

vmware® PARTNER NETWORK

VSP Product Usage Guide

VMware Service Providers Program (VSP)

VMWARE SERVICE PROVIDER PROGRAM PRODUCT USAGE GUIDE Q2 2011



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Overview

This VSPP Product Usage Guide is effective for product usage as of May 1, 2011. This VSPP Product Usage Guide replaces all previous VMware Service Provider Product Usage Guides. The information provided in this Product Usage Guide applies to all of the products that are available in the VMware Service Provider Program (the “VSPP Products”) as listed below in the VMware Service Provider Program Product Availability Chart, and may be updated by VMware at any time. To have access to these products a Service Provider must have a valid agreement with a VMware VSPP Aggregator as of or after May 1, 2011 that addresses these products and their applicable reporting and pricing.

All documentation referenced in this Product Usage Guide is made available to Service Providers on Partner Central.

VMware Service Provider Program Pricing Models

Currently, the VSPP Program has two pricing models in use:

- Virtual Machine Pricing Model. This is all contracts between Service Providers and Aggregators where vSphere products are priced per Virtual Machine (VM)
- Virtual RAM Pricing Model. This is all contracts between Service Providers and Aggregators where vCloud Service Provider Bundles are priced per allocated Virtual RAM (vRAM)

As of April 1, 2011 all contracts signed between Service Providers and Aggregators will be under the Virtual RAM Pricing Model. Service Providers holding contracts for the Virtual Machine Pricing Model may continue to use those contracts until March 31, 2012. By that time, all contracts must be changed to the Virtual RAM Pricing Model or cancelled under the terms of the VMware Service Provider Program, unless otherwise excepted in writing by VMware. See the *VM Model to vRAM Model Transition March 2011 External* document for additional information.

VMware Service Provider Program Product Availability Chart for the Virtual Machine Pricing Model

Service Providers currently able to license under a Virtual Machine Pricing Model may utilize the following products. All products used must be reported to the Aggregator on a monthly basis.

Product Name	Points/ Month	Charged Per
vSphere Standard	10	Virtual Machine
vSphere Advanced	24	Virtual Machine
vSphere Enterprise Plus	36	Virtual Machine
vCenter Server Standard	314	vCenter Server

In addition, with prior approval by the VMware Service Provider Program Office, Service Providers holding Virtual Machine Pricing Model contracts may request to use:

Product Name	Points/ Month	Charged Per
Lab Manager	94	Processor
Chargeback	47	Processor
Site Recovery Manager (Enterprise Partner or higher only)	110	Processor plus Virtual Machines on protected site each month and Virtual Machines on recovery site twice a year
View Premier	12	Concurrent Connection

VMware Service Provider Program Product Availability Chart for the Virtual RAM Pricing Model

Service Providers currently able to license under a Virtual RAM Pricing Model may utilize the following products. All products used must be reported to the Aggregator on a monthly basis.

Product Name	Points/ Month	Charged Per
vCloud Premier Service Provider Bundle	7	1 GB Allocated Virtual RAM
vCloud Standard Service Provider Bundle	5	1 GB Allocated Virtual RAM
View Premier	12	Concurrent Connection
ThinApp Client	2	ThinApp Client
Site Recovery Manager	22	Protected Virtual Machine
vCenter Server Heartbeat	486	Protected vCenter Server
vShield Edge	5	Virtual Machine
vShield App	7	Virtual Machine
vCenter Capacity IQ	4	Virtual Machine
tc Server	73	Processor
tc Server Spring Edition	97	Processor
Hyperic HQ EE	15	Machine
Zimbra Collaboration Server, Professional Edition	1.55	Mailbox (100 Minimum)
Zimbra Collaboration Server, Standard Edition	1.10	Mailbox (100 Minimum)
Zimbra Archiving and Discovery	1.10	Mailbox (100 Minimum)
Zimbra Collaboration Server, Business Email Edition	0.19	Mailbox (500 Minimum)
Zimbra Collaboration Server, Business Email Edition Plus	0.58	Mailbox (500 Minimum)

Product Specific Usage Information

For purposes of this Product Usage Guide, a “Cloud” means an internet based subscription computing service that allows end users to access: (i) the computing or processing power of systems operated by the Service Provider (such as utility or grid computing), and/or (ii) various software applications that are installed and operated on the systems of the Service Provider.

