



Important Update on VMware ESX/ESXi 3.5 Update2 Frequently Asked Questions

Background: on August 12, 2008, VMware announced that they discovered an issue with ESX/ESXi 3.5 Update 2 where Virtual Machines fail to power on or VMotion successfully. This problem began to occur on August 12, 2008 for customers that had upgraded to ESX 3.5 Update 2. The problem is caused by a build timeout that was mistakenly left enabled for the release build. It could also affect customers who use VMware Infrastructure (VI3) since VI3 uses ESX or ESXi as the hypervisor. VMware has since released a patch for customers who are running ESX/ESXi 3.5 Update 2 (see <http://kb2.vmware.com/kb/1006716.html> for information and VMware's FAQ).

Frequently Asked Questions

Question Will customers using the HP-specific ESXi version be affected by the VMware product expiration issue?

Answer Customers who have downloaded from VMware's website either VMware's ESXi 3.5 update 2 or the HP-specific ESXi 3.5 Update 2 will be affected if they downloaded before August 13, 2008. HP believes we have stopped distribution of the affected bits on HP-delivered USB keys before customers received them. Likewise, HP has not distributed this version on any HP websites.

Question VMware has posted a patch for ESX and ESXi 3.5 Update 2. Can HP customers use that patch?

Answer Customers who downloaded ESX or ESXi 3.5 Update 2 (either the VMware or HP-specific version) should use VMware's patch (see link above).

Question What are HP's plans for delivering updated ESXi versions?

Answer HP is in the process of creating and testing a new version of ESXi Installable for download and ESXi Embedded for USB key distribution. We expect to have it available for download and on USB keys early the week of August 18. Check www.hp.com/go/vmware for updates to this document.

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