

FAQ

Changes in Accessing EvalExperience Licenses for VMUG Advantage Members



FAQ for Current VMUG Advantage Members

What is the change happening with EvalExperience licenses?

The way you access EvalExperience licenses is evolving. Currently, licenses are automatically included with your VMUG Advantage membership, but this access will end on **November 30, 2024**. In 2025, a new pathway to access licenses will be available through **Broadcom**.

In 2025, Broadcom will offer a new pathway to obtain VVS or VCF licenses for **personal, non-production use**. To qualify, you'll need to be an active VMUG Advantage member and have completed the **VCP-VCF** or **VCP-VVF** certification. Upon certification, you will gain access to the full stack of VVS or VCF licenses, which will be available through Broadcom's Customer Support Portal for VMUG Advantage members. Further details about this process will be shared as the 2025 rollout approaches.

The current platform, **Kivuto/OnTheHub**, will remain available until **November 30, 2024**, allowing you to download any remaining licenses before the transition.

What do I need to do as a current Advantage member?

Ensure you download all your EvalExperience license keys by **11:59 PM CST on November 30, 2024**. Once downloaded, the keys will remain valid for 365 days from the date of download.

- **Download your licenses here:** [VMUG License Portal](#).

Can I still use the licenses after November 30, 2024?

Yes. Licenses downloaded before November 30, 2024 will be fully accessible for 365 days from the download date. After this date, no new licenses will be issued through the current platform, and access will shift to Broadcom's new pathway in 2025.

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What happens if I miss the download deadline?

If you do not download your licenses by **November 30, 2024**, you will lose access to them through the VMUG Advantage program. Starting in 2025, you can access licenses through Broadcom's new pathway, which requires:

- An active VMUG Advantage membership
- Completion of the **VCP-VCF** or **VCP-VVF** certification

Further details on this process will be provided as the rollout approaches.

How does this impact my access to VMware products?

After **November 30, 2024**, you will still have access to **60-day trial licenses** through Broadcom. For extended access, the new pathway in 2025 through Broadcom's VCP program will offer VVS or VCF licenses to certified VMUG Advantage members.

I purchased this membership for several years; what does that mean for me?

If you have a multi-year VMUG Advantage membership, you will continue to receive all other benefits. However, the ability to download new EvalExperience licenses through the current platform will end on **November 30, 2024**. Any licenses downloaded before this date will remain valid for **365 days** from the date of download.

Starting in **2025**, VMUG Advantage members will have the opportunity to access EvalExperience licenses through Broadcom's new program, provided they meet the qualifications, including completion of the **VCP-VCF** or **VCP-VVF** certification. More details on this new pathway will be shared as the rollout approaches.

All other VMUG Advantage benefits—such as exclusive webinars, certification discounts, and more—will remain available for the full duration of your membership. If you have not used any benefits (including downloading EvalExperience licenses), you may be eligible for a refund based on our existing policy. For assistance, please contact advantage@vmug.com.

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Which VMware licenses will be discontinued?

Licenses that will no longer be available for download after November 30, 2024, include but are not limited to:

- **Data Center & Cloud Infrastructure:** vCloud Suite Standard, vCenter Server 7/8, Cloud Foundation, vSphere 7/8, Tanzu Basic, Cloud Director
- **Networking & Security:** vRealize Network Insight
- **Storage & Availability:** vSAN 7/8, Site Recovery Manager
- **Cloud Management:** vRealize Orchestrator, vCloud Suite Standard
- **Desktop & Application Virtualization:** Horizon Advanced Edition 7/8, vRealize Operations for Horizon
- **Personal Desktop:** Fusion 13 Pro, Workstation 17 Pro
(Note: Fusion 13 Pro and Workstation 17 Pro are now available free for personal use. Read more at [VMware Fusion Pro: Now Available Free for Personal Use - VMware Fusion Blog](#).)

In 2025, Broadcom's new program will grant certified VMUG Advantage members access to the full VVS and VCF product suites.

Will other VMUG Advantage benefits be affected?

No, all other benefits will remain available, including:

- Exclusive webinars and training
- Discounts on VMware Certification Exams
- Savings on technical courses via New Horizons
- Tiyaro AI-powered support
- Additional benefits to be announced

Will there be any refunds due to this change?

Refunds are subject to our existing policy, which states that if any VMUG Advantage benefits have been utilized (such as downloading EvalExperience licenses), refunds are not available. However, we understand that each situation is unique, and we evaluate refund requests on a case-by-case basis.

For specific concerns regarding your membership, please contact advantage@vmug.com.

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Who can I contact if I have more questions?

For further questions, please contact **VMUG Advantage support** at advantage@vmug.com.

FAQ for Expired/Soon-to-Expire VMUG Advantage Members

What if I am no longer an Advantage member but want access to EvalExperience licenses?

If your membership has expired or is set to expire before November 30, 2024, you can renew your membership to regain access to EvalExperience licenses. To ensure continued access, renew by 11:59 PM CST on November 30, 2024, which will extend your license access through November 2025.

Renew your membership here: [Renew Now for Extended Access](#).

- **For renewals:** Use promo code **RENEW2024** for **10% off** before **November 30, 2024**.

What happens if I miss the November 30, 2024, deadline to renew?

If you do not renew or rejoin VMUG Advantage by November 30, 2024, you will lose access to download the EvalExperience licenses through the VMUG Advantage program. Starting in 2025, licenses will be accessible through Broadcom's new pathway, which requires an active VMUG Advantage membership and completion of the VCP-VCF or VCP-VVF certification.

Will I still receive other VMUG Advantage benefits if I renew?

Yes, all other VMUG Advantage benefits will remain available, including:

- Exclusive webinars and training
- Discounts on VMware Certification Exams
- Savings on technical courses via New Horizons
- Tiyaro AI-powered support
- Additional benefits to be announced

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FAQ for Prospective VMUG Advantage Members

Why should I sign up for VMUG Advantage now?

Joining VMUG Advantage now gives you immediate access to EvalExperience licenses, providing a full year of access to VMware products for personal, non-production use. If you sign up before **November 30, 2024**, you'll be able to download your licenses and enjoy the full 365-day usage period. Use the promo code **COMMUNITY** for **10% off** your first membership.

What happens if I join after November 30, 2024?

After **November 30, 2024**, new members will no longer be able to download EvalExperience licenses automatically through VMUG Advantage. In **2025**, a new pathway will be available to access licenses through Broadcom's **VMware Certified Professional (VCP)** program, which will require certification. By joining now, you'll have the benefit of direct access to licenses for a full year before this change takes effect.

Will there be other ways to access VMware evaluation licenses if I don't join before November 30, 2024?

Yes, after November 30, 2024, there will still be ways to access VMware evaluation licenses:

- **60-Day Trial Licenses through Broadcom:** For short-term access, Broadcom will continue to offer 60-day trial licenses.
- **VMware Certified Professional (VCP) Program:** Beginning in 2025, VMUG Advantage members who complete the VCP-VCF or VCP-VVF certification will be eligible for extended access to licenses through Broadcom's new program.

How can I sign up for VMUG Advantage?

To become a VMUG Advantage member and access EvalExperience licenses, visit our [membership page](#). Sign up before **November 30, 2024**, and use the promo code **COMMUNITY** for 10% off your first year of membership.