

I just got kicked out of my registered...



[Benny Hauk](#) 27 posts since

Oct 3, 2007

Just got an email from VMworld saying they overbooked the LAB04 (Monday afternoon) so they kicked me out of it. Didn't put me at the top of a waiting list for it, nothing. I'm just out.

As a consolation they suggested I try 3 alternative labs they've added seats to. One isn't offered on Monday at all and the others are for products I don't even own. Since the email wasn't reliable and there was no phone number to contact I thought I'd start here and vent a little before tracking down a number to call. This is ridiculous. They overbook a lab and fix it by opening seats in other labs!?

A lot of other people getting this email today as well?



[Jack Garvey](#) 2 posts since


Aug 3, 2009 1. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:23 AM

Same here, I booked the minute the schedule builder was online. How can you get booted out? All other labs are booked and have waiting lists. Except for products I don't own or use. This is BS.



[Ron Mutchler](#) 5 posts since

May 20, 2008 2. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:30 AM

 in response to: [Jack Garvey](#)

Both myself and a coworker were kicked out of LAB04. We booked it within minutes of receiving the registration email. This is completely unacceptable to be booted from a reserved lab less than a week before the conference. To top it off, all of their alternatives are booked too!

I just got kicked out of my registered...

There should have been better planning, or not allow a lab to get overbooked in the first place!



[Benny Hauk](#) 27 posts since

Oct 3, 2007 3. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:40 AM

↑ in response to: [Ron Mutchler](#)

I just called and the contact point (VMworld2009registration@jackmorton.com) has been flooded with calls/emails in the last 10 minutes or so and they are starting to look into it. Sounded like emailing/calling both accomplished the same thing.

I think some people get a hot head over some vmworld practices/policies/etc that just sort of fall into the "well that's life" category but this is just bad form. I mean, even the lazy thing would be to put those kicked out at the top of the waiting list, right? It's not a huge consolation but it's a lot better than how we're being treated at the moment for what was their mistake. The right thing would simply bite the bullet and fix the problem, open another room, whatever. If nothing else though, at least opt for the lazy solution: putting us at the top of the queue.



[Damon Gunther](#) 5 posts since

Jul 12, 2009 4. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:40 AM

Me too. I'm wondering if it happened to everyone? I got around to registering too many hours after the email, so I got stuck in the 7:30am class. I would think that would be the last one to get overbooked. The replacements are unacceptable. I'd do the SRM class, but none of the non-waiting list times work.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 5. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:45 AM

FYI... <http://bit.ly/HNHRR>

I just got kicked out of my registered...



[Petr McAllister](#) 3 posts since

Jun 9, 2008 6. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:48 AM

in response to: [Benny Hauk](#)

same thing happened to me.

hopefully my other lab will not change!



[Alan Young](#) 5 posts since

May 6, 2009 7. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:48 AM

I got the email just a few minutes ago as well. The support line has been as helpful as ever with ZERO information. What's the point of VMware paying Jackmorton to provide support when they don't communicate JACK to them to tell us? I booked this lab within minutes of the schedule builder going live. How can it be after weeks of the schedule building being live that they just NOW figure out that it's overbooked? Isn't that the point of having an automated system so it doesn't get overbooked in the first place? This feels like higher priority folks decided to attend and got moved to the front of the line.

I just got kicked out of my registered...



[mbursik](#) 15 posts since

Sep 10, 2007 8. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:48 AM

👤 in response to: [Benny Hauk](#)

Me too, lab 4. WTF?



[Aaron Thompson](#) 12 posts since

Jul 16, 2009 9. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:52 AM

👤 in response to: [Benny Hauk](#)

Where can I sign up to receive these updates?



[Aaron Thompson](#) 12 posts since

Jul 16, 2009 10. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 9:54 AM

👤 in response to: [Benny Hauk](#)

ok I meant the updates to this twitter, tweet, chirp or whatever it is you call it...

Aug 24, 2009

Re: I just got kicked out of my registered lab!?!

FYI... <http://bit.ly/HNHRR>

</div>

I just got kicked out of my registered...

I am really upset as I paid a lot of money and got my schedule done early, just for the labs as I am sure we all did....



[sobrien82](#) 23 posts since

Dec 14, 2007 11. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 10:01 AM**

i got bumped as well, same think - i made sure to schedule as soon as it opened so that I could get the labs i wanted. This was the one thing I really was looking forward to. If this lab is so popular, why didn't they schedule another session instead of opening space in labs that I don't want.



[Max Inglis](#) 3 posts since

May 2, 2008 12. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 10:07 AM**

This is pretty terrible frankly. I was booked early. You can't possibly tell me they overbooked the first lab04 (monday AM) such that they had to bump the people in the other instances. From the sounds of it even people who were in early are getting booted.

I sent an angry email to my sales rep and my tech rep. We'll see if we get any action.

Max.

I just got kicked out of my registered...



[sobrien82](#) 23 posts since

Dec 14, 2007 13. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 10:10 AM

this is really sounding to me like EVERYONE who signed up for that lab on Monday got an email about being booted.



[Alan Young](#) 5 posts since

May 6, 2009 14. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 10:35 AM

Now I'm seeing that I've been put on the waiting list for TA2525 after showing that I was enrolled for weeks.



