

VMware Technology Network (VMTN) Subscription End-of-Life FAQ

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General Questions

Q. Why is VMTN Subscription ending?

A. VMware VMTN Subscription has been a successful, award-winning offering, providing software developers and QA professionals with access to VMware's powerful suite of virtualization products. However, since its introduction in June of 2005, VMware has announced two free products, VMware Server and VMware Player; enhanced its Technology Alliance Partner Program; introduced the Community Source program; and made many other technologies fully open, including the VMware VMDK disk format, our VMware Perl toolkit and the VMware SDK. As a result, VMware feels there is no longer a need for the VMware VMTN Subscription and will no longer sell or renew VMware VMTN Subscriptions as of February 16, 2007.

Q. What is the EOL date for VMTN Subscription?

A. The End-of-Life for VMTN Subscription will be February 16, 2007. Customers will no longer be able to purchase VMTN as of this date.

Q. Can I still use products obtained through my VMTN Subscription after my subscription expires?

A. When your VMTN Subscription expires, you will be able to continue to utilize all software obtained through VMTN in accordance with your VMware VMTN Subscription restricted license agreement. For active subscribers at the time of EOL, we are explicitly removing the limitation as to the time-limited use of the acquired software imposed in section 1.1 of the VMTN End User License Agreement as shown below:

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The VMware Technology Network Subscription is a program that grants a subscriber, ~~solely during the term of its subscription~~, use of a suite of VMware virtualization products for software development and testing purposes, access to web-based support, and access to certain online content.

Q. Will there be a replacement for the VMTN Subscription offering?

A. No, there will be no replacement for VMTN Subscription.

Customer Service and Support

Q. Will I still be able to receive updates and upgrades?

A. After your subscription expires (one year after purchase), you will no longer receive support, upgrades or updates.

Q. Can I purchase a service and support contract?

A. Yes, customers can purchase a service and support (SnS) contract for Workstation, VI3 Standard and VMware Server (formerly GSX) after their subscription expires. You must purchase a SnS contract immediately following the expiration of your subscription. If you decide later to purchase support on the software obtained through your VMTN Subscription, the following Terms and Conditions will apply. If you delay purchase of your SnS contract, you must pay the applicable fees for the current contract term and the amount of fees that would have been paid for the period of time following Subscription expiration and the purchase of your SnS contract. You may also be subject to a 20% reinstatement fee based upon the total amount of support purchased.

Q. Which products obtained through VMTN Subscription are available for a service and support contract?

A. We are only offering a support and service contract for Workstation, VI3 Standard and VMware Server (formerly GSX). ESX and Virtual SMP are components of VI3 and no longer stand alone products. They cannot be renewed as individual components. If ESX or SMP support is needed then VI3 will need to be purchased. P2V has been EOL'd therefore we are not offering support for P2V.

Q. Can I continue to purchase per-incident support for products obtained through my VMTN Subscription?

A. After your subscription expires, you will no longer be able to purchase per-incident support.

Q. What are my options for obtaining product keys after the EOL?

A. Customers can obtain 30-day evaluation product keys from www.vmware.com or customers can purchase the full product to obtain a non-expiring key.

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Q. When is the end of support for VMTN?

A. End of support for VMTN will be February 16, 2008.

Q. What happens after my SnS expires? Can it be renewed?

A. A customer who purchases SnS for the products obtained under the VMTN subscription at the expiration of their VMTN subscription can continue to renew SnS indefinitely.

Q. What other support options are available after the EOL?

A. Per-incident support is available until your subscription expires. After your subscription expires, a SnS contract is the only support available.

Q. Can I still access the VMTN community site?

A. Yes, the VMTN Community Site will continue to offer white papers, best practice guides, product documentation, discussion forums, virtualization blogs, downloadable virtual appliances and other information and utilities for users of VMware products or anyone else interested in VMware virtualization technology.

Q. Can I still use VMTN Subscription coupons after the EOL?

A. No, VMTN coupons will not be valid after the EOL.