Statement of Support related to Usage of Informatica Products under a Virtual Environment

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Support Impact

Informatica will support customers, with valid maintenance agreements, who run Informatica products under a virtual environment on certain operating systems supported by Informatica, provided that the virtual environment is part of the Supported Virtualization Technology (see below). While Informatica supports such operating systems utilizing Supported Virtualization Technology, Informatica software products are only certified to run on VMware (See FAQ for details).

The customer is responsible for configuring the virtual machine and applications for the virtualization software, and the customer, jointly with the virtualization software vendor, is responsible for any interactions or issues that arise at the hardware or operating system layer as a result of the customer’s use of the virtualization software. Informatica will not require the customer to recreate and troubleshoot every issue in a non-virtualized environment; however, Informatica does reserve the right to request that the customer recreate certain issues in a native certified operating system environment, operating without the virtual environment. Informatica will typically make this request only when there is reason to believe that the virtual environment is a contributing factor to the issue.

The customer is responsible for ensuring adequate physical resources for virtual images running Informatica products. Informatica does not support any of its products in “over-provisioned” virtual environments in which the cumulative sum of virtual images’ resources (CPU, Network, I/O Bandwidth and memory allocation) exceeds that of the underlying physical hardware. Any option (Eg Vmotion with VMware), which possibly delays the allocation of system resources available to the virtual machine, is also not supported.

Since a virtual environment is not native, there may be an impact on performance when running Informatica software in a virtual environment. Configuring the virtual environment for optimal performance may require professional consultation from the virtual environment vendor or Informatica.

Supported Virtualization Technology

The following virtualization software are supported under this policy. Any virtualization software not listed below requires additional confirmation from Informatica on support capabilities:

- VMware solutions on x86/x86-64 platforms
- Sun Solaris Containers
- IBM Micro Partitioning
- Microsoft Hyper-V
- IBM PowerVM

Starting from v9.5 release, Informatica PowerCenter is certified to run on VMware solution v4.1 and higher on x86/x86-64 platforms.
Excluded Informatica Product Options

The following Informatica products are not compatible with most of the virtualized environments and will not be supported for most virtualization technologies except mentioned specifically:

- PowerCenter Enterprise Grid Option
- PowerCenter High Availability Option
- PowerCenter Workflow on Grid
- PowerCenter Session over Grid

Starting from v9.5 release, Informatica supports the above product options on VMware and IBM PowerVM.

Informatica requires the VMware environment to be configured as per the guidelines and best practices described in the following document for the above options to be supported.

https://communities.informatica.com/infakb/whitepapers/2/Pages/144243.aspx

Important Considerations

If support for third party software used by Informatica is restricted or limited in a virtual environment, such restrictions or limitations will also apply to the use of the Informatica software in virtual environments. Informatica depends on the support from those software vendors and has to pass their limitations and restrictions on to the customer. It is the customer's responsibility to check for possible limitations.

Performance, cost, reliability, ease-of-management and availability of technical support are additional factors to consider when using Informatica on a virtual environment. Each virtual environment can vary significantly in each of these areas. Informatica recommends that customers contact the virtual environment vendors directly to evaluate the advantages and disadvantages of a given virtual environment.
License Impact

Informatica software products may be installed on a subset of the capacity of one or more physical servers based on one of two partitioning solutions as described below:

**Hard Partition:** A hard partition or LPAR that has a fixed memory, storage and CPU-core allocation such that a certain subset of whole production CPU-cores can be completely dedicated to the server on which the Informatica software is deployed. The Informatica software must be licensed in quantities equal to or greater than the total number of CPU-cores contained within such hard partition.

**OR**

**Soft Partition:** A soft partition that defines allocations and allows for capacity, memory and CPU-cores to be shared among partitions to accommodate on demand changes in processing requirements (e.g., a partition based on virtualization software). Informatica software (with the exception of the options mentioned above) may be licensed for use in a soft partition only in a single virtual environment where such virtual environment is hosted on one (1) or more multicore processor(s) using Supported Virtualization Technology (see above) available as of the effective date of this publication, provided that the virtual environment in which the Informatica software is deployed shall not at any time exceed the licensed quantity of CPU-cores or any other applicable licensing metric, and shall be in compliance with any other restrictions, set forth in the customer’s license agreement and all supporting documentation including the Product Description Schedule.

Each virtual environment must be licensed separately as if it were an actual environment. The customer shall not operate the Informatica software concurrently in multiple images, containers, platforms or sets of equipment. If the customer wishes to increase the licensed quantities of the Informatica software, deploy the Informatica software in multiple virtual environments, or otherwise change its Informatica software configuration, the customer shall pay any applicable license fees based upon Informatica’s then-current price list for generally available software.

In no event will Informatica be required to deliver additional software or provide additional license keys as a result of the customer’s use of the Informatica software in a virtualized environment as described above.
Questions and Answers

Will Informatica provide support on use of the virtualization software and defect resolution of issues specific to virtualization?

No. Informatica supports its products running in a virtual environment as described in this document, but Informatica does not provide direct support for virtualization specific issues and education. For support on the virtualization software products lines, it is recommended that the customer contact the virtualization software vendor support directly.

Will Informatica provide assistance with issues that are not clearly in either the Informatica or the virtual environment?

Yes. If the problem cannot be determined to be either a Informatica software or a virtualization software issue, Informatica support would ask the customer to open a support issue with the virtualization software vendor. Informatica will work with the virtualization software vendor and the customer to come to a reasonable resolution. It is important to note that in certain scenarios, troubleshooting on virtualized environments could result in longer resolution times. Performance degradation due to running Informatica Software in a virtual environment as compared to a nonvirtual environment is not considered a product issue.

Will Informatica provide fixes or patches for all issues encountered while deploying an Informatica product under a virtual environment?

Not necessarily. Depending on the severity or impact of a particular issue, Informatica may issue a workaround or other remedy, as appropriate. If an issue occurs only in a virtual environment and fails to be recreated under a native operating environment, then such issues will not be considered Informatica product defects and no fixes will be issued.

Will Informatica fully certify a particular virtualized environment?

Starting from v9.5 release, Informatica PowerCenter is certified to run on VMware solution v4.1 and higher on x86/x86-64 platforms.

How do I get answers to any other questions pertaining to the use and support of Informatica products under a virtual environment?

Please contact your nearest Informatica support center. Refer to http://www.informatica.com/services/customer_support/.