[Dave Sweatt](#) 23 posts since

Sep 16, 2008 15. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 10:47 AM

Let's all give VMWare's CEO a good rousing razz-ception should they show their face onstage next week.



[Damon Gunther](#) 5 posts since


Jul 12, 2009 16. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 10:57 AM

So do I dare go on the waiting list for LAB04? Would that just get in the way of a correction? Or do I just wait it out? I'm coming from the East Coast and am at work at 7:30, so sticking with the 7:30 timeslot wouldn't hurt me at all. I'm hoping they don't make us all schedule it again. That could get ugly.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 17. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:04 AM

 in response to: [Damon Gunther](#)

I went ahead and put myself on the waiting list, for what that's worth. I figure if they were able to remove us they can arrange it however they wish. If one of you gets added back please let us know. I'm keeping the "you've been removed" email in case they somehow need it as proof that I was scheduled for it at one time just in case.

I just got kicked out of my registered...



[sobrien82](#) 23 posts since

Dec 14, 2007 18. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:04 AM

at this point, I just put myself back on the waiting list for the lab that was canceled out from under me. They are all booked anyway, and anything that IS open isn't anything I want.



[Rob Stierna](#) 11 posts since


Jul 21, 2008 19. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:05 AM

I also received the email informing me that I have been kicked out of my #1 LAB which I booked the second scheduling opened on 8\3. (LAB04 10am monday) They do this one week before the conference when all other time slots are now full!



[Aaron Thompson](#) 12 posts since

Jul 16, 2009 20. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:08 AM

 in response to: [sobrien82](#)

I was signed up for Tuesday Morning.

I just got kicked out of my registered...

sobrien82 said:

Aug 24, 2009

Re: I just got kicked out of my registered lab!?!

this is really sounding to me like EVERYONE who signed up for that lab on Monday got an email about being booted.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 21. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:08 AM

👤 in response to: [Aaron Thompson](#)

@Aaron Thompson

Follow @VMworld on twitter (<http://twitter.com/vmware>). They've indicated somewhere ([maybe here](#)) that they will be communicating changes, etc during the conference via twitter.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 22. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:12 AM

👤 in response to: [Alan Young](#)


@Alan Young Yours may be a different issue similar to what @jasonboche experienced earlier: <http://bit.ly/VALFS>



[Alan Young](#) 5 posts since

I just got kicked out of my registered...

May 6, 2009 23. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:21 AM

 in response to: [Benny Hauk](#)

Benny,

I wish so. I got booted from lab4 and noticed that I had also been removed from the other class. This happened sometime between 12:30 and 1:45pm. I wonder if they are performing adjustments to select classes as well.



[Bryan Sockel](#) 3 posts since

Jun 16, 2009 24. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:48 AM

I got the boot from Lab 04 as well, is there anyone still in Lab 04 on Monday Afternoon?



[John Proctor](#) 1 posts since

Jun 26, 2009 25. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:49 AM

I registered within minutes of the email coming out and got bumped as well (Lab 4 Monday 330-5:30). When you are a confirmed passenger on a flight and you get bumped because they oversold, you would expect a free ticket and to be booked on the next flight. I expect

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nothing less. For the people they bumped VMware should schedule another session later in the evening and either comp this year's VMworld or a free pass for next year. We all did what we were supposed to do and should not be punished because a VMware employee screwed up.



[Matt Cowger](#) 4 posts since

Sep 20, 2007 26. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 11:50 AM

in response to: [sobrien82](#)

I don't think so - I am in that lab and didn't get booted.



[mbursik](#) 15 posts since

Sep 10, 2007 27. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:00 PM

in response to: [Matt Cowger](#)

just got this

Due to a scheduling error in our registration system, your LAB04 session has been overbooked. At this time, we are unable to confirm your seat in this lab. We apologize for this inconvenience, and want to offer the following options for you to access this content at VMworld 2009:

1. We are adding theater seating to the back of all LAB04 sessions. A theater seat allows you to participate in the lab, but you will not have access to a workstation. We will provide printed handouts for all attendees at this session. We will seat to the maximum capacity of the LAB04 room-you will be given priority for these additional theater seats, ahead of any unregistered attendees.

I just got kicked out of my registered...

2. Historically, lab sessions on Wednesday afternoon and Thursday are not full. Even though all seats are currently reserved for all sessions of LAB04, many seats are likely to be available on Wednesday and Thursday due to attrition. We recommend you standby for these sessions.

Thanks for you understanding, and we look forward to welcoming you to VMworld 2009.



[Petr McAllister](#) 3 posts since

Jun 9, 2008 28. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:03 PM

in response to: [mbursik](#)

I just got the same message. Very personalized - has my name on top.

I responded asking if any actions are required for the option 1.



[PJ Biodrowski](#) 5 posts since

Jun 16, 2009 29. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:04 PM

in response to: [mbursik](#)

Got the same thing. What is going on? Should I get on the waiting list or are they going to correct this???

I just got kicked out of my registered...

This is my 1st VMWorld and I'm not happy with the scheduling...



[Rob Stierna](#) 11 posts since

Jul 21, 2008 30. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:06 PM**

in response to: [mbursik](#)

I just recieved that same message. What i am wondering is how do they decide who gets removed. I have sent in proof as to when I scheduled my LAB. I received an email from schedule builder that shows that i booked the LAB on 8\3 at 1pm. I am actually flying in a day early and paying for an additional hotel night for this. I waited to book them untill i knew for sure that I had the LAB booked.

