



May 18, 2010

Re: Compatibility with VMware

To Our Customers,

With the increasing popularity of machine virtualization, Nuance has received an increasing interest from our customers and partners about whether our network speech products are compatible with and supported on VMware.

Effective immediately, the following products are supported on VMware ESX 3.5 and 4.0 when used in conjunction with the RedHat 5, Windows 2003 and Windows 2008 operating systems:

- Nuance Speech Server (NSS) 5.0
- Nuance Recognizer 9 (both MRCP and Native API integrations)
- RealSpeak 4.5 (MRCP only)
- Nuance Vocalizer 5.0
- Nuance License Manager
- Nuance Resource Manager

At this time, while there are no expected issues, we do not formally support the following on VMware: Nuance Management Station, Dialog Modules, development, reporting and other offline tools and older ASR or TTS products (e.g. OSR 3.0 or Nuance 8.5).

While we are pleased to offer support for VMWare environments, customers should be aware that doing so will result in higher CPU and memory utilization and thus lower system densities than non-virtualized environments. This is due to both the overhead associated directly with running VMWare as well as an audio jitter / prompt stutter issue under higher loads related to how VMWare handles RTP streams.

Sincerely,

A handwritten signature in black ink, appearing to read "Kevin Chatow", with a long horizontal stroke extending to the right.

Kevin Chatow
Director of Product Management
Nuance Communications