Reporting Overview

Service Providers must report usage of VSPP Products to the Aggregator from which they procure the VSPP Products using the following methods: (1) The vCloud Usage Meter, is used to monitor the vCloud Service Provider Bundles and must be installed by the Service Provider to monitor usage and send VSPP Product specific information to the Aggregator’s defined email address; and (2) All other VSPP products must be manually reported to the Aggregator under the specific data collection process outlined by the Aggregator. The total of these two submissions will be used by the Aggregator to calculate the total point usage for the month.

VMware vCloud Premier Service Provider Bundle

The VMware vCloud Premier Service Provider Bundle provides the key components required to deliver an enterprise class Cloud service. The VMware vCloud Premier Service Provider Bundle is targeted for use with production Enterprise IT workloads, where a Service Provider desires to offer an allocation pool of reserved resources for workloads to their customers to deliver predictable performance within a multi-tenant infrastructure.

Point Value

7 points per 1 GB allocated virtual RAM / month* (GB= 1024 MB)

Total points capped at 24GB per virtual machine (see vCloud Service Provider Bundles Operational Details)

Components

- vSphere Enterprise Plus
- vCenter Server Standard
- vCloud Director, which includes vShield for vCloud Director
- vCloud Usage Meter
- vCenter Chargeback

Support Included

VMware Production Level support (formerly called Platinum Level)

VMware vCloud Standard Service Provider Bundle

The VMware vCloud Standard Service Provider Bundle provides the key components required to deliver a competitive “pay for use” Cloud service. The VMware vCloud Standard Service Provider Bundle is designed for quick start pilot projects or for workloads like software development and testing that don’t need resource reservations and high performance.

Point Value

5 points per 1 GB allocated virtual RAM/ month* (GB= 1024 MB)

Total points capped at 24GB per virtual machine (see vCloud Service Provider Bundles Operational Details)

Components

- vSphere Standard + DRS feature enabled
- vCenter Server Standard
- vCloud Director, which includes vShield for vCloud Director
- vCloud Usage Meter
- vCenter Chargeback

Support Included

VMware Production Level support (formerly called Platinum Level)

Other VMware vSphere and VI3 Products

Service Providers may install and use the vSphere Products and VI3 Products listed below if necessary. Service Providers are advised that vCloud Director has not been tested and is not supported for the vSphere Products and VI3 Products.

All vSphere Products and VI3 Products listed in this Section are charged at the vCloud Premier Service Provider Bundle rate. Service Providers may install and use the vSphere Products and VI3 Products listed below if necessary. Service Providers are advised that vCloud Director has not been tested and is not supported for the VI3 Products.

All vSphere Products and VI3 Products listed in this Section are charged at the vCloud Premier Service Provider Bundle rate. Therefore, the vSphere Products and VI3 Products listed below can be used in a multi-tenant Cloud in conjunction with vCenter Server Standard and vCenter Chargeback.

Point Value

7 points per 1 GB allocated virtual RAM/ month* (GB= 1024 MB)

VI3 Products

- VI3 Foundation
- VI3 Standard
- VI3 Enterprise

vSphere Products

- vSphere Standard – in multitenant environment
- vSphere Advanced
- vSphere Enterprise

Support Included

VMware Production Level support (formerly called Platinum Level)

*Definition of month

Calculation of hours per month must be based on total number of metered hours available in a month.

- 30 day months = 720 hours
- 31 day months = 744 hours
- 28 day months = 672 hours
- 29 day months = 696 hours

VMware vCloud Service Provider Bundles (Operational Details)

The information in this Section applies to the vCloud Premier and Standard Service Provider Bundles.

Reporting

Usage information on the vCloud Service Provider Bundles is gathered automatically through the VMware vCloud Usage Meter (The VMware vCloud Usage Meter is software that is provided to Service Providers by VMware under a separate “click-through” license agreement). All Service Providers using vSphere, vCenter Server, vCloud Director and/or vCenter Chargeback must report all usage through the VMware vCloud Usage Meter.

The Service Provider must install the VMware vCloud Usage Meter and indicate each vCenter Server that is being charged on a per virtual RAM basis. Information about the virtual memory of each Virtual Machine that is “powered on” is gathered hourly and consolidated into a report at the Service Provider site. The Service Provider must report the usage data provided by the vCloud Usage Meter each month to their Aggregator. The Service Provider can choose to automatically send the report generated by the vCloud Usage Meter to their Aggregator or may obtain the report themselves and then forward the usage information and the raw data to their Aggregator. The VMware vCloud Usage Meter will consolidate usage information for each vCloud Service Provider Bundle, vSphere, and VI3 Product. VI3 Products listed above will be shown as an “unknown” product type.

