keep all Microsoft applications plus leading 3rd party Windows applications and the Windows OS up to date. Get reports on seat license count and critical threats due to missing patches. Use the same patch management tool for physical machines, online and offline virtual machines, and virtual machine templates.</p> <a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html</a>	Windows
	VP-STD-SV-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Standard for Server for 1 year	VMware	per instance	910, 914, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-STD-SV-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Standard for Server for 1 year	VMware	per instance	910, 914, 814	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-STD-SV-G-TLSS-C	VMware vCenter Protect Standard for Server: Term License + Basic Support/Subscription for 1 year	VMware	per server/VM	910, 914, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-STD-SV-P-TLSS-C	VMware vCenter Protect Standard for Server: Term License + Production Support/Subscription for 1 year	VMware	per server/VM	910, 914, 814	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows

	VP-STD-WS-C	VMware vCenter Protect Standard for Workstation	VMware	per workstation/VM	910, 914, 814	English and French	Keep desktop software up to date and secure by continuously applying patches on both physical and virtual machines. Keep all Microsoft applications plus leading 3rd party Windows applications and the Windows OS up to date. Get reports on seat license count and critical threats due to missing patches. Use the same patch management tool for physical machines, online and offline virtual machines, and virtual machine templates.  <a href="http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html">http://www.vmware.com/products/datacenter-virtualization/vcenter-protect/overview.html</a>	Windows
	VP-STD-WS-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Standard for Workstation for 1 year	VMware	per instance	910, 914, 814	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-STD-WS-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Standard for Workstation for 1 year	VMware	per instance	910, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"><li>• Global, 24x7 support for Severity 1 issues</li><li>• Fast response times for critical issues</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VP-STD-WS-G-TLSS-C	VMware vCenter Protect Standard for Workstation: Term License + Basic Support/Subscription for 1 year	VMware	per workstation/VM	910, 914, 814	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VP-STD-WS-P-TLSS-C	VMware vCenter Protect Standard for Workstation: Term License + Production Support/Subscription for 1 year	VMware	per workstation/VM	910, 914, 814	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"><li>• Global, 24x7 support for Severity 1 issues</li><li>• Fast response times for critical issues</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	Free Download from <a href="http://www.vmware.com">www.vmware.com</a>	VMware vSphere Hypervisor	VMware	Free	<b>primary 800</b> 502, 612, 614, 618, 710, 806, 808, 816, 908, 916, 1208	English	<b>Category 800 – Page 7</b>  Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  Page 8	ESXi

						<p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 502</b> - Page 3</p> <p>vSphere lowers operational overhead and dramatically simplifies the management of large, geographically distributed development, QA and production IT environments that include a heterogeneous mix of applications, operating systems and hardware platforms. vSphere also simplifies the provisioning of IT services and provides a uniform assurance of service levels regardless of physical infrastructure or the actual location of the services.</p> <p><a href="http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf">http://www.vmware.com/files/pdf/vsphere_enterprise_datasheet.pdf</a></p> <p><b>Category 612</b> – Page 8</p> <p>You can to enable two types of network services in ESXi:</p> <ul style="list-style-type: none"> <li>• Connecting virtual machines to the physical network and to each other.</li> <li>• Connecting VMkernel services (such as NFS, iSCSI, or vMotion) to the physical network.</li> </ul> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 614</b> - Page 18</p> <p>Datastores are virtual representations of combinations of underlying physical storage resources in the datacenter. These physical storage resources can come from the following sources:</p> <ul style="list-style-type: none"> <li>• Local SCSI, SAS, or SATA disks of the server</li> <li>• Fibre Channel SAN disk arrays</li> <li>• iSCSI SAN disk arrays</li> <li>• Network Attached Storage (NAS) arrays</li> </ul> <p>A datastore cluster is an aggregation of multiple datastores into a single logical, load-balanced pool.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 618</b> - Page 7</p> <p>A vSphere standard switch works much like a physical Ethernet switch. It detects which virtual machines are logically connected to each of its virtual ports and uses that information to forward traffic to the correct virtual machines. A vSphere standard switch can be connected to physical switches by using physical Ethernet adapters, also referred to as uplink adapters, to join virtual networks with physical networks. This type of connection is similar to connecting physical switches together to create a larger network. Even though a vSphere standard switch works much like a physical switch, it does not have some of the advanced functionality of a physical switch.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p><b>Category 710</b> – Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), port groups and vSphere Standard Switches (VSS).</p>	
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						<p>manage the complexity among physical storage subsystems.</p> <p>To the applications and guest operating systems inside each virtual machine, the storage subsystem appears as a virtual SCSI controller connected to one or more virtual SCSI disks. These controllers are the only types of SCSI controllers that a virtual machine can see and access. These controllers include BusLogic Parallel, LSI Logic Parallel, LSI Logic SAS, and VMware Paravirtual.</p> <p>The virtual SCSI disks are provisioned from datastore elements in the datacenter. A datastore is like a storage appliance that delivers storage space for virtual machines across multiple physical hosts. Multiple datastores can be aggregated into a single logical, load-balanced pool called a datastore cluster.</p> <p>The datastore abstraction is a model that assigns storage space to virtual machines while insulating the guest from the complexity of the underlying physical storage technology. The guest virtual machine is not exposed to Fibre Channel SAN, iSCSI SAN, direct attached storage, and NAS.</p> <p>Each datastore is a physical VMFS volume on a storage device. NAS datastores are an NFS volume with VMFS characteristics. Datastores can span multiple physical storage subsystems. A single VMFS volume can contain one or more LUNs from a local SCSI disk array on a physical host, a Fibre Channel SAN disk farm, or iSCSI SAN disk farm. New LUNs added to any of the physical storage subsystems are detected and made available to all existing or new datastores. Storage capacity on a previously created datastore can be extended without powering down physical hosts or storage subsystems. If any of the LUNs within a VMFS volume fails or becomes unavailable, only virtual machines that use that LUN are affected. An exception is the LUN that has the first extent of the spanned volume. All other virtual machines with virtual disks residing in other LUNs continue to function as normal.</p> <p>Each virtual machine is stored as a set of files in a directory in the datastore. The disk storage associated with each virtual guest is a set of files within the guest's directory. You can operate on the guest disk storage as an ordinary file. The disk storage can be copied, moved, or backed up. New virtual disks can be added to a virtual machine without powering it down. In that case, a virtual disk file (.vmdk) is created in VMFS to provide new storage for the added virtual disk or an existing virtual disk file is associated with a virtual machine. VMFS is a clustered file system that leverages shared storage to allow multiple physical hosts to read and write to the same storage simultaneously. VMFS provides on-disk locking to ensure that the same virtual machine is not powered on by multiple servers at the same time. If a physical host fails, the on-disk lock for each virtual machine is released so that virtual machines can be restarted on other physical hosts.</p> <p>VMFS also features failure consistency and recovery mechanisms, such as distributed journaling, a failure-consistent virtual machine I/O path, and virtual machine state snapshots. These mechanisms can aid quick identification of the cause and recovery from virtual machine, physical host, and storage subsystem failures. VMFS also supports raw device mapping (RDM). RDM provides a mechanism for a virtual machine to have direct access to a LUN on the physical storage subsystem (Fibre Channel or iSCSI only). RDM supports two typical types of applications:</p> <ul style="list-style-type: none"> <li>• SAN snapshot or other layered applications that run in the virtual machines. RDM better enables scalable backup offloading systems using features inherent to the SAN.</li> <li>• Microsoft Clustering Services (MSCS) spanning physical hosts and using virtual-to-virtual clusters as well as physical-to-virtual clusters. Cluster data and quorum disks must be configured as RDMs rather than files on a shared VMFS.</li> </ul> <p>For more information on storage, see the <i>vSphere Storage</i> documentation.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 816</b> – Page 7</p> <p>The components and the overall architecture of ESXi are</p>	
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						<p>designed to ensure security of the ESXi system as a whole. From a security perspective, ESXi consists of three major components: the virtualization layer, the virtual machines, and the virtual networking layer.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 34</p> <p>ESXi includes a firewall between the management interface and the network. The firewall is enabled by default.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p>Page 10</p> <p>ESXi also supports IEEE 802.1q VLANs, which you can use to further protect the virtual machine network or storage configuration. VLANs let you segment a physical network so that two machines on the same physical network cannot send packets to or receive packets from each other unless they are on the same VLAN.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-security-guide.pdf</a></p> <p><b>Category 908</b> – Page 5</p> <p><i>vSphere Networking</i> provides information about configuring networking for VMware vSphere®, including how to create vSphere standard switches. <i>vSphere Networking</i> also provides information on monitoring networks, managing network resources, and networking best practices.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-networking-guide.pdf</a></p> <p>Page 23 - 24</p> <p>VMware vSphere has a set of virtual networking elements that lets you network the virtual machines in the datacenter like physical machines are networked in a physical environment.</p> <p>The virtual environment provides networking elements similar to those in the physical environment. They are virtual network interface cards (virtual NICs), vSphere Standard Switches (VSS), and port groups.</p> <p>Each virtual machine has one or more virtual NICs. The guest operating system and application programs communicate with a virtual NIC through either a commonly available device driver or a VMware device driver optimized for the virtual environment. In either case, communication in the guest operating system occurs just as it would with a physical device. Outside the virtual machine, the virtual NIC has its own MAC address and one or more IP addresses. It responds to the standard Ethernet protocol as would a physical NIC. An outside agent does not detect that it is communicating with a virtual machine.</p> <p>A virtual switch works like a layer 2 physical switch. With vSphere Standard Switch, each server has its own virtual switches. On one side of the virtual switch are port groups that connect to virtual machines. On the other side are uplink connections to physical Ethernet adapters on the servers. Virtual machines connect to the physical environment through the physical Ethernet adapters that are connected to the virtual switch uplinks.</p> <p>A virtual switch can connect its uplinks to more than one physical Ethernet adapter to enable NIC teaming. With NIC teaming, two or more physical adapters can be used to share the traffic load or provide passive failover if a physical adapter hardware fails or a network outage occurs.</p> <p>A port group is a unique concept in the virtual environment. A port group is a mechanism for setting policies that govern the network connected to it. A virtual switch can have multiple port groups. Instead of connecting to a particular port on the virtual switch, a virtual machine connects its virtual NIC to a port group.</p>	
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	ESX3-2U-G-SSS-C	Basic Support/Subscription for VMware vSphere Hypervisor 3.5 for 2 Processors for 1 Year	VMware	2 Processors	Primary 800, 806, 808, 810, 812	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESX
	ESX3-2U-P-SSS-C	Production Support/Subscription for VMware vSphere Hypervisor 3.5 for 2 Processors for 1 Year	VMware	2 Processors	Primary 800, 806, 808, 810, 812	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and</li> </ul>	ESX

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	HYP-1PAK-C	VMware vSphere 5 Hypervisor Per Incident Support - Email + Phone, 1 incident/year	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <p>VMware offers Per Incident support for several products allowing access to support as you need it. With Per Incident support, customers can choose to log cases and receive responses either through the Web or by the phone.</p> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	
	HYP-3PAK-C	VMware vSphere 5 Hypervisor Per Incident Support - Email + Phone, 3 incidents/year	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <p>VMware offers Per Incident support for several products allowing access to support as you need it. With Per Incident support, customers can choose to log cases and receive responses either through the Web or by the phone.</p> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	
	HYP-5PAK-C	VMware vSphere 5 Hypervisor Per Incident Support - Email + Phone, 5 incidents/year	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <p>VMware offers Per Incident support for several products allowing access to support as you need it. With Per Incident support, customers can choose to log cases and receive responses either through the Web or by the phone.</p> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	
	VU5-EN-STR-C	VMware View 5 Enterprise Bundle: Starter Kit	VMware	Per concurrent desktop	primary 800 604, 606, 616, 618, 702, 804, 810, 816, 904, 1002, 1216, 1222, 1236	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category606</b> – Page 199</p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category616</b> – Page 11</p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category702</b> - Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category804</b> - Page 7</p>	
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						<p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806 - Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810 – Page 175</b></p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let</p>	
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							<p>you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category1002</b> – Page 9</p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/Mew-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/Mew-50-architecture-planning.pdf</a></p> <p><b>Category1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	VU5-EN-STR-G-SSS-C	Basic Support/Subscription for VMware View 5 Enterprise Bundle Starter Kit for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	

	VU5-EN-STR-P-SSS-C	Production Support/Subscription for VMware View 5 Enterprise Bundle Starter Kit for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VU5-EN-100-C	VMware View 5 Enterprise Bundle: 100 Pack	VMware	Per concurrent desktop	primary 800, 604, 606, 616, 618, 702, 804, 810, 816, 904, 1002, 1216, 1222, 1236	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter. Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604 – Page 174</b></p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606 – Page 199</b></p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware</p>	ESXi, Windows, Mac, Linux, Android, iPad



						<p>View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702</b> - Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806</b> - Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p>	
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							<p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	VU5-EN-100-G-SSS-C	Basic Support/Subscription for VMware View 5 Enterprise Bundle 100 Pack for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VU5-EN-100-P-SSS-C	Production Support/Subscription for VMware View 5 Enterprise Bundle 100 Pack for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VU5-EN-100-UG-C	Upgrade: VMware View 5 Enterprise Add-on 100 pack to VMware View 5 Enterprise Bundle 100 Pack	VMware	Per concurrent desktop	primary 800 604, 606, 616, 618, 702, 804, 810, 816, 904, 1002, 1216, 1222, 1236	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606</b> – Page 199</p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 616</b> – Page 11</p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702</b> - Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806</b> - Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p>	
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							<p>Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	V05-EN-A10-C	VMware View 5 Enterprise Add-on: 10 pack	VMware	Per concurrent desktop	primary 804, 604, 606, 616, 702, 810, 904, 1002, 1216, 1222, 1236	English, French	<p><b>Category 604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606</b> – Page 199</p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 616</b> – Page 11</p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category702</b> - Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category904</b> - Page 10</p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category1002</b> – Page 9</p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates</p>	
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							<p>with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/Mew-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/Mew-50-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	VU5-EN-A10-G-SSS-C	Basic Support/Subscription for VMware View 5 Enterprise Add-on 10 pack for 1 year	VMware	per concurrent user	primary 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VU5-EN-A10-P-SSS-C	Production Support/Subscription for VMware View 5 Enterprise Add-on 10 pack for 1 year	VMware	per concurrent user	primary 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	



	VU5-EN-A100-C	VMware View 5 Enterprise Add-on: 100 pack	VMware	Per concurrent desktop	<b>primary 804,</b> 604, 606, 616, 702, 810, 904, 1002, 1216, 1222, 1236	English, French	<p><b>Category604 – Page 174</b></p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category606 – Page 199</b></p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category702 - Page 15</b></p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category810 – Page 175</b></p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to</p>	ESXi, Windows, Mac, Linux, Android, iPad
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						<p>a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 904</b> - Page 10</p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 1002</b> – Page 9</p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-</a></p>	
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	VU5-EN-A100-G-SSSC	Basic Support/Subscription for VMware View 5 Enterprise Add-on 100 pack for 1 year	VMware	per concurrent user	primary 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VU5-EN-A100-P-SSSC	Production Support/Subscription for VMware View 5 Enterprise Add-on 100 pack for 1 year	VMware	per concurrent user	primary 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VU5-EN-STR10-UG-C	Upgrade: VMware View 5 Enterprise Add-on 10 pack to VMware View 5 Enterprise Starter Kit 10 Pack	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a</p>	windows

						<p>familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806</b> - Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 808</b> - page 13</p> <p>You can install this software service on a vCenter Server instance that manages virtual machines or on a separate server. View Composer can then create a pool of linked clones from a specified parent virtual machine. This strategy reduces storage costs by up to 90 percent. Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p>page 30</p> <p>VMware vSphere lets you virtualize disk volumes and file systems so that you can manage and configure storage without having to consider where the data is physically stored.</p> <p>Fibre Channel SAN arrays, iSCSI SAN arrays, and NAS arrays are widely used storage technologies supported by VMware vSphere to meet different datacenter storage needs. The storage arrays are connected to and shared between groups of servers through storage area networks. This arrangement allows aggregation of the storage resources and provides more flexibility in provisioning them to virtual machines.</p> <p>With View 4.5 and later and vSphere 4.1 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>n vStorage thin provisioning, which lets you start out with as little disk space as necessary and grow the disk to add space later</li> <li>n Tiered storage, which allows you to distribute virtual disks in the View environment across highperformance storage and lower-cost storage tiers, to maximize performance and cost savings</li> </ul>	
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						<p>n Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system. With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <p>n With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data.</p> <p>Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common data blocks from cache.</p> <p>You can deploy a desktop pool on a cluster that contains up to 32 ESXi hosts, but you must store the replica disks on NFS datastores.</p> <p>Although replica disks must be stored on NFS datastores, OS disks and persistent disks can be stored on NFS or VMFS datastores.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category812</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category814</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p>	
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						<p>employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>		
	VU5-EN-PR-STR10-UG-C	Upgrade: VMware View 5 Enterprise Starter Kit to Premier Starter Kit 10 Pack	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-">http://pubs.vmware.com/vsphere-</a></p>	windows

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						<p>VMware vSphere lets you virtualize disk volumes and file systems so that you can manage and configure storage without having to consider where the data is physically stored.</p> <p>Fibre Channel SAN arrays, iSCSI SAN arrays, and NAS arrays are widely used storage technologies supported by VMware vSphere to meet different datacenter storage needs. The storage arrays are connected to and shared between groups of servers through storage area networks. This arrangement allows aggregation of the storage resources and provides more flexibility in provisioning them to virtual machines.</p> <p>With View 4.5 and later and vSphere 4.1 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>n vStorage thin provisioning, which lets you start out with as little disk space as necessary and grow the disk to add space later</li> <li>n Tiered storage, which allows you to distribute virtual disks in the View environment across high-performance storage and lower-cost storage tiers, to maximize performance and cost savings</li> <li>n Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system</li> </ul> <p>With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>n With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data.</li> </ul> <p>Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common data blocks from cache.</p> <p>You can deploy a desktop pool on a cluster that contains up to 32 ESXi hosts, but you must store the replica disks on NFS datastores.</p> <p>Although replica disks must be stored on NFS datastores, OS disks and persistent disks can be stored on NFS or VMFS datastores.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 812</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard.</p> <p>View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category 814</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard.</p> <p>View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p>	
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							<p>devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1006</b> - Page 7</p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	VU5-ENT-PR-100-UGC	Upgrade: VMware View 5 Enterprise to Premier Upgrade: 100 pack	VMware	Per concurrent desktop	primary 802, 816, 910, 916	English, French	<p><b>Category802</b> - Page 28</p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 910</b> – Page 193</p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916</b> – Page 26</p>	
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							<p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	VU5-ENT-PR-A10-UG-C	Upgrade: VMware View 5 Enterprise Add-On to Premier Add-On: 10 pack	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	windows

						<p><a href="http://pubs.vmware.com/ICbase/PDF/view-50-architecture-planning.pdf">50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802</b> - Page 28</p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806</b> - Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 808</b> - page 13</p> <p>You can install this software service on a vCenter Server instance that manages virtual machines or on a separate server. View Composer can then create a pool of linked clones from a specified parent virtual machine. This strategy reduces storage costs by up to 90 percent. Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p>	
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						<p>Page 30</p> <p>VMware vSphere lets you virtualize disk volumes and file systems so that you can manage and configure storage without having to consider where the data is physically stored.</p> <p>Fibre Channel SAN arrays, iSCSI SAN arrays, and NAS arrays are widely used storage technologies supported by VMware vSphere to meet different datacenter storage needs. The storage arrays are connected to and shared between groups of servers through storage area networks. This arrangement allows aggregation of the storage resources and provides more flexibility in provisioning them to virtual machines.</p> <p>With View 4.5 and later and vSphere 4.1 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>n vStorage thin provisioning, which lets you start out with as little disk space as necessary and grow the disk to add space later</li> <li>n Tiered storage, which allows you to distribute virtual disks in the View environment across high-performance storage and lower-cost storage tiers, to maximize performance and cost savings</li> <li>n Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system</li> </ul> <p>With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>n With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data.</li> </ul> <p>Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common data blocks from cache.</p> <p>You can deploy a desktop pool on a cluster that contains up to 32 ESXi hosts, but you must store the replica disks on NFS datastores.</p> <p>Although replica disks must be stored on NFS datastores, OS disks and persistent disks can be stored on NFS or VMFS datastores.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 810 – Page 175</b></p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 812 – page 337</b></p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category 814 – page 337</b></p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services,</p>	
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						<p>datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category816 – Page 9</b></p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category910 – Page 193</b></p>	
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						<p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1006 - Page 7</b></p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category1216 – Page 48</b></p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222 - Page 54</b></p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with</p>	
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							<p>RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-architecture-planning.pdf</a></p>	
	VU5-PR-STR-C	VMware View 5 Premier Bundle: Starter Kit	VMware	Per concurrent desktop	<p><b>primary 800</b> 604, 606, 616, 618, 702, 802, 804, 806, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236</p>	English, French	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-administration.pdf</a></p> <p><b>Category 606</b> – Page 199</p> <p>VMware View can store User information (documents,</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a>;</p> <p><b>Category616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category702 - Page 15</b></p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category806 - Page 7</b></p>	
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							<a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1002 – Page 9</b>  10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1216 – Page 48</b>  VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1222 - Page 54</b>  VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1236 - Page 58</b>  A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>	
	VU5-PR-STR-G-SSS-C	Basic Support/Subscription for VMware View 5 Premier Bundle Starter Kit for 1 year	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	

	VU5-PR-STR-P-SSS-C	Production Support/Subscription for VMware View 5 Premier Bundle Starter Kit for 1 year	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VU5-PR-100-C	VMware View 5 Premier Bundle: 100 Pack	VMware	Per concurrent desktop	Primary 800 604, 606, 616, 618, 702, 802, 804, 806, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604 – Page 174</b></p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606 – Page 199</b></p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702 - Page 15</b></p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806 - Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p>	
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						<p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810 – Page 175</b></p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 816 – Page 9</b></p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console.</p>	
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	VU5-PR-100-G-SSS-C	Basic Support/Subscription for VMware View 5 Premier Bundle: 100 Pack for 1 year	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VU5-PR-100-P-SSS-C	Production Support/Subscription for VMware View 5 Premier Bundle: 100 Pack for 1 year	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	

	VU5-PR-STR10-UG-C	Upgrade: VMware View 5 Premier Add-on 10 pack VMware View 5 Premier Starter Kit 10 Pack	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p>	windows
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						<p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves</p>	
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						<p>disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002</b> – Page 9</p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1006</b> - Page 7</p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection</p>	
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							<p>Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	<b>VU5-TAC-PR-A100-UG-C</b>	Upgrade: VMware ThinApp Clients 100-Pack to Horizon View Add-On 100-Pack	VMware	Per pack	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>VMware ThinApp Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/thinapp_pubs.html">http://www.vmware.com/support/pubs/thinapp_pubs.html</a></li> </ul>	Windows
	VU5-PR-100-UG-C	Upgrade: VMware View 5 Premier Add-on 100 pack VMware View 5 Premier Bundle 100 Pack	VMware	Per concurrent desktop	<b>Primary 800</b> 604, 606, 616, 618, 702, 802, 804, 806, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604 – Page 174</b></p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606 – Page 199</b></p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/View-50-</a></p>	ESXi, Windows, Mac, Linux, Android, iPad

							<p><a href="#">administration.pdf</a>.</p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. “The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.”,</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702 - Page 15</b></p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). “VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806 - Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical</p>	
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						<p>elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.  <a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.  <a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p>
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						<p>corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	V05-PR-A10-C	VMware View 5 Premier Add-On: 10 pack	VMware	Per concurrent desktop	<p><b>Primary 804</b>, 604, 606, 616, 618, 702, 802, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236</p>	<p>English, French</p> <p><b>Category604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category606</b> – Page 199</p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category616</b> – Page 11</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702 - Page 15</b></p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 810 – Page 175</b></p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p>	
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						<p>desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1216 – Page 48</b></p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222 - Page 54</b></p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236 - Page 58</b></p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can</p>	
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							<p>pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
	V05-PR-A100-C	VMware View 5 Premier Add-On: 100 pack	VMware	Per concurrent desktop	<p><b>primary</b> 804, 604, 606, 616, 618, 702, 802, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236</p>	English, French	<p><b>Category604</b> – Page 174</p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category606</b> – Page 199</p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category616</b> – Page 11</p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category702</b> – Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category802</b> – Page 28</p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization</p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>solution. You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p>	
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						<p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p>	
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							<a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1216 – Page 48</b>  VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1222 - Page 54</b>  VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category1236 - Page 58</b>  A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>	
	VU5-EN-10-G-SSS-C	Basic Support/Subscription for VMware View 5 Enterprise Bundle 10 Pack for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VU5-EN-10-P-SSS-C	Production Support/Subscription for VMware View 5 Enterprise Bundle 10 Pack for 1 year	VMware	per concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VU5-PR-A10-G-SSS-C	Basic Support/Subscription for VMware View 5 Premier Desktop Add-On - 10 desktop VMs for 1 year	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> </ul>	

