STATEMENT OF DIRECTION

With the release of AR System 7.0 and the ITSM 7.0 application suite, BMC Remedy officially welcomed the use of AR System and ITSM applications within the virtual environments stated below. While BMC Remedy has not fully tested AR System and ITSM applications within all virtual environments, it is BMC’s intent to make commercially reasonable efforts to support those environments, subject to its service agreements and to specific constraints that may be documented in customer facing bulletins, release notes or knowledge base articles.

Partial support indicates that BMC Remedy will accept problems reported in the virtual environments specified below but we reserve the right to request customer assistance in problem determination, including recreating the problem on non-virtual environment.

Under partial support, reported defects either found to be unique to a virtual environment or not reproducible within a native non-virtual environment will be addressed at the discretion of BMC Remedy. Defects requiring time and resources beyond commercially reasonable effort may not be addressed. If a virtual environment is found to be incompatible with AR System or ITSM applications, support for that environment will be withdrawn and its removal will be specifically documented.

In addition, BMC Remedy will continue more intensive testing of virtual environments as fully supported platforms in future releases. A fully supported virtual environment indicates that BMC will accept problems reported in the supported virtual environment, recreate any reported problems within the virtual environment and will address the issue in the same manner as other reported issues on non-virtual environments.

It is the intent of BMC Remedy to add further virtual environments to this list of partial and fully supported platforms as we perform further testing in the future.

BMC Remedy will only provide partial or full support for those operating systems running within a virtual environment that are defined within BMC Remedy compatibility matrices as supported on a non-virtual environment.

PARTIALLY SUPPORTED VIRTUAL ENVIRONMENTS
VMWare®
> GSX Server
> Workstation¹
> VMWare Server

FULLY SUPPORTED VIRTUAL ENVIRONMENTS
VMWare®
> ESX Server

Sun Microsystems Solaris™
> Solaris 10 Zones² (Whole Root and Sparse)

VIRTUAL ENVIRONMENTS FOUND INCOMATIBLE WITH BMC REMEDY PRODUCTS
None at this time.

¹ Note: BMC Remedy recommends against running server components of AR System or ITSM applications within VMWare Workstation in a production environment.
² Solaris 10 Zone support applies to AR System version 7.0.01 and later
FAQ

Does this statement of direction apply to releases prior to 7.0?
No. At this time, this statement only applies to the 7.0 release of products and subsequent releases.

Can I use the same purchased BMC Remedy licenses on multiple virtual machines?
No, unless the license you purchased would allow for use on multiple non-virtual systems. “Spoofing” or duplication of MAC or IP addresses to circumvent license agreements is strictly forbidden.

Are there any pricing discounts for virtual environments?
Virtual servers will be treated as physical servers with regard to licensing. A customer using AR System or ITSM applications within a virtual server based operating system is subject to all licensing agreements and policies as if the server were a physical and non-virtual server. No inherent discounts or changes in licensing policy will be implemented for virtual environments at this time.

If a problem is found that cannot be duplicated on a non-virtual environment, what happens?
Problem determination will be at the full discretion of BMC. If, after commercially reasonable effort, BMC cannot determine the cause of the reported problem, BMC may close the support case. If the customer wishes to further investigate the problem, BMC recommends contacting the virtual environment vendor for further problem determination.

The virtual environment I want to use is not on the list. Is it supported?
No. Only virtual environments defined within this statement of direction or the BMC Remedy compatibility matrices are supported – either partially or fully.

Will any defects specific to virtual environments be fixed?
Yes, but such fixes will be at the discretion of BMC. Defects requiring time and resources beyond commercially reasonable effort may not be addressed. If a virtual environment is found to be incompatible with AR System or ITSM applications, support for that environment will be withdrawn and its removal will be specifically documented.

Will virtual environments always be listed under partial support for a time period prior to becoming fully supported?
No. BMC Remedy may choose to fully support a virtual environment without placing the environment under partial support first.