

VMUG Advantage FAQs

I just purchased/renewed Advantage, when can I access my licenses?

New purchases and renewals take one full business day to process. You should receive access after one full business day (M-F, 9am-5pm CT). If you are purchasing VMUG Advantage for the first time, you will receive a notification from noreply@kivuto.com when your On the Hub account is available to access. If you are renewing your account, you will not receive an additional email from noreply@kivuto.com. You can login as normal and continue your EVAExperience uninterrupted.

Why doesn't VMUG Advantage update the software more frequently?

We update the software quarterly or when a major point release is done by VMware. Since this software is for home labs we keep it close to current but not at the same level as what would be needed for production systems.

Product "X" was released and I have previously downloaded the product – how do I access the new version?

Visit your order history within your On the Hub account to access the previously downloaded license. This license key will now be associated with the upgraded version and can be reapplied to your environment.

Can I get a previous version of "X" software?

VMUG Advantage only offers the latest software version.

Why can't I access my benefits through my VMUG profile?

VMUG Advantage partners with Kivuto/On the Hub for software distribution and key management. This allows you access to all of your EVAExperience benefits. You may utilize your VMUG account on vmug.com to access your membership details and renew your membership online.

Why isn't "x" product included in VMUG Advantage?

We work with VMware on all of the products and versions of software. We have been able to add a lot of the software because of you. Tweeting/blogging about what VMUG Advantage has done for you career or certifications are the stories we pass on to VMware and they listen! Every product we have added is a direct result of you so please keep that feedback coming!

Where can I get support for VMUG Advantage?

This software is provided "as is" and does not qualify for any VMware support. The VMUG team is happy to help you with store or account issues but we do not provide dedicated home lab support. VMUG does offer a very robust online community – please post your questions and feedback! Community members are happy to help guide you in the right direction.