

## Arc Solutions VMWare® Support Statement December 2009

In alignment with our policy of continued product development, Arc Solutions is pleased to confirm our product strategy in support of Arc Enterprise console applications running in a VMWare® environment.

Arc Solutions confirms that formal VMWare® testing & certification is planned as a part of our 2010 roadmap. In the interim period customers may now run Arc Enterprise applications in a VMWare® environment and receive support from the Arc Technical Support Centre (TSC), subject to the following caveats:

- Each VMWare® instance should be registered with and acknowledged by the Arc TSC.
- Arc Solutions do not support the VMotion™ module within VMWare®.
- Virtual server installations of Arc applications must not be used for anything other than infrastructure resilience; virtual sessions must not be used for licensing duplication.
- The installation, configuration and support of the VMWare® server is the responsibility of the Customer and/or Reseller.
- Arc Solutions reserves the right to request the relocation of Arc software onto a dedicated physical platform should, after detailed investigation of any issue, it is deemed necessary to remove the VMWare® part of the solution. Should such a scenario occur, the Arc TSC will provide the technical data required to validate that the issue is platform related.

Should there be any further questions relating to the support of Arc software in a virtual environment, please contact us at [support@arcsolutions.com](mailto:support@arcsolutions.com)

### **About Arc Solutions**

Arc Solutions works exclusively with the network of Cisco Unified Communications partners to help deliver best of breed Cisco IP telephony solutions. It has operations in North America, Europe, the Middle East and Australia. With in-house development, training and support capabilities, the Arc proposition is unrivalled within the Cisco voice applications market. For more information visit [www.arcsolutions.com](http://www.arcsolutions.com)