

VMware Software Manager - Download Service User's Guide

VMware Software Manager 1.0

This document supports the version of each product listed and supports all subsequent versions until the document is replaced by a new edition. To check for more recent editions of this document, see <http://www.vmware.com/support/pubs>.

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vmware[®]

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<http://www.vmware.com/support/>

The VMware Web site also provides the latest product updates.

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About VMware Software Manager - Download Service

The *VMware Software Manager - Download Service User's Guide* provides information about using VMware Software Manager - Download Service to manage downloads of VMware software.

To help you download and install VMware software, this information provides a discussion of how to use VMware Software Manager - Download Service to find and download software deliverables.

Intended Audience

This information is intended for anyone who wants to download and install VMware software, including vSphere and components of the vCloud Suite.

VMware Technical Publications Glossary

VMware Technical Publications provides a glossary of terms that might be unfamiliar to you. For definitions of terms as they are used in VMware technical documentation, go to <http://www.vmware.com/support/pubs>.

Updated Information

This *VMware Software Manager - Download Service User's Guide* is updated with each release of the product or when necessary.

This table provides the update history of the *VMware Software Manager - Download Service User's Guide*.

Revision	Description
001685-01	<ul style="list-style-type: none">■ "Operating System Requirements," on page 9 was updated to change "Windows 7 SP2" to "Windows 7 SP1".■ Minor revisions.
001685-00	Initial release.

Installing VMware Software Manager - Download Service

1

Install Download Service to use it to browse and download software.

This chapter includes the following topics:

- [“System Requirements,”](#) on page 9
- [“Install VMware Software Manager - Download Service,”](#) on page 10
- [“Start VMware Software Manager - Download Service,”](#) on page 10
- [“Stop VMware Software Manager - Download Service,”](#) on page 10

System Requirements

To be able to install and use Download Service, you must ensure that your system meets specific operating system and Web browser requirements.

Operating System Requirements

Download Service is supported on the following operating systems.

- Windows 8.1 (Pro or Enterprise edition), 64-bit
- Windows 7 SP1 (Professional or Enterprise edition), 64-bit
- Windows Server 2012 R2 (Standard, Enterprise, or Datacenter edition), 64-bit
- Windows Server 2008 R2 SP1 (Standard, Enterprise, or Datacenter edition), 64-bit

Supported Browsers

Download Service supports the Windows versions of the following Web browsers.

- Internet Explorer 10 and 11
- Firefox 34 and 35
- Google Chrome 39 and 40

The browser must allow the use of cookies, javascript, and DOM storage for Download Service to function correctly. The supported browsers allow the use of these features by default. For information on how to enable these features, see the documentation for your browser.

Install VMware Software Manager - Download Service

Install Download Service to browse VMware software, select software, and download it to your local hard drive.

Prerequisites

Ensure that your system meets the system requirements described in [“System Requirements,”](#) on page 9.

Procedure

- 1 Download `VMware-Software-Manager-Download-Service-1.0.0.build-number.msi`.
- 2 Double-click `VMware-Software-Manager-Download-Service-1.0.0.build-number.msi` and click **Next** on the Welcome page.
- 3 Select **I accept the terms in the License Agreement** and click **Next**.
- 4 Select the installation directory and the depot location and click **Next**.
The depot location is where downloaded software will be stored on your local filesystem.
- 5 Click **Install** to begin the installation.
- 6 (Optional) Deselect the **Launch Download Service** check box if you do not want to run Download Service immediately after installation.
- 7 Click **Finish**.

What to do next

Start Download Service, if necessary, and connect to your My VMware account.

Start VMware Software Manager - Download Service

After you start Download Service, you can access it using a Web browser to download VMware software.

Download Service does not restart automatically when the operating system is restarted. If you restart your system, you must restart Download Service.

Procedure

- 1 Select **Start > All Programs > VMware > Download Service**.

The Download Service icon () appears in the Windows taskbar.

- 2 Right-click the Download Service icon in the Windows taskbar and select **Open**.

The default Web browser opens a new tab or window showing the Download Service interface.

Stop VMware Software Manager - Download Service

Download Service continues running after you close the Web browser tab or window in which you are using it. If you want to stop Download Service, you must quit the application manually.

Stopping the application also logs you out of your connection to the VMware software depot.

