

vCloud Networking and Security Standalone Products EOA

VMware has announced the end of availability (“EOA”) of the VMware vCloud® Networking and Security™ Standard and Advanced editions for sale as standalone products effective September 30, 2013. However, vCloud Networking and Security 5.5 will still be available as part of VMware vCloud® Suite 5.5.

VMware will continue to offer technical support and maintenance services for vCloud Networking and Security product in line with our Enterprise Application Support Policy located here: <https://www.vmware.com/support/policies/lifecycle.html>. If you already own vCloud Networking and Security 5.1 Standard or Advanced editions, which are not part of vCloud Suite:

- Read customer announcement in KB Article <http://kb.vmware.com/kb/2055410>
- Read General FAQ below
- Visit the VMware vCloud Suite page <https://www.vmware.com/products/datacenter-virtualization/vcloud-suite/overview.html>
- Contact Support <https://www.vmware.com/support/>

For additional questions, please contact your VMware or VMware Reseller representative.

GENERAL FAQs

Q. Why is VMware discontinuing sales of vCloud Networking and Security Standard and Advanced editions as standalone SKUs?

A. Dynamic virtual and cloud infrastructures require an integrated approach to packaging for all for the essential capabilities to build a virtual data center. VMware is committed to exceptional customer experience through simplified packaging and unified licensing.

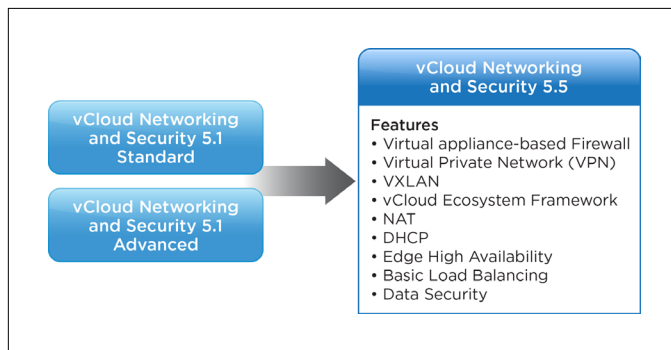
vCloud Networking and Security provides essential networking and security capabilities for virtualized compute environment. To make this technology more easily accessible, VMware is simplifying its packaging.

VMware will retire the vCloud Networking and Security Standard and Advanced editions for sale as standalone products effective September 30, 2013. However, vCloud Networking and Security 5.5 will still be available as part of vCloud Suite, with all the features available in vCloud Suite Standard, Advanced and Enterprise editions.

Read customer announcement in KB Article <http://kb.vmware.com/kb/2055410>

Q. What features will be available in vCloud Networking and Security 5.5?

A. vCloud Networking and Security 5.5 combines the features from Standard and Advanced editions of the 5.1 product into a single feature set, available in all editions of vCloud Suite.



Q. What are the new features in vCloud Networking and Security 5.5 compared to version 5.1?

A. vCloud Networking and Security 5.5 is essentially a maintenance release. It provides essential bug fixes for the product. No feature has been degraded and no feature has been added.

Q. How is vCloud Networking and Security 5.5 licensed?

A. vCloud Networking and Security 5.5 is available as part of vCloud Suites and has the same licensing as vCloud Suites.

The entire set of features in vCloud Networking and Security 5.5 are included in

- vCloud Suite 5.5 Standard
- vCloud Suite 5.5 Advanced
- vCloud Suite 5.5 Enterprise

Licensing is per CPU.

FAQs for existing Networking and Security 5.1 Standard or Advanced customers

Q. Who is entitled to vCloud Networking and Security 5.5

- A. Existing customers of vCloud Networking and Security 5.1 Standard or Advanced edition who are currently under an active Support and Subscription (SnS) contract are entitled to upgrade to vCloud Networking and Security 5.5.

Eligible customers can download vCloud Networking and Security 5.5 from here: https://my.vmware.com/web/vmware/info/slug/security_products/vmware_vcloud_networking_and_security/5_5

Q. What license key is required to upgrade to vCloud Networking and Security 5.5?

- A. Existing customers can use their vCloud Networking and Security 5.1 license key.