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VU5-PR-A10-P-SSS-C	Production Support/Subscription for VMware View 5 Premier Desktop Add-On - 10 desktop VMs for 1 year	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VU5-ENT-PR-A100-UG-C	Upgrade: VMware View 5 Enterprise Add-On to Premier Add-On: 100 pack	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<b>Category 800 – Page 7</b>  VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter. Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  Page 8  At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  Page 10  VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a>  <b>Category 616 – Page 11</b>  VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection."	windows

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						<p>View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/Mew-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/Mew-51-administration.pdf</a></p> <p><b>Category 816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904</b> - Page 10</p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p>	
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						<p><b>Category910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1006 - Page 7</b></p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category1216 – Page 48</b></p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222 - Page 54</b></p>	
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	VU5-PR-A100-G-SSSC	Basic Support/Subscription for VMware View 5 Premier Desktop Add-On - 100 desktop VMs for 1 year	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VU5-PR-A100-P-SSSC	Production Support/Subscription for VMware View 5 Premier Desktop Add-On - 100 desktop VMs for 1 year	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VU5-PR-STR10-UG-C	Upgrade: VMware View 5 Premier Add-on 10 pack VMware View 5 Premier Starter Kit 10 Pack	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter. Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the</p>	windows

						<p>same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806 - Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter. Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a</p>	
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						<p>virtual infrastructure that can span the enterprise.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.  <a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 808</b> - page 13</p> <p>You can install this software service on a vCenter Server instance that manages virtual machines or on a separate server. View Composer can then create a pool of linked clones from a specified parent virtual machine. This strategy reduces storage costs by up to 90 percent. Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent.  <a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p>page 30</p> <p>VMware vSphere lets you virtualize disk volumes and file systems so that you can manage and configure storage without having to consider where the data is physically stored. Fibre Channel SAN arrays, iSCSI SAN arrays, and NAS arrays are widely used storage technologies supported by VMware vSphere to meet different datacenter storage needs. The storage arrays are connected to and shared between groups of servers through storage area networks. This arrangement allows aggregation of the storage resources and provides more flexibility in provisioning them to virtual machines.</p> <p>With View 4.5 and later and vSphere 4.1 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>- vStorage thin provisioning, which lets you start out with as little disk space as necessary and grow the disk to add space later</li> <li>- Tiered storage, which allows you to distribute virtual disks in the View environment across highperformance storage and lower-cost storage tiers, to maximize performance and cost savings</li> <li>- Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system</li> </ul> <p>With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>- With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data. Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common data blocks from cache. You can deploy a desktop pool on a cluster that contains up to 32 ESXi hosts, but you must store the replica disks on NFS datastores. Although replica disks must be stored on NFS datastores, OS disks and persistent disks can be stored on NFS or VMFS datastores.</li> </ul> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 810</b> – Page 175</p>	
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							<p>looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere</p>	
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						<p>environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1006</b> - Page 7</p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><a href="http://www.vmware.com/products/view/overview.html">http://www.vmware.com/products/view/overview.html</a></p> <p><a href="http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html">http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html</a></p>		
	V05-PRA50-PR100-UG-C	Upgrade: VMware View 4 Premier Add-On 50 pack Promo to Premier 100 Pack Bundle	VMware	per concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category800</b> – Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p>	windows

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							<p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 808</b> - page 13</p> <p>You can install this software service on a vCenter Server instance that manages virtual machines or on a separate server. View Composer can then create a pool of linked clones from a specified parent virtual machine. This strategy reduces storage costs by up to 90 percent. Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p>page 30</p> <p>VMware vSphere lets you virtualize disk volumes and file systems so that you can manage and configure storage without having to consider where the data is physically stored. Fibre Channel SAN arrays, iSCSI SAN arrays, and NAS arrays are widely used storage technologies supported by VMware vSphere to meet different datacenter storage needs. The storage arrays are connected to and shared between groups of servers through storage area networks. This arrangement allows aggregation of the storage resources and provides more flexibility in provisioning them to virtual machines.</p> <p>With View 4.5 and later and vSphere 4.1 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>- vStorage thin provisioning, which lets you start out with as little disk space as necessary and grow the disk to add space later</li> <li>- Tiered storage, which allows you to distribute virtual disks in the View environment across high-performance storage and lower-cost storage tiers, to maximize performance and cost savings</li> <li>- Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system</li> </ul> <p>With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>- With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data. Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common</li> </ul>	
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						<p>agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p>	
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						<p><b>Category1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1006 - Page 7</b></p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category1216 – Page 48</b></p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1222 - Page 54</b></p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category1236 - Page 58</b></p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><a href="http://www.vmware.com/products/view/overview.html">http://www.vmware.com/products/view/overview.html</a></p> <p><a href="http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html">http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html</a></p>	
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	V05-THCL-PRA10-UG-C	Upgrade: VMware ThinApp Client License to View Premier 5 Add-On: 10-Pack	VMware	per concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 616 – Page 11</b></p> <p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804 - Page 7</b></p>	windows
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						<p>disks in the View environment across highperformance storage and lower-cost storage tiers, to maximize performance and cost savings</p> <ul style="list-style-type: none"> <li>- Local storage on the ESX/ESXi host for the virtual machine swap files in the guest operating system</li> </ul> <p>With View 5.1 and later and vSphere 5.0 and later, you can now also use the following features:</p> <ul style="list-style-type: none"> <li>- With the View storage accelerator feature, you can configure ESXi hosts to cache virtual machine disk data. Using this content-based read cache (CBRC) can reduce IOPS and improve performance during boot storms, when many desktops start up and run anti-virus scans at the same time. Instead of reading the entire OS from the storage system over and over, a host can read common data blocks from cache. You can deploy a desktop pool on a cluster that contains up to 32 ESXi hosts, but you must store the replica disks on NFS datastores. Although replica disks must be stored on NFS datastores, OS disks and persistent disks can be stored on NFS or VMFS datastores.</li> </ul> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 812</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category 814</b> – page 337</p> <p>You can quickly survey the status of the View Manager and vSphere components in your View deployment by using the View Administrator dashboard. View Administrator displays monitoring information about View Connection Server instances, the event database, security servers, View Composer services, datastores, vCenter Server instances, and domains.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-administration.pdf</a></p> <p><b>Category 816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p>	
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						<p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches</p>	
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						<p>and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002</b> – Page 9</p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1006</b> - Page 7</p> <p>With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf">http://pubs.vmware.com/view-51/topic/com.vmware.ICbase/PDF/view-51-architecture-planning.pdf</a></p> <p><b>Category 1216</b> – Page 48</p> <p>VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1222</b> - Page 54</p> <p>VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1236</b> - Page 58</p> <p>A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of</p>	
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							<p>security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><a href="http://www.vmware.com/products/view/overview.html">http://www.vmware.com/products/view/overview.html</a></p> <p><a href="http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html">http://www.vmware.com/products/desktop_virtualization/view/technical-resources.html</a></p>	
	V05-THIN-PR-100-UG-C	Upgrade: VMware ThinApp 4 Suite to VMware View 5 Premier Bundle: 100 Pack	VMware	Per concurrent desktop	<p><b>primary 800</b></p> <p>604, 606, 616, 618, 702, 802, 804, 806, 810, 816, 904, 910, 916, 1002, 1216, 1222, 1236</p>	English, French	<p><b>Category 800 – Page 7</b></p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter. The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 604 – Page 174</b></p> <p>VMware View permits a user to have his documents stored on a shared storage for backup and roam on various desktops, always able to access his data. This functionality is called a User persona and is defined by a View administrator for the user.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 606 – Page 199</b></p> <p>VMware View can store User information (documents, user settings, misc. files) in a component called the User Data Disk. By enabling this feature within View, we can assure that the user data will always be portable, that it can be migrated over to a different platform and always accessible to the user. "With View Composer, you can configure OS data and user information on separate disks in linked-clone desktops. View Composer preserves the user information on the persistent disk when the OS data is updated, refreshed, or rebalanced."</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 616 – Page 11</b></p>	ESXi, Windows, Mac, Linux, Android, iPad

						<p>VMware View provides a remote desktop session to users from multiple devices and OS. Support for mobile device such as Android and iPad on top of providing support for Linux, Mac and Windows makes VMware View very versatile solution to access a corporate desktop remotely. "The client software for accessing View desktops can run on a tablet, a Windows or Mac PC or laptop, a thin client, and more. After logging in, users select from a list of virtual desktops that they are authorized to use. Authorization can require Active Directory credentials, a UPN, a smart card PIN, or an RSA SecurID token. An administrator can configure View Client to allow end users to select a display protocol. Protocols include PCoIP and Microsoft RDP. The speed and display quality of PCoIP rival that of a physical PC. View Client with Local Mode (formerly called Offline Desktop) is a version of View Client that has been extended to allow end users to download virtual machines and use them on their local Windows systems regardless of whether they have a network connection.",</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 702</b> - Page 15</p> <p>VMware View 5 provides remote access to a virtual desktop hosted on an ESXi host. The desktop OS can range from Windows 2000 up to the latest Windows version (currently Windows 7 but future desktop that would release after this document has been published would also be supported, i.e. Windows 8). "VMware View provides the familiar, personalized desktop environment that end users expect. End users can access USB and other devices connected to their local computer, send documents to any printer that their local computer can detect, authenticate with smart cards, and use multiple display monitors.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 802</b> - Page 28</p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 804</b> - Page 7</p> <p>14 - With VMware View, IT departments can run virtual desktops in the datacenter and deliver desktops to employees as a managed service. End users gain a familiar, personalized environment that they can access from any number of devices anywhere throughout the enterprise or from home. Administrators gain centralized control, efficiency, and security by having desktop data in the datacenter.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 806</b> - Page 7</p> <p>VMware vSphere virtualizes and aggregates the underlying physical hardware resources across multiple systems and provides pools of virtual resources to the datacenter.</p> <p>Virtualization is a process that breaks the hard connection between the physical hardware and the operating system and applications running on it. After being virtualized in a vSphere virtual machine, the operating system and applications are no longer constrained by the limits imposed by residing on a single physical machine. Virtual equivalents of physical elements such as switches and storage operate within a virtual infrastructure that can span the enterprise.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-</a></p>	
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						<p><a href="#">server-50-basics-guide.pdf</a></p> <p>Page 8</p> <p>At the most basic level, virtualizing lets you run multiple virtual machines on a single physical machine, with each virtual machine sharing the resources of that one physical computer across multiple environments. Different virtual machines can run different operating systems and multiple applications, in isolation, side-by-side on the same physical machine.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p>Page 10</p> <p>VMware vSphere manages large collections of infrastructure, such as CPUs, storage, and networking, as a seamless and dynamic operating environment, and also manages the complexity of a datacenter.</p> <p>The VMware vSphere software stack is composed of the virtualization, management, and interface layers.</p> <p><a href="http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf">http://pubs.vmware.com/vsphere-50/topic/com.vmware.ICbase/PDF/vsphere-esxi-vcenter-server-50-basics-guide.pdf</a></p> <p><b>Category 810</b> – Page 175</p> <p>VMware View can provide a user backup and recovery when enabling Persona Management component of the user desktop. When enabled, you assure that all the files in the user environment are stored on shared storage and/or CIFS and/or file shares, so it can be backed-up and retrieved from those different places. "With View Persona Management, you can configure user profiles that are dynamically synchronized with a remote profile repository. This feature gives users access to a personalized desktop experience whenever they log in to a desktop. View Persona Management expands the functionality and improves the performance of Windows roaming profiles. You configure group policy settings to enable View Persona Management and control various aspects of your View Persona Management deployment.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 816</b> – Page 9</p> <p>VMware® vShield is a suite of security virtual appliances built for VMware vCenter Server and VMware ESX integration. vShield is a critical security component for protecting virtualized datacenters from attacks and misuse helping you achieve your compliance-mandated goals.</p> <p>vShield includes components and services essential for protecting virtual machines. vShield can be configured through a web-based user interface, a vSphere Client plug-in, a command line interface (CLI), and REST API.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 9</p> <p>The vShield Manager is the centralized network management component of vShield and is installed from OVA as a virtual machine by using the vSphere Client. Using the vShield Manager user interface, administrators install, configure, and maintain vShield components.</p> <p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>vShield Endpoint health status is conveyed by using alarms that show in red on the vCenter Server console. In addition, more status information can be gathered by looking at the event logs.</p>	
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						<p><a href="https://www.vmware.com/pdf/vshield_50_admin.pdf">https://www.vmware.com/pdf/vshield_50_admin.pdf</a></p> <p>Page 65</p> <p>vShield Endpoint offloads antivirus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. Since the secure virtual appliance (unlike a guest virtual machine) doesn't go offline, it can continuously update antivirus signatures thereby giving uninterrupted protection to the virtual machines on the host. Also, new virtual machines (or existing virtual machines that went offline) are immediately protected with the most current antivirus signatures when they come online.</p> <p>Monitoring a vShield Endpoint instance involves checking for status coming from the vShield Endpoint components: the security virtual machine (SVM), the ESX host-resident vShield Endpoint module, and the protected virtual machine-resident thin agent.</p> <p><b>Category 904 - Page 10</b></p> <p>View Administrator is the Web interface through which you configure View Connection Server and manage your View desktops. You can use View Administrator user-interface features to navigate View Pages and to find, filter, and sort View objects. View Administrator includes many common user interface features. For example, the navigation pane on the left side of each page directs you to other View Administrator pages. The search filters let you select filtering criteria that are related to the objects you are searching for.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 910 – Page 193</b></p> <p>VMware View leverages a feature called Linked-Clones. Using Linked-Clones, you will have multiple users pointing to a master image to access their desktop. One of the main benefits of using this will be to have a lot less desktop images to manage, if you need to patch a system, you patch the Gold master image once and all the desktops pointing to that image will receive the patch automatically. "You can update linked-clone desktops by creating a new base image on the parent virtual machine and using the recompose feature to distribute the updated image to the linked clones.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-administration.pdf</a></p> <p><b>Category 916 – Page 26</b></p> <p>In VMware View, you can use View Composer to quickly create desktop images that share virtual disks with a master image. Using linked clones in this way conserves disk space and simplifies the management of patches and updates to the operating system. "Each linked clone acts like an independent desktop, with a unique host name and IP address, yet the linked clone requires significantly less storage because it shares a base image with the parent. Because linked-clone desktop pools share a base image, you can quickly deploy updates and patches by updating only the parent virtual machine. End users' settings, data, and applications are not affected. As of View 4.5, you can also use linked-clone technology for View desktops that you download and check out to use on local systems.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p>	
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						<a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category 1216 – Page 48</b>  VMware View utilizes PCoIP for any traffic between the endpoint and the virtualized desktop. PCoIP supports Advanced Encryption Standard (AES) 128-bit encryption, which is turned on by default. You can control which encryption algorithms are advertised by the PCoIP endpoint during session negotiation. By default, both Salsa20-256round12 and AES-128-GCM algorithms are available.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category 1222 - Page 54</b>  VMware View uses your existing Active Directory infrastructure for user authentication and management. For added security, you can integrate VMware View with RSA SecurID and smart card authentication solutions. VMware View can even be used to login using your current Windows credentials, providing an Single-Sign On (SSO) environment to your users.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>  <b>Category 1236 - Page 58</b>  A security server is a special instance of View Connection Server that runs a subset of View Connection Server functions. You can use a security server to provide an additional layer of security between the Internet and your internal network. A security server resides within a DMZ and acts as a proxy host for connections inside your trusted network. Each security server is paired with an instance of View Connection Server and forwards all traffic to that instance. You can pair multiple security servers to a single connection server. This design provides an additional layer of security by shielding the View Connection Server instance from the public-facing Internet and by forcing all unprotected session requests through the security server.  <a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a>		
	CA6-ADV25-C	VMware vCloud Automation Center 6 Advanced (25 OSI Pack)	VMware	per 25 OSI pack	primary 812, 814, 904	English	<b>VMware vCloud Automation Center Documentation</b> <ul style="list-style-type: none"><li><a href="http://www.vmware.com/support/pubs/vcac-pubs.html">http://www.vmware.com/support/pubs/vcac-pubs.html</a></li></ul>	Windows / Linux
	CA6-ADV25-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center 6 Advanced (25 OSI Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814, 904	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows / Linux
	CA6-ADV25-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center 6 Advanced (25 OSI Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814, 904	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"><li>• Global, 24x7 support for Severity 1 issues</li><li>• Fast response times for critical issues</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows / Linux

	CA-ENT25-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center Enterprise (25 OSI Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814, 904, 408, 504	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows / Linux
	CA-ENT25-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center Enterprise (25 OSI Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814, 904, 408, 504	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows / Linux
	CA-AUTSV10-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center for Server (10 Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows / Linux
	CA-AUTSV10-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center for Server (10 Pack) for 1 year	VMware	per 25 OSI pack	primary 812, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows / Linux
	CA-DEVK-LIC-C	VMware vCloud Automation Center Development Kit - Developer Support Entitlement License - *MUST BE BOOKED WITH Developer Support SKUs*	VMware	per instance	primary 800, 806, 808, 810, 816	English	<b>VMware vCloud Automation Center Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcac-pubs.html">http://www.vmware.com/support/pubs/vcac-pubs.html</a></li> </ul>	windows
	CA-DEVK-STD-GSUP-C	Standard Developer Support for VMware vCloud Automation Center Development Kit for 1 year	VMware	per instance	primary 800, 806, 808, 810, 816	English	<b>VMware vCloud Automation Center Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vcac-pubs.html">http://www.vmware.com/support/pubs/vcac-pubs.html</a></li> </ul>	windows
	CA-DEVK-PRE-PSUP-C	Premium Developer Support for VMware vCloud Automation Center Development Kit for 1 year	VMware	per instance	primary 800, 806, 808, 810, 816	English	<b>VMware Support</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/services/">http://www.vmware.com/support/services/</a></li> </ul>	windows
	CL5-ENTPT-G-SSS-C	Basic Support/Subscription VMware vCloud Suite 5 Enterprise with Protect Standard for 1 year	VMware	Per processor	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218, 1220, 1224, 1236, 1238, 402, 408	English and some components will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	CL5-ENTPT-P-SSS-C	Production Support/Subscription VMware vCloud Suite 5 Enterprise with Protect Standard for 1 year	VMware	Per processor	Primary 800, 806, 808, 810, 812, 814, 816, 902, 910, 1208, 1218,	English and some components will be available in French	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> </ul>	windows

					1220, 1224, 1236, 1238, 402, 408	as well	<ul style="list-style-type: none"> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	BM-STD25-C	VMware IT Business Management Suite 1 Standard (25 VM Pack)	VMware	Per 25 VM Pack	primary 812, 814, 914, 304, 328, 330, 338	English	<b>VMware IT Business Management Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/">http://www.vmware.com/support/pubs/</a></li> </ul>	Windows/Linux
	BM-STD25-G-SSS-C	Basic Support/Subscription VMware IT Business Management Suite 1 Standard (25 VM Pack) for 1 year	VMware	Per 25 VM Pack	primary 812, 814, 914, 304, 328, 330, 338	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	BM-STD25-P-SSS-C	Production Support/Subscription VMware IT Business Management Suite 1 Standard (25 VM Pack) for 1 year	VMware	Per 25 VM Pack	primary 812, 814, 914, 304, 328, 330, 338	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VU5-THINCLA-G-SSS-C	Basic Support/Subscription for VMware ThinApp Client License: View Premier 4 Add-On for 1 year	VMware	per device/VM	primary 802	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VU5-THINCLA-P-SSS-C	Production Support/Subscription for VMware ThinApp Client License: View Premier 4 Add-On for 1 year	VMware	per device/VM	primary 802	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	THIN-100PK-C	VMware ThinApp 4.x Client License 100 Pack	VMware	per device/VM	primary 802	English	Accelerate application deployment and simplify application migration with agentless application virtualization. With VMware ThinApp, applications are packaged into single executables that run completely isolated from each other and the operating system for conflict-free execution on end-point devices. Application packages can be deployed to different Windows platforms, eliminating costly recoding and regression testing so you can easily migrate existing applications to Windows 7.  <a href="http://www.vmware.com/products/thinapp/overview.html">http://www.vmware.com/products/thinapp/overview.html</a>	windows
	THIN-100PK-G-SSS-C	Basic Support/Subscription for VMware ThinApp 4.x Client License 100 Pack for 1 Year	VMware	per device/VM	primary 802	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and</li> </ul>	windows



							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	THIN-100PK-P-SSS-C	Production VMware ThinApp 4.x Client License 100 Pack for 1 Year	VMware	per device/VM	primary 802	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	windows
	THIN4-STE-C	VMware ThinApp 4 Suite	VMware	Per user or per device	<p><b>primary 800</b></p> <p>404, 406, 600, 604, 612, 616, 618, 802, 804, 806, 808, 812, 816, 904, 908, 912, 916, 1002, 1216</p>	English	<p><b>Category 800 – Page 2</b></p> <p>VMware Workstation offers the benefits of multiple PCs without the added expense, physical setup and maintenance.</p> <p>VMware Workstation runs multiple operating systems and their applications in an isolated and secure virtual machine. VMware Workstation can run many virtual machines simultaneously on a single PC.</p> <p>VMware Workstation maps the physical hardware resources to the virtual machine's resources, so each virtual machine has its own CPU, memory, disks, I/O devices and more. Each virtual machine is the full equivalent of a traditional PC.</p> <p>VMware Workstation installs just like a standard program on a Windows or Linux PC. After installing Workstation, users can install and run complete, unmodified operating systems and application software in virtual machine.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 404 – Page 1</b></p> <p>Software developers rely on Workstation to develop and test client/server, Web and cloud applications in a replica of their production environments. Tight integration with SpringSource Tool Suite, Eclipse and Microsoft Visual Studio streamlines the entire process.</p> <p>Quality engineers turn to VMware Workstation to help them meet their high quality standards. Snapshots and linked clones enabled by Workstation make it easy to test applications on a complex matrix of operating systems and browsers on a single PC, reducing hardware costs and eliminating time-consuming reconfiguration tasks.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 406 – Page 1</b></p> <p>Software developers rely on Workstation to develop and test client/server, Web and cloud applications in a replica of their production environments. Tight integration with SpringSource Tool Suite, Eclipse and Microsoft Visual Studio streamlines the entire process.</p> <p>Quality engineers turn to VMware Workstation to help them meet their high quality standards. Snapshots and linked clones enabled by Workstation make it easy to test applications on a complex matrix of operating systems and browsers on a single PC, reducing hardware costs and eliminating time-consuming reconfiguration tasks.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 600 - Page 139</b></p> <p>The virtual networking components in Workstation include virtual switches, virtual network adapters, the virtual DHCP server, and the NAT device.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 604 – Page 22</b></p>	Windows