For more information on the vCloud Usage Meter see the *vCloud Usage Meter Users Guide* or *FAQ*. All documentation on vCloud Usage Meter is available on the Download site at <http://www.vmware.com/download/download.do?downloadGroup=UMSV2>

Any issues or questions regarding the Usage Meter should be sent to vcloudusagemeter@vmware.com

Point Calculation Example

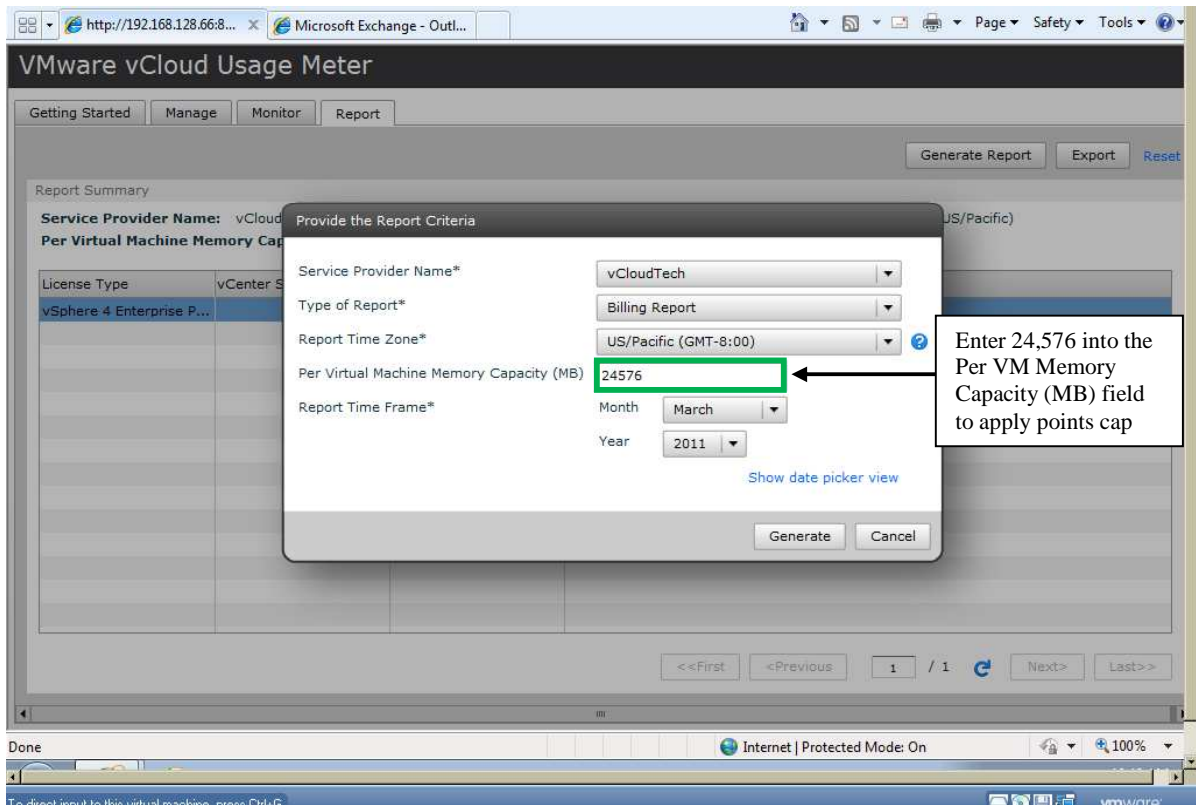
All VMware vCloud Service Provider Bundles are charged for total usage per month of allocated virtual RAM. The allocated virtual RAM for all “powered on” virtual machines is measured hourly by the vCloud Usage Meter. The VMware vCloud Service Provider Bundles are quoted at a monthly rate because Service Providers will be charged on a monthly basis for total usage. The rate includes use of VMware vCenter Management Server, the appropriate VMware vSphere edition included in the Bundle, VMware Cloud Director, VMware vCenter Chargeback, vCloud Usage Meter and Production level Support. The full rate for the VMware vCloud Service Provider Bundles applies even if not all products in the Bundles are used by the Service Provider. If a version of the VI3 Products or vSphere Product is used that does not associate directly to a VMware vCloud Service Provider Bundle level, it will be assumed that the Premier Bundle is being used and the Service Provider will be metered accordingly.

Virtual RAM is the calculated usage for a Virtual Machine during a calendar month based on the multiplication of:

1. Virtual memory allocated to each Virtual Machine in 1MB units (for purposes of the below sample 1GB = 1024 MB);
2. Number of hours that the Virtual Machine was powered on during the calendar month for which the Usage Report is being generated.

