Virtualization Support Policy for LANSA Products

As our customers continue to virtualize more of their IT infrastructure, LANSA is committed to helping support them in these efforts.

There are many hardware virtualization software products available from third party vendors. To certify LANSA products for use with each of these technologies would require significant ongoing investment by LANSA.

Therefore, we have not fully tested all LANSA products for use under all hardware virtualization software products.

However, we have tested LANSA products for use under :
1) Windows Server 2012 R2 Hyper-V,
2) Windows 8.1 Hyper-V and
3) VMware Workstation 11

and the LANSA products have executed in these environments without incident. However, this testing does not include every possible LANSA product usage and every possible virtual platform.

In order to ensure the quickest resolution of any potential LANSA product issues encountered when executing under virtualization, the following guidelines must be observed:

- All versions of the operating system, database software and LANSA products running virtually must be supported according to the latest LANSA Supported Platforms document for the specified version of the LANSA products. This document is available from the LANSA web site - http://www.lansa.com/support/supportedversions.htm#platforms

- While LANSA does not insist that all support issues are reproduced without virtualization before reporting the issue to LANSA Support, we reserve the right to request that the customer reproduces the issue without virtualization if we have reason to believe this may be related to the issue reported. This request is likely to be rare due to the stated support of guest operating systems by virtualization vendors.

- If the reported issue is related to performance and capacity, the customer must ensure that the virtual environment has been configured with adequate resources for the expected transaction load in a production environment. LANSA Support may request the customer to disable other operating system instances and applications competing for physical system resources, or even remove the virtualized environment to aid in the diagnosing of performance issues. Where a performance issue is clearly caused by the under sizing of a virtual environment, LANSA support may determine that there are no further actions that they can take to assist the customer.

- If the problem is determined to be related to virtualization, the customer must report the issue to the vendor of the virtualization software to expedite the resolution of the issue.

LANSA will not normally modify LANSA products to include any specific virtualization related APIs (Application Programming Interfaces) or features.