

Microsoft SharePoint 2010 on VMware Support and Licensing

Microsoft Virtualization Validation Program

This information can be shared with customers and partners.

Overview

The Microsoft Server Virtualization Validation Program (SVVP) provides VMware customers who run Windows Server and Microsoft applications with access to cooperative support from Microsoft and VMware. SVVP assures that VMware customers who virtualize supported Microsoft products will receive assistance through standard Microsoft support channels.

- **Microsoft's Server Virtualization Validation Program** enables VMware and other software providers to test and validate their virtualization software to run Windows Server 2008 and previous versions of Windows Server.
- **Microsoft offers cooperative technical support under the SVVP program** to customers running Windows Server on validated, non-Microsoft server virtualization software.
- **Customers with support policies in place can receive cooperative technical support** from Microsoft if they are running Windows Server-based applications on VMware ESX® 3.5 update 2 or later, or VMware ESXi™ 3.5 update 3 or later.
- **VMware offers an extra layer of protection** for customers, outside of Microsoft's Server Virtualization Validation Program, who work directly with VMware for support. We call this the *VMware Safety Net*. The additional protection is a part of the VMware Premier Support contract with Microsoft that enables VMware to escalate application issues on behalf of VMware customers rapidly and work directly with Microsoft engineers to expedite resolution. Use of the VMware Safety Net is at the discretion of the VMware support engineer.

References

- Microsoft SVVP Program: <http://www.windowsservercatalog.com/svvp.aspx>
- Windows Server Catalog (VMware products supported to run Microsoft Windows Server and Microsoft applications): <http://www.windowsservercatalog.com/results.aspx?&chtext=&cstext=&chbtext=&bCatID=1521&cplID=2274&avc=0&ava=0&avq=0&OR=1&PGS=25&ready=0>
- SharePoint 2010 System Requirements: <http://technet.microsoft.com/en-us/library/cc262485.aspx>
- SQL 2008 R2 System Requirements: <http://technet.microsoft.com/en-us/library/ms143506.aspx>
- SQL 2008: [http://technet.microsoft.com/en-us/library/ms143506\(SQL.100\).aspx](http://technet.microsoft.com/en-us/library/ms143506(SQL.100).aspx)
- Hardware virtualization support for SharePoint products and technologies <http://support.microsoft.com/kb/909840>
- Microsoft Support Policy for Microsoft software running in non-Microsoft hardware virtualization software: <http://support.microsoft.com/?kbid=897615>

Customer FAQ

I am a Microsoft Premier Support customer. What does SVVP mean for me?

Microsoft Premier customers are given support regardless of the product. SVVP does not add to the supportability of a Premier customer; rather, it provides assurance that the virtualization vendor has passed Microsoft's virtualization qualifications.

Who gets support under this program?

Any VMware customer running Microsoft products in a supported configuration may engage Microsoft support through non-Premier support channels.

Don't I already get support for products from all the third-party virtualization vendors listed by Microsoft on its SVVP program page?

(<http://www.windowsservercatalog.com/svvp.aspx>)

No. The list of vendors that have agreed to participate in the program does not imply support for their products. Each vendor must separately test and validate its products to receive support. Microsoft provides a link from the SVVP page that lists the third-party hypervisors and configurations that have been validated.

Microsoft states that I may have to reproduce my issue on physical hardware to obtain support—this is a primary concern for me.

VMware is not aware of any customer, non-Premier, Premier, or through use of the VMware Safety Net, that has been asked to reproduce an issue by redeploying on physical hardware.

What versions of ESX are currently supported?

Supported versions are ESX 3.5 update 2 and later, and ESXi 3.5 update 3 and later. Earlier versions are not supported under SVVP due to the program's technical requirements.

Does this change the support that I get from VMware?

No. You can access VMware support exactly as you have in the past.

How does SVVP support work between Microsoft and VMware if Microsoft cannot solve the problem?

Our agreement with Microsoft provides for 24/7 joint technical engagement. The VMware Safety Net is a very effective option in these cases and has been used successfully in the past.

Is SharePoint 2010 supported under SVVP?

Yes. SharePoint 2007 and later and SQL Server 2005 and later are supported under SVVP provided that the servers meet the system requirements documented in Technet (see the References section).

Are there any requirements around storage design for my virtualized SharePoint solution?

VMFS on Fibre Channel, iSCSI, and network-attached storage is supported, as are physical and virtual-mode raw device mappings.

Are features like database mirroring and failover clusters supported in a virtual environment?

Yes. Microsoft fully supports database mirrors and failover clusters. Configuration is detailed in the VMware guide *Setup for Failover Clustering and Microsoft Cluster Service* (http://www.vmware.com/pdf/vsphere4/r41/vsp_41_mscs.pdf)

Are VMware features such as VMware vSphere[®] vMotion[®], High Availability, Distributed Resource Scheduler and Fault Tolerance supported for virtualized SharePoint/SQL Servers?

Yes. All of these features are supported for standalone SharePoint/SQL Servers as well as mirrored SQL Servers. Virtualized SQL Servers using the Microsoft Clustering Service must be configured per the VMware guide *Setup for Failover Clustering and Microsoft Cluster Service* (http://www.vmware.com/pdf/vsphere4/r41/vsp_41_mscs.pdf)

Is over-provisioning of the physical CPUs in an ESX host supported?

Yes. Physical servers have a fixed number of physical processors. VMware ESX allows you to allocate up to eight virtual processors per virtual machine. Microsoft supports a maximum virtual to physical processor ratio of 2:1 for virtualized SQL Servers. For example, a physical server with two four-core processors contains eight processor cores. With this physical configuration you may allocate up to 16 virtual processors to all virtual machines located on this host.

Can I snapshot my SharePoint Servers during patching and roll back to a previous snapshot if problems emerge?

Snapshots are fine for Web and Application Server Roles. For the database layer, it is important to note that virtual machine snapshots are not application-aware and thus may restore an SQL Server database to an inconsistent state. Additionally, any changes made during the reverted snapshot period would be lost as transaction log files containing those changes would not exist. If a snapshot must be taken it is recommended that you dismount all databases and stop all SQL Server services, but Microsoft does not support this action.

Licensing Information

Licensing applications on vSphere can be a complex topic with many variables to consider. You can find Microsoft guidance on licensing SQL Server on vSphere at the following links:

- *Microsoft SQL Server Licensing Guide*
http://download.microsoft.com/download/6/F/8/6F84A9FE-1E5C-44CC-87BB-C236BFCBA4DF/SQLServer2008_LicensingGuide.pdf
- *Microsoft SQL Server 2008 R2 Licensing Quick Reference Guide*
http://download.microsoft.com/download/2/7/0/270B6380-8B38-4268-8AD0-F480A139AB19/SQL2008R2_LicensingQuickReference-updated.pdf

Questions regarding licensing of non-VMware products should be directed to the third-party sales representative.