Procedure

- 1 Right-click the Download Service icon () in the Windows taskbar and select **Quit**.
- 2 Close any Web browser tabs or windows that are currently showing the Download Service interface.

Download Service stops running and you are logged out of the VMware software depot. Any downloads that are in progress when you quit Download Service are stopped and are marked as **Failed** when you restart the application. However, you can resume those downloads after you restart Download Service.

Configuring VMware Software Manager - Download Service

2

Before you use Download Service to download software, connect to My VMware and configure the download file location.

This chapter includes the following topics:

- [“Configure HTTP Proxy Settings,”](#) on page 13
- [“Generate a My VMware Authentication Code,”](#) on page 14
- [“Connect to My VMware,”](#) on page 15
- [“Disconnect from My VMware,”](#) on page 15
- [“Set a Download Location,”](#) on page 16

Configure HTTP Proxy Settings

Download Service supports the use of HTTP/HTTPS proxies using the proxy settings configured in Internet Explorer.

If your environment requires the use of an HTTP or HTTPS proxy to access external Web sites, you can configure the proxy settings using Internet Explorer. Download Service uses the proxy settings from Internet Explorer even when you are using another browser, such as Chrome or Firefox, to access Download Service. Download Service does not support the use of SOCKS or other non-HTTP proxies.

Procedure

- 1 Start Internet Explorer.
- 2 Select **Tools > Internet Options**.
- 3 Click the **Connections** tab and then click **LAN Settings**.

- 4 Select one or more of the proxy configuration options.

If you select multiple settings, Internet Explorer will try them in order until it successfully obtains a proxy connection.

Option	Action
Automatically detect settings	Select Automatically detect settings to have Internet Explorer attempt to automatically detect the proxy settings.
Use automatic configuration script	Select Use automatic configuration script and enter the address of a configuration script provided by your proxy administrator.
Use a proxy server for your LAN	<ol style="list-style-type: none"> a Select Use a proxy server for your LAN. b In the Address text box, type the address of the proxy server. c In the Port text box, type the port on the proxy server to use for connections.

- 5 Click **OK**.

- 6 If your proxy server requires authentication, you can store the proxy credentials for use by Download Service in either of two ways.

Option	Action
Store in Internet Explorer 11	<p>If you are using Internet Explorer 11, you can have it store the proxy credentials. If you are using Internet Explorer 10, use Credential Manager to store the credentials instead.</p> <ol style="list-style-type: none"> a In Internet Explorer 11, access an address that requires a proxy, such as http://vmware.com. b When prompted, enter the user name and password. c Select Remember my credentials and click OK.
Store in Credential Manager	<ol style="list-style-type: none"> a Select Start > Control Panel > User Accounts. b Click Manage your credentials. c Click Add a generic credential. d In the Internet or network address text box, type the address of your proxy. Do not include the port number. e In the User name text box, type your user name. f In the Password text box, type the password. g Click OK.

The credentials are now stored and can be used by Download Service.

Generate a My VMware Authentication Code

You can use a My VMware authentication code as an alternative way of connecting to My VMware if you do not want to use your My VMware user name and password.

If you have already generated an authentication code for another VMware product, you can use the same authentication code for Download Service. If you generate a new authentication code, you must update all applications that use authentication codes to use the new code.

Procedure

- 1 Log in to your My VMware account at <https://my.vmware.com/web/vmware/login>.
- 2 Click the down arrow next to **Welcome, username** at the top right of the page, and select **Profile**.
- 3 Click the **Personal Information** tab.
- 4 Under Authentication Code, click **Generate**.
- 5 Click **Show** to display the code.

- 6 Click **Copy** to copy the code to the clipboard.

What to do next

Use this authentication code to provide credentials for connecting to My VMware.

Connect to My VMware

Before you can use VMware Software Manager - Download Service to browse and download software, you must connect to your My VMware account.

You must supply My VMware credentials when you start Download Service. You do not have to supply credentials again until you disconnect from My VMware, quit the application, or Download Service fails to authenticate to My VMware.

Prerequisites

- Ensure that you have a My VMware account and that the profile has been completed. For more information on My VMware, search the VMware Knowledge base for "My VMware".
- If you want to use a My VMware authentication code instead of providing your My VMware login credentials, obtain the code as described in "[Generate a My VMware Authentication Code,](#)" on page 14.

Procedure

- 1 If Download Service is not already running, start it.
- 2 Enter one of the following **User Name** and **Password** combinations.

