

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 new vSphere Hosts
- Easily add VMs
- Manage vSphere Hosts and VMs

Q. Why should I use VMware Go?

A. VMware Go simplifies the VMware vSphere Hypervisor 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 VMware vSphere Hypervisor environment
- Patch your vSphere Hypervisor host
- 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 VMware vSphere Hypervisor environment that VMware Go helps you create and manage. VMware Go verifies the compatibility of your hardware for use as a vSphere Hypervisor host by verifying it against the compatibility list. vSphere Hypervisor is based on the ESXi hypervisor architecture and has the same hardware compatibility list as ESXi. 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 is the difference between VMware ESXi and VMware vSphere Hypervisor?

A. VMware vSphere Hypervisor is the new name for what was formerly known as VMware ESXi Single Server or free ESXi (often abbreviated to simply “VMware ESXi”). [VMware vSphere Hypervisor](#) is the free edition of the vSphere production line. It is licensed to only unlock the hypervisor functionality of vSphere, but it can be seamlessly upgraded to more advanced offerings of VMware vSphere. VMware vSphere is available in [multiple editions](#) including [several options specifically designed for small businesses](#).

Q. What versions of VMware vSphere Hypervisor (ESXi) are supported?

A. ESXi 4.0 and VMware vSphere Hypervisor 4.1 are supported by VMware Go.

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 ClickOnce Application (30 MB)
- Microsoft .NET Framework 3.5 (5 MB)

Also, several applications are installed “on demand” if you chose to use those options.

- VMware Remote Console (8 MB)
- VMware Standalone Converter (105 MB)

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 without an Internet connection.

Q. How does VMware Go manage VMware vSphere Hypervisor hosts and virtual machines on my local network?

A. VMware Go launches a ClickOnce application on your client machine so you can manage your VMware vSphere Hypervisor hosts and virtual machines on your local network. Your client machine must be on the same local network as your vSphere Hypervisor hosts.

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 vSphere Hypervisor Host.

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 vSphere Hypervisor 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 the number of your vSphere Hypervisor hosts and VMs grow, you should plan to upgrade to more advanced editions of VMware vSphere and manage your vSphere hosts with VMware vCenter Server.

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 and VMware vSphere Hypervisor communities consist 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>

The VMware vSphere Hypervisor community can be found at: <http://communities.vmware.com/community/vmtn/vsphere/hypervisor>

Q. Should VMware vSphere Hypervisor be installed on a dedicated machine?

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

