

VMware ThinApp Client & Suite

End of Availability and End of Support Lifecycle FAQs

What did VMware announce regarding ThinApp?

VMware has announced the end of availability (“EOA”) of VMware ThinApp Suite and ThinApp Client, effective on **December 15th, 2013**. No further orders for ThinApp as a standalone product will be accepted after this date. ThinApp customers with an active Support and Subscription contract will continue to receive support and maintenance through the end of support life as specified in the [product lifecycle policies](#).

The features and capabilities offered in ThinApp will continue to be available in VMware Horizon View, VMware Horizon Mirage, VMware Horizon Workspace and VMware Horizon Suite.

Can I purchase more VMware ThinApp licenses after the EOA date?

No, you will not be able to purchase VMware ThinApp licenses after December 15th, 2013.

Can I still get VMware ThinApp support?

Yes, you may continue to obtain technical support and maintenance for the VMware ThinApp products up until the end of support life (“EOSL”) [date](#) if you have a currently active VMware Support & Subscription service contract. You should continue to use the same support tools and methods for logging support cases.

What if my VMware ThinApp Support & Subscription service contract goes beyond the “EOSL” date?

If you have an active VMware Support & Subscription contract for VMware ThinApp that expires after the EOSL Date, VMware or your VMware Reseller representative will contact you regarding the unused portion of your contract.

Can I continue to use VMware ThinApp after “EOA” and “EOSL”?

Yes, you may use ThinApp for as long as the product continues to run. There is no licensing restriction that would prevent you from running your ThinApp deployment indefinitely. There may be new operating systems or applications that prevent ThinApp from working, so your timeframe may be determined by your rate of adoption of new technology and by the ThinApp features you use.

Why is VMware ThinApp standalone packaging being discontinued?

VMware ThinApp application virtualization capabilities are incorporated into the other End-User Computing products of VMware Horizon View, VMware Horizon Mirage, VMware Horizon Workspace and VMware Horizon Suite.

Is there a migration or upgrade path from VMware ThinApp?

Yes, customers can upgrade to VMware Horizon View. Contact your VMware representative or VMware partner to learn more about upgrade paths.

Will I be able to receive new releases of VMware ThinApp?

As part of the standard product support lifecycle, as long as you have an active Support and Subscription contract, you will continue to receive products updates if made to ThinApp until the [EOSL date](#).

What if I have further questions?

If you have any additional questions regarding your existing VMware ThinApp license(s) or support entitlements, please contact your VMware or VMware Reseller representative.