



## **Arc Solutions VMWare® Support Statement May 2011**

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

Arc Solutions confirms that formal VMWare® testing has been completed and is available in versions 5.1.2, 5.1.2 Sr(1) and 5.1.3 of the Arc Premium suite. Customers may now run Arc Premium applications in a VMWare® environment and receive support from the Arc Technical Support Centre (TSC), subject to the following conditions: -

- VMWare® ESXi and ESX version 4.0 are supported
- Arc Solutions do not support the VMotion™ module within VMWare®.
- Each VMWare® instance should be registered with and acknowledged by the Arc TSC.
- 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. Arc has operations in North America, EMEA and Asia Pacific. 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)