syngo® Workflow SLR

White Paper - VMware® Support Stance

This paper provides information about the use of VMware with syngo Workflow SLR.

15 February 2010
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**Support Statement:**

1. *syngo* Workflow SLR V30B and above have been tested and are supported on VMware VI3™ (Virtual Infrastructure 3 or higher – including ESXi™)

2. In order to leverage VMware, customers will need to create a virtual environment that mirrors the Schedule 1 requirements for *syngo* Workflow SLR.

3. For sites with volumes up to 500,000 procedures/year and a maximum of 300 concurrent users, *syngo* Workflow SLR can support the following components in a VMware environment:
   I. Linux Application Server
   II. Windows Portal Server
   III. Windows Voice Server
   IV. Windows Voice Recognition Server
   V. Windows Format Server
   VI. Windows Clients with no peripheral device connectivity limitations or remote desktop protocol clients

4. In addition, sites with volumes of up to 250,000 procedures/year and a maximum of 150 concurrent users can also virtualize their Linux Database Server.

5. *syngo* Workflow SLR will be supported in a VMware virtual environment in the same way as it is in any other supported environment or configuration without initially requiring reproduction of issues on native hardware.

6. Should the virtualization layer be suspected as the root cause of an incident, the customer will be required to contact the appropriate VMware support provider to resolve the issue.

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Abbreviations

SLR Single Language Release