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Support Statement of VMware

ONLINE UPS-Systems confirms that we will support customers running SNMP-traps on supported Operating Systems in a VMware virtual machine environment.

ONLINE UPS-Systems will provide unqualified support for SNMP-adaptors (Manufacturer Part-Numbers DW5SNMP20, DW5SNMP30, DW7SNMP20, DW7SNMP30) running in a VMware virtual environment in an identical manner as with SNMP-adaptors (Manufacturer Part-Numbers DW5SNMP20, DW5SNMP30, DW7SNMP20, DW7SNMP30) running on any other major x86 based systems without initially requiring reproduction of issues on native hardware. Should ONLINE UPS-Systems suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue.

While ONLINE UPS-Systems products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate ONLINE UPS-Systems typical sizing and recommendations.

Munich, 2008, April 01

Sven Spitzley
Productmanager

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