						<p>Back up all virtual machines by making backup copies of the files in the virtual machine directories and storing them in different directories.</p> <p>The files that you back up should include .vmdk or .dsk files, .vmx or .cfg files, and .nvram files. Depending on the upgrade path, you might not be able to run virtual machines under both the current version of Workstation and the previous version of Workstation.</p> <p><a href="https://www.vmware.com/pdf/ws80-qetting-started.pdf">https://www.vmware.com/pdf/ws80-qetting-started.pdf</a></p> <p><b>Category 612</b> – Page 139</p> <p>The virtual networking components in Workstation include virtual switches, virtual network adapters, the virtual DHCP server, and the NAT device.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 616</b> – Page 2</p> <p>Remotely connect to and access virtual machines running on VMware Workstation, VMware vSphere and VMware vCenter anywhere on your network to leverage not only your local PC but also the internal cloud.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 618</b> - Page 139 - The virtual networking components in Workstation include virtual switches, virtual network adapters, the virtual DHCP server, and the NAT device.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 804</b> – Page 1</p> <p>VMware Workstation is the most dependable, high-performing and feature-rich virtualization platform for your Windows or Linux PC. It allows one physical PC to run multiple operating systems at the same time. No rebooting or hard-drive partitioning is required.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 806</b> – Page 2</p> <p>Run VMware Workstation as a server to host applications for your team, department or anyone else in your organization. It's the quickest way to host a legacy file or print server or share a virtual machine with enterprise caliber control over user access.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 808</b> – Page 111</p> <p>A virtual disk is a file or set of files that appears as a physical disk drive to a guest operating system. The files can be on the host system or on a remote computer. When you configure a virtual machine to use a virtual disk, you can install a new operating system onto the virtual disk without repartitioning a physical disk or rebooting the host.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 812</b> – Page 5</p> <p><i>Using VMware Workstation</i> describes how to use VMware® Workstation and create, configure, and manage virtual machines.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 816</b> – Page 92</p> <p>Encrypting a virtual machine secures it from unauthorized use. When you encrypt a virtual machine, Workstation prompts you for a password. After the virtual machine is encrypted, you must enter the password to open the virtual machine or to remove encryption from it. Workstation displays the encrypted virtual machine with a lock icon until you enter the password to open the virtual machine.</p> <p><a href="http://www.vmware.com/pdf/ws80-using.pdf">http://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 904</b> – Page 2</p> <p>Remotely connect to and access virtual machines</p>	
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						<p>running on VMware Workstation, VMware vSphere and VMware vCenter anywhere on your network to leverage not only your local PC but also the internal cloud.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 908 – Page 139</b></p> <p>Workstation provides bridged networking, network address translation (NAT), host-only networking, and custom networking options to configure a virtual machine for virtual networking. The software needed for all networking configurations is installed on the host system when you install Workstation.</p> <p><a href="http://www.vmware.com/pdf/ws80-using.pdf">http://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 912 - Page 1</b></p> <p>Software developers rely on Workstation to develop and test client/server, Web and cloud applications in a replica of their production environments. Tight integration with SpringSource Tool Suite, Eclipse and Microsoft Visual Studio streamlines the entire process.</p> <p>Quality engineers turn to VMware Workstation to help them meet their high quality standards. Snapshots and linked clones enabled by Workstation make it easy to test applications on a complex matrix of operating systems and browsers on a single PC, reducing hardware costs and eliminating time-consuming reconfiguration tasks. IT administrators depend on VMware Workstation to safely test applications, patches, new operating systems and updates in isolated sandboxed environments before deploying them to production.</p> <p><a href="http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf">http://www.vmware.com/files/pdf/VMware-Workstation-Datasheet.pdf</a></p> <p><b>Category 916 - Page 111</b></p> <p>A virtual disk is a file or set of files that appears as a physical disk drive to a guest operating system. The files can be on the host system or on a remote computer. When you configure a virtual machine to use a virtual disk, you can install a new operating system onto the virtual disk without repartitioning a physical disk or rebooting the host.</p> <p><a href="https://www.vmware.com/pdf/ws80-using.pdf">https://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 1216 - Page 92</b></p> <p>Encrypting a virtual machine secures it from unauthorized use. When you encrypt a virtual machine, Workstation prompts you for a password. After the virtual machine is encrypted, you must enter the password to open the virtual machine or to remove encryption from it. Workstation displays the encrypted virtual machine with a lock icon until you enter the password to open the virtual machine.</p> <p><a href="http://www.vmware.com/pdf/ws80-using.pdf">http://www.vmware.com/pdf/ws80-using.pdf</a></p> <p><b>Category 802 - Page 28</b></p> <p>VMware ThinApp™ lets you package an application into a single file that runs in a virtualized application sandbox. This strategy results in flexible, conflict-free application provisioning. Although VMware ThinApp can be used on its own to provide a very flexible application virtualization solution, You can also combine it with VMware View and provision Virtualized application to desktop pools and/or specific user desktop, making application distribution a lot simpler.</p> <p><a href="http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf">http://pubs.vmware.com/view-50/topic/com.vmware.ICbase/PDF/view-50-architecture-planning.pdf</a></p> <p><b>Category 1002 – Page 9</b></p> <p>10 - VMware View supports a broad range of mobile devices and operating system to access the environment, making it simpler to gain corporate desktop access. VMware View supports external secure access, again from multiple form factors (Android, iPad, Linux, Mac, Windows) making it simpler for user to reach their corporate desktops. End users start View Client to log in to View Connection Server. This server, which integrates with Windows Active Directory, provides access to a virtual desktop hosted in a VMware vSphere environment, a blade or physical PC, or a Windows Terminal Services server.</p>	
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	THIN4-STE-G-SSS-C	Basic Support/Subscription ThinApp 4 Suite	VMware	per device/VM	primary 802	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	THIN4-STE-P-SSS-C	Production Support/Subscription ThinApp 4 Suite	VMware	per device/VM	primary 802	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	THIN5-STE-C	VMware ThinApp 5 Suite	VMware	Per instance - Suite	primary 802, 804, 806, 808	English	<p><b>VMware ThinApp Documentation</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/thinapp_pubs.html">http://www.vmware.com/support/pubs/thinapp_pubs.html</a></li> </ul>	Windows
	THIN5-STE-G-SSS-C	Basic Support/Subscription VMware ThinApp 5 Suite for 1 year	VMware	Per instance - Suite	primary 802, 804, 806, 808	English	<p><b>Basic Support</b></p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	THIN5-STE-P-SSS-C	Production Support/Subscription VMware ThinApp 5 Suite for 1 year	VMware	Per instance - Suite	primary 802, 804, 806, 808	English	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	THIN5-100PK-C	VMware ThinApp 5 Client Licenses 100 Pack	VMware	Per Pack - 100 Client Licenses	Primary 802	English	<p><b>VMware ThinApp Documentation</b></p> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/thinapp_pubs.html">http://www.vmware.com/support/pubs/thinapp_pubs.html</a></li> </ul>	Windows
	THIN5-100PK-G-SSS-C	Basic Support/Subscription VMware ThinApp 5 Client Licenses 100 Pack for 1 year	VMware	Per Pack - 100 Client Licenses	Primary 802	English	<p><b>Basic Support</b></p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	THIN5-100PK-P-SSS-C	Production Support/Subscription VMware ThinApp 5 Client Licenses 100 Pack for 1 year	VMware	Per Pack - 100 Client Licenses	Primary 802	English	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	HZ-MRG-10-C	VMware Horizon Mirage 10 Pack	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows
	HZ-MRG-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Mirage 10 Pack for 1 year	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	HZ-MRG-10-P-SSS-C	Production Support/Subscription for VMware Horizon Mirage 10 Pack for 1 year	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	HZ-MRG-100-C	VMware Horizon Mirage 100 Pack	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows
	HZ-MRG-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Mirage 100-Pack Named Users for 1 year	VMware	per pack	primary 804, 810, 904, 910, 1214	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	HZ-MRG-100-P-SSS-C	Production Support/Subscription for VMware Horizon Mirage 100-Pack Named Users for 1 year	VMware	per pack	primary 804, 810, 904, 910, 1214	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	HZ-MRG-STE-10-UG-C	Upgrade: VMware Horizon Mirage to Horizon Suite 10 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-MRG-STE-100-UG-C	Upgrade: VMware Horizon Mirage to Horizon Suite 100 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-STE-10-C	VMware Horizon Suite 10 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux

	HZ-STE-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite 10 Pack for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	HZ-STE-10-P-SSS-C	Production Support/Subscription for VMware Horizon Suite 10 Pack for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	HZ-STE-100-C	VMware Horizon Suite 100 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-STE-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite 100 Pack for 1 year	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	HZ-STE-100-P-SSS-C	Production Support/Subscription for VMware Horizon Suite 100 Pack for 1 year	VMware	per instance	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	HZ-MRG-WIN-6M-TLSS-C	VMware Mirage Windows / Hardware Migration for 1 named user - Term License for 6 Months	VMware	per instance	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>VMware Mirage Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/mirage_pubs.html">http://www.vmware.com/support/pubs/mirage_pubs.html</a></li> </ul>	Windows
	HZ-MW-MRG-10-C	VMware Horizon Mirage for Previous Windows Migration Customers, 10-Pack Named Users	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>VMware Mirage Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/mirage_pubs.html">http://www.vmware.com/support/pubs/mirage_pubs.html</a></li> </ul>	Windows
	HZ-MRG-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Mirage 10-Pack Named Users for 1 year	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	HZ-MRG-10-P-SSS-C	Production Support/Subscription for VMware Horizon Mirage 10-Pack Named Users for 1 year	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical</li> </ul>	Windows

							resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	<b>HZ-MW-MRG-100-C</b>	VMware Horizon Mirage for Previous Windows Migration Customers, 100-Pack Named Users	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>VMware Mirage Documentation</b> • <a href="http://www.vmware.com/support/pubs/mirage_pubs.html">http://www.vmware.com/support/pubs/mirage_pubs.html</a>	Windows
	<b>HZ-MRG-100-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Mirage 100-Pack Named Users for 1 year	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:  • Global, 12x5 access to support • Unlimited number of support requests • Remote Support • Online access to documentation and technical resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	<b>HZ-MRG-100-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Mirage 100-Pack Named Users for 1 year	VMware	Per pack	primary 804, 810, 904, 910, 1214	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments:  • Global, 24x7 support for Severity 1 issues • Fast response times for critical issues • Unlimited number of support requests • Remote Support • Online access to documentation and technical resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	<b>HZ-V250-ST-500-UG-C</b>	Upgrade: VMware Horizon View 5 Bundle (250-Pack CCU) to Horizon Suite (500-Pack Named Users)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some component s will be available in French as well	<b>VMware Horizon Documentation</b> • <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a>	Windows/Linux /ESXi
	<b>HZ-ST-500-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (500-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some component s will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:  • Global, 12x5 access to support • Unlimited number of support requests • Remote Support • Online access to documentation and technical resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	<b>HZ-ST-500-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Suite (500-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some component s will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments:  • Global, 24x7 support for Severity 1 issues • Fast response times for critical issues • Unlimited number of support requests • Remote Support • Online access to documentation and technical resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	<b>HZ-V500-ST-1000-UG-C</b>	Upgrade: VMware Horizon View 5 Bundle (500-Pack CCU) to Horizon Suite (1000-Pack Named Users)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some component s will be available in French as well	<b>VMware Horizon Documentation</b> • <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a>	Windows/Linux /ESXi
	<b>HZ-ST-1000-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (1000-Pack Named Users)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some component s will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:  • Global, 12x5 access to support • Unlimited number of support requests • Remote Support • Online access to documentation and technical resources, knowledge base, discussion forums • Product updates and upgrades  <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi



	HZ-ST-1000-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (1000-Pack Named Users)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZ-V500-ST-500-UG-C	Upgrade: VMware Horizon View 5 Bundle (500-Pack CCU) to Horizon Suite (500-Pack Named Users)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	HZ-ST-500-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (500-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	HZ-ST-500-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (500-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZ-VU-ST-10-UG-C	Upgrade: VMware Horizon View 5 Bundle (10 Pack) to Horizon Suite (10 Pack)	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-ST-E-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (10-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	HZ-ST-E-10-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (10-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZ-VU-ST-100-UG-C	Upgrade: VMware Horizon View 5 Bundle (100 Pack) to Horizon Suite (100 Pack)	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon View Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/view-pubs.html">http://www.vmware.com/support/pubs/view-pubs.html</a></li> </ul>	Windows, Linux
	HZ-ST-E-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (100-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816,	English and some components will be available	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments:	Windows/Linux /ESXi



					902, 904, 1214, 1218	in French as well	<ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	HZ-ST-E-100-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (100-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZ-VU-ST-20-UG-C	Upgrade: VMware Horizon View 5 Bundle (10 Pack) to Horizon Suite (20 Pack)	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon View Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/view_pubs.html">http://www.vmware.com/support/pubs/view_pubs.html</a></li> </ul>	Windows, Linux
	HZ-ST-20-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (20 Pack) for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	HZ-ST-20-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (20 Pack) for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	HZ-VU-ST-200-UG-C	Upgrade: VMware Horizon View 5 Bundle (100 Pack) to Horizon Suite (200 Pack)	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon View Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/view_pubs.html">http://www.vmware.com/support/pubs/view_pubs.html</a></li> </ul>	Windows, Linux
	HZ-ST-200-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (200 Pack) for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	HZ-ST-200-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (200 Pack) for 1 year	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux

	<b>HZ-VU-STC-10-UG-C</b>	Upgrade: VMware Horizon View 5 Bundle (10-Pack) to Horizon Suite (10-Pack CCU)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>VMware Horizon View Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/view-pubs.html">http://www.vmware.com/support/pubs/view-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	<b>HZ-STC-10-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (10-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	<b>HZ-STC-10-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Suite (10-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	<b>HZ-VU-STC-100-UG-C</b>	Upgrade: VMware Horizon View 5 Bundle (100-Pack) to Horizon Suite (100-Pack CCU)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>VMware Horizon View Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/view-pubs.html">http://www.vmware.com/support/pubs/view-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	<b>HZ-STC-100-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (100-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	<b>HZ-STC-100-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Suite (100-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	<b>HZ-VU-STC-250-UG-C</b>	Upgrade: VMware View 5 (250-Pack) to Horizon Suite (250-Pack CCU)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>VMware Horizon Suite Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	<b>HZ-STC-250-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (250-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	<b>HZ-STC-250-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Suite (250-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> </ul>	Windows/Linux /ESXi

							<ul style="list-style-type: none"> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	<b>HZ-VU-STC-500-UG-C</b>	Upgrade: VMware View 5 (500-Pack) to Horizon Suite (500-Pack CCU)	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>VMware Horizon Suite Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows/Linux /ESXi
	<b>HZ-STC-500-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Suite (500-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	<b>HZ-STC-500-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Suite (500-Pack CCU) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	<b>HZ-WSP-10-C</b>	VMware Horizon Workspace 10 Pack	VMware	per pack	primary 802, 812, 814, 816	English	<b>VMware Horizon Workspace Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/horizon-workspace-pubs.html">http://www.vmware.com/support/pubs/horizon-workspace-pubs.html</a></li> </ul>	Windows, Linux
	<b>HZ-WSP-10-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Workspace 10 Pack for 1 year	VMware	per instance	primary 802, 812, 814, 816	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	<b>HZ-WSP-10-P-SSS-C</b>	Production Support/Subscription for VMware Horizon Workspace 10 Pack for 1 year	VMware	per instance	primary 802, 812, 814, 816	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	<b>HZ-WSP-100-C</b>	VMware Horizon Workspace 100 Pack	VMware	per pack	primary 802, 812, 814, 816	English	<b>VMware Horizon Workspace Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/horizon-workspace-pubs.html">http://www.vmware.com/support/pubs/horizon-workspace-pubs.html</a></li> </ul>	Windows, Linux
	<b>HZ-WSP-100-G-SSS-C</b>	Basic Support/Subscription for VMware Horizon Workspace 100 Pack for 1 year	VMware	per pack	primary 802, 812, 814, 816	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux

	HZ-WSP-100-P-SSS-C	Production Support/Subscription for VMware Horizon Workspace 100 Pack for 1 year	VMware	per pack	primary 802, 812, 814, 816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	HZ-WSP-STE-10-UG-C	Upgrade: VMware Horizon Workspace to Horizon Suite 10 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Suite Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-STE-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (10-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	HZ-STE-10-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (10-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZ-WSP-STE-100-UG-C	Upgrade: VMware Horizon Workspace to Horizon Suite 100 Pack	VMware	per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1006, 1214, 1222	English	<b>VMware Horizon Suite Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html">http://www.vmware.com/support/pubs/vmware-horizon-suite-pubs.html</a></li> </ul>	Windows, Linux
	HZ-STE-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Suite (100-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	HZ-STE-100-P-SSS-C	Production Support/Subscription for VMware Horizon Suite (100-Pack Named Users) for 1 year	VMware	Per pack	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 902, 904, 1214, 1218	English and some components will be available in French as well	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	HZN-OPR-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 10 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul>	ESXi

							<a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	HZN-OPR-10-P-SSS-C	Production Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 10 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	HZN-OPR-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 100 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	HZN-OPR-100-P-SSS-C	Production Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 100 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	HZ-MRG-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Mirage 100 Pack for 1 year	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	HZ-MRG-100-P-SSS-C	Production Support/Subscription for VMware Horizon Mirage 100 Pack for 1 year	VMware	per pack	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VF-ADPRV25-G-SSS-C	Basic Support/Subscription VMware vFabric Application Director for Provisioning 25 VM Pack for 1 year	VMware	Per 25 VM Pack	Primary 402, 404, 408, 502, 504, 506, 802, 806	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	VF-ADPRV25-P-SSS-C	Production Support/Subscription VMware vFabric Application Director for Provisioning 25 VM Pack for 1 year	VMware	Per 25 VM Pack	Primary 402, 404, 408, 502, 504, 506, 802, 806	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows/Linux /ESXi

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VF-ADRAU25-G-SSSC	Basic Support/Subscription VMware vFabric Application Director for Release Automation 25 VM Pack for 1 year	VMware	Per 25 VM Pack	Primary 402, 404, 408, 502, 504, 506, 802, 806	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux /ESXi
	VF-ADRAU25-P-SSSC	Production Support/Subscription VMware vFabric Application Director for Release Automation 25 VM Pack for 1 year	VMware	Per 25 VM Pack	Primary 402, 404, 408, 502, 504, 506, 802, 806	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux /ESXi
	VF-ADV-C	VMware vFabric Suite Advanced License for 1 VM	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>VMware vFabric Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vfabric-pubs.html">http://www.vmware.com/support/pubs/vfabric-pubs.html</a></li> </ul>	Windows/Linux
	VF-ADV-G-SSSC	Basic Support/Subscription for VMware vFabric Suite Advanced License for 1 VM for 1 Year	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-ADV-P-SSSC	Production Support/Subscription for VMware vFabric Suite Advanced License for 1 VM for 1 Year	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-APM-G-SSSC	Basic Support/Subscription for VMware vFabric Application Performance Manager for 1 Year	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-APM-P-SSSC	Production Support/Subscription for VMware vFabric Application Performance Manager for 1 Year	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-APM5-G-SSSC	Basic Support/Subscription VMware vFabric Application Performance Manager 5.0 per VM for	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments:	Windows/Linux



		1 year					<ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-APM5-P-SSS-C	Production Support/Subscription VMware vFabric Application Performance Manager 5.0 per VM for 1 year	VMware	Per VM	Primary 402, 404, 408, 502, 504, 506, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-DD2-25VM-C	VMware vFabric Data Director 2.x License (25 VM Pack)	VMware	Per VM	Primary 800, 100, 110	English and French	<b>VMware vFabric Data Director Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vfabric-data-director-pubs.html">http://www.vmware.com/support/pubs/vfabric-data-director-pubs.html</a></li> </ul>	Window, Linux
	VF-DD2-25VM-G-SSS-C	Basic Support/Subscription for VMware vFabric Data Director 2.x License (25 VM Pack) for 1 year	VMware	Per VM	Primary 800, 100, 110	English and French	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows , Linux
	VF-DD2-25VM-P-SSS-C	Production Support/Subscription for VMware vFabric Data Director 2.x License (25 VM Pack)	VMware	Per VM	Primary 800, 100, 110	English and French	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	VF-ERSP-G-SSS-C	Basic Support/Subscription for VMware vFabric ERS Perpetual License (Per Processor) for 1 Year	VMware	Per Processor	Primary 400, 410, 500, 502	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-ERSP-P-SSS-C	Production Support/Subscription for VMware vFabric ERS Perpetual License (Per Processor) for 1 Year	VMware	Per Processor	Primary 400, 410, 500, 502	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-GFACN-C	VMware vFabric GemFire License (per Proc) - Application Cache Node	VMware	Per Processor	Primary 100, 110, 114	English	<b>VMware vFabric GemFire Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vfabric-gemfire.html">http://www.vmware.com/support/pubs/vfabric-gemfire.html</a></li> </ul>	Windows/Linux
	VF-GFACN-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Application Cache Node for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows/Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-GFACN-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Application Cache Node for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-GFDMN-C	VMware vFabric GemFire License (per Proc) - Data Management Node	VMware	Per Processor	Primary 100, 110, 114	English	<b>VMware vFabric GemFire Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vfabric-gemfire.html">http://www.vmware.com/support/pubs/vfabric-gemfire.html</a></li> </ul>	Windows/Linux
	VF-GFDMN-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Data Management Node for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-GFDMN-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Data Management Node for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-GFGLW-C	VMware vFabric GemFire License (per Proc) - Global WAN Upgrade	VMware	Per Processor	Primary 100, 110, 114	English	<b>VMware vFabric GemFire Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vfabric-gemfire.html">http://www.vmware.com/support/pubs/vfabric-gemfire.html</a></li> </ul>	Windows/Linux
	VF-GFGLW-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Global WAN Upgrade for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-GFGLW-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Global WAN Upgrade for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-GFUUG-C	VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade	VMware	Per Processor	Primary 100, 110, 114	English	<b>VMware vFabric GemFire Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/vfabric-gemfire.html">http://www.vmware.com/support/pubs/vfabric-gemfire.html</a></li> </ul>	Windows/Linux
	VF-GFUUG-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	Windows/Linux



							<ul style="list-style-type: none"> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-GFUG-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade for 1 Year	VMware	Per Processor	Primary 100, 110, 114	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-HYPM-G-SSS-C	Basic Support/Subscription for VMware vFabric Hyperic Perpetual License (Per Machine) for 1 Year	VMware	Per machine	Primary 800, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-HYPM-P-SSS-C	Production Support/Subscription for VMware vFabric Hyperic Perpetual License (Per Machine) for 1 Year	VMware	Per machine	Primary 800, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-HYPM5-C	VMware vFabric Hyperic 5 Perpetual License (Per Machine)	VMware	Per machine	Primary 800, 814	English	<b>VMware vFabric Hyperic Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vfabric-hyperic.html">http://www.vmware.com/support/pubs/vfabric-hyperic.html</a></li> </ul>	Windows/Linux
	VF-HYPM5-G-SSS-C	Basic Support/Subscription VMware vFabric Hyperic 5 Perpetual License (Per Machine) for 1 year	VMware	Per machine	Primary 800, 814	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux
	VF-HYPM5-P-SSS-C	Production Support/Subscription VMware vFabric Hyperic 5 Perpetual License (Per Machine) for 1 year	VMware	Per machine	Primary 800, 814	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	VF-PSGR-VM-C	VMware vFabric Postgres 9.1 Standard Edition License for 1 VM (Up to 2 vCPU)	VMware	Per Machine	Primary 100, 106, 110	English	<b>VMware vFabric Postgres Documentation</b> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vfabric-postgres-pubs.html">http://www.vmware.com/support/pubs/vfabric-postgres-pubs.html</a></li> </ul>	Windows/Linux
	VF-PSGR-VM-G-SSS-C	Basic Support/Subscription for VMware vFabric Postgres 9.1 Standard Edition License for 1 VM for 1 year	VMware	Per Machine	Primary 100, 106, 110	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows/Linux

	VF-PSGR-VM-P-SSS-C	Production Support/Subscription for VMware vFabric Postgres 9.1 Standard Edition License for 1 VM for 1 year	VMware	Per Machine	Primary 100, 106, 110	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows/Linux
	CA-AUTDT25-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center for Desktop (25 Pack) for 1 year	VMware	per 25 pack	primary 812, 806, 808, 814,816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	CA-AUTDT25-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center for Desktop (25 Pack) for 1 year	VMware	per 25 pack	primary 812, 806, 808, 814,816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	CA-AUTSV25-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center for Server (25 Pack) for 1 year	VMware	per 25 pack	primary 812, 806, 808, 814,816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	CA-AUTSV25-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center for Server (25 Pack) for 1 year	VMware	per 25 pack	primary 812, 806, 808, 814,816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	CA-DEVK-G-SSS-C	Basic Support/Subscription VMware vCloud Automation Center Development Kit - per Instance for 1 year	VMware	per instance	primary 812, 806, 808, 814,816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows

CA-DEVK-P-SSS-C	Production Support/Subscription VMware vCloud Automation Center Development Kit - per Instance for 1 year	VMware	per instance	primary 812, 806, 808, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
HZN-OPR-10-C	VMware Horizon Application Manager Perpetual Bundle: 10 Pack	VMware	per named user	primary 802, 812, 814, 816	English	<b>Primary 800</b> VMware Horizon Application Manager lets you control, manage and deliver policy-driven application access to end users across every device and gives end users an easy, secure way to get to their work. Unify management of any SaaS, web and Windows applications through the Horizon Application Catalog and securely deliver applications to end-users on the device of their choice, increasing user's flexibility while reducing costs. Give end-users easy on-demand access to their applications on their preferred devices whenever they need them, increasing productivity and simplifying the overall experience. <a href="http://www.vmware.com/products/desktop_virtualization/horizon-application-manager/overview.html">http://www.vmware.com/products/desktop_virtualization/horizon-application-manager/overview.html</a> <a href="http://www.vmware.com/files/pdf/horizon/VMware-Horizon-App-Manager-Datasheet.pdf">http://www.vmware.com/files/pdf/horizon/VMware-Horizon-App-Manager-Datasheet.pdf</a>	ESXi
HZN-OPR-10-G-SSS-C	Basic Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 10 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
HZN-OPR-10-P-SSS-C	Production Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 10 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
HZN-OPR-100-C	VMware Horizon Application Manager Perpetual Bundle: 100 Pack	VMware	per named user	primary 802, 812, 814, 816	English	<b>Primary 800</b> VMware Horizon Application Manager lets you control, manage and deliver policy-driven application access to end users across every device and gives end users an easy, secure way to get to their work. Unify management of any SaaS, web and Windows applications through the Horizon Application Catalog and securely deliver applications to end-users on the device of their choice, increasing user's flexibility while reducing costs. Give end-users easy on-demand access to their applications on their preferred devices whenever they need them, increasing productivity and simplifying the overall experience. <a href="http://www.vmware.com/products/desktop_virtualization/horizon-application-manager/overview.html">http://www.vmware.com/products/desktop_virtualization/horizon-application-manager/overview.html</a> <a href="http://www.vmware.com/files/pdf/horizon/VMware-Horizon-App-Manager-Datasheet.pdf">http://www.vmware.com/files/pdf/horizon/VMware-Horizon-App-Manager-Datasheet.pdf</a>	ESXi
HZN-OPR-100-G-SSS-C	Basic Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 100	VMware	per named user	primary 802, 812, 814, 816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments:	ESXi

		Pack for 1 year					<ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	HZN-OPR-100-P-SSS-C	Production Support/Subscription for VMware Horizon Application Manager Perpetual Bundle: 100 Pack for 1 year	VMware	per named user	primary 802, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	MG-10-BUN-C	VMware Mirage Bundle for 10 named Users (Desktop Recovery + Repair and Image Management)	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	Primary 800  VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC.  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a> <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	MG-10-BUN-G-SSS-C	Basic Support/Subscription for VMware Mirage Bundle for 10 named Users (Desktop Recovery + Repair and Image Management) 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-10-BUN-P-SSS-C	Production Support/Subscription for VMware Mirage Bundle for 10 named Users (Desktop Recovery + Repair and Image Management) for 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	MG-10-DRR-G-SSS-C	Basic Support/Subscription for VMware Mirage Desktop Recover + Repair for 10 named Users for 1 year - Renewal Only	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-10-IMG-G-SSS-C	Basic Support/Subscription for VMware Mirage Image Management for 10 named Users for 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows

		- Renewal Only			1218		<ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	MG-100-BUN-C	VMware Mirage Bundle for 100 named Users (Desktop Recovery + Repair and Image Management)	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Primary 800</b> VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC. <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a> <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	MG-100-BUN-G-SSS-C	Basic Support/Subscription for VMware Mirage Bundle for 100 named Users (Desktop Recovery + Repair and Image Management) 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-100-BUN-P-SSS-C	Production Support/Subscription for VMware Mirage Bundle for 100 named Users (Desktop Recovery + Repair and Image Management) for 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Production Support</b> Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	MG-100-DRR-G-SSS-C	Basic Support/Subscription for VMware Mirage Desktop Recovery & Repair for 100 named Users for 1 year - Renewal Only	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-100-IMG-G-SSS-C	Basic Support/Subscription for VMware Mirage Image Management for 100 named Users for 1 year - Renewal Only	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows

	MG-MIG10-BUN-C	VMware Mirage Bundle for Previous Windows 7 / Hardware Migration Customers for 10 named Users	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Primary 800</b>  VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC.  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	MG-10-BUN-G-SSS-C	Basic Support/Subscription for VMware Mirage Bundle for 10 named Users (Desktop Recovery + Repair and Image Management) 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-10-BUN-P-SSS-C	Production Support/Subscription for VMware Mirage Bundle for 10 named Users (Desktop Recovery + Repair and Image Management) for 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	MG-MIG100-BUN-C	VMware Mirage Bundle for Previous Windows 7 / Hardware Migration Customers for 100 named Users	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Primary 800</b>  VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC.  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	MG-100-BUN-G-SSS-C	Basic Support/Subscription for VMware Mirage Bundle for 100 named Users (Desktop Recovery + Repair and Image Management) 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Basic Support</b>  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	MG-100-BUN-P-SSS-C	Production Support/Subscription for VMware Mirage Bundle for 100 named Users (Desktop Recovery + Repair and Image Management) for 1 year	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	windows

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	MG-W7/HM100-6M-TL-C	VMware Mirage Windows 7 / Hardware Migration for 10 named users - Term License for 6 Months	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Primary 800</b>  VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC.  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	MG-W7/HM100-6M-TL-C	VMware Mirage Windows 7 / Hardware Migration for 100 named users - Term License for 6 Months	VMware	per named user	primary 804, 810, 812, 814, 816, 902, 904, 910, 1214, 1218	English	<b>Primary 800</b>  VMware Mirage offers a unique solution for managing your laptops and desktops that combines centralized management for IT and local execution for end users. VMware Mirage™ can deliver centralized & zero-touch disaster recovery, break-fix, hardware refresh, and windows 7 migrations, at no compromise for IT or the end user. Mirage empowers IT to operate centrally while end users continue to execute natively and locally on their existing Windows PC.  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>  <a href="http://www.vmware.com/products/desktop_virtualization/mirage.html">http://www.vmware.com/products/desktop_virtualization/mirage.html</a>	windows
	VF-ADV-C	VMware vFabric Advanced Perpetual License	VMware	Per vm	Primary 400 502	English and French	Build, Scale and Run Data-Intensive Applications On-Premise or in the Cloud. Develop virtual and cloud applications up to 50% faster using the Spring framework and deploy them to a runtime environment that is optimized for Spring, ideally suited for virtual infrastructures and appropriate for the needs of modern applications, with the VMware vFabric Cloud Application Platform. With support for web-oriented, data-intensive and dynamic applications, vFabric is the best platform to build, run and scale modern applications on-premise or in the public cloud.  <ul style="list-style-type: none"> <li>Get application portability on-premise and in the cloud.</li> <li>Simplify deployment and utilize system resources more efficiently.</li> <li>Use proven runtime components, including tc: Server based on Apache Tomcat, Apache Web Server, RabbitMQ and GemFire.</li> </ul> <a href="http://www.vmware.com/products/application-platform/vfabric/overview.html">http://www.vmware.com/products/application-platform/vfabric/overview.html</a>	ESXi, Windows & Linux
	VF-ADV-G-SSS-C	Basic Support/Subscription for VMware vFabric Advanced Perpetual License	VMware	Per VM	Primary 400, 502	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-ADV-P-SSS-C	Production Support/Subscription for VMware vFabric Advanced Perpetual License	VMware	Per VM	Primary 400, 502	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	



							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VF-APM-G-SSS-C	Basic Support/Subscription for VMware vFabric Application Performance Manager for 1 Year	VMware	Per VM	Primary 912	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows , Linux
	VF-APM-P-SSS-C	Production Support/Subscription for VMware vFabric Application Performance Manager for 1 Year	VMware	Per VM	Primary 912	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows , Linux
	VF-DD2-25VM-C	VMware vFabric Data Director 2.x License (25 VM Pack)	VMware	Per VM	Primary 800, 100, 110	English and French	<p><b>Primary 800</b></p> <p>Category 100 – Page 1</p> <p>VMware® vFabric™ Data Director enables database-aware virtualization on VMware vSphere® and provides self-service lifecycle management for heterogeneous databases, increasing developer agility and reducing database costs. vFabric Data Director reduces capex through database-aware virtualization, increases agility through automated lifecycle management, and accelerates application development through policy-based self-service. Designed for both enterprises and service providers, vFabric Data Director empowers administrators to securely automate and delegate routine tasks, including database provisioning, backup and cloning. vFabric Data Director currently supports Oracle 10gR2, 11gR2, and VMware vFabric Postgres databases, with more databases to be supported in the future.</p> <p>Category 110 – Page 2</p> <p>vFabric Data Director is a unified virtualization platform for managing the lifecycle of heterogeneous databases. vFabric Data Director currently supports Oracle 10gR2, 11gR2, and vFabric Postgres 9.0, 9.1, a VMware optimized relational database based on PostgreSQL. vFabric Data Director delivers three sets of capabilities:</p> <ul style="list-style-type: none"> <li>Database-aware virtualization</li> <li>Automated lifecycle management</li> <li>Self-service</li> </ul> <p>Category 800 – Page 2</p> <p>By using database virtualization, businesses are achieving cost savings and operational benefits through consolidation. Virtualizing databases requires a series of steps, and DBAs need to be familiar with the virtual infrastructure and operations. vFabric Data Director simplifies this process by providing a unified platform with integrated capabilities. It enables DBAs to easily virtualize databases on the proven vSphere infrastructure:</p> <ul style="list-style-type: none"> <li>Resource management and isolation – vFabric Data Director offers flexible resource management and isolation at the tenant and database level, thereby eliminating the “noisy neighbor” problem—interference caused by multiple databases sharing the same pool of resources.</li> <li>Integrated template management – Administrator controlled database templates help to guarantee corporate compliance, enforce standardization and enable fast</li> </ul>	Window, Linux



							<p>database provisioning.</p> <ul style="list-style-type: none"> <li>• Database ingestion – DBAs can quickly copy the database from a physical server into a virtualized database managed by vFabric Data Director, reducing the complexity usually associated with migrating a physical database into a virtual environment.</li> </ul> <p><a href="http://www.vmware.com/files/pdf/vFabric/VMware-vFabric-Data-Director-Datasheet.pdf">http://www.vmware.com/files/pdf/vFabric/VMware-vFabric-Data-Director-Datasheet.pdf</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-data-director/overview.html">http://www.vmware.com/products/application-platform/vfabric-data-director/overview.html</a></p>	
	VF-DD2-25VM-G-SSS-C	Basic Support/Subscription for VMware vFabric Data Director 2.x License (25 VM Pack) for 1 year	VMware	Per VM	Primary 800, 100, 110	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows , Linux
	VF-DD2-25VM-P-SSS-C	Production Support/Subscription for VMware vFabric Data Director 2.x License (25 VM Pack)	VMware	Per VM	Primary 800, 100, 110	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, Linux
	VF-DEV-LIC-C	VMware vFabric Developer Support- *MUST BE BOOKED WITH vFabric Developer SUPPORT SKUs*	VMware	Per VM	Primary 406	English and French	<p><b>Primary 406</b></p> <p>VMware vFabric Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the vFabric software and will answer "how-to" questions on the use of the Plugin Development Kit (PDK) and Application Programming Interfaces (APIs). Developer Support also includes assistance with application configuration and performance tuning, including the review of pertinent application code snippets, when required to accomplish such assistance.</p> <ul style="list-style-type: none"> <li>• Support for application development phase</li> <li>• Unlimited number of support requests</li> <li>• Remote support</li> </ul> <p>Developer Support does not include support for:</p> <ul style="list-style-type: none"> <li>• The application itself</li> <li>• High-level design overview and best practices</li> <li>• Unsupported third-party technologies utilization and integration</li> <li>• Application code review</li> <li>• Assistance with changing the software internals</li> </ul> <p><a href="https://www.vmware.com/support/services/vfabric-developer.html">https://www.vmware.com/support/services/vfabric-developer.html</a></p>	Windows, Linux
	VF-DEV-PRE-PSUP-C	vFabric Developer Support Premium per seat/per 1 year *MUST BE BOOKED WITH Developer Support LICENSE SKU*	VMware	Per VM	Primary 406	English and French	<p><b>Primary 400</b></p> <p>VMware vFabric Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the vFabric software and will answer "how-to" questions on the use of the Plugin Development Kit (PDK) and Application Programming Interfaces (APIs). Developer Support also includes assistance with application configuration and performance tuning, including the review of pertinent application code snippets, when required to accomplish such assistance.</p>	Windows, Linux

							<ul style="list-style-type: none"> <li>• Support for application development phase</li> <li>• Unlimited number of support requests</li> <li>• Remote support</li> </ul> <p>Developer Support does not include support for:</p> <ul style="list-style-type: none"> <li>• The application itself</li> <li>• High-level design overview and best practices</li> <li>• Unsupported third-party technologies utilization and integration</li> <li>• Application code review</li> <li>• Assistance with changing the software internals</li> </ul> <p><a href="https://www.vmware.com/support/services/fabric-developer.html">https://www.vmware.com/support/services/fabric-developer.html</a></p>	
	VF-DEV-STD-GSUP-C	vFabric Developer Support Standard per seat/per 1 year *MUST BE BOOKED WITH Developer Support LICENSE SKU*	VMware	Per VM	Primary 406	English and French	<p><b>Primary 400</b></p> <p>VMware vFabric Developer Support provides you with assistance during the development phase of applications. VMware will provide guidance on the use of the vFabric software and will answer "how-to" questions on the use of the Plugin Development Kit (PDK) and Application Programming Interfaces (APIs). Developer Support also includes assistance with application configuration and performance tuning, including the review of pertinent application code snippets, when required to accomplish such assistance.</p> <ul style="list-style-type: none"> <li>• Support for application development phase</li> <li>• Unlimited number of support requests</li> <li>• Remote support</li> </ul> <p>Developer Support does not include support for:</p> <ul style="list-style-type: none"> <li>• The application itself</li> <li>• High-level design overview and best practices</li> <li>• Unsupported third-party technologies utilization and integration</li> <li>• Application code review</li> <li>• Assistance with changing the software internals</li> </ul> <p><a href="https://www.vmware.com/support/services/fabric-developer.html">https://www.vmware.com/support/services/fabric-developer.html</a></p>	Windows, Linux
	VF-ERS-G-TLSS-T1-C	VMware vFabric ERS Term License + Basic Support/Subscription for 1 year	VMware	per processor	Primary 502	English and French	<p><b>Basic Support</b></p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, Linux
	VF-ERS-P-TLSS-T1-C	VMware vFabric ERS Term License + Production Support/Subscription for 1 year	VMware	per processor	Primary 502	English and French	<p><b>Production Support</b></p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, Linux

	VF-ERSP-C	VMware vFabric ERS Perpetual License	VMware	Per CPU	Primary 400, 502	English and French	<p><b>Primary 400</b></p> <p>Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is the web server and load-balancing component of <a href="#">VMware's vFabric Cloud Platform</a> and the most widely distributed Apache web server package.</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a></p>	ESXi, Windows & Linux, AIX, HP-UX, Solaris
	VF-ERSP-G-SSS-C	Basic Support/Subscription for VMware vFabric ERS	VMware	per processor	Primary 502	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-ERSP-P-SSS-C	Production Support/Subscription for VMware vFabric ERS	VMware	per processor	Primary 502	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	VF-GFACN-C	VMware vFabric GemFire License (per Proc) - Application Cache Node	VMware	per processor	Primary 502, 504, 800, 100	English and French	<p><b>Primary 500</b></p> <p>Category 502 – Page 1 VMware vFabric™ GemFire® provides fast, secure, reliable and scalable access to data in support of modern enterprise and cloud applications. A core component of the VMware vFabric Cloud Application Platform, GemFire enables the delivery of high performance applications that are data rich and continuously available regardless of the number of end users being served.</p> <p>Category 504 – Page 1 Integration with the popular Spring Framework transaction management capabilities makes writing and supporting transactional enterprise applications fast, secure, reliable and scalable.</p> <p>Category 800 Modern applications are increasingly web-oriented, data-intensive, and deployed in virtualized and cloud environments. Databases are becoming performance bottlenecks when they can't supply the high-speed performance required, and are unable to scale elastically with demand.</p> <p>Category 100 – Page 1 GemFire provides the data management capabilities of a database with the performance that only in-memory can provide. It is ideally suited for the needs of modern applications that require real-time access to data and the ability to solve some of the most complex data challenges in the world.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf">http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html</a></p>	Windows, Linux
	VF-GFACN-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Application Cache Node	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 access to support</li> <li>• Unlimited number of support requests</li> </ul>	Windows, Linux

							<ul style="list-style-type: none"> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-GFACN-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Application Cache Node	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows , Linux
	VF-GFDMN-C	VMware vFabric GemFire License (per Proc) - Data Management Node	VMware	per processor	Primary 502, 504, 800, 100	English and French	<b>Primary 500</b> Category 502 – Page 1 VMware vFabric™ GemFire® provides fast, secure, reliable and scalable access to data in support of modern enterprise and cloud applications. A core component of the VMware vFabric Cloud Application Platform, GemFire enables the delivery of high performance applications that are data rich and continuously available regardless of the number of end users being served.  Category 504 – Page 1 Integration with the popular Spring Framework transaction management capabilities makes writing and supporting transactional enterprise applications fast, secure, reliable and scalable.  Category 800 Modern applications are increasingly web-oriented, data-intensive, and deployed in virtualized and cloud environments. Databases are becoming performance bottlenecks when they can't supply the high-speed performance required, and are unable to scale elastically with demand.  Category 100 – Page 1 GemFire provides the data management capabilities of a database with the performance that only in-memory can provide. It is ideally suited for the needs of modern applications that require real-time access to data and the ability to solve some of the most complex data challenges in the world.  <a href="http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf">http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf</a> <a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html</a>	Windows , Linux
	VF-GFDMN-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Data Management Node	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows , Linux
	VF-GF-DMN-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Data Management Node	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul>	Windows , Linux

							<a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VF-GFGLW-C	VMware vFabric GemFire License (per Proc) - Global WAN Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p><b>Primary 500</b></p> <p>Category 502 – Page 1 VMware vFabric™ GemFire® provides fast, secure, reliable and scalable access to data in support of modern enterprise and cloud applications. A core component of the VMware vFabric Cloud Application Platform, GemFire enables the delivery of high performance applications that are data rich and continuously available regardless of the number of end users being served.</p> <p>Category 504 – Page 1 Integration with the popular Spring Framework transaction management capabilities makes writing and supporting transactional enterprise applications fast, secure, reliable and scalable.</p> <p>Category 800 Modern applications are increasingly web-oriented, data-intensive, and deployed in virtualized and cloud environments. Databases are becoming performance bottlenecks when they can't supply the high-speed performance required, and are unable to scale elastically with demand.</p> <p>Category 100 – Page 1 GemFire provides the data management capabilities of a database with the performance that only in-memory can provide. It is ideally suited for the needs of modern applications that require real-time access to data and the ability to solve some of the most complex data challenges in the world.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf">http://www.vmware.com/files/pdf/vmware-vfabric-gemfire-elastic-inmemory-data-management-DS-EN.pdf</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/overview.html</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html">http://www.vmware.com/products/application-platform/vfabric-gemfire/resources.html</a></p>	Windows , Linux
	VF-GFGLW-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Global WAN Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows , Linux
	VF-GFGLW-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Global WAN Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows , Linux
	VF-GFUUG-C	VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p>VMware vFabric GemFire Documentation</p> <ul style="list-style-type: none"> <li>• <a href="http://www.vmware.com/support/pubs/vfabric-gemfire.html">http://www.vmware.com/support/pubs/vfabric-gemfire.html</a></li> </ul>	Windows , Linux
	VF-GFUUG-G-SSS-C	Basic Support/Subscription for VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base,</li> </ul>	Windows , Linux

							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VF-GFUG-P-SSS-C	Production Support/Subscription for VMware vFabric GemFire License (per Proc) - Unlimited Client Upgrade	VMware	Per Processor	Primary 502, 504, 800, 100	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	VF-HYPE-G-TLSS-T1C	VMware vFabric Hyperic Term License + Basic Support/Subscription for 1 year (Tier 1 Range 1-200)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-HYPE-G-TLSS-T2C	VMware vFabric Hyperic Term License + Basic Support/Subscription for 1 year (Tier 2 Range 201-500)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-HYPE-G-TLSS-T3C	VMware vFabric Hyperic Term License + Basic Support/Subscription for 1 year (Tier 3 Range 501-2000)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-HYPE-G-TLSS-T4C	VMware vFabric Hyperic Term License + Basic Support/Subscription for 1 year (Tier 4 Range 2001+)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-HYPE-P-TLSS-T1C	VMware vFabric Hyperic Term License + Production Support/Subscription for 1 year (Tier 1 Range 1-200)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VF-HYPE-P-TLSS-12-C	VMware vFabric Hyperic Term License + Production Support/Subscription for 1 year (Tier 2 Range 201-500)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	VF-HYPE-P-TLSS-13-C	VMware vFabric Hyperic Term License + Production Support/Subscription for 1 year (Tier 3 Range 501-2000)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	VF-HYPE-P-TLSS-14-C	VMware vFabric Hyperic Term License + Production Support/Subscription for 1 year (Tier 4 Range 2001+)	VMware	Per Machine	Primary 900, 800, 700, 600, 500, 400	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	VF-HYPM-G-SSS-C	Basic Support/Subscription for VMware vFabric Hyperic Perpetual License (Per Machine)	VMware	per device/VM	Primary 900, 800, 700, 600, 500, 400	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-HYPM-P-SSS-C	Production Support/Subscription for VMware vFabric Hyperic Perpetual License (Per Machine)	VMware	per device/VM	Primary 900, 800, 700, 600, 500, 400	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	VF-PSGR-VM-C	VMware vFabric Postgres 9.1 Standard Edition License for 1 VM (Up to 2 vCPU)	VMware	Per VM	primary 100, 106	English and French	<b>Primary 100</b> <b>Category 100, 106 – Page 1</b> VMware vPostgres is an enterprise-class ANSI SQL relational database optimized for vSphere and vFabric environments. vPostgres is fully compatible with the proven, open source PostgreSQL. vPostgres allows you to significantly lower your database TCO and increase agility within your virtual environments.	Window, Linux

							<a href="http://www.vmware.com/products/application-platform/vfabric-postgres/overview.html">http://www.vmware.com/products/application-platform/vfabric-postgres/overview.html</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-postgres/resources.html">http://www.vmware.com/products/application-platform/vfabric-postgres/resources.html</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-postgres/features.html">http://www.vmware.com/products/application-platform/vfabric-postgres/features.html</a>  <a href="http://www.vmware.com/files/pdf/fabric/VMware-vFabric-Postgres-Datasheet.pdf">http://www.vmware.com/files/pdf/fabric/VMware-vFabric-Postgres-Datasheet.pdf</a>	
	VF-PSGR-VM-G-SSSC	Basic Support/Subscription for VMware vFabric Postgres 9.1 Standard Edition License for 1 VM for 1 year	VMware	Per VM	primary 100, 106	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Window, Linux
	VF-PSGR-VM-P-SSSC	Production Support/Subscription for VMware vFabric Postgres 9.1 Standard Edition License for 1 VM for 1 year	VMware	Per VM	primary 100, 106	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Window, Linux
	VF-RBMQ-C	VMware vFabric RabbitMQ Perpetual License	VMware	Per CPU	Primary 400 512	English and French	vFabric RabbitMQ is an efficient, highly scalable, and easy-to-deploy queuing software that makes handling message traffic virtually effortless. RabbitMQ is portable across major operating systems and developer platforms. Unlike other messaging products, RabbitMQ is protocol-based, enabling it to connect with a vast range of other software components and making it an ideal messaging solution for cloud computing.  <a href="http://www.vmware.com/products/application-platform/vfabric-rabbitmq/overview.html">http://www.vmware.com/products/application-platform/vfabric-rabbitmq/overview.html</a>	ESXi, Windows & Linux
	VF-RBMQ-G-SSC-C	Basic Support/Subscription for VMware vFabric RabbitMQ Perpetual License	VMware	per processor	Primary 500, 504, 512	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-RBMQ-P-SSSC	Production Support/Subscription for VMware vFabric RabbitMQ Perpetual License	VMware	per processor	Primary 500, 504, 512	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux



	VF-RBMQ-G-SUP-C	Basic Support for Open Source RabbitMQ for 1 Year *MUST BE BOOKED WITH OPEN SOURCE RabbitMQ LICENSE SKU*	VMware	Per processor	Primary 500, 504, 512	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-RBMQ-LIC-C	Open Source RabbitMQ Products *MUST BE BOOKED WITH OPEN SOURCE RabbitMQ SUPPORT SKUs*	VMware	Per processor	Primary 500, 504, 512	English and French	<p><b>Primary 500</b></p> <p>Category 500 – Page 1</p> <p>RabbitMQ provides the robust and reliable intersystem messaging that is critical for cloud-based applications. A key element of the VMware vFabric Cloud Application Platform, RabbitMQ delivers highly available, scalable and portable messaging with predictable and consistent throughput and latency.</p> <p>Category 504 – Page 1</p> <p>Improves the scalability, speed and user experience of your custom Web applications by decoupling application components and enabling asynchronous interapplication communications.</p> <p>Category 512 – Page 1</p> <p>Provides unprecedented connectivity, due to protocol-based messaging that enables the integration of heterogeneous application components and systems—unlike traditional, API-based enterprise message bus (ESB) software</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-rabbitmq/overview.html">http://www.vmware.com/products/application-platform/vfabric-rabbitmq/overview.html</a></p> <p><a href="https://www.vmware.com/files/pdf/vfabric/VMware-RabbitMQ-DS-EN.pdf">https://www.vmware.com/files/pdf/vfabric/VMware-RabbitMQ-DS-EN.pdf</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-rabbitmq/resources.html">http://www.vmware.com/products/application-platform/vfabric-rabbitmq/resources.html</a></p>	Windows, UNIX, Linux
	VF-RBMQ-P-SUP-C	Production Support for Open Source RabbitMQ for 1 Year *MUST BE BOOKED WITH OPEN SOURCE RabbitMQ LICENSE SKU*	VMware	Per processor	Primary 500, 504, 512	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	VF-SQLE-C	VMware vFabric SQLFire Enterprise Edition License per processor	VMware	Per CPU	Primary 100	English and French	<p><b>Primary 100</b></p> <p>Category 100 – Page 1</p> <p>VMware® vFabric™ SQLFire is an in-memory distributed SQL database that delivers dynamic scalability and high performance for modern, dataintensive applications. The memory-optimized architecture of vFabric SQLFire minimizes time spent waiting for disk access, the main performance bottleneck in traditional databases. vFabric SQLFire achieves dramatic scaling by pooling memory, CPU and network bandwidth across a cluster of machines and can manage data across geographies. vFabric SQLFire provides developers with the well-known SQL interface and tools. By incorporating an efficient SQL query engine and supporting standards such as SQL, JDBC and ADO.NET, applications designed for traditional databases can easily migrate to vFabric SQLFire.</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-sqlfire/overview.html">http://www.vmware.com/products/application-platform/vfabric-sqlfire/overview.html</a></p> <p><a href="https://www.vmware.com/files/pdf/vfabric/VMware-">https://www.vmware.com/files/pdf/vfabric/VMware-</a></p>	Windows, Linux

							<a href="#">vFabric-SQLFire-Datasheet.pdf</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-sqlfire/resources.html">http://www.vmware.com/products/application-platform/vfabric-sqlfire/resources.html</a>	
	VF-SQLE-G-SSS-C	Basic Support/Subscription for VMware vFabric SQLFire Enterprise Edition License per processor for 1 year	VMware	Per CPU	Primary 100	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	VF-SQLE-P-SSS-C	Production Support/Subscription for VMware vFabric SQLFire Enterprise Edition License per processor for 1 year	VMware	Per CPU	Primary 100	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, Linux
	VF-SQLP-E-UG-C	Upgrade: VMware vFabric SQLFire Professional Edition to VMware vFabric SQLFire Enterprise Edition License per processor	VMware	Per Processor	Primary 100	English and French	<b>Primary 100</b>  Category 100 – Page 1  VMware® vFabric™ SQLFire is an in-memory distributed SQL database that delivers dynamic scalability and high performance for modern, dataintensive applications. The memory-optimized architecture of vFabric SQLFire minimizes time spent waiting for disk access, the main performance bottleneck in traditional databases. vFabric SQLFire achieves dramatic scaling by pooling memory, CPU and network bandwidth across a cluster of machines and can manage data across geographies. vFabric SQLFire provides developers with the well-known SQL interface and tools. By incorporating an efficient SQL query engine and supporting standards such as SQL, JDBC and ADO.NET, applications designed for traditional databases can easily migrate to vFabric SQLFire.  <a href="http://www.vmware.com/products/application-platform/vfabric-sqlfire/overview.html">http://www.vmware.com/products/application-platform/vfabric-sqlfire/overview.html</a>  <a href="https://www.vmware.com/files/pdf/vfabric/VMware-vFabric-SQLFire-Datasheet.pdf">https://www.vmware.com/files/pdf/vfabric/VMware-vFabric-SQLFire-Datasheet.pdf</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-sqlfire/resources.html">http://www.vmware.com/products/application-platform/vfabric-sqlfire/resources.html</a>	Window, Linux
	VF-SQLP-C	VMware vFabric SQLFire Professional Edition License per processor	VMware	Per Processor	Primary 100	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Window, Linux
	VF-SQLP-G-SSS-C	Basic Support/Subscription for VMware vFabric SQLFire Professional Edition License per processor for 1 Year	VMware	Per Processor	Primary 100	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Window, Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VF-SQLP-P-SSS-C	Production Support/Subscription for VMware vFabric SQLFire Professional Edition License per processor for 1 Year	VMware	Per Processor	Primary 100	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Window, Linux
	VF-STD-ADV-UG-C	Upgrade: VMware vFabric Standard to vFabric Advanced License (Perptual Licenses)	VMware	Per Virtual Machine (includes upto 6 Cores)	Primary 400, 502	English and French	Build, Scale and Run Data-Intensive Applications On-Premise or in the Cloud. Develop virtual and cloud applications up to 50% faster using the Spring framework and deploy them to a runtime environment that is optimized for Spring, ideally suited for virtual infrastructures and appropriate for the needs of modern applications, with the VMware vFabric Cloud Application Platform. With support for web-oriented, data-intensive and dynamic applications, vFabric is the best platform to build, run and scale modern applications on-premise or in the public cloud. <ul style="list-style-type: none"> <li>Get application portability on-premise and in the cloud.</li> <li>Simplify deployment and utilize system resources more efficiently.</li> <li>Use proven runtime components, including tc Server based on Apache Tomcat, Apache Web Server, RabbitMQ and GemFire.</li> </ul> <a href="http://www.vmware.com/products/application-platform/vfabric/overview.html">http://www.vmware.com/products/application-platform/vfabric/overview.html</a>	ESXi, Windows & Linux
	VF-STD-C	VMware vFabric Standard Perpetual License	VMware	Per Virtual Machine (includes upto 6 Cores)	Primary 400, 502	English and French	Build, Scale and Run Data-Intensive Applications On-Premise or in the Cloud. Develop virtual and cloud applications up to 50% faster using the Spring framework and deploy them to a runtime environment that is optimized for Spring, ideally suited for virtual infrastructures and appropriate for the needs of modern applications, with the VMware vFabric Cloud Application Platform. With support for web-oriented, data-intensive and dynamic applications, vFabric is the best platform to build, run and scale modern applications on-premise or in the public cloud. <ul style="list-style-type: none"> <li>Get application portability on-premise and in the cloud.</li> <li>Simplify deployment and utilize system resources more efficiently.</li> <li>Use proven runtime components, including tc Server based on Apache Tomcat, Apache Web Server, RabbitMQ and GemFire.</li> </ul> <a href="http://www.vmware.com/products/application-platform/vfabric/overview.html">http://www.vmware.com/products/application-platform/vfabric/overview.html</a>	ESXi, Windows & Linux
	VF-STD-G-SSS-C	Basic Support/Subscription for VMware vFabric Standard Perpetual License	VMware	per VM	primary 500, 404, 802	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux

	VF-STD-P-SSS-C	Production Support/Subscription for VMware vFabric Standard Perpetual License	VMware	per VM	primary 500, 404, 802	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	VF-TCSS-C	VMware vFabric tc Server Spring Edition Perpetual License	VMware	Per CPU	Primary 400, 502	English and French	<p><b>Primary 400</b></p> <p>vFabric tc Server, the best place to build and run Java Spring applications, provides enterprise users with the lightweight server they want paired with the operational management, advanced diagnostics, and mission-critical support capabilities businesses need. Designed to be a drop-in replacement for Apache Tomcat, vFabric tc Server ensures a seamless migration path for existing custom-built and commercial software applications already certified for Tomcat.</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-tcserver/overview.html">http://www.vmware.com/products/application-platform/vfabric-tcserver/overview.html</a></p>	ESXi, Windows & Linux, AIX, HPUX, Solaris
	VF-TCSS-G-SSS-C	Basic Support/Subscription to Server Spring Edition	VMware	per processor	Primary 400, 502	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-TCSS-G-TLSS-T1-C	VMware vFabric tc Server Spring Edition Term License + Basic Support/Subscription for 1 year	VMware	Per Processor	Primary 400, 502	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-TCSS-P-SSS-C	Production Support/Subscription for VMware vFabric tc Server Spring Edition	VMware	per 200 licenses	Primary 400, 502	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	VF-TCSS-P-TLSS-T1-C	VMware vFabric tc Server Spring Edition Term License + Production Support/Subscription for 1 year	VMware	Per Processor	Primary 400, 502	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p> <p><a href="http://www.vmware.com/products/application-">http://www.vmware.com/products/application-</a></p>	Windows, UNIX, Linux

							<a href="http://platform/vfabric-tcserver/overview.html">platform/vfabric-tcserver/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-tcserver/resource.html">http://www.vmware.com/products/application-platform/vfabric-tcserver/resource.html</a>	
	VF-TCSV-C	VMware vFabric tc Server Perpetual License (Per Processor) (Production)	VMware	per processor	Primary 400, 502	English and French	<p><b>Primary 400</b></p> <p>Category 400 – Page 2</p> <p>TC Server includes core capabilities that enhance the efficiency of developers using Spring, the world's most popular Java development framework:</p> <ul style="list-style-type: none"> <li>• The Spring Insight console provides a dashboard view of real-time Spring application performance metrics. Without changing code, developers can detect, analyze and diagnose application performance issues right from their desktops.</li> <li>• tc Server is immediately familiar to developers, because it is based on the popular Tomcat server in use at nearly 70 percent of organizations today.</li> </ul> <p>Category 502 – Page 1</p> <p>VMware vFabric™ tc Server is the runtime server at the heart of the VMware vFabric Cloud Application Platform. Available in Spring Edition, Standard Edition and Developer Edition, tc Server is the best place to build and run your Spring applications. With a lightweight footprint, it is ideally suited for virtual and cloud environments. As an enterprise version of Apache Tomcat, tc Server is enhanced with core capabilities that increase developer efficiency, operational control and deployment flexibility—all backed by 24/7/365 support.</p> <p><a href="http://www.vmware.com/files/pdf/vmware-vfabric-tcserver-DS-EN.pdf">http://www.vmware.com/files/pdf/vmware-vfabric-tcserver-DS-EN.pdf</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-tcserver/overview.html">http://www.vmware.com/products/application-platform/vfabric-tcserver/overview.html</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-tcserver/resource.html">http://www.vmware.com/products/application-platform/vfabric-tcserver/resource.html</a></p>	Windows, UNIX, Linux
	VF-TCSV-G-SSS-C	Basic Support/Subscription for VMware vFabric tc Server Perpetual License (Per Processor) (Production)	VMware	per processor	Primary 400, 502	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-TCSV-G-TLSS-T1-C	VMware vFabric tc Server Term License + Basic Support/Subscription for 1 year	VMware	Per Processor	Primary 400, 502	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	VF-TCSV-P-SSS-C	Production Support/Subscription for VMware vFabric tc Server Perpetual License (Per Processor) (Production)	VMware	Per Processor	Primary 400, 502	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux

	VF-WEBS-C	VMware vFabric Web Server per Processor	VMware	Per Processor	Primary 502	English and French	<b>Primary 500</b> Category 502 – Page 1  VMware vFabric™ Web Server is the HTTP server and loadbalancing component of the VMware vFabric Cloud Application Platform. VMware vFabric Web Server provides excellent performance and security and improves service quality, reliability and scalability by uniquely enhancing Apache HTTP Server for enterprise use while reducing the costs and complexity of sophisticated Web tier infrastructures.  <a href="http://www.vmware.com/files/pdf/fabric/VMware-vFabric-Web-Server-Datasheet.pdf">http://www.vmware.com/files/pdf/fabric/VMware-vFabric-Web-Server-Datasheet.pdf</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-web-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-web-server/overview.html</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-web-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-web-server/resources.html</a>  <a href="http://www.vmware.com/support/pubs/vfabric-webserver.html">http://www.vmware.com/support/pubs/vfabric-webserver.html</a>	Windows, UNIX, Linux
	VF-WEBS-G-SSS-C	Basic Support/Subscription VMware vFabric Web Server per Processor for 1 year	VMware	Per Processor	Primary 502	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	VF-WEBS-P-SSS-C	Production Support/Subscription VMware vFabric Web Server per Processor for 1 year	VMware	Per Processor	Primary 502	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-AAMQ-LIC-C	SpringSource Apache ActiveMQ - *MUST BE BOOKED WITH Apache ActiveMQ SUPPORT SKUs*	VMware	Per Processor	Primary 500, 502, 404	English and French	<b>Primary 500</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a>  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a>  <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>  <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-AAMQ-GSOP-C	Basic Support Only for Apache ActiveMQ for 1 year *MUST BE BOOKED WITH Apache ActiveMQ LICENSE SKU*	VMware	Per Processor	Primary 500, 502, 404	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux

	S2-AAMQ-PSUP-C	Production Support Only for Apache ActiveMQ for 1 year *MUST BE BOOKED WITH Apache ActiveMQ LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 825	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	S2-ADD-FEE-G-SUP-C	Additional Support Administrators Basic Support Only (Per Contact / Additional Fee) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 828	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	S2-ADD-FEE-P-SUP-C	Additional Support Administrators Production Support Only (Per Contact / Additional Fee) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 829	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	S2-APAH-LIC-C	SpringSource Apache HTTP - *MUST BE BOOKED WITH Apache HTTP SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 831	English and French	<p><b>Primary 800</b></p> <p>Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a></p> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	S2-APAH-GSUP-C	Basic Support Only for Apache HTTP for 1 year *MUST BE BOOKED WITH Apache HTTP LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 832	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	S2-APAH-PSUP-C	Production Support Only for Apache HTTP for 1 year *MUST BE BOOKED WITH Apache HTTP LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 833	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base,</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	S2-APAH-LIC-C	SpringSource Apache HTTP/Tomcat - *MUST BE BOOKED WITH Apache HTTP SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 836	English and French	<b>Primary 800</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-APAH-GSUP-C	Basic Support Only for Apache HTTP/Tomcat for 1 year *MUST BE BOOKED WITH Apache HTTP/Tomcat LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 837	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-APATC-G-SUP-T2-C	Basic Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 2 Range 201-500) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 840	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-APATC-G-SUP-T3-C	Basic Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 3 Range 501-2000) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 841	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-APATC-G-SUP-T4-C	Basic Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 4 Range 2001+) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 842	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-APATC-LIC-C	SpringSource Apache Tomcat - *MUST BE BOOKED WITH Apache Tomcat SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 843	English and French	<b>Primary 800</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise	Windows, UNIX, Linux



							<p>Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.</p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a></p> <p><a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a></p> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	S2-APATC-GSUP-C	Basic Support Only for Apache Tomcat for 1 year *MUST BE BOOKED WITH Apache Tomcat LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 844	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	S2-APATC-PSUP-C	Production Support Only for Apache Tomcat for 1 year *MUST BE BOOKED WITH Apache Tomcat LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 845	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	S2-APATC-P-SUP-T2C	Production Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 2 Range 201-500) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 846	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	S2-APATC-P-SUP-T3C	Production Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 3 Range 501-2000) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 847	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	S2-APATC-P-SUP-T4C	Production Support Only for Apache Tomcat (1 Processor / Annual Fee)(Tier 4 Range 2001+) for 1 Year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 848	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux

	S2-ASSL-LIC-C	SpringSource Apache OpenSSL- *MUST BE BOOKED WITH Apache OpenSSL SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 850	English and French	<b>Primary 800</b> Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-ASSL-GSUP-C	Basic Support Only for Apache OpenSSL for 1 year *MUST BE BOOKED WITH Apache OpenSSL LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 851	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-ASSL-PSUP-C	Production Support Only for Apache OpenSSL for 1 year *MUST BE BOOKED WITH Apache OpenSSL LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 852	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-DEVE-LIC-C	SpringSource Enterprise Products - *MUST BE BOOKED WITH Enterprise Products SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 855	English and French	<b>Primary 800</b> Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-DEVE-GSUP-C	Developer Support only for Spring Enterprise (1 Developer/Annual Fee) for 1 Year *MUST BE BOOKED WITH Spring Enterprise LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 856	English and French	SpringSource Developer Support  Assistance with SpringSource Application Development <ul style="list-style-type: none"> <li>Support for application development phase</li> <li>Unlimited number of support requests</li> <li>Remote support</li> </ul> <a href="http://www.vmware.com/eu/support/services/developer.html">http://www.vmware.com/eu/support/services/developer.html</a>	Windows, UNIX, Linux
	S2-DEVS-LIC-C	SpringSource Server Products - *MUST BE BOOKED WITH Server Products SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 858	English and French	<b>Primary 800</b> Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely	Windows, UNIX, Linux

							distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	S2-DEVS-GSUP-C	Developer Support only for SpringSource Server Products (1 Developer/Annual Fee for 1 Year) *MUST BE BOOKED WITH SpringSource Server Products LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 859	English and French	SpringSource Developer Support Assistance with SpringSource Application Development <ul style="list-style-type: none"><li>• Support for application development phase</li><li>• Unlimited number of support requests</li><li>• Remote support</li></ul> <a href="http://www.vmware.com/eu/support/services/developer.html">http://www.vmware.com/eu/support/services/developer.html</a>	Windows, UNIX, Linux
	S2-DMS-LIC-C	SpringSource dm Server (Eclipse Virgo)- *MUST BE BOOKED WITH dm Server SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 860	English and French	<b>Primary 800</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-DMS-GSUP-C	Basic Support Only for dm Server (Eclipse Virgo) for 1 year *MUST BE BOOKED WITH dm Server LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 861	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-DMS-PSUP-C	Production Support Only for dm Server (Eclipse Virgo) for 1 year *MUST BE BOOKED WITH dm Server LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 862	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"><li>• Global, 24x7 support for Severity 1 issues</li><li>• Fast response times for critical issues</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-ENT-G-TLSS-T1-C	SpringSource Spring Enterprise Term License + Basic Support/Subscription for 1 year (Tier 1 Range 1-200)	VMware	Per Processor	primary 804, 806, 808, 812, 814, 863	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"><li>• Global, 12x5 access to support</li><li>• Unlimited number of support requests</li><li>• Remote Support</li><li>• Online access to documentation and technical resources, knowledge base, discussion forums</li><li>• Product updates and upgrades</li></ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux

	S2-ENT-P-TLSS-T1-C	SpringSource Spring Enterprise Term License + Production Support/Subscription for 1 year (Tier 1 Range 1-200)	VMware	Per Processor	primary 804, 806, 808, 812, 814, 865	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-ERS4-P-TLSS-T1-C	VMware SpringSource ERS 4.0 Dev Use Only Term License + Production Support/Subscription for 1 year (Tier 1 Range 1-200)	VMware	Per Processor	primary 804, 806, 808, 812, 814, 867	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-ERS4-P-TLSS-T2-C	VMware SpringSource ERS 4.0 Dev Use Only Term License + Production Support/Subscription for 1 year (Tier 1 Range 201+)	VMware	Per Processor	primary 804, 806, 808, 812, 814, 868	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-ERSH-G-TLSS-C	VMware SpringSource ERS for HTTP Server Term License + Basic Support/Subscription for 1 year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 869	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-ERSH-P-TLSS-C	VMware SpringSource ERS for HTTP Server Term License + Production Support/Subscription for 1 year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 870	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-ERST-G-TLSS-C	VMware SpringSource ERS for Tomcat Term License + Basic Support/Subscription for 1 year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 871	English and French	<b>Primary 800</b> Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package. <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a>	Windows, UNIX, Linux

							<a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	S2-ERST-P-1LSS-C	VMware SpringSource ERS for Tomcat Term License + Production Support/Subscription for 1 year	VMware	Per Processor	primary 804, 806, 808, 812, 814, 872	English and French	<b>Primary 800</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	S2-SPG-LIC-C	SpringSource Spring-*MUST BE BOOKED WITH Spring SUPPORT SKUs*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 873	English and French	<b>Primary 800</b>  Get enterprise-level performance, scalability and security while reducing the cost and complexity of sophisticated web infrastructures with VMware vFabric Enterprise Ready Server (ERS). ERS is a web server and load-balancing component of VMware vFabric and a widely distributed Apache web server package.  <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/overview.html</a> <a href="http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html">http://www.vmware.com/products/application-platform/vfabric-enterprise-ready-server/resources.html</a> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-SPG-GSUP-C	Basic Support Only for Spring for 1 year *MUST BE BOOKED WITH Spring LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 874	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	S2-SPG-PSUP-C	Production Support Only for Spring for 1 year *MUST BE BOOKED WITH Spring LICENSE SKU*	VMware	Per Processor	primary 804, 806, 808, 812, 814, 875	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	WS-G-SSS-C	VMware Workstation Basic Support/Subscription for 1 year	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux, Windows

	WS-P-SSS-C	VMware Workstation Production Support/Subscription for 1 year	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<b>Production Support</b>  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux, Windows
	WS-SUP-1PAK	VMware Workstation Per Incident Support - E-mail + Phone, 1 incident/year	VMware	per incident	primary 804, 806, 808, 812, 814, 816	English	<b>Per Incident Support</b> <ul style="list-style-type: none"> <li>• Flexible “pay as you go” model.</li> <li>• Good for technical support on specific products.</li> <li>• Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>• Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	Linux, Windows
	WS-SUP-3PAK	VMware Workstation Per Incident Support - E-mail + Phone, 3 incident/year	VMware	per 3 incidents	primary 804, 806, 808, 812, 814, 816	English	<b>Per Incident Support</b> <ul style="list-style-type: none"> <li>• Flexible “pay as you go” model.</li> <li>• Good for technical support on specific products.</li> <li>• Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>• Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	Linux, Windows
	WS-SUP-5PAK	VMware Workstation Per Incident Support - E-mail + Phone, 5 incident/year	VMware	per 5 incidents	primary 804, 806, 808, 812, 814, 816	English	<b>Per Incident Support</b> <ul style="list-style-type: none"> <li>• Flexible “pay as you go” model.</li> <li>• Good for technical support on specific products.</li> <li>• Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>• Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	Linux, Windows
	WS9-LW-CE	VMware Workstation 9 for Linux and Windows, ESD	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<b>Primary 800</b>  VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.  To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines. Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.  Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.  Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.  In Workstation 8 we introduced the ability to upload a virtual machine from your PC to vSphere. Workstation 9	Linux, Windows

							<p>takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	
	WS9-LW-UG-CE	VMware Workstation 9 Upgrade from Version 7.x or 8.x for Linux and Windows , ESD	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines, Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p> <p>In Workstation 8 we introduced the ability to upload a virtual machine from your PC to vSphere. Workstation 9 takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	Linux, Windows
	WS9-VP-10-99-C	VMware Workstation 9 for Linux and Windows, ESD (Volume Pricing for 10-99 licenses)	VMware	per license (10 - 99 )	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines, Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p> <p>In Workstation 8 we introduced the ability to upload a</p>	Linux, Windows

							<p>virtual machine from your PC to vSphere. Workstation 9 takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	
	WS9-VP-10-99-UG-C	VMware Workstation 9 Upgrade from Version 7.x or 8.x for Linux and Windows, ESD (Volume Pricing for 10-99 licenses)	VMware	per license (10 - 99)	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines. Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p> <p>In Workstation 8 we introduced the ability to upload a virtual machine from your PC to vSphere. Workstation 9 takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	Linux, Windows
	WS9-VP-100-499-C	VMware Workstation 9 for Linux and Windows, ESD (Volume Pricing for 100-499 licenses)	VMware	per license (100 - 499)	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines. Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p>	Linux, Windows



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	WS9-VP-100-499-UG-C	VMware Workstation 9 Upgrade from Version 7.x or 8.x for Linux and Windows, ESD (Volume Pricing for 100-499 licenses)	VMware	per license ( 100 - 499 )	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines, Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p> <p>In Workstation 8 we introduced the ability to upload a virtual machine from your PC to vSphere. Workstation 9 takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	Linux, Windows
	WS9-VP-500-C	VMware Workstation 9 for Linux and Windows, ESD (Volume Pricing for 500 or more licenses)	VMware	per license ( 500 + )	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines, Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p>	Linux, Windows