LAB04 Monday 8\31 at 10am.



[sobrien82](#) 23 posts since

Dec 14, 2007 31. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:09 PM**

in response to: [PJ Biodrowski](#)

so, are we at the top of the list for getting into the Theater Seating? do we need to show up early and wait in line?



[PJ Biodrowski](#) 5 posts since

Jun 16, 2009 32. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:09 PM**

I just got kicked out of my registered...

I just noticed I also got bumped out of BC3387 Advanced Data Protection for Microsoft SQL and Exchange Server in a VMware Environment and added to the waiting list when I had a confirmed seat.



[VMworld Team](#) 132 posts since

Jun 12, 2008 [33](#). **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:14 PM

To all on this thread:

Due to a scheduling error in our registration system, all LAB04 sessions were overbooked. Since we are unable to move these sessions into a larger room, we had to bump attendees, based on the timestamp of when they added the session. (Starting with the last person to register and moving in reverse order.)

We apologize for this inconvenience, and want to offer the following options for you to access this content at VMworld 2009:

1) We are adding theater seating to the back of all LAB04 sessions. A theater seat allows you to participate in the lab, but you will not have access to a workstation. We will provide printed handouts for all attendees at this session. We will seat to the maximum capacity of the LAB04 room—those who were affected by the bump will be given priority for these additional theater seats, ahead of any waiting list or unregistered attendees.

2) Historically, lab sessions on Wednesday afternoon and Thursday are not full. Even though all seats are currently reserved for all sessions of LAB04, many seats are likely to be available on Wednesday and Thursday due to attrition. We recommend you standby for these sessions.

I just got kicked out of my registered...

3) We are looking at the feasibility of adding more LAB04 sessions to the schedule. These would likely occur at early morning hours. Anyone affected by the bump will be offered priority registration for any added sessions as they become available.

Thanks for you understanding, and we look forward to welcoming you to VMworld 2009.



[Jason Boche](#) 11 posts since

May 27, 2008 [34](#). **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 1:01 PM

in response to: [VMworld Team](#)

VMware: Any idea why I was once confirmed for " VMware vSphere 4 Networking Deep Dive" during early bird registration, but now my status has been changed to "Waiting List"?

Thanks,

Jas



[Benny Hauk](#) 27 posts since

Oct 3, 2007 [35](#). **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:35 PM

in response to: [Rob Stierna](#)

From VMworld's response above it sounds like they are scrambling well (I wish they'd have posted this the same time the emails went out). Still though, something more ought to be done as I agree with you, Rob. Plans were made after we were confirmed for the Monday lab04. Hundreds of \$\$ in the extra hotel night if nothing else and airline booked so I can't cancel the one night. We'll see. In the meantime, questions linger...

I just got kicked out of my registered...

Are those kicked out of the lab actually guaranteed a spot in the "gallery" or is the gallery overbooked as well? (sounds like the gallery is overbooked also the way it reads)

How early do us "gallery" folks need to arrive? (it's 10 minutes early for regular lab people)

If I don't even get in the gallery for my LAB04 on Monday, do I have the same "first priority gallery seating" in all LAB04 sessions? (so that I can try to make another?) If that's the case then I might chance the "stand by" in a thursday lab knowing I have first priority at the gallery seating even iflab is full.

I just got kicked out of my registered...

I'll add that the #2 option (go standby on a later day) would normally work fine I'd guess. But if every LAB04 was overbooked and you recommend that all those kicked out go standby on a later day.... you really think those later days aren't going to be just as filled up?

We realize you guys are working on it and the effort is appreciated.

hint: swag heals many wounds. 😊



[Rob Stierna](#) 11 posts since

Jul 21, 2008 36. Re: **I just got kicked out of my registered lab!?! Aug 24, 2009 12:31 PM**

[👤](#) in response to: [VMworld Team](#)


I just got kicked out of my registered...

Sorry but I still feel the need to voice my frustration. When I booked the LAB on 8\3, Monday was my first choice and was available. If it wasn't, I would have booked one on any of the other days. They were all available at that time. Now on 8\24 they are all full and I also have committed to an earlier fight and hotel night.



[Aaron Thompson](#) 12 posts since

Jul 16, 2009 37. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:32 PM**

 in response to: [VMworld Team](#)

I signed up for this lab for tuesday morning within a couple of hours of the schedule builder being open.

shouldn't I have the option of bumping someone from the wed or thurs morning sessions that signed

after me?

This is my first VMworld and I am already not liking it.....

I just got kicked out of my registered...



[Benny Hauk](#) 27 posts since

Oct 3, 2007 38. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:33 PM**

↑ in response to: [Jason Boche](#)

@jasonboche No clue. Since I'm reading many others having your issue I'm thinking they decided to fix all blunders all at once (completely taking a shot in the dark though). All I know is that I'll be checking my schedule every now and then to see what other exciting changes await! 😊



[sobrien82](#) 23 posts since

Dec 14, 2007 39. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:35 PM**

↑ in response to: [Rob Stierna](#)

i agree....the only reason that I'm flying in Sunday instead of Monday was so that I could do all the labs on Monday and attend sessions the rest of the week. Now its too late, and I feel I wasted that money flying in for one 2 hour lab on Monday, especially since the one I am in is late in the afternoon. I could have definitely flown in on Monday morning otherwise.



