Binary Tree Support Statement

Binary Tree confirms that we will support customers running Coexistence on supported Operating Systems in a VMware virtual machine environment.

Binary Tree will provide unqualified support for (app name) product(s) running in a VMware virtual environment in an identical manner as with Coexistence products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware.

Should Binary Tree suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue.

While Binary Tree products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate Coexistence typical sizing and recommendations.

All components of CMT for Coexistence 2.0 are fully functional on physical as well as virtual machines. When setting up POC or Pilot coexistence environments, Binary Tree fully supports, in fact, recommends the use of virtual machines as a means of lowering the expense of such projects.

However, when it comes to production coexistence environments, Binary Tree has not yet gathered sufficient information to determine whether virtual environments have the same stability and scalability characteristics as physical ones. Based on the fact that majority of production coexistence environments have been and are deployed on physical machines, Binary Tree advises potential customers of this facts, but defers to them to make the final decision with respect to virtualization.

Binary Tree will provide product support in both physical and virtual environments; however, if either stability or scalability issues are found in a virtual environment, Binary Tree may recommend switching to a physical one as a means of issue correction.