



## **Reveille Software – Reveille Support Statement for VMware**

Reveille Software will support customers who run Reveille products on supported Operating Systems, irrespective of whether they are running in VMware environments or not. Reveille Software supports Operating Systems, not specific hardware configurations. Accordingly, VMware operates as a hardware abstraction layer.

VMware supports a set of certified Operating Systems and Hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of VMware.

Reveille Software will not require clients to recreate and troubleshoot every issue in a non-VMware environment; however, Reveille Software does reserve the right to request a client to diagnose certain issues in a native certified Operating System environment, operating without the virtual environment. Reveille Software will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Investigation of Reveille problems that may, in the sole opinion of Reveille Software be related to VMware will be handled in the following fashion:

- 1) Reveille will provide standard support to all currently supported Reveille levels for clients in good standing for maintenance defect support.
- 2) If a problem is encountered while Reveille is running in a VMware environment, the client may be required to recreate the problem on a non-VMware environment, at which time Reveille will provide regular software support.
- 3) The client can authorize Reveille to investigate the VMware related items at normal time and materials rates. If such investigation shows that the problem is specifically VMware related, the client may contract Reveille to provide a software change to resolve the issue if such a resolution is possible.
- 4) Regardless of the problem type or source, if the problem is determined to be a non VMware related issue - time spent on investigation and resolution will be covered as part of regular maintenance, and Reveille support will be provided as usual.