

Follett School Solutions Technical Support Policy Statement for Virtual Machine (VM) Environments

This content outlines the support services provided by Follett School Solutions, Inc. when Destiny® Resource Management Solution™ operates in a virtual machine (VM) environment.

Due to the high-transaction nature of the Destiny application, it is highly recommended that Destiny be installed on a dedicated server computer, i.e., a computer without any other major applications on it.

The use of virtualization to enable hardware multi-purposing is a growing presence in customer environments. Follett School Solutions, Inc. recognizes this trend and will support customers who run Destiny Resource Management Solution on supported Operating Systems, whether or not they are running in virtual environments. However, Follett School Solutions, Inc. does not support the configuration of the virtual machine environment and is not responsible for any interactions or issues that arise as a result of the use of the virtual hardware abstraction layer.

When a customer with an active technical support agreement calls in with a standard usage or defect-related service request that is within scope for Destiny Resource Management Solution and indicates that they are running in a virtual environment, Follett Technical Support personnel will make their best effort to resolve the problem.

Follett School Solutions, Inc. will not require customers to recreate and troubleshoot every issue in an environment that is not virtual; however, Follett School Solutions, Inc. does reserve the right to request customers to diagnose certain issues in a native certified Operating System environment. Follett School Solutions, Inc. will only make this request when there is reason to believe that the virtual environment is a contributing factor to the issue.

If a customer is reporting performance (response time and throughput) issues, Follett will require the customer to set up Destiny in a non-virtual environment before proceeding to troubleshoot. If the problem does not occur or cannot be recreated in a non-virtual environment, it will be considered to be related to the virtual environment and not a Destiny-related issue to resolve.

When installing Destiny in a virtual machine environment, it is recommended that the same resources needed in a standalone (non-virtual machine) installation be used for the virtual machine installation. To learn more, see the *Destiny® and Virtual Machine Technology FAQ*.

ADDITIONAL INFORMATION ABOUT VIRTUAL MACHINE Virtual machine technology is a third-party (non-Follett) solution that enables multiple operating systems (such as Microsoft® Windows® and Linux®) to execute concurrently on the same physical (Intel®/AMD™/x8-based) machine. Virtual machine configuration is transparent to the "guest" operating systems and the applications or middleware that operate above those operating systems.

Technical Support

Destiny

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