

# VMware vCenter Chargeback Manager: End of Availability FAQ

## Q. What has VMware announced?

- A. VMware has announced the End of Availability (EOA) of all versions of VMware vCenter™ Chargeback Manager™ (Chargeback Manager) for non-Service Provider customers, effective June 10, 2014. After this date you will no longer be able to purchase this product.

There is no change for Service Provider customers (VSPP Partners). Service Provider customers should refer to the May 20 VSPP newsletter for more information.

## Q. When will Chargeback Manager be taken off the price list?

- A. Chargeback Manager has been removed from the VMware price list effective June 10, 2014. The standalone SKUs have been removed from the price list so that no new orders can be taken. VMware vCenter™ Operations Manager™ Advanced and Enterprise editions will no longer include Chargeback Manager. VMware vCloud Suite® Advanced and Enterprise editions will no longer include Chargeback Manager. For more information refer to [KB article 2077564](#).

## Q. Can customers continue to use Chargeback Manager after End of Availability?

- A. Yes, customers who purchased Chargeback Manager own the product, and they can continue to use it in accordance with VMware EULA, as long as they wish.

## Q. When is the EOS (End of Support) date for Chargeback Manager?

- A. All support and maintenance for the removed versions of Chargeback Manager will be unaffected and will continue as per VMware Life Cycle policy through the published support period, June 30, 2015. Existing customers can continue to use Chargeback Manager beyond the End of Availability and receive customer support until June 30, 2015.

## Q. Why is VMware no longer offering Chargeback Manager for non-Service Provider customers?

- A. The EOA of Chargeback Manager is part of a larger product evolution to help non-Service Provider customers embark on their journey towards a hybrid cloud, governing services across multiple platforms and providers and becoming a broker of IT services. Chargeback Manager will be focused on meeting Service Provider needs.

Non-Service Provider customers who are looking for similar Chargeback Manager capabilities for their hybrid cloud initiatives are encouraged to consider VMware IT Business Management Suite™.

## Q. Do customers have entitlements to a replacement product?

- A. There are no entitlements, upgrades, or migration paths. However, VMware is offering an IT Business Management Suite Standard Edition Promotion for current Chargeback Manager customers. Customers can receive 80% discount on VMware IT Business Management Suite 1.x Standard Edition license list price. VMware Support and Subscription (SnS) are required. Promotion is valid from August 1, 2014 through October 31, 2014 at 11:59PM PT (Pacific Time). For more information, visit: <http://www.vmware.com/promotions/2014-chargeback-itbm-promo>

## Q. Where can customers go for more information?

- A. For more information or any concerns, please contact VMware Licensing at [VMware Support](#). (When filing a Support Request, please select “Folder and License Management” under “Product Licensing or Account.”) VMware has a process to address any concerns.