[PJ Biodrowski](#) 5 posts since

Jun 16, 2009 40. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:37 PM**

↑ in response to: [VMworld Team](#)

I agree with the others here, this is just not acceptable. I know I planned my whole conference schedule around the labs. This should have been caught much earlier so we could have made schedule adjustments. I'm very disappointed...



[Anthony Ciske](#) 2 posts since

May 7, 2008 41. **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 12:41 PM**

↑ in response to: [VMworld Team](#)

I just got kicked out of my registered...

You'd think they'd have this all figured out by now. Last year they under estimated the popularity for the vSphere 4 hands-on labs and had to scramble last minute to add labs. They even added the "theatre seating" to those labs. This year they overbook one of the most popular labs.



[Damon Gunther](#) 5 posts since

Jul 12, 2009 42. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:43 PM

Since this is my first VMworld, I signed up (or went on the waiting list) for everything and anything I thought I could get something out of. So now I don't have any room for any labs for the rest of the week.

If the self-paced labs are full (and with this, I'll see you guys in line), I suppose I'll go over to the free wireless area for most of the day and get some real work done.



[Rob Stierna](#) 11 posts since

Jul 21, 2008 43. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:44 PM

👤 in response to: [Aaron Thompson](#)

Aaron,

I attended the conference last year and made the mistake of not realizing that the schedule builder process started until a few days after it opened up. As a result, I had trouble booking some of my sessions (my fault!) This year I made sure to be ready when it opened up and was able to get into my LAB's.(didn't help!)


As for the conference last year, they did a great job with the event and you will most likely have a great experience. I went the waiting line route for the LAB's and was able to get in on Thursday. I showed up for the waiting line a half an hour before.

I just got kicked out of my registered...



[Ron Mutchler](#) 5 posts since

May 20, 2008 44. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 12:51 PM

 in response to: [VMworld Team](#)

This is totally and completely unacceptable.

Basically, those of us whom have a timestamp on our add older than the first X are just dropped, without really any good options less than a week before the conference. Had you contacted me 3 weeks ago and said the same thing I would have understood, but less than 7 days before the conference and I get dropped without as much as an explanation.

Essentially, you are telling me that if I want to do a lab, I have to completely trash a days schedule, or sit in the "theater seating" and watch people. I signed up for the lab to get HANDS ON TIME, not watching everyone else do it. If I wanted to watch people configure things, I would watch a webcast.


I'll hold out for Option 3..... if it even sees the light of day....



[Jason Silva](#) 3 posts since

I just got kicked out of my registered...

Jun 25, 2009 45. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 1:01 PM

 in response to: [Ron Mutchler](#)

I completely agree that this is totally unacceptable.


I planned my schedule around these labs. Now that I am bumped from LAB04 I have a huge gap in my schedule on Wed. When I look at the available sessions to replace the lab, those are already all full too (the good ones anyway).

Telling me this a week before the conference is no help. At least if I was notified sooner, I could have a chance for registering for other sessions to attend.



[Bryan Sockel](#) 3 posts since

Jun 16, 2009 46. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 1:07 PM

 in response to: [Jason Silva](#)

I agree with everyone else, If there wasn't a seat for me at the session i registered for, then i would have picked a different session, but a week before VMworld, i have no other options, but to put my name on the waiting list and sit in the back of the room.

This being my first VMworld, is there no way to double up on workstations?

I just got kicked out of my registered...



[Dave Sweatt](#) 23 posts since

Sep 16, 2008 47. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 1:13 PM

Now I get an email offering, on a first come first served basis, to sit in the peanut gallery with a lab book and watch while others actually do the lab. WTF?? That's like buying a steak dinner and then being offered a seat on the sidewalk to watch somebody else eat it.

Get it together VMWare, cowboy up and put on more than a bush league cluster romp for the money you're charging. This kind of content I can get on the damn web for free.



[William Huber](#) 4 posts since

Jun 10, 2008 48. **Re: I just got kicked out of my registered lab!?!** Aug 24, 2009 1:14 PM

I was also bumped from this lab. How does one get access to the "theater seating?" Is VMware keeping some kind of list of those that were affected by this, and are filling those seats with people on the list first? Do we need to do anything?


I put myself back in the waiting list for my original lab time, Monday AM at 7:30.

I just got kicked out of my registered...



[Rob Stierna](#) 11 posts since

Jul 21, 2008 49. Re: **I just got kicked out of my registered lab!?!** Aug 24, 2009 1:27 PM

 in response to: [Bryan Sockel](#)

Another piece of this registration process is that alumni (2 or more conferences attended) receive access to the schedule builder 4 days before the rest of the full paying customers. Next year I will be considered an alumni but still will feel that it is not fair.

If there is a problem planning for attendee's interests, they should open up scheduling months earlier in order to accommodate them.



[Mary Klostermann](#) 1 posts since

Aug 3, 2009 50. Re: **I just got kicked out of my registered lab!?!** Aug 24, 2009 1:38 PM

What I want to know....Are those of us that got booted and revised our schedule to grab another lab...are we screwed if we put ourselves back on the waiting list again. My "timestamp" will be today and I wouldn't get "priority" treatment.

