

Frequently Asked Questions

VMware Go™

Q. What is VMware Go?

A. VMware Go is a web-based application that enables you to get up and running quickly with VMware virtualization.

- Web browser interface
- Easy-to-use wizard
- Quickly create ESXi servers
- Easily add VMs
- Manage ESXi servers and VMs

Q. Why should I use VMware Go?

A. VMware Go simplifies the ESXi installation process and much more. Think of VMware Go as the starting block for your introduction to the virtualization experience. It will help you:

- Setup the ESXi environment
- Patch your ESXi server
- Create or add virtual machines
- Manage your virtual machines
- Scan your virtual machines for missing security patches
- Reach a comfort level with virtual machines so you can begin using them in a production environment

Q. What are the minimum system requirements for using VMware Go?

A. This is really a two-part question. There are requirements for running VMware Go, and of course there are requirements for implementing the ESXi environment that VMware Go helps you create and manage. VMware Go verifies the compatibility of your hardware for use as an ESXi server by verifying it against the ESXi compatibility list. To see the ESXi hardware compatibility list, click here:

<http://www.vmware.com/resources/compatibility/search.php>

To run VMware Go your machine must contain the following:

- Browser: Either Microsoft Internet Explorer (7.x or 8.x) or Firefox 3.x
- Operating system: Windows XP SP3, Windows Vista SP1 or SP2, or Windows 7

Q. What version of VMware ESXi is supported?

A. VMware ESXi 4.0.

Q. Is VMware ESX supported?

A. No.

Q. Does VMware Go install software on my machine?

A. Yes. There are a small number of Web client “helper” tools that must be downloaded and installed on your machine.

- VMware Go Click-once Application (4 MB)
- Microsoft .NET Framework 3.5 (5 MB)
- VMware vSphere Power CLI (43 MB)
- VMware vSphere CLI (46 MB)
- VMware Remote Console (8 MB)
- VMware Standalone Converter (105 MB)
- Microsoft Windows PowerShell 1.0 (5 MB) - Downloadable from: <http://www.microsoft.com/windowsserver2003/technologies/management/powershell/download.mspx>

Q. Can the software help tools be removed?

A. The software helper tools are required in order to run VMware Go. Removing the helper tools would disable VMware Go.

Q. Where is my data stored?

A. All data is stored in the cloud. Specifically, it is stored in a fully-managed, secure data center.

Q. Is my data secure?

A. Absolutely, and here's why:

- All data is fully encrypted using Secure Socket Layer (SSL) during transmission.
- No sensitive data (such as passwords) is ever stored in the data center.
- All data is backed up on a regular basis.
- The fully-managed, secure data center ensures that critical tasks such as configuring, troubleshooting, backups, updates, patching and monitoring are all completed with best in class technologies. Multiple levels of security are utilized to ensure protection against breaches, viruses, tampering, intrusion, and theft.

Q. Can VMware Go be run locally without an Internet connection?

A. VMware Go is a SaaS application that runs in the cloud and cannot be run locally on your network. However, since the VMware Go agent runs on your client machine, you can access ESXi and virtual machines running on your network and they can be used by VMware Go.

Q. Does VMware Go access and use my data?

A. VMware will analyze collective usage data from VMware Go to

better understand usage patterns and to improve VMware Go functionality going forward. Individual information will not be distributed or used for commercial purposes.

To view the VMware Go privacy statement, click this link:
<http://www.vmware.com/help/privacy.html>

Q. What if VMware Go becomes temporarily unavailable?

A. If the VMware Go service were to become unavailable your data is still available. While the VMware Go web site does store data, all data is still retrievable from the associated local ESXi server.

Q. What if the VMware Go service is shutdown?

A. While highly unlikely, if VMware Go were to be shutdown nothing is lost. You could simply use another virtualization tool such as the VMware ESXi client to manage your virtual resources.

Q. Once I begin using VMware Go am I locked into using it? What happens over time?

A. You do not need to use VMware Go indefinitely to manage your virtualization infrastructure. VMware Go should be considered a quick and easy introduction to the world of virtualization. It will also shorten your learning curve for coming up to speed with virtualization. As your needs and requirements change and grow you may elect to migrate to other virtualization tools, such as VMware vSphere. On the other hand, as VMware Go evolves and new features are added, you may simply decide to continue using VMware Go.

Q. How do I get support for VMware Go?

A. Whether you are tackling a tricky configuration issue or want help with implementation best practices, help is never more than a click away. The VMware Go community consists of thousands of IT professionals just like you. Post your question to the support forum and you are likely to see a response in no time. In addition to support from your peers, the VMware Go forum is monitored by VMware Go experts who can help.

The VMware Go forum can be found at:

<http://communities.vmware.com/community/vmtn/vsphere/esxi/go>

Q. Should ESXi be installed on a dedicated machine?

A. Yes. When ESXi is installed it will reinstall the operating system and overwrite all existing data. The machine should not be used for other purposes.

Q. Who is Shavlik?

A. VMware Go was developed in partnership with Shavlik Technologies, a member of VMware's Technology Alliance Partner Program. Shavlik Technologies is an industry leader in enterprise security software and IT Management solutions. More information on Shavlik can be found here:
<http://www.shavlik.com/>.