Q. What is the migration path for customers who own vCloud Networking and Security 5.1 standalone licenses?

- A. There are two options for existing for customers of vCloud Networking and Security 5.1 standalone product SKUs:
- Existing customers can maintain their vCloud Networking and Security investment by taking their support and subscription (SnS) entitlement to vCloud Networking and Security 5.5. All existing customers with an active Support and Subscription contract are entitled to vCloud Networking and Security 5.5. However, support will not be available after end of support date.
 - If the customer wants to upgrade to vCloud Suite, VMware offers customers a fair value conversion process. For details on this program, read this <https://www.vmware.com/support/support-resources/licensing/vcloud-suite-fair-value-conversion/overview.html>

Please contact Support <https://www.vmware.com/support/> to discuss details for your unique needs.

Q. Are there any prerequisites to deploying vCloud Networking and Security 5.5?

- A. To deploy vCloud Networking and Security, you still need VMware vSphere® Enterprise Plus Edition™. This requirement has not changed since the last release.

Q. When is the last day that customers can purchase vCloud Networking and Security Standard or Advanced standalone editions?

- A. vCloud Networking and Security will no longer be available for sale as standalone SKUs as of September 30, 2013. After that, customers can access equivalent functionality in vCloud Suite Standard, Advanced or Enterprise editions.

Q. When will support and subscription services for vCloud Networking and Security 5.5 end?

- A. Generally, as per VMware Enterprise Application Support Policy, <https://www.vmware.com/support/policies/lifecycle/enterprise-application/index.html> VMware will support the current release of software for 2 years from the general availability of the Major Release, or the latest released version for 12 months.

However, VMware will provide extended support for vCloud Networking and Security 5.5, with support available for 3 years from general availability. Customers will be able to get telephone and internet support for vCloud Networking and Security 5.5 until their current contract expires or until Q3, 2016, whichever is earlier. VMware will not develop new patches or maintenance releases for vCloud Networking and Security 5.5 after end of support date.

End of support date for vCloud Networking and Security 5.1 remains as September 10, 2014.

For more information, see VMware Lifecycle Product Matrix <https://www.vmware.com/files/pdf/support/Product-Lifecycle-Matrix.pdf>

Q. How is vCloud Networking and Security 5.5 release different from vCloud Networking and Security 5.1 release?

- A. vCloud Networking and Security 5.5 is essentially a maintenance release from features perspective. VMware is changing the packaging for the product. Instead of two editions, all product features are available in a single feature-set. The product is only available bundled with all vCloud Suite editions, and is no longer available for sale as standalone SKU.

Q. Since vCloud Networking and Security 5.5 does not have editions, what features will vCloud Networking and Security 5.1 Standard customers get when they upgrade to 5.5?

- A. vCloud Networking and Security 5.1 Standard customers under active Support and Subscription are entitled to vCloud Networking and Security 5.5. Since 5.5 release does not have any editions, these customers will get all the features of vCloud Networking and Security 5.5. This means that these customers will get the additional features: Edge High Availability, Load Balancing and Data Security.

	VCLLOUD NETWORKING AND SECURITY 5.1		VCLLOUD NETWORKING AND SECURITY 5.5
	Standard Edition	Advanced Edition	
Features			
Firewall	•	•	•
VPN	•	•	•
VXLAN	•	•	•
vCloud Ecosystem Framework	•	•	•
Network Address Translation (NAT)	•	•	•
Dynamic Host Config. Protocol	•	•	•
Edge High Availability		•	•
Load Balancing		•	•
Data Security		•	•
Endpoint	(Bundled in vSphere 5.1)		(Bundled in vSphere 5.5)

vCloud Networking and Security 5.1 Standard customers who upgrade to 5.5 version may not be able to see the new features in vCenter, but the features are functional. For more information read the Knowledge Base article <http://kb.vmware.com/kb/2055410>

Q. If I have a Support and Subscription (SnS) contract that terminates beyond the end-of-support date, what should I do?

A. Customers who have a Support and Subscription (SnS) contract that terminates beyond the end-of-support date should contact Support regarding this scenario for more information. <https://www.vmware.com/support/>

Q. Will vCloud Networking and Security continue to operate even after the end-of-support date is passed?

A. Yes, the product will continue to function but VMware will not provide access to support services, patches or maintenance releases.