I selected another lab that I wasn't totally thrilled with - but hey it's something. I also had to rearrange my schedule to do this because the labs they offered at the same time were NOT something I wanted. I felt lucky that I could rearrange things.


I just got kicked out of my registered...

Then I find out everyone is affected! I want to know how I can assure myself a spot SOMEWHERE for lab 4. They owe that to us.



[VMworld Team](#) 132 posts since

Jun 12, 2008 [51](#). **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 1:58 PM**

 in response to: [Mary Klostermann](#)

All who were affected by the scheduling error are on a list that will be given to session monitors for all instances of LAB04. So, you will have priority at any LAB04 you choose to attend. We will seat registered attendees, then fill any empty seats with those in line who are on the priority list, and finally with any unregistered attendees.


We are still evaluating the possibility of adding some additional LAB04 sessions, but need to confirm with the session speakers to see if this is feasible. These seats will be offered to priority listed attendees ONLY, with any available seats being released to the general attendee population after the priority list has had 24 hours to book into these sessions.

Waiting lists for all sessions will be cleared tomorrow, so we do not recommend adding yourself to waitlists at this point in time. On-site you can improve chances of getting into "full" sessions by arriving early to the session and queuing in the "unregistered" line. Also, your chances of getting into full sessions improve on Wednesday and Thursday, as we typically experience greater attrition on those days.



[Jason Silva](#) 3 posts since

Jun 25, 2009 [52](#). **Re: I just got kicked out of my registered lab!?! Aug 24, 2009 1:59 PM**

 in response to: [Jason Boche](#)

I had the same thing happen with " VMware vSphere 4 Networking Deep Dive".

I just got kicked out of my registered...

Was once confirmed, now show "Waiting List"..



[erthrasher](#) 2 posts since

May 7, 2009 53. Re: I just got kicked out of my registered lab!?! Aug 24, 2009 7:33 PM

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@page Section1

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I just got kicked out of my registered...

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Same here...Guess planning doesn't mean anything to VMware. This is my first VMworld experience and it wasn't

a good one.



[allencrawford](#) 5 posts since

Sep 10, 2007 54. Re: I just got kicked out of my registered lab!?! Aug 25, 2009 9:35 AM

in response to: [VMworld Team](#)

I don't really buy into the fact that they took the date/time stamp of registered attendees for Lab04 and worked backwards. I'm registered as an alumni and thus booked Lab04 during the week before session builder goes online to everyone else and yet I was still kicked from the lab. Two people that sit right next to me at work and registered the following week (they are not alumni) are both scheduled for the same lab at the same time (Mon. at 3:30), yet they are still registered for it. What gives?



[Dave Sweatt](#) 23 posts since

Sep 16, 2008 55. Re: I just got kicked out of my registered lab!?! Aug 25, 2009 10:23 AM

in response to: [allencrawford](#)

That's interesting. This is my first time as we're relatively new to enterprise level VMWare and this trip is being used to determine any benefit in sending members of my team in future. Not looking too positive so far, though I'll just have to see how the debrief goes after the event. This snafu isn't the only blackeye so far as the whole scheduling routine seems incredibly behind the times, convoluted, poorly presented and executed and very wasteful of time. Unfortunate and avoidable is the kindest words I can come up with.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 56. Re: I just got kicked out of my registered lab!?! Aug 25, 2009 10:30 AM

in response to: [allencrawford](#)

I just got kicked out of my registered...

Well that sounds pretty straightforward then: they didn't bump based on when you scheduled yourself for LAB04. Honestly I'd be surprised if their system would even record **when** you last added a given session or lab to your schedule. Except for an exceptional case like this, why would they need to know.

I reread their post though, and it says they based it on "when they registered". "Registering" is something we all did some time ago. Building your schedule is what happened around 8/3 and earlier for you alumni. I bet they merely went with the earliest folks who actually registered for VMworld itself because that information they would have.

Not that that really matters though. It's arbitrary but it's just as arbitrary as letting alumni get booted first, or first-timers, or employees of vmware partners, or anything else. Somebody will be upset either way.

I think I have a way to summarize everyone's frustration, with a little help from Oscar Rogers:

<http://www.youtube.com/watch?v=yo3uxqwTxk0>



[allencrawford](#) 5 posts since

Sep 10, 2007 57. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 10:32 AM

👤 in response to: [Dave Sweatt](#)

This will be my fourth time to VMworld and the scheduling has improved a bit over time, but yeah, still a bit annoying. Seems to be some issue each year that bites me. The labs are always the hardest to get into and that's even with limiting you to two of them. As much stuff as they pack into this conference it seems like it needs to be an extra day in length anyway.

Other sweet things you may run into related to scheduling and such:

- If you change your email address on vmworld.com (even way in advance of the conference) that won't take effect. Whatever address you registered with is where

I just got kicked out of my registered...

the vendor spam will go. That burned me last year as I didn't have time to create my email alias before someone at my company registered me.

- If you look at the "My Schedule" part of the schedule builder and find an empty space and try to add sessions it sometimes tells you that you can't fit any sessions in that time slot. Well yeah, I know that, but what if I see something that starts at that time that is better than the session it conflicts with? If you are browsing the sessions view and try to add one that conflicts it lets you choose which one to drop. This should work on both views of the schedule builder, but doesn't.