Points Cap

Points for the VMware vCloud Service Provider Bundles will be capped at 24vGB per virtual machine. Service Providers must enter 24,576 MB (24 x 1024 MB) into the “Per VM Memory Cap” field when generating reports for this to apply.



Example Calculation with Points Cap

The example below is provided to describe the steps behind the calculation of virtual RAM usage. Service Providers and Aggregators do not need to make the calculations shown in Lines 1 through 3 as this will be done automatically by the vCloud Usage Meter. Service Providers and/or Aggregators will need to take the aggregate virtual RAM usage from the vCloud Usage Meter 'Billing Report' to make the final points calculation show in Line 4.

During one 30-day calendar month, using the vCloud Premier Service Provider Bundle, the Service Provider's Virtual Machine uses 16GB for 15 days and 32GB for the remaining 15 days.

<i>Line 1</i>	<i>15 days x 24 hours x 16GB =</i>	<i>5,760 vGB hours</i>
<i>Line 2</i>	<i>15 days x 24 hours x 24GB (capped at 24GB)=</i>	<i>8,640 vGB hours</i>
<i>Line 3</i>	<i>Total GB hours =</i>	<i>14,400 vGB hours</i>
<i>Line 4</i>	<i>Total points = 14,400vGB hours ÷ 720 hours/ month x 7 points = 140 points</i>	

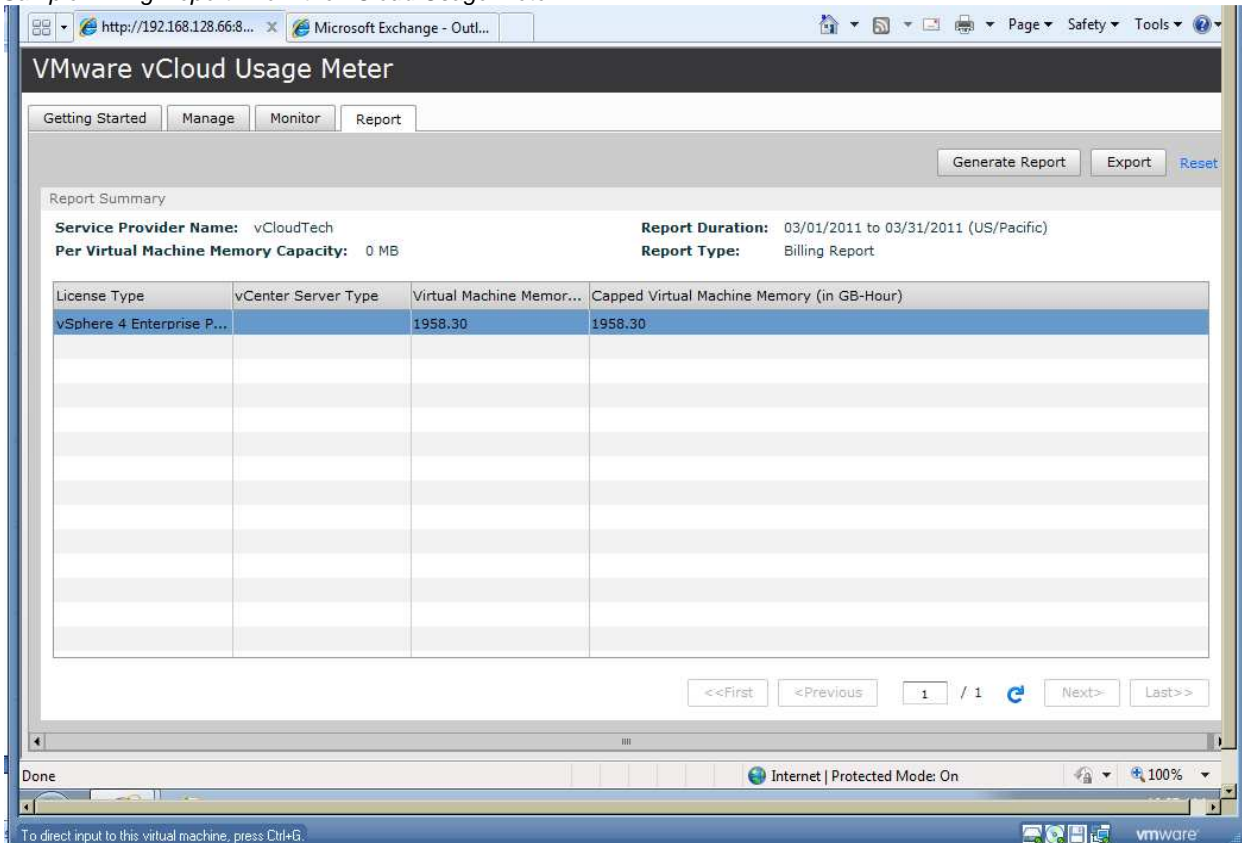
Sample 'Billing Report' from the vCloud Usage Meter:

