Immidio Support Statement

Immidio confirms that we will support customers running (AppScriber / Flex Profiles) on supported Operating Systems in a VMware virtual machine environment.

Immidio will provide unqualified support for (AppScriber / Flex Profiles) product(s) running in a VMware virtual environment in an identical manner as with (AppScriber / Flex Profiles) products running on any other major x86 based systems without initially requiring reproduction of issues on native hardware.

Should Immidio 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 Immidio products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate (AppScriber / Flex Profiles) typical sizing and recommendations.