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	WS9-VP-500-UG-C	VMware Workstation 9 Upgrade from Version 7.x or 8.x for Linux and Windows, ESD (Volume Pricing for 500 or more licenses)	VMware	per license ( 500 + )	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Workstation 9 continues VMware's tradition of delivering the virtual hardware that technical professionals deserve and rely on every day. With support for Windows 8, restricted VMs, Open GL support for Linux and a new web interface to access virtual machines, it's the perfect tool for getting work done.</p> <p>To help you and your organization evaluate Windows 8, master the Metro UI and test your applications, VMware Workstation 9 is optimized for running Windows 8 virtual machines and running on Windows 8 PCs. Easy Install simplifies the task of creating Windows 8 virtual machines, Unity mode will intelligently scale windows with Metro applications and multi-touch support will ensure you get the true Windows 8 experience in a virtual machine.</p> <p>Workstation's new web interface allows you to access your virtual machines running in Workstation or vSphere on a tablet, smart phone, PC or any device with a modern browser. No plugins necessary. Now you can power on, off, or suspend your virtual machines and interact with them from almost anywhere.</p> <p>Create virtual machines that are encrypted, block USB devices, require a runtime password, and another password to change virtual machine settings. Once set, send the virtual machine to anyone to run on their Mac, Windows, or Linux machines by using VMware Fusion Professional.</p> <p>In Workstation 8 we introduced the ability to upload a virtual machine from your PC to vSphere. Workstation 9 takes the next step and allows you to drag and drop a virtual machine from vSphere to your PC. It's the easiest way to move virtual machines between your PC and your internal cloud.</p> <p><a href="http://www.vmware.com/products/workstation/new.html">http://www.vmware.com/products/workstation/new.html</a></p> <p><a href="http://www.vmware.com/products/workstation/support.html">http://www.vmware.com/products/workstation/support.html</a></p> <p><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></p>	Linux, Windows
	W Sx-LW-CE	VMware Workstation (where x = current version) for Linux and Windows, ESD	VMware	Per license	Primary 804, 806, 808, 812, 814, 816	English and French	<p><b>VMware Workstation Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	W Sx-LW-UG-CE	VMware Workstation (where x = current version) Upgrade from previous versions for Linux and Windows, ESD	VMware	Per license	Primary 804, 806, 808, 812, 814, 816	English and French	<p><b>VMware Workstation Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	W Sx-VP-10-99-C	VMware Workstation (where x = current version) for Linux and Windows, ESD (Volume Pricing for 10-99 licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<p><b>VMware Workstation Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	W Sx-VP-10-99-UG-C	VMware Workstation (where x = current version) Upgrade from previous versions for Linux and Windows, ESD (Volume Pricing for 10-99 licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<p><b>VMware Workstation Documentation</b></p> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux

	WSx-VP-100-499-C	VMware Workstation (where x = current version) for Linux and Windows, ESD (Volume Pricing for 100-499 licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<b>VMware Workstation Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	WSx-VP-100-499-UG-C	VMware Workstation (where x = current version) Upgrade from previous versions for Linux and Windows, ESD (Volume Pricing for 100-499 licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<b>VMware Workstation Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	WSx-VP-500-C	VMware Workstation (where x = current version) for Linux and Windows, ESD (Volume Pricing for 500 or more licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<b>VMware Workstation Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	WSx-VP-500-UG-C	VMware Workstation (where x = current version) Upgrade from previous version for Linux and Windows, ESD (Volume Pricing for 500 or more licenses)	VMware	Per pack	Primary 804, 806, 808, 812, 814, 816	English and French	<b>VMware Workstation Documentation</b> <ul style="list-style-type: none"> <li><a href="http://www.vmware.com/support/pubs/ws_pubs.html">http://www.vmware.com/support/pubs/ws_pubs.html</a></li> </ul>	Windows / Linux
	FUS-SSS-11-C	VMware Fusion Desktop Standard Support/Subscription for 1 year (Tier 1 Requires 10-49 users)	VMware	per 10 - 99 licenses	primary 804, 806, 808, 812, 814, 816	English	Desktop Standard Support <ul style="list-style-type: none"> <li>Unlimited number of support requests</li> <li>12x5 access to Technical Support</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p>VMware Desktop Standard Support provides timely support expertise and enables you to maximize the value of your VMware Fusion licenses – whether you are a small or medium business running VMware Fusion for productivity applications like Microsoft Outlook or Blackberry servers, a design firm checking compatibility across different internet browsers, or a large corporation protecting your investments in Windows software business-critical applications.</p> <p>VMware offers Desktop Standard Support for customers who have purchased more than ten licenses of VMware Fusion and have a dedicated internal Desktop Standard Support Customer Team* to act as an internal help desk for their employees.</p> <a href="http://www.vmware.com/support/services/desktop-standard.html">http://www.vmware.com/support/services/desktop-standard.html</a>	MAC OS
	FUS-SUP-1PAK	VMware Fusion Per Incident Support - Phone + E-mail, 1 incident/year	VMware	1 incident / yr	primary 804, 806, 808, 812, 814, 816	English	Per Incident Support <ul style="list-style-type: none"> <li>Flexible “pay as you go” model.</li> <li>Good for technical support on specific products.</li> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	MAC OS
	FUS-SUP-3PAK	VMware Fusion Per Incident Support - Phone + E-mail, 3 incidents/year	VMware	3 incidents / yr	primary 804, 806, 808, 812, 814, 816	English	Per Incident Support <ul style="list-style-type: none"> <li>Flexible “pay as you go” model.</li> <li>Good for technical support on specific products.</li> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	MAC OS
	FUS-SUP-5PAK	VMware Fusion Per Incident Support - Phone + E-mail, 5 incidents/year	VMware	5 incidents / yr	primary 804, 806, 808, 812, 814, 816	English	Per Incident Support <ul style="list-style-type: none"> <li>Flexible “pay as you go” model.</li> <li>Good for technical support on specific products.</li> </ul>	MAC OS

							<ul style="list-style-type: none"> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources.</li> </ul> <a href="http://www.vmware.com/support/services/incident.html">http://www.vmware.com/support/services/incident.html</a>	
	FUS5-M-CE	VMware Fusion 5, (for Mac OS X) ESD	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<b>Primary 800</b> VMware Fusion 5 makes it easier than ever to run Windows on a Mac. Run Windows programs the same way you use Mac applications, with seamless copy-and-paste, drag-and-drop, and networking and printing that require no additional setup. Launch Windows programs directly from the Dock, Spotlight or Launchpad and view them in Exposé, Spaces and Mission Control as if they were Mac applications. Easily interact with Windows programs using Mac shortcuts and intuitive gestures. <a href="http://www.vmware.com/products/fusion/overview.html">http://www.vmware.com/products/fusion/overview.html</a> <a href="http://www.vmware.com/support/pubs/fusion_pubs.html">http://www.vmware.com/support/pubs/fusion_pubs.html</a>	MAC OS
	FUS5-PRO-1-9-C	VMware Fusion 5 Professional Edition, ESD (Volume Pricing for 1-9 licenses)	VMware	per license ( 1 - 9 )	primary 804, 806, 808, 812, 814, 816	English	<b>Primary 800</b> VMware Fusion 5 makes it easier than ever to run Windows on a Mac. Run Windows programs the same way you use Mac applications, with seamless copy-and-paste, drag-and-drop, and networking and printing that require no additional setup. Launch Windows programs directly from the Dock, Spotlight or Launchpad and view them in Exposé, Spaces and Mission Control as if they were Mac applications. Easily interact with Windows programs using Mac shortcuts and intuitive gestures. VMware Fusion 5 Professional comes with all the great features from the standard version plus unique capabilities designed for advanced users and professionals who need to run Windows programs on their Macs. <a href="http://www.vmware.com/products/fusion/overview.html">http://www.vmware.com/products/fusion/overview.html</a> <a href="http://www.vmware.com/support/pubs/fusion_pubs.html">http://www.vmware.com/support/pubs/fusion_pubs.html</a>	MAC OS
	FUS5-PRO-10-249-C	VMware Fusion 5 Professional Edition, ESD (Volume Pricing for 10-249 licenses)	VMware	per license ( 10 - 249 )	primary 804, 806, 808, 812, 814, 816	English	<b>Primary 800</b> VMware Fusion 5 makes it easier than ever to run Windows on a Mac. Run Windows programs the same way you use Mac applications, with seamless copy-and-paste, drag-and-drop, and networking and printing that require no additional setup. Launch Windows programs directly from the Dock, Spotlight or Launchpad and view them in Exposé, Spaces and Mission Control as if they were Mac applications. Easily interact with Windows programs using Mac shortcuts and intuitive gestures. VMware Fusion 5 Professional comes with all the great features from the standard version plus unique capabilities designed for advanced users and professionals who need to run Windows programs on their Macs. <a href="http://www.vmware.com/products/fusion/overview.html">http://www.vmware.com/products/fusion/overview.html</a> <a href="http://www.vmware.com/support/pubs/fusion_pubs.html">http://www.vmware.com/support/pubs/fusion_pubs.html</a>	MAC OS
	FUS5-PRO-250-PLUS-C	VMware Fusion 5 Professional Edition, ESD (Volume Pricing for 250+ licenses)	VMware	per license ( 250 + )	primary 804, 806, 808, 812, 814, 816	English	<b>Primary 800</b> VMware Fusion 5 makes it easier than ever to run Windows on a Mac. Run Windows programs the same way you use Mac applications, with seamless copy-and-paste, drag-and-drop, and networking and printing that require no additional setup. Launch Windows programs directly from the Dock, Spotlight or Launchpad and view them in Exposé, Spaces and Mission Control as if they were Mac applications. Easily interact with Windows programs using Mac shortcuts and intuitive gestures. VMware Fusion 5 Professional comes with all the great features from the standard version plus unique capabilities designed for advanced users and professionals who need to run Windows programs on their Macs. <a href="http://www.vmware.com/products/fusion/overview.html">http://www.vmware.com/products/fusion/overview.html</a> <a href="http://www.vmware.com/support/pubs/fusion_pubs.html">http://www.vmware.com/support/pubs/fusion_pubs.html</a>	MAC OS
	FUS5-PRO-G-SSSC	Basic Support/Subscription VMware Fusion Professional Edition for 1 year	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<b>Basic Support</b> Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> </ul>	MAC OS

							<ul style="list-style-type: none"> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	FUS5-PRO-UG-C	Upgrade: VMware Fusion 3.x, 4.x, 5.x to Fusion 5 Professional Edition, ESD	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p><b>Primary 800</b></p> <p>VMware Fusion 5 makes it easier than ever to run Windows on a Mac. Run Windows programs the same way you use Mac applications, with seamless copy-and-paste, drag-and-drop, and networking and printing that require no additional setup. Launch Windows programs directly from the Dock, Spotlight or Launchpad and view them in Exposé, Spaces and Mission Control as if they were Mac applications. Easily interact with Windows programs using Mac shortcuts and intuitive gestures. VMware Fusion 5 Professional comes with all the great features from the standard version plus unique capabilities designed for advanced users and professionals who need to run Windows programs on their Macs.</p> <p><a href="http://www.vmware.com/products/fusion/overview.html">http://www.vmware.com/products/fusion/overview.html</a></p> <p><a href="http://www.vmware.com/support/pubs/fusion_pubs.html">http://www.vmware.com/support/pubs/fusion_pubs.html</a></p>	MAC OS
	BCS-3SUP-ADD-C	VMware Business Critical Support Option for Additional Technical Contacts Standalone Option.	VMware	per Instance	primary 804, 806, 808, 812, 814, 816	English	<p><b>Business Critical Support</b></p> <p>The VMware Business Critical Support Option is offered as a supplement to VMware Production Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.</p> <p>The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.</p> <ul style="list-style-type: none"> <li>• Extend your IT team with VMware support experts who know your architecture and are aware of past issues.</li> <li>• Reach the correct technical experts more quickly - In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.</li> <li>• Spend less time conveying background and configuration information - Your designated VMware support team knows your system architecture and maintains a customer profile reference document.</li> <li>• Fix problems before they occur - Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.</li> <li>• Avoid known issues - Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.</li> </ul> <p>Designated Support Team      With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.</p> <p>Direct Routing to Senior Level Engineers      All Support Requests filed online will be owned and worked by your designated</p>	ESXi

						<p>support team. Support Requests filed by telephone will bypass Level One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.</p> <p>Customer Site Profile    A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.</p> <p>Customer Support Plan    A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key processes.</p> <p>Root Cause Analysis    Should there be an outage that affects system availability, VMware Global Support Services will, upon your request; work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.</p> <p>Prerequisites    Requires VMware Production Support in place for all VMware products to be covered and</p>	
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							<p>supported under VMware Business Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.</p> <p>Support for Migration and Updates      Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.</p> <p>Log File Review      Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.</p> <p>Monthly Support Review Meeting      Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.</p> <p>Length of Service      One Year</p> <p>Maximum Customer Contacts      Six Technical Contacts per Site</p> <p>Number of Support Requests      Unlimited</p> <p><a href="http://www.vmware.com/support/services/bcs.html">http://www.vmware.com/support/services/bcs.html</a>  <a href="http://www.vmware.com/files/pdf/support/business_critical.pdf">http://www.vmware.com/files/pdf/support/business_critical.pdf</a></p>	
	BCS-ELA-ADDNEW-3-C	VMware Business Critical Support Option for Additional Technical Contacts ELA Option.	VMware	per Instance	primary 804, 806, 808, 812, 814, 816	English	<p>Business Critical Support</p> <p>The VMware Business Critical Support Option is offered as a supplement to VMware Production Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.</p> <p>The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.</p>	ESXi

							<ul style="list-style-type: none"> <li>• Extend your IT team with VMware support experts who know your architecture and are aware of past issues.</li> <li>• Reach the correct technical experts more quickly - In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.</li> <li>• Spend less time conveying background and configuration information - Your designated VMware support team knows your system architecture and maintains a customer profile reference document.</li> <li>• Fix problems before they occur - Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.</li> <li>• Avoid known issues - Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.</li> </ul> <p>Designated Support Team      With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.</p> <p>Direct Routing to Senior Level Engineers      All Support Requests filed online will be owned and worked by your designated support team. Support Requests filed by telephone will bypass Level One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.</p> <p>Customer Site Profile      A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.</p> <p>Customer Support Plan      A primary contact on your designated VMware support team will work with you to document a detailed Support</p>	
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							<p>Plan outlining points of contact and key processes.</p> <p>Root Cause Analysis      Should there be an outage that affects system availability, VMware Global Support Services will, upon your request; work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.</p> <p>Prerequisites                Requires VMware Production Support in place for all VMware products to be covered and supported under VMware Business Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.</p> <p>Support for Migration and Updates      Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.</p> <p>Log File Review              Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.</p> <p>Monthly Support Review Meeting              Your primary contact will conduct a monthly support review meeting. The context of this</p>	
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							<p>meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.</p> <p>Length of Service One Year</p> <p>Maximum Customer Contacts Six Technical Contacts per Site</p> <p>Number of Support Requests Unlimited</p> <p><a href="http://www.vmware.com/support/services/bcs.html">http://www.vmware.com/support/services/bcs.html</a> <a href="http://www.vmware.com/files/pdf/support/business_critical.pdf">http://www.vmware.com/files/pdf/support/business_critical.pdf</a></p>	
	BCS-SUP-ADD-C	VMware Business Critical Support Option Additional Technical Contact. For Existing BCS Customer Team.	VMware	per additional technical contact	primary 804, 806, 808, 812, 814, 816	English	<p>Business Critical Support</p> <p>The VMware Business Critical Support Option is offered as a supplement to VMware Production Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.</p> <p>The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.</p> <ul style="list-style-type: none"> <li>● Extend your IT team with VMware support experts who know your architecture and are aware of past issues.</li> <li>● Reach the correct technical experts more quickly - In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.</li> <li>● Spend less time conveying background and configuration information - Your designated VMware support team knows your system architecture and maintains a customer profile reference document.</li> <li>● Fix problems before they occur - Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.</li> <li>● Avoid known issues - Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.</li> </ul> <p>Designated Support Team With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.</p> <p>Direct Routing to Senior Level Engineers All Support Requests filed online will be owned and worked by your designated support team. Support Requests</p>	ESXi

							<p>filed by telephone will bypass Level One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.</p> <p>Customer Site Profile    A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.</p> <p>Customer Support Plan    A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key processes.</p> <p>Root Cause Analysis    Should there be an outage that affects system availability, VMware Global Support Services will, upon your request; work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.</p> <p>Prerequisites    Requires VMware Production Support in place for all VMware products to be covered and supported under VMware Business</p>	
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							<p>Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.</p> <p>Support for Migration and Updates      Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.</p> <p>Log File Review      Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.</p> <p>Monthly Support Review Meeting      Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.</p> <p>Length of Service      One Year</p> <p>Maximum Customer Contacts      Six Technical Contacts per Site</p> <p>Number of Support Requests      Unlimited</p> <p><a href="http://www.vmware.com/support/services/bcs.html">http://www.vmware.com/support/services/bcs.html</a></p> <p><a href="http://www.vmware.com/files/pdf/support/business_critical.pdf">http://www.vmware.com/files/pdf/support/business_critical.pdf</a></p>	
	BCS-SUP-C	VMware Business Critical Support Option - - For one customer data center team	VMware	per data center team	primary 804, 806, 808, 812, 814, 816	English	<p>Business Critical Support</p> <p>The VMware Business Critical Support Option is offered as a supplement to VMware Production Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.</p> <p>The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.</p> <ul style="list-style-type: none"> <li>Extend your IT team with VMware support experts who know your architecture and are aware of past issues.</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>● Reach the correct technical experts more quickly - In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.</li> <li>● Spend less time conveying background and configuration information - Your designated VMware support team knows your system architecture and maintains a customer profile reference document.</li> <li>● Fix problems before they occur - Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.</li> <li>● Avoid known issues - Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.</li> </ul> <p>Designated Support Team      With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.</p> <p>Direct Routing to Senior Level Engineers      All Support Requests filed online will be owned and worked by your designated support team. Support Requests filed by telephone will bypass Level One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.</p> <p>Customer Site Profile      A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.</p> <p>Customer Support Plan      A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key</p>	
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							<p>processes.</p> <p>Root Cause Analysis      Should there be an outage that affects system availability, VMware Global Support Services will, upon your request; work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.</p> <p>Prerequisites              Requires VMware Production Support in place for all VMware products to be covered and supported under VMware Business Critical Support. One customer contact must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.</p> <p>Support for Migration and Updates      Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.</p> <p>Log File Review              Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.</p> <p>Monthly Support Review Meeting      Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request</p>	
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							<p>trend analysis and root cause analysis reporting on specific issues.</p> <p>Length of Service One Year</p> <p>Maximum Customer Contacts Six Technical Contacts per Site</p> <p>Number of Support Requests Unlimited</p> <p><a href="http://www.vmware.com/support/services/bcs.html">http://www.vmware.com/support/services/bcs.html</a></p> <p><a href="http://www.vmware.com/files/pdf/support/business_critical.pdf">http://www.vmware.com/files/pdf/support/business_critical.pdf</a></p>	
	BCS-SUP-WTAM-C	VMware Business Critical Support Option - - For one customer data center team -- for Accounts with a VMware Technical Account Manager (TAM)	VMware	per Instance	primary 804, 806, 808, 812, 814, 816	English	<p>Business Critical Support</p> <p>The VMware Business Critical Support Option is offered as a supplement to VMware Production Support. For each supported data center team, this service provides personalized reactive and proactive support services for VMware customers with business critical virtual infrastructure implementations.</p> <p>The Business Critical Support Option provides you with the personalized, proactive customer support you require to keep your environment running optimally.</p> <ul style="list-style-type: none"> <li>● Extend your IT team with VMware support experts who know your architecture and are aware of past issues.</li> <li>● Reach the correct technical experts more quickly - In recognition of your commitment to VMware, your support requests bypass Level One Support and are assigned directly to a senior level engineer.</li> <li>● Spend less time conveying background and configuration information - Your designated VMware support team knows your system architecture and maintains a customer profile reference document.</li> <li>● Fix problems before they occur - Members of your extended team monitor your Support Requests to identify trends, issues and possible corrective action.</li> <li>● Avoid known issues - Your designated VMware support team will leverage their vast customer support experience to help anticipate known issues you might encounter.</li> </ul> <p>Designated Support Team With the VMware Business Critical Support Option, a designated team of support engineers is assigned to support your Business Critical Data Center.</p> <p>Direct Routing to Senior Level Engineers All Support Requests filed online will be owned and worked by your designated support team. Support Requests filed by telephone will bypass Level</p>	ESXi

							<p>One and will be routed to a support queue that is staffed by your designated support team during local business hours and by a pool of senior level engineers during off hours.</p> <p>Customer Site Profile    A primary contact on your designated VMware support team will work with you to draft a support reference document outlining your virtual architecture implementation. This reference document will be used by all VMware team members supporting your account.</p> <p>Customer Support Plan    A primary contact on your designated VMware support team will work with you to document a detailed Support Plan outlining points of contact and key processes.</p> <p>Root Cause Analysis    Should there be an outage that affects system availability, VMware Global Support Services will, upon your request; work to provide formal root cause analysis for your Severity 1 Support Requests. VMware will use commercially reasonable efforts to work with customers and third parties as necessary to provide a resolution where possible. Root cause analysis and log file review by its nature does not always result in a conclusive resolution.</p> <p>Prerequisites    Requires VMware Production Support in place for all VMware products to be covered and supported under VMware Business Critical Support. One customer contact</p>	
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							<p>must be VCP certified. Requires premium support for third party products. A TAM is highly recommended.</p> <p>Support for Migration and Updates      Support processes may be arranged to cover any time sensitive issues that might occur during your planned migration or upgrade.</p> <p>Log File Review      Your primary contact will conduct up to ten detailed log file reviews for each contracted data center team with the goal of identifying potential risk and corrective action.</p> <p>Monthly Support Review Meeting      Your primary contact will conduct a monthly support review meeting. The context of this meeting will include Support Request trend analysis and root cause analysis reporting on specific issues.</p> <p>Length of Service      One Year</p> <p>Maximum Customer Contacts      Six Technical Contacts per Site</p> <p>Number of Support Requests      Unlimited</p> <p><a href="http://www.vmware.com/support/services/bcs.html">http://www.vmware.com/support/services/bcs.html</a></p> <p><a href="http://www.vmware.com/files/pdf/support/business_critical.pdf">http://www.vmware.com/files/pdf/support/business_critical.pdf</a></p>	
	ACE2-CLIENT-G-SSC-C	Basic Support/Subscription VMware ACE 2 Client License	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows , Linux
	ACE2-CLIENT-P-SSSC	Production Support/Subscription VMware ACE 2 Client License	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> </ul>	Windows , Linux

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	ACE2-MGMT-G-SSS-C	Basic Support/Subscription VMware ACE 2 Management Server	VMware	per Instance	primary 804, 806, 808, 812, 814, 816	English & Japanese	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows , Linux
	ACE2-MGMT-P-SSS-C	Production Support/Subscription VMware ACE 2 Management Server	VMware	per Instance	primary 804, 806, 808, 812, 814, 816	English & Japanese	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows , Linux
	ACE2-ENT-G-SSS-C	Basic Support/Subscription VMware ACE 2 Enterprise Kit for Windows	VMware	per 200 licenses	primary 804, 806, 808, 812, 814, 816	English & Japanese	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows , Linux
	ACE2-ENT-P-SSS-C	Production Support/Subscription VMware ACE 2 Enterprise Kit for Windows	VMware	per 200 licenses	primary 804, 806, 808, 812, 814, 816	English & Japanese	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows , Linux
	ACE2-STD-G-SSS-C	Basic Support/Subscription VMware ACE 2 Standard Kit for Windows	VMware	per 50 licenses	primary 804, 806, 808, 812, 814, 816	English & Japanese	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, Linux
	ACE2-STD-P-SSS-C	Production Support/Subscription VMware ACE 2 Standard Kit for Windows	VMware	per 50 licenses	primary 804, 806, 808, 812, 814, 816	English & Japanese	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows, Linux

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	ACE2-STR-G-SSS-C	Basic Support/Subscription VMware ACE 2 Starter Kit for Windows	VMware	per 10 licenses	primary 804, 806, 808, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	ACE2-STR-P-SSS-C	Production Support/Subscription VMware ACE 2 Starter Kit for Windows	VMware	per 10 licenses	primary 804, 806, 808, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	ACE2-VOL-KEY-G-SSS-C	Basic Support/Subscription VMware ACE 2 Volume Licensing Key	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	ACE2-VOL-KEY-P-SSS-C	Production Support/Subscription VMware ACE 2 Volume Licensing Key	VMware	per license	primary 804, 806, 808, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	P2V-CONV-STAND-1SUP-C	VMware vCenter Converter Standalone Edition Single Support Incident	VMware	per Incident	primary 812, 810, 814, 816	English	<p>VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <ul style="list-style-type: none"> <li>Flexible "pay as you go" model.</li> <li>Good for technical support on specific products.</li> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources</li> </ul> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	Linux