Below is a sample 'Billing Report' generated by the vCloud Usage Meter. The report shows the Service Provider's aggregate virtual RAM usage for the month of March. Based on the sample report, the Service Provider and/or Aggregator would need to calculate the points as follows:

1958.30 vGB hours ÷ 744 hours/month x 7 points = 18.42 points
(Since vSphere Enterprise Plus is listed in the 'Billing Report' the Service Provider should be charged based on the points for the vCloud Premier Service Provider Bundle)

The Aggregator would then bill the Service Provider for 18 points for the month of March in addition to any other products that do not fall under the virtual RAM pricing model. Final point calculations should be rounded to the nearest whole point.

Sample 'Billing Report' from the vCloud Usage Meter



Installation Limitations

The *vCloud Licensing Details* below outline the difference between a vCloud Standard Service Provider Bundle and a vCloud Premier Service Provider Bundle.

All Virtual Machine data for the vCenter Server being monitored by the vCloud Usage Meter is gathered and reported. Therefore, Virtual Machines that are not part of the Service Provider’s multi-tenant Cloud service must be deployed on a different vCenter Server to ensure accurate reporting.

vCloud Licensing Details

	vCloud Standard Service Provider Bundle	vCloud Premier Service Provider Bundle
vSphere Edition	Standard + DRS	Enterprise Plus

vCenter Server Standard	Included	Included
vCloud Usage Meter	Included – must be used	Included – must be used
vCenter Chargeback	Included	Included
vCloud Director	Included	Included

VMware View Premier

VMware View hosted desktops eliminate the burden for customers of running and managing their desktops in-house. Service Providers can use VMware View Premier to provide their customers with access (through a secure internet connection) to a fully customizable desktop from any location, on any compatible device-with the same user experience that they have come to expect from traditional PCs.

For more information on View Premier see the *VMware View Hosted Virtual Desktops* and *VMware View Hosted Virtual Desktops – FAQs* documents on Partner Central.

Point Value

12 points per concurrent connection/ month

Components

- View Manager with View Composer (Includes View Client for Local Mode)
- vShield Endpoint
- ThinApp (client and packager)
- Workstation
- vCenter Standard for Desktops
- vSphere for Desktops

Reporting

Service Providers must manually report to their Aggregator all View Premier usage each month. Information on the number of concurrent connections is available through the vCenter Server Virtual Machine count. There is no automated report that keeps track of the maximum concurrent connections at this time, so it is the Service Providers' responsibility to track and report this information accurately each month.

Support Included

VMware Production level support (formerly called Platinum Level)

Installation Limitations

View Premier must be installed on its own vCenter Server. This product cannot be installed on an existing vCenter Server or mixed with a vCenter Server that is standing up a Cloud environment.

VMware ThinApp Client

With ThinApp an entire application and its settings can be packaged into a single executable that Service Providers can deploy to a range of Windows operating environments on either a physical desktop or a virtual machine. The applications are isolated from each other and the Operating System to ensure there are no application-to-application conflicts or application-to-operating system conflicts. This solution fits into any environment and allows Service Providers to help customers run legacy and new applications side by side. For example, older applications on Windows XP can be packaged and deployed by the Service Provider on Windows 7.

Additionally, ThinApp requires no additional server hardware or software investment and is easy to install, test and deploy.

For more information on ThinApp Client see the *VMware View Hosted Virtual Desktops – FAQs* documents.

Point Value

2 points per ThinApp Client / month

Components

- ThinApp Client

Reporting

The Service Provider must manually report to their Aggregator all ThinApp Client usage each month. The maximum number of clients used in the month must be included in the report.

Support Included

VMware Production level support (formerly called Platinum Level)

Installation Limitations

ThinApp Client does not include the packager or Workstation. Therefore, Service Providers will need to install and report usage for at least one seat of VMware View Premier in order to use ThinApp client licenses. All the limitations of View Premier listed above shall apply to that installation.

VMware Site Recovery Manager/ Disaster Recovery

VMware Site Recovery Manager (“SRM”) allows Service Providers to offer data recovery protection to their end customers. The main use case for SRM is when the Service Provider has full control of all parts of the SRM system. This includes all VMware software and all hardware at the production data center and the disaster recovery site. More information regarding Site Recovery Manager is available online at vmware.com.