Q. Will there be any pricing changes to existing SnS contracts for vCloud Networking and Security?

A. vCloud Networking and Security 5.1 Standard and Advanced customers who take advantage of the entitlement to vCloud Networking and Security 5.5 can renew SnS contracts based on the then current price for vCloud Networking and Security 5.5 Support and Subscription. SnS costs will not change prior to the renewal of an SnS contract.

FAQs for vCloud Director Customers

Q. VMware used to offer vShield Edge (Edge Basic) for vCloud Director, will that functionality still be available?

A. With the release of vCloud Networking and Security 5.1 in 2012, “Edge for vCloud Director®” was replaced by “vCloud Networking and Security 5.1 for vCloud Director 5.1”.

Now with the release of vCloud Networking and Security 5.5, VMware will continue offering “vCloud Networking and Security 5.5 for vCloud Director”. This offering enables only three features in vCloud Networking and Security: perimeter firewall, NAT and DHCP.

Q. Are vCloud Director customers entitled to vCloud Networking and Security 5.5?

A. vCloud Director customers are not entitled to entire the feature-set of vCloud Networking and Security 5.5.

They are only entitled to “vCloud Networking and Security 5.5 for vCloud Director”, subject to vCloud Director end of availability plans. This offering enables only three features in vCloud Networking and Security: perimeter firewall, NAT and DHCP.

FAQs for vCloud Suite Customers

Q. Will existing vCloud Suite customers notice any difference in vCloud Networking and Security functionality when they upgrade to 5.5 version of the suite?

A. Existing vCloud Suite Standard customer will get additional features that were previously only available in vCloud Networking and Security Advanced edition, such as Edge High Availability, Load Balancing and Data Security. Customers who upgrade to 5.5 version may not be able to see the new features in VMware vCenter™, but the features are functional. For more information read the Knowledge Base article <http://kb.vmware.com/kb/2055410>

There will be no feature changes for vCloud Suite Advanced and Enterprise customers.

FAQs for vShield Edge, App and Data Security Customers

Q. Are VMware vShield Edge, App and Data Security customers entitled to vCloud Networking and Security 5.5?

A. With the release of vCloud Networking and Security 5.1, VMware offered an entitlement path for existing vShield Edge™, App and Data Security customers to vCloud Networking and Security 5.1.

Customers who took advantage of the entitlement path to vCloud Networking and Security 5.1 and are under active Support and Subscription contract are therefore entitled to vCloud Networking and Security 5.5.

The pre-requisite to deploying vCloud Networking and Security 5.5 on vSphere Enterprise+ still applies.

Q. Where can customers get more information on vShield EOA and EOL?

A. vShield End of Availability FAQs are available here: <http://www.vmware.com/products/vshield/overview.html>

FAQs for vShield Endpoint Customers

Q. How will VMware vShield Endpoint™ capability be made available and licensed?

A. VMware vShield Endpoint™ capability is available to all vSphere 5.5 Essentials+ and higher customers at no charge. Endpoint is enabled using the vSphere license and as such does not require any additional license. For more information, visit the vSphere 5.5 page www.vmware.com/vsphere

Q. How do customers with an older version of vSphere, get Endpoint functionality?

A. All vSphere 4.1, 5.0 and 5.1 customers with active support contracts are entitled to Endpoint, at no additional charge. In order to use Endpoint functionality, vSphere customers must be at vSphere and vCenter 4.1 U3 or higher. Endpoint is not supported for vSphere 4.1 U2, U1 or GA version. For more information, visit the vSphere 5.5 page www.vmware.com/vsphere

Q. Where can customers get more information on downloading and enabling vShield Endpoint for vSphere 5.1.x, vSphere 5.0.x, and vSphere 4.1 U3.?

A. For detailed information and compatibility matrix, see KB article 2036875 http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=2036875

