

## Statement of support for VMware

uptime software confirms that we will support customers running up.time on supported Operating Systems in a VMware virtual machine environment.

uptime software will provide unqualified support for up.time running in a VMware virtual environment in an identical manner as with up.time running on any other major x86 based systems without initially requiring reproduction of issues on native hardware. Should uptime software suspect that the virtualization layer is the root cause of an incident; the customer will be required to contact the appropriate VMware support provider to resolve the VMware issue.

While uptime software products are expected to function properly in a VMware virtual environment, there may be performance implications which can invalidate uptime software typical sizing and recommendations.

Should you have questions, please contact uptime Support Group at [support@uptimesoftware.com](mailto:support@uptimesoftware.com)