

VM Statement

ArcFM Solution products are certified to operate on virtual machines.

We currently use VMware, both server-hosted images and workstation images. Our current versions in use are VMware Server ESX 3.5 and Workstation 5 or 6. While this environment is functional, it is not necessarily recommended for an enterprise deployment. Please work with your implementation team and account manager to identify the best solution for your environment.

Telvent Support Statement

Telvent will support customers who run Telvent products on supported Operating Systems, irrespective of whether they are running in VMware environments or not. Telvent supports Operating Systems, not specific hardware configurations. Accordingly, VMware operates as a hardware abstraction layer.

VMware supports a set of certified Operating Systems and Hardware, and the customer and VMware will be responsible for any interactions or issues that arise at the Hardware or Operating System layer as a result of their use of VMware.

Telvent will not require clients to recreate and troubleshoot every issue in a non-VMware environment; however, Telvent does reserve the right to request our customers to diagnose certain issues in a native certified Operating System environment, operating without the virtual environment. Telvent will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

Any time spent on investigation of problems that may, in the sole opinion of Telvent be related to VMware, will be handled in the following fashion:

- 1) Telvent will provide standard support to all Telvent products.
- 2) If a problem is encountered while Telvent is running in a VMware environment, the client may be required to recreate the problem on a non-VMware server unit, at which time Telvent will provide regular support. If the problem can not be recreated on a non-VMware server unit, Telvent will not provide regular support for this issue without a time and materials contract in place.
- 3) The client can authorize Telvent to investigate the VMware related items at normal time and materials rates. If such investigation shows that the problem is VMware related, the client may contract Telvent to provide a software change to resolve the issue if such a resolution is possible.
- 4) Regardless of the problem type or source, if the problem is determined to be a non VMware related issue - time spent on investigation and resolution will be covered as part of regular maintenance, and support will be provided as usual.