Palisade Corporation Support Statement

Palisade Corporation confirms that we will support customers running @Risk and RiskOptimizer on supported Operating Systems in a VMware virtual machine environment.

Palisade Corporation will provide support for @Risk and RiskOptimizer product(s) running in a VMware virtual environment in an identical manner as with @Risk and RiskOptimizer products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware.

Should Palisade Corporation 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 Palisade Corporation products are expected to function properly in a VMware virtual environment, there may be minimum configuration and performance implications.