But getting kicked out of the lab and having it yanked off my schedule and not even put on a waiting list (I've since read the post above that says we'll have priority to any lab04 session, so I guess that's good except that the time/date I selected is really the only time that works for me--hence me selecting it) is probably the worst thing I've experienced in terms of VMworld registration/scheduling.



[allencrawford](#) 5 posts since

Sep 10, 2007 58. Re: **I just got kicked out of my registered lab!?! Aug 25, 2009 10:37 AM**

in response to: [Benny Hauk](#)

Hmm, I just checked it again too and it reads:

"...we had to bump attendees, based on the timestamp of when they added the session. (Starting with the last person to register and moving in reverse order.)"

So which is it? Registration date/time or when I added the session. Hard to tell in my case.

One guy was definitely registered a few days before me, but the other guy was registered the same day. I have no idea what time he registered since someone did it for us. I guess if your theory is correct, he was before me.

I just got kicked out of my registered...

Oh well, I guess I'll go to the lab I scheduled and see if I can at least get the lab material. Maybe I'll learn something. Really they should give us access to a remote lab at VMware that we can use to do the lab on our own time after VMworld. That seems fair to me.



[William Fulmer](#) 11 posts since

May 15, 2008 59. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 11:21 AM

[↑](#) in response to: [allencrawford](#)

<![endif]><![if gte mso 9]>

Thank you for your patience as we

work to resolve the LAB04 scheduling error. We are happy to report that we are

adding 5 additional LAB04 sessions:

- Tue
9/1 - 7:30am - 9:30am
- Tue
9/1 - 6:00pm - 8:00pm
- Wed
9/2 - 7:00am - 9:00am
- Wed
9/2 - 5:30pm - 7:30pm
- Thu
9/3 - 7:00am - 9:00am

Those of you affected by the scheduling error are offered

the first option to register for these new sessions. Please visit Schedule

Builder, and add the session that works best for you.

<http://vmworld.com/community/conferences/2009/schedulebuilder-login!input.jspa>

I just got kicked out of my registered...

In addition to adding new sessions, we are adding more theater style seats to all existing sessions of LAB04. So, if your schedule doesn't permit you to add one of the new LAB04 sessions, you will still be offered priority for any available seats in the existing sessions.


Historically, lab sessions on Wednesday afternoon and Thursday are not full. Even though all seats are currently reserved for all sessions of LAB04, many seats are likely to be available on Wednesday and Thursday due to attrition. We recommend you standby for these if you are unable to secure a spot in the Schedule Builder.

Again, we apologize for the inconvenience, and appreciate your understanding.



[Benny Hauk](#) 27 posts since

Oct 3, 2007 60. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 11:27 AM


 in response to: [William Fulmer](#)

Thanks Will, this will work at least for me. I'll miss the keynote, but just watch it with the rest of the world the next day sometime. Plus, this will open up time for me to do all the Self-paced labs I care to do on Monday afternoon. I was afraid as packed as I had my schedule that I wouldn't get to do any self-paced. Now I'm optimistic that I'll get to do all of them I care to do.



[Rob Stierna](#) 11 posts since

Jul 21, 2008 61. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 11:39 AM

 in response to: [William Fulmer](#)

I just got kicked out of my registered...


I was able to get into the Tuesday 7:30am. Hopefully, everyone else get's into one.

Thanks Will and VMWorld for resolving this issue!!



[Ronald Barefield](#) 4 posts since

May 19, 2009 62. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 11:46 AM

 in response to: [Rob Stierna](#)

i got kicked out of some as well.however i can't seem to be able to register for another lab

i click on the +plus on the right hand side and it just bring up a description..

how to i register? please



[Damon Gunther](#) 5 posts since

Jul 12, 2009 63. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 11:48 AM

I decided to go Wednesday at 7am so I have the option of going to the keynote. Thanks for fixing this!



[VMworld Team](#) 132 posts since

Jun 12, 2008 64. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 11:49 AM

Thank you for your patience as we work to resolve the LAB04 scheduling error. We are happy to report that we are adding 5 additional LAB04 sessions:

- Tuesday, 9/1 - 7:30am ? 9:30am
- Tuesday, 9/1 - 6:00pm ? 8:00pm

I just got kicked out of my registered...

- Wednesday, 9/2 ? 7:00am ? 9:00am
- Wednesday, 9/2 - 5:30pm ? 7:30pm
- Thursday, 9/3 ? 7:00am ? 9:00am

Those of you affected by the scheduling error are offered the first option to register for these new sessions. Please visit Schedule Builder, and add the session that works best for you.

<http://vmworld.com/community/conferences/2009/schedulebuilder-login!input.jspa>

These sessions are currently ONLY available to those affected by the scheduling error. If we have open seats after Thursday, 8/27 we will consider offering these to the general attendee population.

In addition to adding new sessions, we are adding more theater style seats to all existing sessions of LAB04. So, if your schedule doesn't permit you to add one of the new LAB04 sessions, those affected by the scheduling error will be offered priority for any available seats in the existing sessions.

Historically, lab sessions on Wednesday afternoon and Thursday are not full. Even though all seats are currently reserved for all sessions of LAB04, many

I just got kicked out of my registered...

seats are likely to be available on Wednesday and Thursday due to attrition. We recommend you standby for these if you are unable to secure a spot in the Schedule Builder.