	VSDP-G-SSS-C	Basic Support/Subscription for VMware IT Service Delivery Pack for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 618, 910, 914, 1218, 1220, 1238	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VSDP-P-SSS-C	Production Support/Subscription for VMware IT Service Delivery Pack for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 618, 910, 914, 1218, 1220, 1238	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VLM-G-SSS-C	Basic Support/Subscription for VMware vCenter Lab Manager for 1 processor for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VLM-P-SSS-C	Production Support/Subscription for VMware vCenter Lab Manager for 1 processor for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VLM-ENT-EXP-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Expansion Enterprise Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VLM-ENT-EXP-P-SSS-C	Production Support/Subscription VMware vCenter Lab Manager Expansion Enterprise Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VLM-ENT-FND-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Foundation Enterprise Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VLM-ENT-FND-P-SSS-C	Production Support/Subscription VMware vCenter Lab Manager Foundation Enterprise Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VLM-NODE2-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Agent for 2 processors; additive license for 1 Year	VMware	Per Processor	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 618, 910, 914, 1218, 1220, 1238	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VLM-NODE2-P-SSS-C	Production Support/Subscription VMware vCenter Lab Manager Agent for 2 processors; additive license for 1 Year	VMware	Per Processor	primary 800, 802, 804, 806, 808, 810, 812, 814, 816, 618, 910, 914, 1218, 1220, 1238	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VLM-STD-EXP-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Expansion Standard Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VLM-STD-EXP-P-SSS-C	Production Support/Subscription VMware vCenter Lab Manager Expansion Standard Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VLM-STD-FND-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Foundation Standard Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VLM-STD-FND-P-SSS-C	Production Support/Subscription VMware vCenter Lab Manager Foundation Standard Bundle for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VLM-SVR-G-SSS-C	Basic Support/Subscription VMware vCenter Lab Manager Server 2 for 1 Year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VMAB-G-SSS-C	Basic Support/Subscription for VMware Management and Automation Bundle for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VMAB-P-SSS-C	Production Support/Subscription for VMware Management and Automation Bundle for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-SRM-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager for 1 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VI-SRM-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager for 1 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VSM-CP-BUN-G-SSS-C	Basic Support/Subscription VMware Service Manager Cloud Provisioning Bundle for 1 year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VSM-CP-BUN-P-SSS-C	Production Support/Subscription VMware Service Manager Cloud Provisioning Bundle for 1 year	VMware	per incident	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	THIN4-CL-G-SSS-C	Basic Support/Subscription ThinApp 4 Client	VMware	per device/VM	primary 802	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	THIN4-CL-P-SSS-C	Production Support/Subscription ThinApp 4 Client	VMware	per device/VM	primary 802	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	THIN4-NYBUN-G-SSS-C	Basic Support/Subscription* for VMware ThinApp New Year Promo Bundle	VMware	per device/VM	primary 802	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	windows

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	THIN4-NYBUN-P-SSS-C	Production Support/Subscription for VMware ThinApp New Year Promo Bundle for 1 Year	VMware	per device/VM	primary 802	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	THIN4-PACK-G-SSS-C	Basic Support/Subscription ThinApp 4 Virtualization Packager	VMware	per User	primary 802	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	THIN4-PACK-P-SSS-C	Production Support/Subscription ThinApp 4 Virtualization Packager	VMware	per User	primary 802	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VDI-PRE-100-G-SSS-C	Basic Support/Subscription for VMware View Premier Bundle: 100 Pack for 1 year	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VDI-PRE-100-P-SSS-C	Production Support/Subscription for VMware View Premier Bundle: 100 Pack for 1 year	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VDI-PRE-10PK-G-SSS-C	Basic Support/Subscription for VMware View Premier Bundle - 10 Pack for 1 year	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows



							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VDI-PRE-10PK-P-SSS-C	Production Support/Subscription for VMware View Premier Bundle - 10 Pack	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VDI-PRE-ADDON-10G-SSS-C	Basic Sup/Sub for VMware View Premier Desktop Add-On for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	windows
	VDI-PRE-ADDON-10P-SSS-C	Production Support/Subscription for VMware View Premier Desktop Add-On (View Manager, View Composer, ThinApp) - 10 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	windows
	VDI-PRE-ADDON-100G-SSS-C	Basic Support/Subscription for VMware View Premier Desktop Add-On (View Manager, View Composer, ThinApp) - 100 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	windows
	VDI-PRE-ADDON-100P-SSS-C	Production Support/Subscription for VMware View Premier Desktop Add-On (View Manager, View Composer, ThinApp) - 100 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	windows
	VDI-PRE-STR-G-SSSC	Basic Support/Subscription for VMware View Premier Bundle - Starter Kit for 1 year	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VDI-PRE-STR-P-SSSC	Production Support/Subscription for VMware View Premier Bundle - Starter Kit for 1 year	VMware	per Concurrent User	primary 804, 802, 806, 808, 810, 816	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VDI-PRE-UG-10-G-SSS-C	Basic Support/Subscription - Upgrade: VMware View Premier Upgrade (View Composer, ThinApp) - 10 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	VDI-PRE-UG-10-P-SSS-C	Production Support/Subscription - Upgrade: VMware View Premier Upgrade (View Composer, ThinApp) - 10 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDI-PRE-UG-100-G-SSS-C	Basic Support/Subscription - Upgrade: VMware View Premier Upgrade (View Composer, ThinApp) - 100 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	VDI-PRE-UG-100-P-SSS-C	Production Support/Subscription - Upgrade: VMware View Premier Upgrade (View Composer, ThinApp) - 100 desktop VMs for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDI-W-100-G-SSS-C	Basic Support/Subscription for VMware View Enterprise Bundle: 100 Pack for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VDI-W-100-P-SSS-C	Production Support/Subscription for VMware View Enterprise Bundle: 100 Pack for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDI-W-ADD10-G-SSS-C	Basic Support/Subscription for VMware View Enterprise Bundle - Add 10 Pack for 1 Year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	VDI-W-ADD10-P-SSS-C	Production Support/Subscription for VMware View Enterprise Bundle - Add 10 Pack for 1 Year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDI-W-STR-G-SSS-C	Basic Support/Subscription for VMware View Enterprise Bundle - Starter Kit for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	VDI-W-STR-P-SSS-C	Production Support/Subscription for VMware View Enterprise Bundle - Starter Kit for 1 year	VMware	per Concurrent User	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDM3-ENT-10-G-SSS-C	Basic Support/Subscription for VMware View Manager for 1 year	VMware	per Concurrent User	primary 804, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VDM3-ENT-10-P-SSS-C	Production Support/Subscription for VMware View Manager for 1 year	VMware	per Concurrent User	primary 804, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VDM3-ENT-100-G-SSS-C	Basic Support/Subscription for VMware View Manager for 1 year	VMware	per Concurrent User	primary 804, 810, 812, 814, 816, 1006	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	windows
	VDM3-ENT-100-P-SSS-C	Production Support/Subscription for VMware View Manager for 1 year	VMware	per Concurrent User	primary 804, 810, 812, 814, 816, 1006	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VI-ENT-G-SSS-C	Basic Support/Subscription VMware Infrastructure Enterprise for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-ENT-P-SSS-C	Production Support/Subscription VMware Infrastructure Enterprise for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-FND-G-SSS-C	Basic Support/Subscription for VMware Infrastructure Foundation for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	ESXi

							technical resources, knowledge base, discussion forums <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VI-FND-P-SSS-C	Production Support/Subscription for VMware Infrastructure Foundation for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-STD-G-SSS-C	Basic Support/Subscription VMware Infrastructure Standard for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-STD-P-SSS-C	Production Support/Subscription VMware vCenter Server Standard for 2 Processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-FND-G-SSS-C	Basic Support/Subscription VMware vCenter Server Foundation for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-FND-P-SSS-C	Production Support/Subscription VMware vCenter Server Foundation for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-FND-G-SSS-UG-C	Basic Support/Subscription Upgrade: VMware vCenter Server Foundation to VMware vCenter Server for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-FND-P-SSS-UG-C	Production Support/Subscription Upgrade: VMware vCenter Server Foundation to VMware vCenter Server for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-VCMS-G-SSS-C	Basic Support/Subscription vCenter Server for VMware Infrastructure for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-VCMS-P-SSS-C	Production Support/Subscription vCenter Server for VMware Infrastructure for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-FND-ENT-G-SSS-UG-C	Basic Support/Subscription Upgrade: VMware Infrastructure Foundation to Enterprise for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-FND-ENT-P-SSS-UG-C	Production Support/Subscription Upgrade: VMware Infrastructure Foundation to Enterprise for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-FND-STD-G-SSS-UG-C	Basic Support/Subscription Upgrade: VMware Infrastructure Foundation to Standard for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VI-FND-STD-P-SSS-UG-C	Production Support/Subscription Upgrade: VMware Infrastructure Foundation to Standard for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-STD-ENT-NOVM-G-SSS-UG-C	Basic Support/Subscription Upgrade: VMware Infrastructure Standard (ESX Server 2, VSMP, VC Agent, VMotion) to Enterprise for 2 Processors - DOES NOT INCLUDE VMOTION for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-STD-ENT-NOVM-P-SSS-UG-C	Production Support/Subscription Upgrade: VMware Infrastructure Standard (ESX Server 2, VSMP, VC Agent, VMotion) to Enterprise for 2 Processors - DOES NOT INCLUDE VMOTION for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VI-STD-ENT-G-SSS-UG-C	Basic Support/Subscription Upgrade: VMware Infrastructure Standard to Enterprise (DRS, VMotion, Storage VMotion) for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VI-STD-ENT-P-SSS-UG-C	Production Support/Subscription Upgrade: VMware Infrastructure Standard to Enterprise (DRS, VMotion, Storage VMotion) for 2 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VMS-VCA-1-SUP-C	VMware VirtualCenter & VirtualCenter Agent Web-based Support Incident	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By	ESXi

							<p>purchasing a 3 or 5 incident pack you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <ul style="list-style-type: none"> <li>• Flexible "pay as you go" model.</li> <li>• Good for technical support on specific products.</li> <li>• Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>• Online access to documentation, knowledge base articles, discussion forums and other technical resources</li> </ul> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	
	VMS-VCA-G-SSS-2U-C	Basic Support/Subscription VirtualCenter Agent 1 for VMware Server 2 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VMS-VCA-P-SSS-2U-C	Production Support/Subscription VirtualCenter Agent 1 for VMware Server Processor 2 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VMS-VCA-3-SUP-C	VMware VirtualCenter & VirtualCenter Agent Web-based Support, 3 Incidents	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product.</p> <ul style="list-style-type: none"> <li>• Flexible "pay as you go" model.</li> <li>• Good for technical support on specific products.</li> <li>• Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>• Online access to documentation, knowledge base articles, discussion forums and other technical resources</li> </ul> <p><a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a></p>	ESXi
	VMS-VCA-G-SSS-4U-C	Basic Support/Subscription VirtualCenter Agent 1 for VMware Server 4 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi



	VMS-VCA-P-SSS-4U-C	Production Support/Subscription VirtualCenter Agent 1 for VMware Server 4 Processor for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VMS-VCA-5-SUP-C	VMware VirtualCenter & VirtualCenter Agent Web-based Support, 5 Incidents	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product. <ul style="list-style-type: none"> <li>Flexible "pay as you go" model.</li> <li>Good for technical support on specific products.</li> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources</li> </ul> <a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a>	ESXi
	VMS-VCMS-BUN-C	VMware VirtualCenter and Support Bundle 2CPU (VirtualCenter for VMware Server, 3 2-CPU Agents, 2 support incidents)	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	VMware Per Incident support is designed to meet the needs of individual consumers or customers with no or small datacenters and software development organizations. An incident is defined as a question relating to a specific, discrete issue and may involve several interactions with Technical Support prior to resolution. Separate support incidents must be purchased for assistance with multiple support issues. By purchasing a 3 or 5 incident pack, you can take advantage of a built in discount, as well as contact VMware Technical Support for three or five independent technical issues for your specified product. <ul style="list-style-type: none"> <li>Flexible "pay as you go" model.</li> <li>Good for technical support on specific products.</li> <li>Sold as individual incidents or as economical 3- or 5-incident packs, depending on product.</li> <li>Online access to documentation, knowledge base articles, discussion forums and other technical resources</li> </ul> <a href="https://www.vmware.com/support/services/incident.html">https://www.vmware.com/support/services/incident.html</a>	ESXi
	VMS-VCMS-G-SSS-C	Basic Support/Subscription VirtualCenter Server for VMware Server; additive licenses for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VMS-VCMS-P-SSS-C	Production Support/Subscription VirtualCenter Server for VMware Server for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base,</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VCS-STD-G-SSS-C	Basic Support/Subscription for vCenter Server 4 Standard	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VCS-STD-P-SSS-C	Production Support/Subscription for vCenter Server 4 Standard	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-ENT-G-SSS-C	Basic Support/Subscription for VMware vSphere Enterprise for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VS4-ENT-P-SSS-C	Production Support/Subscription for VMware vSphere Enterprise for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-STD-G-SSS-C	Basic Support/Subscription for VMware vSphere Standard for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi

	VS4-STD-P-SSS-C	Production Support/Subscription for VMware vSphere Standard for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-ENT-PL-G-SSS-C	Basic Support/Subscription for VMware vSphere Enterprise Plus for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-ENT-PL-P-SSS-C	Production Support/Subscription for VMware vSphere Enterprise Plus for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-ADVC-AK-G-SSS-C	Basic Support/Subscription VMware vSphere Advanced Acceleration Kit for 6 processors with vCenter Standard for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-ADVC-AK-P-SSS-C	Production Support/Subscription VMware vSphere Advanced Acceleration Kit for 6 processors with vCenter Standard for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-ADV-AK-P-SSS-C	Production Support/Subscription VMware Advanced Acceleration Kit for 6 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi

	VS4-ADV-AK-G-SSS-C	Basic Support/Subscription VMware Advanced Acceleration Kit for 6 processors for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-ADV-G-SSS-C	Basic Support/Subscription for VMware vSphere Advanced for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-ADV-P-SSS-C	Production Support/Subscription for VMware vSphere Advanced for 1 processor for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-ENT-P6-AK-G-SSS-C	Basic Support/Subscription VMware Enterprise Plus Acceleration Kit for 6 processors	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-ENT-P6-AK-P-SSS-C	Production Support/Subscription VMware Enterprise Plus Acceleration Kit for 6 processors	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-ENT-PL-AK-G-SSS-C	Basic Support/Subscription VMware Enterprise Plus Acceleration Kit for 8 processors	VMware	per processor	primary 800, 806, 808, 810, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi

	VS4-ENT-PL-AK-P-SSS-C	Production Support/Subscription VMware Enterprise Plus Acceleration Kit for 8 processors	VMware	per processor	primary 800, 806, 808, 810, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-STD-AK-G-SSS-C	Basic Support/Subscription for VMware vSphere Standard Acceleration Kit for 8 processors	VMware	per 8 processors	primary 800, 806, 808, 810, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VS4-STD-AK-P-SSS-C	Production Support/Subscription for VMware vSphere Standard Acceleration Kit for 8 processors	VMware	per 8 processors	primary 800, 806, 808, 810, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-ESSL-SUB-C	Subscription only for VMware vSphere Essentials Bundle for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<a href="http://www.Vmware.com/ca/en/solutions/slsa.html">www.Vmware.com/ca/en/solutions/slsa.html</a>	ESXi
	VS4-ESSL-PL-BUN-G-SSS-C	Basic Support/Subscription VMware vSphere Essentials Plus Bundle for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VS4-ESSL-PL-BUN-P-SSS-C	Production Support/Subscription VMware vSphere Essentials Plus Bundle for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VS4-ESXi-G-SSS-C	Basic Support/Subscription for VMware vSphere Hypervisor 4 for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	ESXi

							<ul style="list-style-type: none"> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VS4-ESXi-P-SSS-C	Production Support/Subscription for VMware vSphere Hypervisor 4 for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-N1K-BUN-G-SSS-C	Basic Support/Subscription VMware vSphere 4 Enterprise Plus for 1 processor with Cisco Nexus 1000V Bundle	VMware	per processor	primary 800, 815, 820, 825, 840	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VS4-N1K-BUN-P-SSS-C	Production Support/Subscription VMware vSphere 4 Enterprise Plus for 1 processor with Cisco Nexus 1000V Bundle	VMware	per processor	primary 800, 815, 820, 825, 840	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VS4-RBO-AD-G-SSS-C	Basic Support/Subscription for VMware vSphere 4 Essentials Bundle for Retail and Branch Offices Add-on	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VS4-RBO-AD-P-SSS-C	Production Support/Subscription for VMware vSphere 4 Essentials Bundle for Retail and Branch Offices Add-on	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi

	VS4-RBOPL-A-G-SSS-C	Basic Support/Subscription for VMware vSphere 4 Essentials Plus Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-RBOPL-A-P-SSS-C	Production Support/Subscription for VMware vSphere 4 Essentials Plus Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-RBO-PL-G-SSS-C	Basic Support/Subscription for VMware vSphere 4 Essentials Plus Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-RBO-PL-P-SSS-C	Production Support/Subscription for VMware vSphere 4 Essentials Plus Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS4-RBO-ES-G-SSS-C	Basic Support/Subscription for VMware vSphere 4 Essentials Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-RBO-ES-P-SSS-C	Production Support/Subscription for VMware vSphere 4 Essentials Bundle for Retail and Branch Offices Starter Kit	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi

	VS4-SDK-G-SSS-C	Standard SDK Support/Subscription for VMware Tool Kits for 1 year -	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Standard and Premium SDK Support</p> <ul style="list-style-type: none"> <li>Access experienced vSphere SDK/API engineers to help streamline your application and script development and testing, and get to market faster.</li> <li>Take advantage of expert assistance to guide your development process, including sanity checks, best practice recommendations, and work-around suggestions.</li> <li>Avoid exposing your proprietary code in public forums by interacting with knowledgeable VMware engineers in confidence.</li> </ul> <p>SDK Support is available in two service level agreements: Standard support provides a response within two business days, and Premium support provides a response within one business day. SDK Support engineers won't write or test your code for you, but they may provide sample code to express a suggested solution. If you need help writing code, we recommend contacting your local VMware sales representative or reseller for information on additional service options.</p> <p><a href="https://www.vmware.com/support/services/sdk.html">https://www.vmware.com/support/services/sdk.html</a></p>	ESXi
	VS4-SDK-P-SSS-C	Premium SDK Support/Subscription for VMware Tool Kits for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Standard and Premium SDK Support</p> <ul style="list-style-type: none"> <li>Access experienced vSphere SDK/API engineers to help streamline your application and script development and testing, and get to market faster.</li> <li>Take advantage of expert assistance to guide your development process, including sanity checks, best practice recommendations, and work-around suggestions.</li> <li>Avoid exposing your proprietary code in public forums by interacting with knowledgeable VMware engineers in confidence.</li> </ul> <p>SDK Support is available in two service level agreements: Standard support provides a response within two business days, and Premium support provides a response within one business day. SDK Support engineers won't write or test your code for you, but they may provide sample code to express a suggested solution. If you need help writing code, we recommend contacting your local VMware sales representative or reseller for information on additional service options.</p> <p><a href="https://www.vmware.com/support/services/sdk.html">https://www.vmware.com/support/services/sdk.html</a></p>	ESXi
	VS4-STD-2VM-G-SSS-C	Basic Support/Subscription for VMware vSphere Standard with VMotion and Storage VMotion for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-STD-2VM-P-SSS-C	Production Support/Subscription for VMware vSphere Standard with VMotion and Storage VMotion for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi



	VS4-STD-DR-G-SSS-C	Basic Support/Subscription for VMware vSphere Standard Plus Data Recovery for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS4-STD-DR-P-SSS-C	Production Support/Subscription for VMware vSphere Standard Plus Data Recovery for 1 processor for 1 year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VU4-PR-10-G-SSS-C	Basic Support/Subscription for VMware View 4 Premier Bundle - 10 Pack for 1 year	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-PR-10-P-SSS-C	Production Support/Subscription for VMware View 4 Premier Bundle - 10 Pack	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VU4-PR-100-G-SSS-C	Basic Support/Subscription for VMware View 4 Premier Bundle: 100 Pack for 1 year	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-PR-100-P-SSS-C	Production Support/Subscription for VMware View 4 Premier Bundle: 100 Pack for 1 year	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows

	VU4-EN-10-G-SSS-C	Basic Support/Subscription for VMware View 4 Enterprise Bundle 10 Pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-EN-10-P-SSS-C	Production Support/Subscription for VMware View 4 Enterprise Bundle 10 Pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VU4-EN-100-G-SSS-C	Basic Support/Subscription for VMware View 4 Enterprise Bundle 100 Pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-EN-100-P-SSS-C	Production Support/Subscription for VMware View 4 Enterprise Bundle 100 Pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VU4-EN-A10-G-SSS-C	Basic Support/Subscription for VMware View 4 Enterprise Add-on 10 pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-EN-A10-P-SSS-C	Production Support/Subscription for VMware View 4 Enterprise Add-on 10 pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows

	V04-EN-A100-G-SSSC	Basic Support/Subscription for VMware View 4 Enterprise Add-on 100 pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-EN-A100-P-SSSC	Production Support/Subscription for VMware View 4 Enterprise Add-on 100 pack for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	V04-EN-STR-G-SSSC	Basic Support/Subscription for VMware View 4 Enterprise Bundle Starter Kit for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-EN-STR-P-SSSC	Production Support/Subscription for VMware View 4 Enterprise Bundle Starter Kit for 1 year	VMware	per Concurrent user	primary 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	V04-PR-U10-G-SSSC	Basic Support/Subscription for VMware View 4 Upgrade from Enterprise to Premier 10 Users	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-PR-U10-P-SSSC	Production Support/Subscription for VMware View 4 Upgrade from Enterprise to Premier 10 Users	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows

	V04-PR-U100-G-SSSC	Basic Support/Subscription for VMware View 4 Upgrade from Enterprise to Premier 100 Users	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-PR-U100-P-SSSC	Production Support/Subscription for VMware View 4 Upgrade from Enterprise to Premier 100 Users	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	V04-PR-A10-G-SSS-C	Basic Support/Subscription for VMware View 4 Premier Desktop Add-On - 10 desktop VMs for 1 year	VMware	per Concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-PR-A10-P-SSS-C	Production Support/Subscription for VMware View 4 Premier Desktop Add-On - 10 desktop VMs for 1 year	VMware	per Concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	V04-PR-A100-G-SSSC	Basic Support/Subscription for VMware View 4 Premier Desktop Add-On - 100 desktop VMs for 1 year	VMware	per Concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	V04-PR-A100-P-SSSC	Production Support/Subscription for VMware View 4 Premier Desktop Add-On - 100 desktop VMs for 1 year	VMware	per Concurrent user	primary 804, 802, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows

	VU4-PR-A50-P-SSS-C	Production Support/Subscription for VMware View 4 Premier Desktop Add-On - 50 desktop VMs for 1 year	VMware	per Concurrent user	primary 802, 804, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	windows
	VU4-PR-STR-G-SSS-C	Basic Support/Subscription for VMware View 4 Premier Bundle Starter Kit for 1 year	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-PR-STR-P-SSS-C	Production Support/Subscription for VMware View 4 Premier Bundle Starter Kit for 1 year	VMware	per Concurrent user	primary 802, 804, 806, 808, 810, 812, 814, 816, 1006	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VU4-THINCLA-G-SSS-C	Basic Support/Subscription for VMware ThinApp Client License: View Premier 4 Add-On for 1 year	VMware	per Concurrent User	primary 802	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VU4-THINCLA-P-SSS-C	Production Support/Subscription for VMware ThinApp Client License: View Premier 4 Add-On for 1 year	VMware	per Concurrent User	primary 802	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-APS-25VM-G-SSS-C	Basic Support/Subscription for VMware vCenter AppSpeed (25 VM Pack)	VMware	per 25 VM pack	primary 812, 814	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows

	VC-APS-25VM-P-SSS-C	Production Support/Subscription for VMware vCenter for AppSpeed (25 VM Pack)	VMware	per 25 VM pack	primary 812, 814	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-APSPD-G-SSS-C	Basic Support/Subscription for VMware vCenter AppSpeed for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VC-APSPD-P-SSS-C	Production Support/Subscription for VMware vCenter AppSpeed for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VC-BPBUN-25-G-SSS-C	Basic Support/Subscription VMware vCenter Business Production	VMware	per 25 VM pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-BPBUN-25-P-SSS-C	Production Support/Subscription VMware vCenter Business	VMware	per 25 VM pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-BPBUN-75-G-SSS-C	Basic Support/Subscription VMware vCenter Business Production	VMware	per 75 VM pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows

	VC-BPBUN-75-P-SSS-C	Production Support/Subscription VMware vCenter Business	VMware	per 75 VM pack	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-SRM-25VM-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager (25 VM Pack)	VMware	per 25 VM pack	primary 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC-SRM-25VM-P-SSS-C	Production Support/Subscription for VMware vCenter for Site Recovery Manager (25 VM Pack)	VMware	per 25 VM pack	primary 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-SRM4E-AK-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRM4E-AK-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRMVE-AK-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus 25-Pack per VM	VMware	per 25 VM pack	primary 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows

	VC-SRMVE-AK-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus 25-Pack per VM	VMware	per 25 VM pack	primary 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-SRM4-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRM4-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRM4E-XP-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRM4E-XP-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRM4A-AK-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Advanced for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi



	VC-SRM4A-AK-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Advanced for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRM4A-XP-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Advanced for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRM4A-XP-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Advanced for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRM4E-XP-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRM4E-XP-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Expansion Pack for vSphere Enterprise Plus for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRM5-ENT-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 5 Enterprise Conversion (1 VM per Processor) for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi

	VC-SRM5-ENT-P-SSS-C	Production Support/Subscription for VMware vCenter for Site Recovery Manager 5 Enterprise Conversion (1 VM per Processor) for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRMVA-AK-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Advanced 25-Pack per VM for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRMVA-AK-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Advanced 25-Pack per VM for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRMVE-AK-G-SSS-C	Basic Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus 25-Pack per VM for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-SRMVE-AK-P-SSS-C	Production Support/Subscription for VMware vCenter Site Recovery Manager 4 Acceleration Kit for vSphere Enterprise Plus 25-Pack per VM for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-SRV-BUN-G-SSS-C	Basic Support/Subscription for VMware vCloud Services Bundle (300 VM Pack) for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi

	VC-SRV-BUN-P-SSS-C	Production Support/Subscription for VMware vCloud Services Bundle (300 VM Pack) for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-VLCM-G-SSS-C	Basic Support/Subscription for VMware vCenter Lifecycle Manager	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-VLCM-P-SSS-C	Production Support/Subscription for VMware vCenter Lifecycle Manager	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VC-VLM4-G-SSS-C	Basic Support/Subscription* for VMware vCenter Lab Manager	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	VC-VLM4-P-SSS-C	Production Support/Subscription for VMware vCenter Lab Manager	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	VCHB-VCMS-G-SSS-C	Basic Support/Subscription VMware vCenter Server Heartbeat for 1 vCenter Server	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi

	VCHB-VCMS-P-SSS-C	Production Support/Subscription VMware vCenter Server Heartbeat for 1 vCenter Server for 1 Year	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	SH-PESL-SV-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Essentials for Server for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	SH-PESL-SV-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Essentials for Server for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	SH-PESL-WS-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Essentials for Workstation for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi
	SH-PESL-WS-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Essentials for Workstation for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	ESXi
	SH-PT-ES-G-SSS-C	Basic Support/Subscription for VMware vCenter Protect Essentials Console for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 808, 810, 812, 814, 816	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	ESXi

	SH-PT-ES-P-SSS-C	Production Support/Subscription for VMware vCenter Protect Essentials Console for 1 year - For Renewal Only	VMware	Per Processor	primary 800, 802, 806, 812, 814, 816	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	SLES-LIC-C	VMware SLES product- *MUST BE BOOKED WITH SLES SUPPORT SKUs*	VMware	Per Processor	primary 800, 802,	English	<p>Extended Support</p> <p>Extended Support will be provided for 3 years following General Support. New hardware platforms are no longer supported, new guest OS updates may or may not be applied, and bug fixes are limited to critical issues. Critical bugs are deviations from specified product functionality that cause data corruption, data loss, system crash, or significant customer application down time and there is no work-around that can be implemented.</p> <p><a href="http://www.vmware.com/support/policies/lifecycle/vi/eos.html">http://www.vmware.com/support/policies/lifecycle/vi/eos.html</a></p>	Linux
	SLES-100-LTSUP-C	Extended Support for SLES for VMware for 1 year (100 hosts) *MUST BE BOOKED WITH SLES LICENSE SKU*	VMware	Per Processor	primary 800, 802,	English	<p>Extended Support</p> <p>Extended Support will be provided for 3 years following General Support. New hardware platforms are no longer supported, new guest OS updates may or may not be applied, and bug fixes are limited to critical issues. Critical bugs are deviations from specified product functionality that cause data corruption, data loss, system crash, or significant customer application down time and there is no work-around that can be implemented.</p> <p><a href="http://www.vmware.com/support/policies/lifecycle/vi/eos.html">http://www.vmware.com/support/policies/lifecycle/vi/eos.html</a></p>	Linux
	SLES-500-LTSUP-C	Extended Support Services for SLES for VMware for 1 year (from 101-500 hosts) *MUST BE BOOKED WITH SLES LICENSE SKU*	VMware	Per Processor	primary 800, 802,	English	<p>Extended Support</p> <p>Extended Support will be provided for 3 years following General Support. New hardware platforms are no longer supported, new guest OS updates may or may not be applied, and bug fixes are limited to critical issues. Critical bugs are deviations from specified product functionality that cause data corruption, data loss, system crash, or significant customer application down time and there is no work-around that can be implemented.</p> <p><a href="http://www.vmware.com/support/policies/lifecycle/vi/eos.html">http://www.vmware.com/support/policies/lifecycle/vi/eos.html</a></p>	Linux
	SLES-HOST-GSUP-C	Basic Support (per HOST) for SLES for VMware for 1 year *MUST BE BOOKED WITH SLES LICENSE SKU*	VMware	Per Processor	primary 800, 802,	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Linux
	SLES-UL-LTSUP-C	Extended Support for SLES for VMware for 1 year (Unlimited hosts) *MUST BE BOOKED WITH SLES LICENSE SKU*	VMware	Per Processor	primary 800, 802,	English	<p>Extended Support</p> <p>Extended Support will be provided for 3 years following General Support. New hardware platforms are no longer supported, new guest OS updates may or may not be applied, and bug fixes are limited to critical issues. Critical bugs are deviations from specified product functionality that cause data corruption, data loss, system crash, or significant customer application down time and there is no work-around that can be implemented.</p> <p><a href="http://www.vmware.com/support/policies/lifecycle/vi/eos.html">http://www.vmware.com/support/policies/lifecycle/vi/eos.html</a></p>	Linux
	SLES-HOST-PSUP-C	Production Support (per HOST) for SLES for VMware for 1 year *MUST BE BOOKED WITH SLES LICENSE SKU*	VMware	Per Processor	primary 800, 802,	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> </ul>	Linux

							<ul style="list-style-type: none"> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	SM-AMGT-G-SSS-C	Basic Support for VMware Service Manager Asset Management for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-AMGT-P-SSS-C	Production Support for VMware Service Manager Asset Management for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-CUSR-G-SSS-C	Basic Support for VMware Service Manager Concurrent User for 1 year	VMware	per concurrent user	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-CUSR-P-SSS-C	Production Support for VMware Service Manager Concurrent User for 1 year	VMware	per concurrent user	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-FND-G-SSS-C	Basic Support for VMware Service Manager Foundation for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-FND-P-SSS-C	Production Support for VMware Service Manager Foundation for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	SM-IPLF-G-SSS-C	Basic Support for VMware Service Manager Integration Platform for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-IPLF-P-SSS-C	Production Support for VMware Service Manager Integration Platform for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-KMGT-G-SSS-C	Basic Support for VMware Service Manager Knowledge Management for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-KMGT-P-SSS-C	Production Support for VMware Service Manager Knowledge Management for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-NUSR-G-SSS-C	Basic Support for VMware Service Manager Named User for 1 year	VMware	per user	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>• Global, 12x5 access to support</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> <li>• Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>• Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-NUSR-P-SSS-C	Production Support for VMware Service Manager Named User for 1 year	VMware	per user	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>• Global, 24x7 support for Severity 1 issues</li> <li>• Fast response times for critical issues</li> <li>• Unlimited number of support requests</li> <li>• Remote Support</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	SM-PORT-G-SSS-C	Basic Support for VMware Service Manager Portal for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-PORT-P-SSS-C	Production Support for VMware Service Manager Portal for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-SDSK-G-SSS-C	Basic Support for VMware Service Manager Service Desk for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-SDSK-P-SSS-C	Production Support for VMware Service Manager Service Desk for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SM-WFLW-G-SSS-C	Basic Support for VMware Service Manager Workflow for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SM-WFLW-P-SSS-C	Production Support for VMware Service Manager Workflow for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows, UNIX, Linux



							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	SMC-ALT-G-SSS-C	Basic Support for VMware Service Manager Connector: Altris for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-ALT-P-SSS-C	Production Support for VMware Service Manager Connector: Altris for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	SMC-CACC-G-SSS-C	Basic Support for VMware Service Manager Connector: CA Cendura Cohesion for 1 year	VMware	per concurrent user	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-CACC-P-SSS-C	Production Support for VMware Service Manager Connector: CA Cendura Cohesion for 1 year	VMware	per concurrent user	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	SMC-CDSC-G-SSS-C	Basic Support for VMware Service Manager Connector: Centennial Disc for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-CDSC-P-SSS-C	Production Support for VMware Service Manager Connector: Centennial Disc for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	SMC-DIR-G-SSS-C	Basic Support for VMware Service Manager Connector: IBM Director for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-DIR-P-SSS-C	Production Support for VMware Service Manager Connector: IBM Director for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SMC-ICRL-G-SSS-C	Basic Support for VMware Service Manager Connector: InControl for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-ICRL-P-SSS-C	Production Support for VMware Service Manager Connector: InControl for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SMC-LDK-G-SSS-C	Basic Support for VMware Service Manager Connector: Landesk for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-LDK-P-SSS-C	Production Support for VMware Service Manager Connector: Landesk for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows, UNIX, Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	SMC-MGST-G-SSS-C	Basic Support for VMware Service Manager Connector: Managesoft for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-MGST-P-SSS-C	Production Support for VMware Service Manager Connector: Managesoft for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SMC-ONM-G-SSS-C	Basic Support for VMware Service Manager Connector: HP Openview Node Manager for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-ONM-P-SSS-C	Production Support for VMware Service Manager Connector: HP Openview Node Manager for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows, UNIX, Linux
	SMC-SCCM-G-SSS-C	Basic Support for VMware Service Manager Connector: Microsoft SM/SCCM for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows, UNIX, Linux
	SMC-SCCM-P-SSS-C	Production Support for VMware Service Manager Connector: Microsoft SM/SCCM for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows, UNIX, Linux

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	SMC-SCOM-G-SSS-C	Basic Support for VMware Service Manager Connector: Microsoft SCOM for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-SCOM-P-SSS-C	Production Support for VMware Service Manager Connector: Microsoft SCOM for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	SMC-SIM-G-SSS-C	Basic Support for VMware Service Manager Connector: HP System Insight Manager for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-SIM-P-SSS-C	Production Support for VMware Service Manager Connector: HP System Insight Manager for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows, UNIX, Linux
	SMC-ZEN-G-SSS-C	Basic Support for VMware Service Manager Connector: Zenworks for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows, UNIX, Linux
	SMC-ZEN-P-SSS-C	Production Support for VMware Service Manager Connector: Zenworks for 1 year	VMware	per instance - department	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows, UNIX, Linux

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VC5-VSA-G-SSS-C	Basic Support/Subscription for vSphere vSphere Storage Appliance (all vCenter Editions)	VMware	per instance	primary 818, 808	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC5-VSA-P-SSS-C	Production Support/Subscription for vSphere vSphere Storage Appliance (all vCenter Editions)	VMware	per instance	primary 818, 808	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VS-AP5-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield App 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Linux
	VS-AP5-25VM-P-SSS-C	Production Support/Subscription for VMware vShield App 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Linux
	VS-APP-BUN-G-SSS-C	Basic Support/Subscription for VMware vShield App with Data Security (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Linux
	VS-APP-BUN-P-SSS-C	Production Support/Subscription for VMware vShield App with Data Security (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VS-DS2-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield Data Security 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-DS2-25VM-P-SSS-C	Production Support/Subscription for VMware vShield Data Security 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VS-EDG-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield Edge (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-EDG-25VM-P-SSS-C	Production Support/Subscription for VMware vShield Edge (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VS-EP5-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield Endpoint 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-EP5-25VM-P-SSS-C	Production Support/Subscription for VMware vShield Endpoint 5 (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	Linux

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VS-APP-BUN-G-SSS-C	Basic Support/Subscription for VMware vShield App with Data Security (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-APP-BUN-P-SSS-C	Production Support/Subscription for VMware vShield App with Data Security (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VS-EPT-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield Endpoint (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-EPT-25VM-P-SSS-C	Production Support/Subscription for VMware vShield Endpoint (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VS-APP-25VM-G-SSS-C	Basic Support/Subscription for VMware vShield App (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VS-APP-25VM-P-SSS-C	Production Support/Subscription for VMware vShield App (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul>	Linux

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	
	VS-SEC-STE-G-SSS-C	Basic Support/Subscription for VMware vShield Security Bundle (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Linux
	VS-SEC-STE-P-SSS-C	Production Support/Subscription for VMware vShield Security Bundle (25 VM Pack)	VMware	per 25 VM pack	primary 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Linux
	VS5-ESP-BUN-G-SSS-C	Basic Support/Subscription VMware vSphere 5 Essentials Plus Kit for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS5-ESP-BUN-P-SSS-C	Production Support/Subscription VMware vSphere 5 Essentials Plus Kit for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	ESXi
	VS5-ESA-BUN-G-SSS-C	Basic Support/Subscription VMware vSphere 5 Essentials Plus Kit with vSphere Storage Appliance for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	ESXi
	VS5-ESA-BUN-P-SSS-C	Production Support/Subscription VMware vSphere 5 Essentials Plus Kit with vSphere Storage Appliance for 1 year	VMware	per processor	primary 800, 806, 808, 810, 816	English and French	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	ESXi



							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	
	VS5-SDK-G-SSS-C	Standard SDK Support for VMware Tool Kits for 1 year *MUST BE BOOKED WITH Tool Kits LICENSE SKU*	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>Standard and Premium SDK Support</p> <ul style="list-style-type: none"> <li>Access experienced vSphere SDK/API engineers to help streamline your application and script development and testing, and get to market faster.</li> <li>Take advantage of expert assistance to guide your development process, including sanity checks, best practice recommendations, and work-around suggestions.</li> <li>Avoid exposing your proprietary code in public forums by interacting with knowledgeable VMware engineers in confidence.</li> </ul> <p>SDK Support is available in two service level agreements: Standard support provides a response within two business days, and Premium support provides a response within one business day. SDK Support engineers won't write or test your code for you, but they may provide sample code to express a suggested solution. If you need help writing code, we recommend contacting your local VMware sales representative or reseller for information on additional service options.</p> <a href="https://www.vmware.com/support/services/sdk.html">https://www.vmware.com/support/services/sdk.html</a>	ESXi
	VS5-SDK-P-SSS-C	Premium SDK Support for VMware Tool Kits for 1 year *MUST BE BOOKED WITH Tool Kits LICENSE SKU*	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>Standard and Premium SDK Support</p> <ul style="list-style-type: none"> <li>Access experienced vSphere SDK/API engineers to help streamline your application and script development and testing, and get to market faster.</li> <li>Take advantage of expert assistance to guide your development process, including sanity checks, best practice recommendations, and work-around suggestions.</li> <li>Avoid exposing your proprietary code in public forums by interacting with knowledgeable VMware engineers in confidence.</li> </ul> <p>SDK Support is available in two service level agreements: Standard support provides a response within two business days, and Premium support provides a response within one business day. SDK Support engineers won't write or test your code for you, but they may provide sample code to express a suggested solution. If you need help writing code, we recommend contacting your local VMware sales representative or reseller for information on additional service options.</p> <a href="https://www.vmware.com/support/services/sdk.html">https://www.vmware.com/support/services/sdk.html</a>	ESXi
	VS5-SDK-LIC-C	VMware SDK product - *MUST BE BOOKED WITH SDK SUPPORT SKUs*	VMware	per instance	primary 800, 806, 808, 810, 816	English and French	<p>SDK Support</p> <p>The VMware SDK Support Program provides guidance to get your third-party vSphere solutions to market more quickly by providing you with access to VMware vSphere Application Programming Interface (API) expert engineers. These professionals have years of experience working with third-party solutions, and possess in-depth knowledge around the intricacies of the powerful vSphere APIs. This program is ideal for Independent Software/Hardware Vendors (ISVs/IHVs), commercial and enterprise organizations building solutions for managing the vSphere platform.</p> <a href="http://www.vmware.com/support/services/sdk.html?rct=i&amp;q=vmware%20sdk%20support%20site:vmware.com&amp;source=web&amp;cd=1&amp;ved=0CC0QFjAA&amp;url=http://www.vmware.com/qo/sdksupport&amp;ei=llCwUKzwA_Oy0AGd1YCOBw&amp;usq=AFQICNezU4kXSIQoYFqgMK_eD8DKWZFLMW">http://www.vmware.com/support/services/sdk.html?rct=i&amp;q=vmware%20sdk%20support%20site:vmware.com&amp;source=web&amp;cd=1&amp;ved=0CC0QFjAA&amp;url=http://www.vmware.com/qo/sdksupport&amp;ei=llCwUKzwA_Oy0AGd1YCOBw&amp;usq=AFQICNezU4kXSIQoYFqgMK_eD8DKWZFLMW</a>	ESXi
	VC-CD-BUN-G-SSS-C	Basic Support/Subscription for VMware vCloud Director and vCenter Chargeback Bundle (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814, 816	English and French	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 24x access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Linux

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-CD-BUN-P-SSS-C	Production Support/Subscription for VMware vCloud Director and vCenter Chargeback Bundle (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VC-CDE25-AD-G-SSS-C	Basic Support/Subscription for VMware vShield Edge 25 VM Pack Add on for vCloud Director	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-CDE25-AD-P-SSS-C	Production Support/Subscription for VMware vShield Edge 25 VM Pack Add on for vCloud Director	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VC-CHBK-G-SSS-C	Basic Support/Subscription for VMware vCenter Chargeback for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-CHBK-P-SSS-C	Production Support/Subscription for VMware vCenter for Chargeback for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Production Support  Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VC-CIQ-G-SSS-C	Basic Support/Subscription for VMware vCenter CapacityIQ for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814,816	English and French	Basic Support  Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul>	Linux

							<a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-CIQ-P-SSS-C	Production Support/Subscription for VMware vCenter Capacity/Q for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814, 816	English and French	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Linux
	VC-CIQ25-VM-G-SSS-C	Basic Support/Subscription for VMware vCenter Capacity/Q (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814, 816	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-CIQ25-VM-P-SSS-C	Basic Support/Subscription for VMware vCenter Capacity/Q (25 VM Pack) for 1 Year	VMware	per 25 VM pack	primary 812, 806, 808, 814, 816	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-CM-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Instance for 1 year	VMware	per 25 VM pack	primary 812, 806, 808, 814, 816	English and French	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Linux
	VC-CM-P-SSS-C	Production Support for VMware vCenter Configuration Manager Instance for 1 year	VMware	per instance - department	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-CMSL-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Server (one unit), Unix, Linux or Mac for 1 year	VMware	per instance - department	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-CMSL-P-SSS-C	Production Support for VMware vCenter Configuration Manager Server (one unit), Unix, Linux or Mac for 1 year	VMware	per device/VM	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Unix Linux Mac
	VC-CMSU-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Server (one unit), Unix for 1 year	VMware	per device/VM	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Unix Linux Mac
	VC-CMSU-P-SSS-C	Production Support for VMware vCenter Configuration Manager Server (one unit), Unix for 1 year	VMware	per device/VM	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Unix Linux Mac
	VC-CMSW-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Server (one unit), Windows for 1 year	VMware	per device/VM	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Unix Linux Mac
	VC-CMSW-P-SSS-C	Production Support for VMware vCenter Configuration Manager Server (one unit), Windows for 1 year	VMware	per device/VM	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VC-CMWL-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Workstation (one unit), Linux or Mac for 1 year	VMware	per device/VM	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-CMWL-P-SSS-C	Production Support for VMware vCenter Configuration Manager Workstation (one unit), Linux or Mac for 1 year	VMware	per device/VM	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Unix Linux Mac
	VC-CMWW-G-SSS-C	Basic Support for VMware vCenter Configuration Manager Workstation (one unit), Windows for 1 year	VMware	per device/VM	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Unix Linux Mac
	VC-CMWW-P-SSS-C	Production Support for VMware vCenter Configuration Manager Workstation (one unit), Windows for 1 year	VMware	per device/VM	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	windows
	VC-O5-ADP25-G-SSS-C	Basic Support/Subscription VMware vCenter Adaptor 25 VM Pack for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC-O5-ADP25-P-SSS-C	Production Support/Subscription VMware vCenter Adaptor 25 VM for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-O5-ADV25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Management Suite Advanced 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> </ul>	Windows

							<ul style="list-style-type: none"> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-O5-ADV25-P-SSS-C	Production Support/Subscription VMware vCenter Operations Management Suite Advanced 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-O5-ENT25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Management Suite Enterprise 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC-O5-ENT25-P-SSS-C	Production Support/Subscription VMware vCenter Operations Management Suite Enterprise 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-O5-ENT50-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Management Suite Enterprise 5.0 (50 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	Windows
	VC-O5-ENT50-P-SSS-C	Production Support/Subscription VMware vCenter Operations Management Suite Enterprise 5.0 (50 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows
	VC-O5-EPL25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Management Suite Enterprise Plus 5.0 (25 Managed System Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	Basic Support Weekday Support for Test, Dev and Non-Critical Deployments: <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-O5-EPL25-P-SSS-C	Production Support/Subscription VMware vCenter Operations Management Suite Enterprise Plus 5.0 (25 Managed System Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-O5-MS-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.0 (Per Managed System) for 1 year	VMware	per managed system	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-O5-MS-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.0 (Per Managed System) for 1 year	VMware	per managed system	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-O5-ND-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.0 (Per Network Device) for 1 year	VMware	Per Network Device	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-O5-ND-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.0 (Per Network Device) for 1 year	VMware	Per Network Device	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-O5-STD25-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Management Standard 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and</li> </ul>	Windows

							<p>technical resources, knowledge base, discussion forums</p> <ul style="list-style-type: none"> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	
	VC-05-STD25-P-SSS-C	Production Support/Subscription VMware vCenter Operations Management Standard 5.0 (25 VM Pack) for 1 year	VMware	per 25 VM pack	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-05-TM-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager 5.0 (Per Terabyte Managed) for 1 year	VMware	Per Terabyte Managed	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-05-TM-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager 5.0 (Per Terabyte Managed) for 1 year	VMware	Per Terabyte Managed	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-05-VU10-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager for View: 10 Concurrent User Pack for 1 year	VMware	per concurrent user	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a></p>	Windows
	VC-05-VU10-P-SSS-C	Production Support/Subscription VMware vCenter Operations Manager for View: 10 Concurrent User Pack for 1 year	VMware	per concurrent user	primary 812, 814	English	<p>Production Support</p> <p>Focused, 24-Hour Support For Production Environments:</p> <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <p><a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a></p>	Windows
	VC-05-VU100-G-SSS-C	Basic Support/Subscription VMware vCenter Operations Manager for View: 100 Concurrent User Pack for 1 year	VMware	per concurrent user	primary 812, 814	English	<p>Basic Support</p> <p>Weekday Support for Test, Dev and Non-Critical Deployments:</p> <ul style="list-style-type: none"> <li>Global, 12x5 access to support</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> </ul>	Windows



							<ul style="list-style-type: none"> <li>discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/basic.html">http://www.vmware.com/support/services/basic.html</a>	
	VC-05-VU100-P-SSSC	Production Support/Subscription VMware vCenter Operations Manager for View: 100 Concurrent User Pack for 1 year	VMware	per concurrent user	primary 812, 814	English	Production Support Focused, 24-Hour Support For Production Environments: <ul style="list-style-type: none"> <li>Global, 24x7 support for Severity 1 issues</li> <li>Fast response times for critical issues</li> <li>Unlimited number of support requests</li> <li>Remote Support</li> <li>Online access to documentation and technical resources, knowledge base, discussion forums</li> <li>Product updates and upgrades</li> </ul> <a href="http://www.vmware.com/support/services/production.html">http://www.vmware.com/support/services/production.html</a>	Windows