



Important information regarding the EMC Ionix-VMware acquisition

Dear EMC Ionix Customer,

On April 1, 2010, VMware acquired several products from the EMC Ionix family of IT infrastructure management solutions. As part of the acquisition, VMware will take over product support on July 1, 2010 for the following products:

- EMC Ionix Service Manager (also formerly known as InfraEnterprise) will become VMware Service Manager
- EMC Ionix Application Discovery Manager (also formerly known as nLayers Application Discovery Manager) will become VMware vCenter Application Discovery Manager
- EMC Ionix Server Configuration Manager (also formerly known as Configuresoft Enterprise Configuration Manager) will become VMware vCenter Configuration Manager
- EMC Ionix Application Stack Manager (also formerly known as FastScale Application Stack Manager) will become VMware vCenter Application Stack Manager and will be sold as part of vCenter Configuration Manager
- EMC Ionix Configuration Analytics Manager (also formerly known as Configuresoft Configuration Intelligence Analytics) will become VMware vCenter Configuration Analytics Manager

VMware is committed to delivering the highest level of support and service for these products without interruption. Read below for more information about this change and how it may affect you.

Support Offerings and Contracts

VMware is in the process of mapping your existing EMC Ionix support contract(s) to the VMware equivalent and loading this contract data into our systems.

- EMC Basic -> VMware Basic Support and Subscription
- EMC Premium -> VMware Production Support and Subscription
- EMC Enhanced -> VMware Production Support and Subscription

As of July 1, your support contract will be based on the features and service level agreements of VMware Support and Subscription (SnS) offerings. Please note that VMware Support Offerings cover software only. EMC will continue to provide hardware support for the term of your contract.

To learn more about VMware support offerings, visit www.vmware.com/support/services.

To familiarize yourself with VMware Technical Support, read the [VMware Technical Support Guide](#).

Support Contract Renewals

If your support contract is in the process of renewal or will expire before the July 1st transition date, an EMC Support Sales Representative will likely already be working with you. If your support contract is up for renewal after July 1st, a VMware Support Sales Representative will contact you to ensure continuous, uninterrupted service.

Contacting VMware Technical Support

VMware has retained the key technical support personnel who were dedicated to supporting the acquired EMC Ionix products, and these engineers will continue to serve you. Starting July 1st, you will be able to contact these teams via the VMware support [Web site and telephone numbers](#) instead of through the EMC telephone numbers or Powerlink.

In order to facilitate this transition and ensure uninterrupted access to support personnel, software downloads and technical information, we are creating your individual VMware Account Profiles and your company's VMware Support Contracts now.

VMware is also working to ensure your open Support Requests will be migrated into our case management system on July 1st.

Profile Types

Each VMware Support Contract has one Primary License Administrator, one or more Secondary Licensing Administrators, and one or more Support Administrators.

You have been assigned the role of Support Administrator (SA).

The roles of license and support administrator differ in some ways:

Primary License Administrator (PLA): There should only be one primary license administrator on a contract. The "Primary License Administrator" is the customer-specified employee on the support contract who is responsible for the following activities:

- Facilitating election, purchase, and, if applicable, renewal of services
- Receiving and administering software product licenses, maintenance releases, minor releases and major releases from VMware
- Customer adherence to the license restrictions of this agreement
- Adding, deleting or modifying other administrators (Secondary or Support) listed on the contract who can log support requests

Support Administrator (SA): A contract can have multiple Support Administrators. The Support Administrator (SA) is responsible for the following activities:

- Engaging VMware Global Support Services for support
- Monitoring resolution of all escalated support issues

An SA cannot provision, view, modify or redeem licenses. If the SA also has a PLA or an SLA role, this individual will have the associated capabilities, including the ability to view, modify or redeem licenses.

Only the PLA has the ability to change or add a new SA, to learn more about how to do this, please refer to this KB article: <http://kb.vmware.com/kb/1012219>.

If you are not the correct contact to be in the role of Support Administrator, please contact our Licensing Support team the via [Web or telephone](#), or via [live online chat](#) so we may update your records.

VMware Account, Support Contract and Open Support Requests

Over the next few weeks, you will be receiving the following emails from VMware:

VMware Account successfully created email

We highly recommend you verify your information and update it accordingly to avoid potential delays in service. To update your information, go to [Forgot your password?](#) to set your password, and then go to [Login to update your profile](#).

This confirmation email holds your unique VMware Customer Number and should be used when contacting VMware Support.

Note: If you are already a customer of VMware and have a VMware Account, you will not be receiving this email.

VMware Support and Subscription Confirmation email (only sent to the Primary License Administrator)

You may receive multiple Support and Subscription contract emails, depending on the number and types of products licensed. Please review the products included (new product names), service coverage (Basic or Production), and support contract dates. If you see any discrepancies or have questions, please contact our Licensing Support team via [Web or telephone](#), or [live online chat](#) so we may update your records. Please be sure to retain these emails for reference when you need to engage support.

Support Request email (only sent to the Support Administrator who opened the original case)

VMware is also working to ensure your open Support Requests will be migrated into our case management system on July 1, 2010. You will receive an email for your open case. Your original Powerlink support request number will be your VMware Support Request number.

Questions? Contact Us Today

As your VMware account and support contract data takes time to load, it may be a few days before you see the emails referenced above appear in your mailbox. We will be contacting you again on July 1st with additional, detailed product support information. If you have any questions between now and July 1, please contact your local support team or visit www.vmware.com/go/acquisitionsupport.

VMware is excited to have you as a customer, and we look forward to serving you.

Sincerely,

Mark Ritacco
Vice President of Operations, VMware Global Support Services

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