

# now i'm pissed

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[Tom](#) 5 posts since

Jul 24, 2008

so i've never been to VMworld before. i signed up, payed for it, and FU\*\*ING nobody told me i actually had to register for lab sessions, and now they're all full. Yeah, I'm very sorry i didn't flick through a zillion postings in this forum to find out, all my fault. thanks a bunch. just a small note together with the confirmation email or invoice stating that prior reservation was necessary would have been sufficient, but no, vmware lets people find out the hard way.

i'm paying almost 2 grand just to find out that all the interesting lab sessions are already taken. that's just great. 😞



[Brenton Hughes](#) 19 posts since

Sep 10, 2007 1. **Re: now i'm pissed** Aug 25, 2008 6:38 AM

Yo Tom, if it's anything like last year then the people who are registered are let in first and then if any spots are open then they let others in. Don't count on everyone who signs up for these Labs to show up. I also think they were letting two people share one computer last year for the labs. I wouldn't worry to much about it because there will be plenty of networking also to discuss topics. There was a bar in the middle of the vendor section last year and you could stand there and discuss topics, scenarios with engineers and others. I am sure you will get into the Labs and if not then we can all sit and drink coffee in the lounge and setup and discuss the same topics. 😊



[Tom](#) 5 posts since

Jul 24, 2008 2. **Re: now i'm pissed** Aug 25, 2008 7:41 AM

↑ in response to: [Brenton Hughes](#)

thanks for your reply. I'll follow your advice! 😊



[Ted Kaczerski](#) 3 posts since

Jul 25, 2008 3. **Re: now i'm pissed** Aug 25, 2008 9:42 AM


now i'm pissed

I will sell you my spot in two labs for One Million dollars... Deal?



[Tom](#) 5 posts since


Jul 24, 2008 4. **Re: now i'm pissed** Aug 25, 2008 10:58 AM

 in response to: [Ted Kaczerski](#)



[Ted Kaczerski](#) 3 posts since

Jul 25, 2008 5. **Re: now i'm pissed** Aug 25, 2008 11:21 AM

 in response to: [Tom](#)

Your comment was hilarious, but incredibly unprofessional.... Ill spare everyone the details.



[Theron Conrey](#) 34 posts since

Sep 10, 2007 6. **Re: now i'm pissed** Aug 25, 2008 1:05 PM

That's too bad, hopefully you can get the classes and labs you want when you get there. When did you register? July? August? After the 14th of Aug?

In an email sent on the 14th of August, the vmwareteam stated in the first paragraph titled "Create your agenda now.....":

"Sign in to Schedule Builder today and create your schedule now. To guarantee your spot in the sessions of your choice, we strongly encourage you to build your schedule prior to arriving onsite. Sessions and labs fill up quickly and space is limited, so build your schedule today!"

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On the 18th they sent a note saying they had some issues with the scheduler and asking that people should relog in and verify their schedules. Last year (and the year before for that matter) if you weren't scheduled for the classes you wanted 4 hrs after the registration emails were sent out you had to wait till you got there. (They booked up that fast!)

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In the past if you showed up a half hour early to a lab or session you'll prob get in, a few exceptions being some of the bigger draws.

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Good luck getting into the classes you want, I'm interested in seeing if you'll be in any of the ones I'm looking to attend, I'll listen for the fellow screaming expletives during Q&A. 😊

-Theron

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[ConradL](#) 3 posts since

Aug 13, 2009 7. **Re: now i'm pissed** Aug 29, 2009 11:53 PM


I've been waitlisted all along on a couple of labs, only to be booted out at the last minute.

This is very bad ... pissed-poor planning. It's very frustrating indeed.



[Nelson Guerrero](#) 3 posts since

Aug 29, 2008 8. **Re: now i'm pissed** Aug 30, 2009 12:56 AM

 in response to: [ConradL](#)

I agree, I registered for the conference early but of course the agenda wasn't available. So I went into the session builder a few hours late only to be greeted by a ton of waiting lists on Monday...last week all my waiting list sessions had been deleted, so now I have 1 lab and 1 session for Monday, guess the rest of the time will be for siteseing.


