Virtualization Policy for IBM Software:
Frequently Asked Questions
December 11, 2012

1. **Q: Which IBM software products are affected by this virtualization policy?**

   A: All IBM software products for servers will adopt this virtualization policy. Virtualization-specific products such as appliances (Lotus Foundations, for example) are not affected by this policy. Refer to the [Software Product Compatibility Report](#) for current IBM product and virtualization environment information.

2. **Q: Why has IBM established a virtualization policy and what does it involve?**

   A: IBM has established this policy and a set of virtualization environments for servers that we will support across our portfolio in response to the significant increase in virtualization technologies now available to our clients. These virtualization environments consist of the operating system and the virtualization technology. This information is intended to help clients plan their strategic deployment environments for applications and achieve the economic benefits available through server consolidation.

   As clients continue to virtualize more of their IT infrastructure, IBM is committed to supporting them in these efforts. Responding to client demand, IBM will support the following server virtualization environments across our multi-platform product portfolio for servers. Exceptions may occur when a product is designed to run only in a particular operating environment, or when other special constraints exist:

   - IBM® Processor Resource/System Manager (PR/SM™) hypervisor with IBM z/OS® or Linux®* operating systems
   - IBM z/VM® hypervisor with z/OS or Linux* operating systems
   - IBM PowerVM™ hypervisor with IBM AIX® operating system
   - VMware ESX Server with Windows® or Linux* operating systems

- Red Hat KVM with Red Hat Enterprise Linux (RHEL) operating system
- SUSE KVM with SUSE Linux Enterprise Server (SLES) operating system
- Hyper-V with Windows® operating system
- Native Windows® or Linux* operating systems

The following server virtualization environments are supported by a group of IBM products uniquely selected for each of these markets. As other virtualization environments mature and as market demand changes, this list may change:

- PowerVM hypervisor with IBM i operating system
- PowerVM hypervisor with Linux* operating system
- AIX operating system with Workload Partitions (WPARs)

Virtualization environments not listed above may be supported on an IBM product-by-product basis, as market demand for the product changes.

* Includes both Red Hat (RHEL) and SUSE (SLES) Linux versions

3. **Q: Does this announcement mean that if an IBM product does not currently run on all the operating systems (that is, on z/OS, AIX, Windows, and Linux), it will be ported to the other operating systems of supported virtualization environments in this group?**

    A: No. This announcement is not expanding IBM product support to all these operating systems. IBM products that run on only one or a subset of these operating systems will not be ported to the other operating systems of supported virtualization environments. What the announcement does say is that all the IBM products that have announced support for one of these operating systems will now also run when that operating system is deployed on the specified virtualization technology. For example, IBM products that run on the z/OS platform will be supported when z/OS is run on either the PR/SM or z/VM virtualization technologies.

4. **Q: What does it mean when an IBM software product supports a virtualization environment?**

    A: If an IBM software product supports a particular virtualization environment, it is designed to:

    - **Install successfully** in that virtualization

environment.

- **Run** in that virtualization environment without losing function or significant performance.

For such a product, IBM also offers the following benefits:

- **Licensing support:** The product can be licensed under the IBM sub-capacity license for Processor Value Unit (PVU) based offerings.
- **Technical Support:** IBM Remote Technical Support can be obtained under the usual IBM support terms and conditions. If during problem investigation, IBM determines that the issue is the result of an IBM software defect that has not been reported before, we will accept defect requests. If a problem is identified with the virtualization technology, IBM will work with the technology vendor where possible to try to resolve virtualization problems.
- **Performance Support:** The product's performance in virtualization environments will be considered during the development process.

5. **Q: What version or release of an IBM software product runs in a supported virtualization environment?**

   A: Effective with this announcement, the current latest release of an IBM software product will run in the latest release of the supported virtualization environments (for example, as of July 13, 2012, IBM WebSphere® Application Server 8.5 is the current latest release and PowerVM hypervisor is the current release of hypervisor on POWER 7 systems).

6. **Q: If an IBM product runs in a specific virtualization environment today, does this mean it will continue to run in future versions of the environment?**

   A: We expect future versions of IBM products to continue to support these environments unless there are significant changes in the marketplace. In response to market demand, IBM might decide to drop support for future versions of virtualization environments whose current version is now supported or to add support for new virtualization environments.

7. **Q: If a specific virtualization environment is supported across the entire IBM software portfolio or in a targeted market, does this mean that future versions of that virtualization environment will always be supported in the future?**

A: IBM has established the set of virtualization environments that we intend our software products to support. IBM will add virtualization environments to, or remove virtualization environments from, the list according to market demand and other factors.

8. **Q: Where can I find out whether a particular IBM software product runs in a virtualization environment?**

    A: For list of IBM software products running in virtualization environments, refer to the [Software Product Compatibility Report](#). That information will be updated as appropriate to reflect IBM's policies and plans.

9. **Q: What is IBM's Remote Technical Support policy for IBM software operating in a virtualization environment?**

    A: For designated virtualization environments that an IBM software product declares supported, IBM Remote Technical Support will provide the same level of support as when IBM software products operate in certified operating system environments. IBM Remote Technical Support will accept usage-related and defect-related service requests for IBM software products. As with operating system environments, if IBM support cannot recreate the issue in our lab, we may ask the client to recreate the problem in order to determine if a product defect exists. If a problem is identified in the IBM product, we will accept defects. If a problem is identified with the virtualization technology, IBM will work with the technology vendor where clients have agreements for vendor support.

    The above applies to service requests within scope for Passport Advantage support as per the "Software Support Handbook" at: http://www14.software.ibm.com/webapp/set2/sas/f/handbook/home.html.

10. **Q: Will IBM correct all defects for IBM software products that are running in a supported virtualization environment?**

    A: Not necessarily. As with other operating environments, IBM does not warrant that all code defects will be corrected. IBM will issue defect correction information, a restriction, or a bypass to IBM products if the defect is applicable to a supported virtualized environment or to a native physical machine environment (that is, without the virtualization software).

11. **Q: How does this announcement affect any existing virtualization statements made in IBM software product announcements?**

    A: The support covered by previously published statements remains in

effect. This announcement is intended to provide clarity and enhancements to the previously published statements.

12. **Q: Does this announcement affect the IBM Software Support Lifecycle policy?**

   A: No. This announcement does not affect the IBM Software Support Lifecycle policy for IBM software products. For additional information about that policy, go to: http://www-01.ibm.com/software/support/lifecycle/lc-policy.html.

RHEL: Red Hat Enterprise Linux

SLES: SUSE Linux Enterprise Server

PR/SM: Processor Resource/System Manager