Option	Description
Using My VMware email and password	a In the User Name text box, type the email address associated with your My VMware account.
	b In the Password text box, type your My VMware password.
Using My VMware customer number and password	a In the User Name text box, type your My VMware customer number.
	b In the Password text box, type your My VMware password.
Using a My VMware authentication code	a In the User Name text box, type vmware .
	b In the Password text box, type or paste your My VMware authentication code.

- 3 Click **Connect**.

After you connect to My VMware, Download Service reads product metadata from the VMware software depot to determine which products are available for download. Periodically, new products are added to the the VMware software depot. Download Service detects these new products and displays them for download when it re-reads the metadata from the remote depot, which occurs every six hours when connected to My VMware, or whenever you disconnect and then reconnect to My VMware.

Disconnect from My VMware

Disconnect from My VMware when you no longer want to use your credentials to download software or to allow another user to provide credentials to connect to My VMware.

Quitting the Download Service application also disconnects you from My VMware.

Procedure

- ◆ Click **Disconnect** in the upper-right corner of the Download Service interface.

Set a Download Location

Configure the download location to specify where Download Service will place downloaded files.

By default, Download Service stores downloaded files in C:\depot\. You can configure another location if you want to place files elsewhere.

Procedure

- 1 Right-click on the Download Service icon () in the Windows taskbar, and select **Settings > Set Depot Root**.
- 2 Browse to the new download location and click **OK**.

Any files that you download will be placed in the new location. Previously downloaded files remain in the original download location.

Downloading Software in VMware Software Manager - Download Service

3

Using VMware Software Manager - Download Service, you can browse and download software, monitor the progress of downloads, and view your download history.

This chapter includes the following topics:

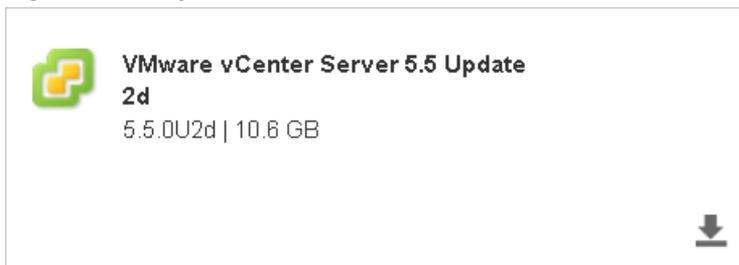
- [“Browse and Download Software,”](#) on page 17
- [“Locate Downloaded Software,”](#) on page 19
- [“Cancel a Download,”](#) on page 20
- [“Re-Download Software,”](#) on page 20
- [“View Download History,”](#) on page 21
- [“Clear Download History,”](#) on page 21
- [“View and Clear Download Status on the Software Page,”](#) on page 21
- [“Upgrade Download Service,”](#) on page 22

Browse and Download Software

After you connect to your My VMware account, Download Service opens the Software page and displays the available software.

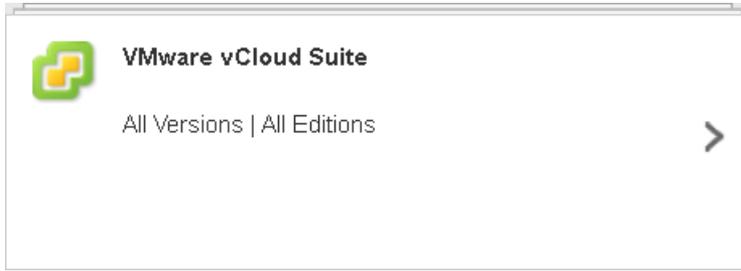
A single piece of software is represented by a card:

Figure 3-1. Single Product Card



Multiple pieces of software grouped together are represented by a card stack:

Figure 3-2. Card Stack



A card stack can represent:

- A suite of software containing multiple products.
- A collection containing multiple versions of a product or suite.
- A collection containing multiple editions of a product or suite.

You can select the specific software you want to download in a variety of ways.

Procedure

- 1 (Optional) Use the filters on the left to restrict what is displayed on the right.

Option	Description
Category	Display only a particular category of products. For example, select Datacenter & Cloud Infrastructure to see products related to datacenter and cloud infrastructure management.
Family	Display only the product family or suite selected.
Version	Display only the selected version for the product or product suite selected under Product .
Edition	Display only the selected edition for the product and version already selected. For example, vCloud Suite has Standard, Enterprise, and Advanced editions.

