

A Hyperion Worldwide Support Policy for Third-Party Software

Support for Virtualized Environments

Hyperion solutions supports operating systems, not specific hardware configurations. Accordingly, Hyperion solutions will support customers who run Hyperion solutions products on supported operating systems, irrespective of whether they are leveraging virtualization in their environments, provided that the virtualization vendor has shared with Hyperion its assertions for third-party application software compatibility.

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 virtual environments.

HP Integrity Virtual Machines is a native capability of the HP-UX Operating System and Sun Solaris Containers is a native capability of the Sun Solaris Operating System. Likewise, the customer and HP or Sun will be responsible for any interactions or issues that arise at the hardware or operating system layer as a result of their use of these native virtual environments.

Hyperion solutions will not require customers to recreate and troubleshoot every issue in a non-virtual environment; however, Hyperion solutions does reserve the right to request our customers to diagnose certain issues in a native certified operating system environment without the virtual image. Hyperion solutions will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

While Hyperion solutions products are expected to function properly in virtual environments, there may be performance implications, which can invalidate Hyperion solutions typical sizing and recommendations. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource contention, which can have significant impact on performance and scalability, particularly under peak load.

If the issue cannot be reproduced in a native environment, the customer would be required to demonstrate that the issue could be reproduced in a supported environment or refer their issues to the third-party vendor. Vendor-specific problems will be handled by the customer and the vendor.

Other virtualization environments are not supported at this time.

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