Point Value

- 22 points per protected Virtual Machine / month

A protected VM is any Virtual Machine that is part of an SRM protection group, regardless of whether the VM is powered on or off. A license is only required for the VM on the active site, no license is required at the failover site.

Components

- Site Recovery Manager

Reporting

Since SRM does not include vCenter Server or vSphere licensing, all use of those products must be reported separately, in addition to the usage of the SRM product. Although the recovery site for SRM is constantly active, and would therefore normally be charged every month, as a benefit to Service Providers, the recovery site will be reported on and charged only twice a year.

Site Recovery Manager or a Disaster Recovery system reporting consists of three parts.

1. Monthly Reporting on the vCloud Service Provider Bundle that is installed and being utilized as the basis for SRM or Disaster Recovery on the protected side
2. Monthly Reporting of SRM or Disaster Recovery usage – number of VMs on the protected side
3. Reporting on the vCloud Service Provider Bundle that is installed and not being utilized on the recovery side for the month of March and September. Use of the vCloud Usage Meter Software for these two months is required.

Reporting for SRM usage is done via vCenter 4.1 (required for SRM 4.1). The Service Provider needs to access the vCenter License Reporting Manager. That screen provides information on “License Capacity” as well as “Average Usage”. The Average Usage can be used as the number of virtual machines on the protected side.

Support Included

VMware Production level support (formerly called Platinum Level)

Installation Limitations

SRM 4.1 requires vCenter 4.1, and is not compatible with older versions of vCenter. SRM is not compatible with the vSphere Essentials editions, and requires vSphere Standard or above. SRM 4.1 relies on “Array-Based Replication” between two sites. A Storage Replication Adapter, provided by the storage vendor, is required for integration between SRM and the storage array. For a list of compatible products with available SRAs, please refer to http://www.vmware.com/pdf/srm_storage_partners.pdf. SRM is not supported for use with vCloud Director 1.0.

VMware vCenter Server Heartbeat

VMware vCenter Server Heartbeat allows a Service Provider to optimize availability and resiliency for VMware vCenter Server in a multi-tenant environment. VMware vCenter Server Heartbeat maximizes uptime for a virtual datacenter infrastructure, ensuring consistent operation, even when VMware vCenter Server is threatened by unplanned or planned downtime.

More information regarding vCenter Server Heartbeat is available online at vmware.com.

Point Value

486 points per protected vCenter Server / month

Components

- vCenter Server Heartbeat

Reporting

Since vCenter Server Heartbeat does not include vCenter Server licensing those components must be reported on separately. Therefore, reporting includes usage for the vCenter per the vCloud Bundle pricing, in addition to the vCenter Server Heartbeat usage. Reporting will be automated from the vCloud Usage Meter for the vCloud Bundle, but Service Providers must manually report the number of vCenter Servers that are protected by Heartbeat.

A Protected vCenter Server Instance is an installation of the VMware vCenter Server and the associated database that contains VMware vCenter Server data, protected by the software, located either in a Virtual Machine or on a Server.

Support Included

VMware Production level support (formerly called Platinum Level)

Installation Limitations

vCenter Server Heartbeat can only be used on a vCenter Server that is being monitored by the vCloud Usage Meter and being reported as part of the VSPP virtual RAM rental model.

VMware vShield App

VMware vShield App is an interior, hypervisor -1 based application-aware firewall that permits the creation of access control policies regardless of network topology. It protects against internal network-based threats and reduces the risk of policy violations using application-aware firewalling with deep packet inspection. A vShield App monitors all traffic in and out of an ESX host, including between virtual machines in the same port group. vShield App includes traffic analysis and container-based policy creation.

More information regarding vShield App is available online at vmware.com.

Point Value

7 points per Virtual Machine / month

Components

- vShield App

Reporting

The number of virtual machines that are covered by vShield App can be reported on from the vCenter Server.

Support Included

VMware Production level support (formerly called Platinum Level)

VMware vShield Edge

VMware vShield Edge provides network edge security and gateway services to isolate the virtual machines in a port group, vDS port group, or Cisco Nexus 1000V. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as Firewall, DHCP, VPN, NAT, and Load Balancing.

More information regarding vShield Edge is available online at vmware.com. A comparison table of vShield products is listed on the next page.

Point Value

5 points per Virtual Machine / month

Components

- vShield Edge

Reporting

The number of virtual machines that are covered by vShield Edge can be reported on from the vCenter Server.