Download Service remembers your selections in these filters from session to session until you click **Reset All**.

- 2 (Optional) To see more information about a product or product suite, click on its card or card stack.

The info box shows information such as a list of the components in a selected card stack, or the filenames and build numbers associated with an individual product card.

- 3 (Optional) To navigate from a card stack to the individual items within the stack, click the drill-down icon (➤).

As you drill down, the filters on the left update to reflect your selections. For example, if you are viewing all the editions of the vSphere 5.5 product, and you click the drill-down icon on the vSphere 5.5 card stack, the **Editions** filter updates to show the Essentials edition as selected.

- 4 Download the software.

- To download an individual card or card stack, click the download icon (⬇️).
- To download all the software that is visible in the current view, click **Download All**.

Each product or collection of products selected for download shows a progress bar on its card or card stack. The bottom of the screen shows a progress bar for the overall download and gives an estimated time remaining.

NOTE When a piece of software that is downloading is part of more than one product edition, then a progress bar for that download appears on the card stack for each edition that it is part of, not just on the card stack for the edition from which download was started.

Example: Download the VMware vCloud Suite 5.5 Enterprise Edition

This example shows how to download the complete VMware vCloud Suite 5.5 Enterprise Edition using Download Service and illustrates using the filters to locate the software you want to download.

- 1 On the Software page, select **Datacenter & Cloud Infrastructure** in the **Category** filter.
- 2 Select **VMware vCloud Suite** in the **Suite** filter.
- 3 Select **5.5** from the **Version** filter.
- 4 Click the download icon (↓) on the **VMware vCloud Suite 5.5 Enterprise** card stack.

What to do next

Locate the downloaded software files in your download folder.

Locate Downloaded Software

Download Service saves downloaded software files to the download folder you have configured.

The download folder contains a set of shortcuts that allow you to quickly navigate to the downloaded products. You can also navigate the folder hierarchy, which mirrors the way that products are organized within Download Service. Start with the top-level folder for the software category, and click through the subfolders for the product family, version, and edition. For example, if you downloaded vCloud Suite 5.8 Enterprise Edition, you would find shortcuts to the products that make up the suite within the folder `Datacenter & Cloud Infrastructure\VMware vCloud Suite\5.8\Enterprise\`.

Downloaded software is presented in a variety of file formats, including ISO images, OVF or OVA files, or .zip archives.

Procedure

- ◆ Locate software using one of the following methods.

Option	Action
Locate an individual download	In either the Software view or the Downloads view, click the folder icon (📁) on any card that shows a verified download. The folder containing that product download opens.
Browse the downloaded software folder	<ol style="list-style-type: none"> a Click Downloads to view the Downloads page. b Click Open Downloaded Software Folder. c Browse the folder structure to locate the software you want.

What to do next

See the documentation for the individual software products for instructions on how to install the software.

Cancel a Download

Cancel a download in progress if you no longer want to download the software.

If you cancel a partially completed download, the partial download is saved to disk and can be resumed later from where it left off.

Procedure

- ◆ Cancel either a single download, or all current downloads.
 - To cancel a single download, click the cancel icon next to the download progress bar on the card or card stack.
 - To cancel all current downloads, click the **Cancel All** button next to the progress bar at the bottom of the page.

Re-Download Software

You can re-download software that you have previously downloaded.

You might want to re-download software for a variety of reasons:

- You have moved or deleted the original copy of the software you downloaded.
- An updated software version has been released that replaces the previously available version of the software, and you want to download the update. For example, if you have downloaded a vCenter Server update release, and the next update becomes available, you can re-download the software to get that update.
- A download failed or was canceled and you want to resume the download.

When you re-download software, Download Service checks whether a binary file for the relevant product already exists in the download folder. If a binary file is present, Download Service verifies the checksum to check whether the file that is present matches what is in the VMware software depot. If the downloaded file matches what is in the depot, Download Service skips the download for that product. In this way, Download Service avoids needless downloads of software that you have already downloaded.

Procedure

- 1 Click **Downloads** to show the download history.

The download history shows all ongoing and completed download events. A download event is completed if the item was successfully downloaded, the download was canceled, or the download failed.

- 2 Re-download software.