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I don't know how they could've messed up the sessions, you know X amount of people is going, so make it possible for them to go to whichever session/lab they feel like, tickets aren't cheap, specially for us international travelers. I just feel like monday will be a waste.



[Jeff Hinkle](#) 2 posts since

Jul 9, 2008 9. **Re: now i'm pissed** Aug 30, 2009 3:55 PM

 in response to: [Nelson Guerrero](#)


yeah I just changed my flight to come monday night since I could not get a single session monday.

pretty bad.



[Ara Bernardi](#) 2 posts since

Aug 18, 2009 10. **Re: now i'm pissed** Aug 30, 2009 7:28 PM

 in response to: [Jeff Hinkle](#)

So since we all have paid \$\$\$ for this conf, does it seem a rip off not to get into any sessions on Monday?

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I'm sure my company would rather get a 1/4 of the fee back if i get nothing for 1/4 of the conference.

What do you guys think?



[dominic7](#) 5 posts since

Sep 10, 2007 11. **Re: now i'm pissed** Aug 30, 2009 9:40 PM

 in response to: [Ara Bernardi](#)

Historically, monday has been partner day and they had a few labs available for people who shoed up early. This year doesn't look to be any different. I'd say that you should probably have waited until tuesday if you didn't schedule anything on monday.



[Eric Nielsen](#) 68 posts since

Sep 10, 2007 12. **Re: now i'm pissed** Aug 30, 2009 10:40 PM

I have sent this thread to the conference team, I think we miss people each year and somehow must improve how we let people know the significance of the schedule builder process as well as exactly when schedule builder opens.

We will also have some discussions to possibly prioritize slots so that you people get get some number

of priority slots as a paid participant.

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Thanks for posting, it's good exposure for us to experience issues and we do read and react to the feedback. You can also see all the sessions online and we get loads of traffic from people who watch all the sessions online after the show. Over 1/2 million sessions are watched after each show. I suspect because it is impossible to see all the great sessions at the show.

We will make sure going forward, that we solve this issue so no one else has to experience what you did.

Thanks, sorry and hope you have a great event.

Eric Nielsen


Director, Social Media & Communities

VMware



[Jeff Hinkle](#) 2 posts since

Jul 9, 2008 13. **Re: now i'm pissed** Aug 30, 2009 10:48 PM

 in response to: [Eric Nielsen](#)

thanks eric

additionally those of us that are new partners dont have it added to our profile - I just went to sign up for some partner activities and its a no go and there is no one handling registration

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issues this weekend the day before the conference. I would not have cancelled my trip tomorrow if I had been able to get my partner status updated and signed up for partner day but I did not want to argue with people at the conference over my status and waste a day standing at the registration getting angry.

You guys really should have people working support the weekend before the conference for issues like these.



[Nadeem Khawaja](#) 1 posts since

Aug 27, 2009 14. **Re: now i'm pissed** Aug 30, 2009 10:53 PM

 in response to: [Jeff Hinkle](#)

i am not able to get any session on monday either. also some of the sessions i wanted to get are also gone. any advise here



[Kyle Hughes](#) 8 posts since

Aug 27, 2008 15. **Re: now i'm pissed** Aug 30, 2009 11:04 PM

Not to sound too unsympathetic because I was in your boat last year this happens to a large group every year. Like Theron said the labs are 100% booked within 4 hours of the general notification of schedule builder going live. There are thousands of people that go to VMworld every year, they can't get everyone into labs. VMware can't do much more than they are doing now, spots fill up and people get left out.

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What you can do is show up a couple hours early to a lab, bring some food, a mp3 player or laptop and hang out in front of the lab you want to take and they will typically allow 10-30 people from the waiting list (depending on who shows up for the registered group). And so you can't say no one told me... there are no determined waiting list slots. If you are on the waiting list it is first come first serve.

