VMware Vi3 (ESX Server) – Statement of Support

Applies to:

SAP BusinessObjects Enterprise, Crystal Reports Server

Summary

BusinessObjects Enterprise platform provides a proven, scalable infrastructure for delivering the services to the Business Objects Business Intelligence applications - including reporting, query and analysis, enterprise performance management and enterprise information management. This document is a statement of support for vmware Vi3 (ESX Server)

Created on: 21 April 2009

Introduction

Business Objects is continuously evaluating industry trends and technology advancement, and aims to provide support for new platforms and technologies in line with customers' requirements and adoption of new platforms and technologies for their Business Objects deployments.

This statement of direction covers the following topics:

- vmware Vi3 (ESX Server) support

VMware Support

Business Objects continually strives to meet our clients diverse and ever-changing needs. Business Objects software products supports and integrates with many of today's leading platforms, operating systems, and applications across the IT enterprise.

Many of our clients are running applications and operating systems under vmware. Business Objects also makes extensive use of vmware** within the Business Objects development, IT and support organizations to create various Windows and Linux environments. Business Objects is not aware of ANY specific issues with Business Objects software products* and vmware at this time.

While Business Objects products are expected to function properly in virtual environments, there may be performance implications, which can invalidate Business Objects' typical sizing and recommended setting guidelines. Analysis must be performed within the context of the specific application to be hosted in a virtual environment to minimize potential resource contention, which can have significant impact on performance and scalability, particularly under peak load.

In order to facilitate a quick resolution and root cause to any potential Business Objects product issue encountered under vmware, Business Objects has established some basic guidelines for supporting Business Objects software in a vmware environment:

- All versions and configurations of applications and operating systems (kernels included) running under vmware must already be certified and listed in the applicable Product Availability Report (PAR).

- The client is responsible for properly configuring their virtual machine and applications for vmware.

- While Business Objects does not insist that clients recreate each issue without vmware before contacting support, we reserve the right to request the client diagnose and troubleshoot specific issues without the vmware "variable". This will only be done where we have reason to believe the issue is directly related to vmware.

- In the event that Business Objects support cannot directly identify the root cause as a Business Objects or vmware issue, support would ask the client to open a support issue with vmware and any other necessary 3rd party vendors to expedite the resolution of the issue. At that point, Business Objects, vmware, and the client can work together toward a quick resolution.

As stated above, there are no known issues running Business Objects software with vmware.

* In the context of this statement Business Objects software includes;

- BusinessObjects Enterprise XI 3.1
- BusinessObjects Enterprise XI 3.0
- BusinessObjects Data Services XI 3.0
- BusinessObjects Data Integrator XI Release 2
- BusinessObjects Data Integrator XI Release 2 Accelerated
- BusinessObjects Data Quality XI Release 2
- BusinessObjects Enterprise XI
- BusinessObjects Enterprise XI Release 2
- BusinessObjects Enterprise 6.5.1 (or higher)
- Crystal Reports Server 2008
- Crystal Reports Server XI Release 2

** References to vmware in the context of this statement refer specifically to vmware Vi3 (ESX Server) version 2.1/2.5/3.0/3.5

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