- To re-download the software represented by an individual card or card stack, click the download icon (↓).
- To re-download all completed software downloads, click **Re-Download All Completed**.

The software products you selected are downloaded again to your download folder.

View Download History

The download history shows the status of all the software you have downloaded since you last cleared the history.

The download history displays a card or card stack for each download event. If you downloaded the same software more than once, a card or card stack appears for each instance of the download. Each card or card stack displays the download status (downloading, verified, canceled, or failed) and the date of the download.

Procedure

- 1 Click **Downloads** to show the download history.

The download history shows all ongoing and completed download events. A download event is completed if the item was successfully downloaded, the download was canceled, or the download failed.

- 2 (Optional) Click any card or card stack to display the info box.

The info box displays additional information about the download, such as file names, build numbers, and a description of the software.

Clear Download History

Clearing the download history deletes the record of what Download Service has downloaded.

Clearing the download history does not delete the downloaded software itself. Software you have downloaded remains in your depot folder.

Procedure

- 1 Click **Downloads** to show the download history.

The download history shows all ongoing and completed download events. A download event is completed if the item was successfully downloaded, the download was canceled, or the download failed.

- 2 Clear download history for a single download or for the complete history.

- To clear the history for a single card or card stack, click the close icon (✕) at the top right of the card.
- To clear the entire download history, click **Clear History**.

View and Clear Download Status on the Software Page

When you download software, Download Service updates the product cards and card stacks on the Software page to show the status of the download.

The Software page shows only the most recent download status, even if a product has been downloaded multiple times. For a more complete download history, use the Downloads page.

Procedure

- 1 Click **Software** to display the Software page.

Cards and card stacks for downloaded software show the most recent download event for that card.

- 2 (Optional) Click the clear download status icon (✕) to clear the status.

Clearing the download status causes the open folder icon to disappear from the card on the Software page. It does not delete the software or affect the download history on the Downloads page.

Upgrade Download Service

Download Service notifies you when a new version of the application is available.

When a new version of Download Service is available, the notification **An upgrade is available!** appears at the top of the Download Service window.

Procedure

- 1 (Optional) If a **More info** link is available in the notification, click it to view a page with more information about the upgrade.
- 2 (Optional) Click **Remind me later** to dismiss the notification and be reminded again at a later time.
- 3 When you are ready to upgrade, click **Download now**.

Download Service displays a download card and progress bar in the Downloads view to allow you to track the progress of the download.

- 4 When the download is verified, click the folder icon () on the download card to locate the installer file. The installer is named `VMware-Software-Manager-Download-Service-version-number.build-number.msi`.
- 5 Double-click the `.msi` file to run the installer, and follow the prompts to complete the upgrade.

The installer shuts down Download Service if it is running and upgrades the software to the new version. When you restart Download Service, the notification indicating that a upgrade is available no longer appears.

Troubleshooting VMware Software Manager - Download Service

4

If you encounter problems while using Download Service, the information in this section might help you resolve them.

This chapter includes the following topics:

- [“Download Service Log Files,”](#) on page 23
- [“Collect Debugging Information in Download Service Log Files,”](#) on page 23
- [“Generate a Support Bundle,”](#) on page 24
- [“Failed to Open Download Folder,”](#) on page 24
- [“Unable to Connect to My VMware,”](#) on page 24
- [“WinInet Certificate Revocation Check Failed,”](#) on page 25

Download Service Log Files

Download Service produces a number of log files that can be used in troubleshooting.

Log files are located in %APPDATA%\VMware\Software Manager\Download Service\Logs\.

Table 4-1. Log Files

Log File	Description
run_server.log	Contains log messages related to Download Service configuration and startup.
api_clients.log	Contains log messages from the user interface.
download_worker.log	Contains log messages from the process that manages downloads. Refer to this log file when troubleshooting download problems.
depot_sync_worker.log	Contains log messages from the process that reads software metadata from the VMware software depot.
vapi_server.log	Contains log messages from the Download Service server.

Collect Debugging Information in Download Service Log Files

You can configure Download Service to collect additional debugging log messages that might be useful in troubleshooting.

By default, Download Service logs WARNING, ERROR, and CRITICAL messages. When debugging information is enabled, INFO and DEBUG messages are also logged.

Procedure

- ◆ Right-click the Download Service icon () in the Windows taskbar and select **Settings > Enable Debugging Information**.

