How we support Virtual Environments.

Currently, we will fully support virtual environment such as VMWare, Hyper-V, Virtual Box etc. However, if we suspect that problems with the system may be related to the Virtual Environment, the customer will need to move the software to a physical PC until we can verify that the problem is not virtual machine related. <u>We will not debate the issue with the installers or the I.T. personnel about this</u>. All support will stop at that point until the software is moved to the physical PC.

There are many virtual software applications out there and it would be too much to try to have our team trained for each of those or even just VMware itself as there are many facets to that software… Especially if we have to consider failover, SQL failover etc. Our Technicians are Access Control specialists and support AxiomV and Integra32… We have to draw a line at how far that support reaches otherwise it never ends.. Every network is different. Every virtual environment is different. We can't cover everything. The cost to tech support would be too high. When issues on these types of systems arise, we would have to start getting into troubleshooting Windows, SQL, and VMware etc. which aren't even our products.

This is very fair considering what has been mentioned. This means that we would still troubleshoot their system if they have problems and would do our best to resolve their issues, however, when we've gone through everything and all looks ok, then we may suspect that the VM is the issue and they will have to move to a physical PC.