Support Included

VMware Production level support (formerly called Platinum Level)

Relationship between VMware network security solutions

The following table summarizes a comparison of key features for vShield network security products available in the VSPP:

Feature	VMware vShield for VMware vCloud Director	vShield Edge 1.0	vShield App 1.0
Deployment Method	Per port group	Per port group	Per host
Enforcement	Between vDC and un-trusted networks	Between vDC and un-trusted networks	Between virtual machines within same vCenter
Anti-virus, Anti-malware	No	No	No
Site-to-Site VPN	No	Yes	No
NAT, DHCP services	Yes	Yes	No
Load balancing	No	Yes	No
Port Group Isolation	Yes	Yes	No
Stateful firewall	Yes	Yes	Yes
Change-Aware	Yes	Yes	Yes
Hypervisor-based firewall	No	No	Yes
Application firewall	No	No	Yes
Flow Monitoring	No	No	Yes
Groupings for policy enforcement	Only 5-tuple based policies	Only 5-tuple based policies	1)5-tuple 2)Security Groups: resource pools, folders, containers and other vSphere groupings

(1) Edge security and services are maintained within the host where the edge appliance is deployed. If the virtual appliance were moved to another host, the edge security policies would need to be updated.

(2) A 5-tuple is defined as the combination of Source IP address, Destination IP address, Source Port, Destination port, protocol

VMware vCenter CapacityIQ

VMware vCenter CapacityIQ allows Service Providers to monitor and manage their multi-tenant environment regarding capacity awareness, optimization and prediction. More information regarding vCenter CapacityIQ is available online at vmware.com.

Point Value

4 points per Virtual Machine / month

Components

- vCenter CapacityIQ

Reporting

The number of virtual machines that are covered by vCenter CapacityIQ can be reported on from the vCenter Server.

CapacityIQ is licensed per managed Virtual Machine. A managed Virtual Machine is any powered-on Virtual Machine managed by CapacityIQ.

Support Included

VMware Production level support (formerly called Platinum Level)

VMware vFabric tc Server

VMware vFabric tc Server provides enterprise users with a lightweight server paired with operational management, advanced diagnostics, and mission-critical support capabilities businesses. Designed as a drop-in replacement for Apache Tomcat, tc Server provides a seamless migration path for existing custom-built and commercial software applications already certified for Tomcat.

Point Value

73 points per Processor / month

Components

- SpringSource tc Server

Reporting

One processor means the central processing unit that houses no more than six (6) processor cores that executes the instructions of tc Server.

Licensing and Support Portal

SpringSource licenses and support are delivered through a separate portal. Information on this is available in the *SpringSource Support Access Guide* document.

Installation Limitations

Installation guides and supported configurations for this product should be reviewed and followed prior to installing tc Server. The information is posted at <http://static.springsource.com/projects/documentation/index.html>

VMware vFabric tc Server Spring Edition

VMware vFabric tc Server Spring Edition provides a lightweight server paired with operational management, advanced diagnostics, and mission-critical support capabilities. tc Server is 100% Tomcat compatible and is a cost-effective runtime infrastructure that eliminates the expense, complexity, and limitations of heavyweight app servers. tc Server Spring Edition is uniquely tuned to run Spring Developed applications with diagnostics designed to monitor and manage the applications running on tc Server Spring Edition.

Point Value

97 points per Processor / month

Components

- SpringSource tc Server Spring Edition

Reporting

One processor means the central processing unit that houses no more than six (6) processor cores that executes the instructions of the Software.

Licensing and Support Portal

SpringSource licenses and support are delivered through a separate portal. Information on this is available in the *SpringSource Support Access Guide* document.

Installation Limitations

Installation guides and supported configurations for this product should be reviewed and followed prior to installing tc Server Spring Edition. The information is posted at <http://static.springsource.com/projects/documentation/index.html>

vFabric Hyperic HQ EE

vFabric Hyperic is the application management component of the VMware vFabric Cloud Application Platform. Through automatic discovery of infrastructure changes and handling of high volumes of metrics, Hyperic monitors the dynamism and elasticity of Cloud applications.

Hyperic provides visibility into the entire virtualized application stack, and allows system administrators to discover problems as soon as they occur, and provides with the information to resolve these problems..

Point Value

15 points per Machine / month

Components

- SpringSource Hyperic HQ EE

Reporting

Machine is defined, solely with respect to Hyperic products, as a license to install and use on a Server, a Virtual Machine, or a network device. Therefore, the reporting from the Service Provider needs to be a combination of those three items gathered manually.