Generate a Support Bundle

When requesting support for Download Service, generate a support bundle. This contains log files and other system information to use in diagnosing and resolving problems.

Procedure

- 1 Click the Windows start button and select **Command Prompt**.
- 2 Change to the Download Service installation directory.
By default, the installation directory is C:\Program Files\VMware\Software Manager\Download Service\.
- 3 Type **download-service-support.bat -w *directory*** where *directory* is the directory where you want to place the generated bundle.
For example, to generate a support bundle in the current directory, type **download-service-support.bat -w .** and press Enter.

The support bundle is generated in the directory specified. The bundle is named **download-service-support-computer-timestamp.tgz**, where *computer* is the name of the computer that Download Service is running on, and *timestamp* is the date at time that the file was generated in the format *year-month-day--hour.minutes*.

Failed to Open Download Folder

When you click the folder icon () to open the download folder for a piece of software, the error message Failed to open download folder appears.

Cause

This message might appear if the downloaded software or the Windows shortcuts pointing to the downloaded software were moved or deleted. In that case, Download Service can no longer locate the downloaded file.

Solution

- 1 Clear the download history for the affected software product.
 - a In the Software view, click the X icon next to the download status to clear the download status.
 - b In the Downloads view, click the X icon on the software card to remove that card from the download history.
- 2 Re-download the software.

Unable to Connect to My VMware

When you enter your login credentials on the Connect to My VMware screen, you might be unable to connect.

Problem

When you attempt to connect to My VMware, you might see one of the following error messages:

- Cannot connect to the depot. Verify network connections and try again.

- Enter user name and password.
- Invalid user name or password.
- Account not authorized.

Cause

Connection problems can be caused by a variety of issues including incorrect HTTP proxy configuration, network connection problems, and problems with your My VMware account.

Solution

- ◆ Take the appropriate actions based on the error message.

Error	Action
Cannot connect to the depot. Verify network connections and try again.	<ul style="list-style-type: none"> ■ Verify that your proxy settings are configured correctly as described in “Configure HTTP Proxy Settings,” on page 13. ■ Open https://my.vmware.com to verify that My VMware is not experiencing an outage. ■ Verify that the computer you are running Download Service on can connect to the internet.
Enter user name and password.	Verify that you are entering a user name and password before clicking Connect .
Invalid user name or password.	<p>Open https://my.vmware.com in a Web browser, and enter your credentials.</p> <ul style="list-style-type: none"> ■ If you can successfully authenticate to My VMware, you might be experiencing a Download Service-specific issue. Generate a support bundle and engage the community for support. ■ If you cannot successfully authenticate to My VMware, you might be experiencing problems with your My VMware account. Contact VMware support for assistance in resolving the issue.
Account not authorized.	Contact VMware support for assistance in resolving the issue.

Wininet Certificate Revocation Check Failed

If you are using Download Service with an HTTP proxy server that requires authentication, you might be unable to connect due to a certificate revocation check error.

Problem

Download Service is unable to connect to My VMware with the error `The remote depot is unreachable`. Check your network connection. The `vapi_server.log` file contains the following message: `It was not possible to connect to the revocation server or a definitive response could not be obtained`.

Cause

The problem occurs when the Windows Cryptography API (CAPI) attempts to retrieve certificate revocation information. CAPI uses Windows HTTP Services (WinHTTP) rather than Windows Internet (WinINet) for authentication. WinHTTP is unable to access stored proxy server credentials or to prompt you to provide credentials, which causes the connection to fail.

You can resolve the problem by enabling a setting in the Windows registry that allows WinHTTP to access stored credentials.

IMPORTANT Incorrectly modifying the Windows registry might cause serious problems. Search the Microsoft Web site for information about backing up, modifying, and restoring the registry for your version of the Windows operating system.

Solution

- 1 Select **Start > Run**.
- 2 Type **regedit** and click **OK**.
- 3 Browse to HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings.
- 4 Right-click the HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Internet Settings registry key entry and select **New > DWORD (32-bit) Value**.

A new registry entry is created.
- 5 Type **ShareCredsWithWinHttp** to name the new registry entry, and press Enter.
- 6 Right-click **ShareCredsWithWinHttp** and select **Modify**.
- 7 In the **Value data** text box, type **1** and then click **OK**.
- 8 Close Registry Editor.

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