But seriously, there are ways of complaining about setups and how you might think things should be handled but to come on here and cuss and complain that you didn't read all the documentation isn't one that will get you very far. And your 2k that you think is completely wasted... you get to download all the lab documentation after its over. The labs are great source of information and seeing it first hand, but

you'll probably get 2x more of the knowlege by talking with the vendors

and other participants of VMworld.

Next year you'll know to be waiting on the edge of your seat to get registered early



[Ara Bernardi](#) 2 posts since

Aug 18, 2009 16. **Re: now i'm pissed** Aug 30, 2009 11:06 PM

[↑](#) in response to: [Eric Nielsen](#)

Hello Eric ([ericni25](#));

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Thanks for jumping in.

Regarding video/webcast, it is not clear to me what will be available, since this is all I have found:

<http://www.vmworld.com/community/conferences/2009/>

Live video webcasts will be broadcast for the General Sessions on Tuesday and Wednesday with recordings available later each day.

Are you saying all session video will be available?

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Thanks.

-Ara



[Ivan Brightly](#) 1 posts since

Jul 8, 2008 17. **Re: now i'm pissed** Aug 31, 2009 11:08 PM

 in response to: [dominic7](#)


To raise another voice to the discontented, also do not like the current format of VMworld's first 1-2 days. As far as I'm concerned, I am paying \$2K for a 4 day conference. Considering that I signed up early, picked out labs and sessions on the first day that schedule builder was up I fully expect to have the ability to go to as many labs as there are time for in the day. VMworld needs to either call this a 2-3 day conference with an optional 1-2 day lab that is paid for separately or provide more slots for participants to take advantage of a 4 day conference.

Also, what's the deal with the self administered labs not being available until 10AM on Monday? I was there with several other participants at 6:30AM just to get in early only to find out that my only option for a lab at that time slot was canceled. This constitutes some serious incompetence on VMworld's ability to execute at the times expected. How is this going to be fixed next year?



[Josh Holt](#) 8 posts since

Aug 5, 2009 18. **Re: now i'm pissed** Aug 31, 2009 11:20 AM

 in response to: [Ivan Brightly](#)

now i'm pissed

Now, to make matters worse the labs aren't starting until 2pm. This means that Monday is pretty much wasted for the majority of the attendees.



[long nguyen](#) 1 posts since

Jul 30, 2008 19. **Unhappy attendee** Aug 31, 2009 11:39 AM

in response to: [Eric Nielsen](#)

This is not my first VMworld, but I am all too familiar with the phrase, "This session is full." I have some experience with being wait listed in standing in countless hours for a lab/session. Unfortunately, having experience and being strategically prepared for the lines have not advanced me with any additional benefit.

All sessions for today (Monday) have been booked solid. Repeat sessions have been posted in the Program Guide Addendum, but do not appear to be selectable via the schedule builder. So that means I get to stand in a bigger line !?!? It would be nice to also have it available with the schedule builder.

Self-paced labs (SPL) were scheduled to open at 7:30am this morning. I was standing by since 7:00. "Sorry, we are having some technical difficulties. Please come back at 10am."

I stood in line for Room 303 V12226. "Sorry, no more room." I went back to the SPL line. At 10:45am, "Sorry, we are still having some difficulties. Please come back at 2pm." So far, half the day has been spent in lines, and no NEW knowledge has been gained.

I am thoroughly unhappy. The quest for a REFUND is starting to sound attractive, or at least a healthy warning to all my colleagues once I return from this trip. I don't know. Who do I talk to about this?

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-Unhappy Attendee



[ADAM KIERNAN](#) 1 posts since

May 26, 2009 20. **Re: now i'm pissed** Aug 31, 2009 11:53 AM

in response to: [Josh Holt](#)

What a joke. I've been sitting on line for 2 hours for a shot at getting into one session today. Complete waste of a day.



[jmcdaniel@waretech.com](mailto:jmcdaniel@waretech.com) 1 posts since

Sep 10, 2007 21. **Re: now i'm pissed** Aug 31, 2009 12:06 PM

in response to: [ADAM KIERNAN](#)

I have a wonderful picture of the 1/4 mile long line at 10:30AM to get into the Self Paced Labs. Unfortunately I am "unauthorized" to post my picture on the Social Media page. Anyone know how one becomes "Authorized"?