Again, we apologize for the inconvenience, and appreciate your understanding.

We look forward to welcoming you to San Francisco, and VMworld 2009.



[PJ Biodrowski](#) 5 posts since

Jun 16, 2009 [65](#). **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 11:56 AM


 in response to: [VMworld Team](#)

This is great news! Thanks for adding the additional labs. I found a time that works with my schedule.



[derekn](#) 36 posts since

Sep 10, 2007 [66](#). **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 12:07 PM

 in response to: [Rob Stierna](#)

I understand the frustrations in getting dropped from a session. I find that some of the comments on this post to be quite disappointing. There are probably over 12,000 plus attendees and 1 lab re-schedule have made people post some stupid comments in regards of how well VMworld is run.

As finally being an alumni and paying for this conference 3 years in a row, I have found that everyone involved with this conference to be the most professional and courteous staff

I just got kicked out of my registered...

for any large conference that I have ever attended. I have to been to conferences with less than 200 attendees that have ran way more disorganized than this. The logistics for the conference I imagine are extremely overwhleming. Especially after the past years just getting the people to the vmworld party has been amazing.

So if you are planning on never attending this conference again because of one Lab being cancelled I welcome your non-attendance. Then I will have more room to stretch out in the lab. 😊

Thank you vmworld staff for so far an organized registration process. I imagine you don't hear too many compliments.



Ronald Barefield 4 posts since

May 19, 2009 67. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 12:16 PM

👤 in response to: derekn

I click on thes link

<http://vmworld.com/community/conferences/2009/schedulebuilder-login!input.jspa>

and login... nothing after that point but descriptions..????

I just got kicked out of my registered...


how can i register for any lab or one i was kicked out of?

thanks



[VMworld Team](#) 132 posts since

Jun 12, 2008 68. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 12:40 PM

 in response to: [Ronald Barefield](#)

Ronald,

Let me look into this for you and get back to you. Sounds as though it is not recognizing you as a registered attendee. Make sure you are logging in with the same credentials you registered with.


Thanks

Margaret



[VMworld Team](#) 132 posts since

Jun 12, 2008 69. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 12:43 PM

 in response to: [derekn](#)


Thanks Derek for the kind words. We do try hard to make the conference experience great for all attendees. But it is kind of like having 10,000 house guests for four days 😊



[Ray Giustina](#) 1 posts since

Feb 10, 2009 70. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 12:45 PM

I just got kicked out of my registered...

 in response to: [Alan Young](#)

I just got an email from VMWare....they just added a couple of LAB04 session. Check your email or the class schedule again.


hope this helps.

Thanks,



[Ronald Barefield](#) 4 posts since

May 19, 2009 71. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 1:57 PM

 in response to: [VMworld Team](#)
i only think i have one login

and i'm getting the emails..?

I just got kicked out of my registered...

and when i login i see the other lab that i have register for with a green box with a check in it?

888888888@pharma.com



[Dave Sweatt](#) 23 posts since

Sep 16, 2008 72. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 12:58 PM

👤 in response to: [derekn](#)

Yes Derek, thank you for the kind slam, feel better now? Would VMWare have scheduled more labs if the others here hadn't been vocal about it? Guess we'll never know. I do thank VMWare for recognising and correcting the issue and for refraining from innuendos and sarcasm while doing so.



[mbursik](#) 15 posts since

Sep 10, 2007 73. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 1:00 PM

👤 in response to: [Dave Sweatt](#)

lol. Someone gets a cookie.



[Alan Young](#) 5 posts since

May 6, 2009 74. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 1:03 PM

👤 in response to: [VMworld Team](#)

As a former Army logistics officer I understand what it takes to coordinate complex events.

Things will change due to unforeseen circumstances. Determining what information and when to release it is critical to controlling rumors, emotions, and unrealistic expectations.

Let's take this as a learning experience. Imagine how differently this would have played out if the initial email notification was delayed until a plan was in place and went something like this.

I just got kicked out of my registered...

"We regret to inform you that LAB04 has been overbooked. This was due to XX taking place beyond our control. We understand the potential impact this will have and are offering you early scheduling to additional LAB04 sessions being offered these days. Thank you for your understanding and we look forward to seeing you at VMworld. In the event these additional session do not work, please contact XX@vmworld.com for further assistance as we work to accommodate you how ever possible."


I think the above is exactly what the VMworld Team did, but just didn't communicate it well in my opinion.

Thank you for what you do. I appreciate the additional labs you put together. The outcome was great and makes me feel valued.



[derekn](#) 36 posts since

Sep 10, 2007 75. **Re: I just got kicked out of my registered lab!?! - added LAB04** Aug 25, 2009 1:20 PM

 in response to: [Dave Sweatt](#)

Dave, it wasnt meant to be a slam of any kind. I just think people blow these things out of the water. We are so quick to flame on about 1 lab being dropped. I just can't imagine VMworld wouldn't try to correct the dropped class and I was quite surprised by so many jumping ship about this conference being horribly planned blah, blah, blah...