Licensing and Support Portal

SpringSource licenses and support are delivered through a separate portal. Information on this is available in the *SpringSource Support Access Guide* document.

Installation Limitations

Installation guides and supported configurations for this product should be reviewed and followed prior to installing Hyperic HQ. The information is posted at <http://static.springsource.com/projects/documentation/index.html>

Zimbra Collaboration Server (ZCS), Professional Edition

Service Providers can host Zimbra Professional Edition for their customers.

Zimbra Professional Edition is an email and collaboration software.. Zimbra Professional Edition has innovative end-user features, streamlined administration, advanced mobility and both on-premises and hosted cloud deployment options. See <http://www.zimbra.com> for more information.

Point Value

1.55 points per Mailbox / month

Components

- Zimbra Collaboration Server Professional Edition

Reporting

Manually report on the total number of mailboxes deployed for Zimbra Professional Edition.

Licensing and Support Portal

Zimbra licenses are delivered by email, and Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com> . Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Installation Limitations

The use of the Zimbra email system by Service Providers requires a minimum installation of any combination of 100 mailboxes of Zimbra Collaboration Server (ZCS) Professional Edition and/ or ZCS Standard Edition.

Support Included

Zimbra Premium level support

Zimbra Collaboration Server (ZCS), Standard Edition

Service Providers can host Zimbra Standard Edition for their customers.

For more information on Zimbra Collaboration Server see:

http://www.zimbra.com/products/compare_products.html

Point Value

1.10 points per Mailbox / month

Components

- Zimbra Collaboration Server Standard Edition

Reporting

Manually report on the total number of mailboxes deployed for Zimbra Standard Edition.

Licensing and Support Portal

Zimbra licenses are delivered by email, and Zimbra Technical Support is delivered through the Zimbra Support portal , <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Installation Limitations

The use of the Zimbra email system by VSPP members requires a minimum installation of any combination of 100 mailboxes of Zimbra Collaboration Server (ZCS) Professional Edition and/ or ZCS Standard Edition.

Support Included

Zimbra Premium level support

Zimbra Archiving and Discovery

Service Providers can host Zimbra Archiving and Discovery for use in conjunction with either ZCS Professional Edition or ZCS Standard Edition.

For more information on Zimbra Archiving and Discovery see http://www.zimbra.com/products/compare_products.html

Point Value

1.10 points per Mailbox / month

Components

- Zimbra Archiving and Discovery

Reporting

Manually report on the total number of mailboxes covered by Zimbra Archiving and Discovery.

Licensing and Support Portal

Zimbra licenses are delivered by email, and Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Installation Limitations

Service Providers offering Zimbra Collaboration Server may also add Zimbra Archiving & Discovery. There is a minimum installation of 100 Archiving and Discovery mailboxes required.

Support Included

Zimbra Premium level support

Zimbra Collaboration Server (ZCS), Business Email Edition

Service Providers can host Zimbra Business Email Edition for their End Customers.

Zimbra Business Email Edition provides basic email functionality but does not include advanced search, sharing, tagging, Zimlet, and calendar functionality found in other versions. See the VMware Partner Portal for more information.

Point Value

0.19 points per Mailbox / month (500 mailboxes minimum)

Components

- Zimbra Collaboration Server Business Email Edition

Reporting

Manually report on the total number of mailboxes deployed for Zimbra Business Email Edition.

Licensing and Support Portal

Zimbra licenses are delivered by email and need to be activated once installed. Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Installation Limitations

The use of the Zimbra business email edition system by VSPP members requires a minimum installation of 500 mailboxes of Zimbra Collaboration Server (ZCS) Business Email Edition.

Support Included

Zimbra Premium level support

Zimbra Collaboration Server (ZCS), Business Email Edition Plus

Service Providers can host Zimbra Business Email Edition Plus for their End Customers.

Zimbra Business Email Edition Plus provides basic email, calendaring and address book functionality in addition to Zimlets but does not include advanced search, sharing and tagging found in other versions. See the VMware Partner Portal for more information.

Point Value

0.58 points per Mailbox / month (500 mailboxes minimum)

Components

- Zimbra Collaboration Server Business Email Edition Plus

Reporting

Manually report on the total number of mailboxes deployed for Zimbra Business Email Edition Plus.

Licensing and Support Portal

Zimbra licenses are delivered by email and need to be activated once installed. Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Installation Limitations

The use of the Zimbra business email edition plus system by Service Providers requires a minimum installation of 500 mailboxes of Zimbra Collaboration Server (ZCS) Business Email Edition Plus.

Support Included

Zimbra Premium level support