[Jake Pawlak](#) 2 posts since

Jan 22, 2008 22. **Re: Unhappy attendee** Aug 31, 2009 12:21 PM

in response to: [long nguyen](#)

Has anyone heard if VMware is planning on keeping the Self Paced Labs open latter today or adding additional time to the schedule?



[Steve Pantol](#) 6 posts since

Dec 13, 2007 23. **Re: Unhappy attendee** Aug 31, 2009 12:38 PM

in response to: [Jake Pawlak](#)

From Twitter:

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@vmworld: Self Paced Labs open at 2. We are extending hours for Tues-Thurs to make up for this morning. See website for new hours <http://bit.ly/9UVsP>



[Danny Wortmann](#) 1 posts since

May 6, 2009 24. **Re: now i'm pissed** Aug 31, 2009 1:04 PM

↑ in response to: [Nadeem Khawaja](#)

I would have to agree with some of Tom's comments. We all pay to be here and expect a benefit in return. I've been to several conferences other than VMworld and if they have a session that is really popular, they will either repeat it and/or schedule larger rooms. If the attendance is too large for VMworld to handle, maybe the number of registrations should be limited at some point. Just my 2 cents.



[michael staiger](#) 1 posts since

Aug 24, 2009 25. **Re: now i'm pissed** Aug 31, 2009 1:16 PM

↑ in response to: [Danny Wortmann](#)

The size of the rooms in relation to the number of people wanting to attend suggests a huge problem for the event sponsor.



[kelliebeakey](#) 19 posts since

Sep 10, 2007 26. **Re: now i'm pissed** Aug 31, 2009 3:57 PM

↑ in response to: [Nadeem Khawaja](#)

Please make sure to visit the Info Desks and [vmworld2009.com](http://vmworld2009.com) for a list of repeat sessions. Some of the Monday V101 sessions will be repeated throughout the week.



[Travis Rice](#) 1 posts since

Aug 7, 2009 27. **Re: now i'm pissed** Aug 31, 2009 11:36 PM

↑ in response to: [Kyle Hughes](#)

Sorry Kyle, I disagree. This is our first VMWorld experience and I have to say that I am sadly disappointed. This first day was a complete waste of time. My colleague and I got


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into exactly ZERO labs. My time could have been spent much better flying it later. I think VMWare needs to rethink this a little. They should have SOMETHING available if the labs fill up for this first day.



[Ivan Hsu](#) 1 posts since

Aug 22, 2009 28. **Re: now i'm pissed** Sep 1, 2009 4:03 AM

 in response to: [Travis Rice](#)

Maybe VM can consider to hold different sessions in different city & time frame. I felt like I bought the ticket but I couldn't get it to watch the show.....

As the community/ customer base growing, VM should also upgrade the conference scale but not lower down the service level.



[Matt Cadwell](#) 1 posts since

May 14, 2009 29. **Re: now i'm pissed** Sep 1, 2009 1:35 PM

I logged in to the schedule builder within a few hours after receiving the email...about 3/4 of the sessions I wanted to attend were already booked and I was put on a waiting list. I've been told that people in VMware user groups were alerted to the schedule builder a day or

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two before the GA...of course that is hearsay, take it for what it's worth...although a hassle to enroll in classes, I'd take it over the chaos at VMworld in LA a couple years ago.



[Lawrence Dee](#) 5 posts since

Jan 30, 2008 30. **Re: now i'm pissed** Sep 14, 2009 9:24 PM

in response to: [Eric Nielsen](#)

I am a VMUG Leader, and this was my first VMworld. I was completely unprepared. A first time attendee packet well in advance would have been very useful.

I feel bad for those who delayed flying out do to booked sessions, as most sessions/labs I attended had extra room - all week long.

I've heard other VMworlds were better. I certainly hope so. And I hope next year is much better - for all our sakes.