I am not sure why I even posted as we will get more and more people complaining about this and that...I guess its just that it seems now-a-days you can't make people happy. I mean there are over 300 sessions and labs to choose from. I know I am excited and if that means

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that someone needs to take my 1 (one) lab just to make them have it because as an Alumni who has shelled out more than \$4500 for this conference alone, well you can have it. I think there is so much to be gained from elsewhere in just the labs. I mean they offer the products in the lab environment for free from their website. As a registered attendee you get the powerpoints from the labs, and you can watch the videos at home. So if the off-chance your lab is cancelled, VMWorld offers multiple ways of getting the material needed. Being the only one from my shop who attends, I review a ton when I get home. Thats what I love about VMWorld...

See you there.



[allencrawford](#) 5 posts since

Sep 10, 2007 76. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 1:29 PM

 in response to: [VMworld Team](#)

I only see one of these new sessions (Tues. 6pm) as available. Are they already booked that fast?

Also, since none of these new sessions really work for me (even if I could join them), will I still be able to go to one of the Monday sessions (like maybe the 3:30pm one I was kicked out of while people who signed up later than me stayed in) and still retain priority over other "unregistered" guests? What if I **do** sign up for this Tuesday 6pm session but decide to try my luck at the Monday 3:30 session, will I still have priority then even though I've registered for the Tues. 6pm session? Or does registering for another session essentially void my priority?



[Jagdish Hegde](#) 3 posts since

Aug 17, 2009 77. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 2:17 PM

I just got kicked out of my registered...


It was the same case for me too. I was registered for Lab12 and I was kicked out yesterday. I got an email from vmware to try for some other lab which I am not interested in. Now my manager says why would we register even for the vmworld if we were not even get a seat for want we registered for. My manager asking for a refund.

Oh!



[Aaron Thompson](#) 12 posts since

Jul 16, 2009 78. **Re: I just got kicked out of my registered lab!?!** Aug 25, 2009 2:46 PM

 in response to: [Jagdish Hegde](#)

Damn, I am still pissed...

I would have been happy with Tues. or Wed Morning and maybe even Thu am.

but I was busy when they sent the email for the new labs and I am getting stuck at Tue 6pm.

this blows.



[Joe Filippello](#) 3 posts since

Jun 24, 2009 79. **Re: I just got kicked out of my registered lab!?!** Aug 26, 2009 11:19 AM


I just got kicked out of my registered...

Well you are all very lucky to at the very least get notified. I was registered on the waiting list and now it is just no longer on my schedule. On top of that there are not any alternative sessions for me to join. Pretty much wasting my time and money out at VMworld as this lab looked pretty important. Thanks Vmworld for nothing!



[Rob Stierna](#) 11 posts since

Jul 21, 2008 80. **Re: I just got kicked out of my registered lab!?!** Aug 26, 2009 11:27 AM

 in response to: [Joe Filippello](#)


Joseph,

I was a newbie last year and missed out on getting into the most important LAB on my list at the time of scheduling. However, there is a good chance that you can still get in by going through the waiting line process. You may have to give up a session or two but they are all posted on the web after the conference. It worked for me!



[Joe Filippello](#) 3 posts since

Jun 24, 2009 81. **Re: I just got kicked out of my registered lab!?!** Aug 26, 2009 11:31 AM

 in response to: [Rob Stierna](#)

Rob,

This is just horrible to kick registered users out and then people registered on a waitlist are kicked out and not notified. I consult at a company that does **BIG** dollars with VMware each year. This is plain wrong and pretty much wasting our time. Why have a registration process if it is broken?

I just got kicked out of my registered...



[Benny Hauk](#) 27 posts since


Oct 3, 2007 [82](#). **Re: I just got kicked out of my registered lab!?!** Aug 28, 2009 11:10 AM

Just noticed a seat opened up for LAB04 on Wednesday at 5:30pm. Aaaaaand, GO!



[Rob Stierna](#) 11 posts since

Jul 21, 2008 [83](#). **Re: I just got kicked out of my registered lab!?!** Sep 1, 2009 8:00 AM


 in response to: [Benny Hauk](#)

We were just informed that in order to fix thier network issues from yesterday they shut down the VMworld network last night. They are now having trouble getting everything back up and it may take a long time. Sorry your rescheduled LAB is cancelled. It will be frustrating spending my entire time here waiting in lines to try to get into the main thing i come for! Downloading the PDF's from the web after the conference is not the same as taking the LAB.



[Gavin Haslett](#) 9 posts since

Jun 6, 2008 [84](#). **Re: I just got kicked out of my registered lab!?!** Sep 1, 2009 10:32 AM

 in response to: [Rob Stierna](#)

Was that LAB04? I was also registered, and they let us in, anyway. The instructor gave an excellent presentation, and the lab actually did come online about 45 minutes in. We did get about 2/3 of the lab covered and got into some excellent bits that I think are very useful.

I just got kicked out of my registered...

Yeah, I was a tad perturbed at first thinking I'd miss out on this... but they really did do the best they could and actually I felt it ended up being a better lab in some ways; it was a little chaotic, but we got to get into some questions and stuff that's not covered in the lab itself.

Bear with it 😊



[Rob Stierna](#) 11 posts since

Jul 21, 2008 85. **Re: I just got kicked out of my registered lab!?!** Sep 1, 2009 6:26 PM

👤 in response to: [Gavin Haslett](#)

That's good to hear. They indicated it would be down for a long time. I agree with you completely regarding the instructors. I've attended quite a few of these and have never had anything but good things to say about the instructors and presenters. They are all awesome!!