



## **Virtual Machine Support Statement**

**Altiris Product Management, Development, Product Quality, and Customer Services**

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## ABOUT ALTIRIS

Altiris, Inc. is a pioneer of IT lifecycle management software that allows IT organizations to easily manage desktops, notebooks, thin clients, handhelds, industry-standard servers, and heterogeneous software including Windows, Linux and UNIX. Altiris automates and simplifies IT projects throughout the life of an asset to reduce the cost and complexity of management. Altiris client and mobile, server, and asset management solutions natively integrate via a common Web-based console and repository. For more information, visit [www.altiris.com](http://www.altiris.com).

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BootWorks U.S. Patent No. 5,764,593.

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## SUPPORT STATEMENT

In recognition of the growing popularity and maturity of system virtualization solutions such as VMware, Altiris now officially supports its customers who wish to use VMware or Microsoft Virtual Server/PC in any of the following scenarios:

### **Hosted Server**

Running the Altiris Notification Server and supported Solutions in a virtual machine session

### **Managed Virtual Machine**

Managing a supported virtual machine using Altiris Solutions

### **Managed Host**

Managing a supported host machine using Altiris Solutions

Altiris will support the normal operation of specified products in each of these scenarios. The details of what platforms and products are supported for each scenario are provided in the subsequent pages of this statement.

Per Altiris' standard support policy, if a customer were to run into a problem using a supported product in a supported scenario, they should report the issue to the Altiris Support team via our Customer Services Helpdesk, email, or telephone so that Altiris can work to resolve the issue.

Issues reported on a supported virtual platform running a supported guest/host OS will be handled like any other issue. Specifically, Altiris will prioritize the issue based on severity, attempt to diagnose the problem, and evaluate whether it is necessary to address the issue with a code fix (hot fix, service pack, version release) based on severity, pervasiveness, etc. See the "Known Issues" section for information on currently identified issues.

## SUPPORTED SCENARIOS

### Scenario #1 – Hosted Server

For Scenario #1, the following products and versions are supported:

Product	Version
VMware ESX Server	2.5, 3.0
VMware GSX Server	3.1
Microsoft Virtual Server	2005

For Scenario #1, the following “guest” Operating Systems are supported:

Vendor	Operating System	Service Pack
Microsoft	Windows Server 2003	SP1
Microsoft	Windows 2000 Server	SP4

**Note:**

Since a virtual machine session shares hardware resources with its host server, customers should expect a noticeable decrease in Notification Server, Deployment Server, Recovery Server, and SQL Server performance when hosting them in a virtual machine session. Customers should expect anywhere from a 10% to 50% decrease in performance (depending on hardware and platform/configuration) when compared to an identical server running NS, DS, RS, and SQL “natively”.

### Scenario #2 – Managed Virtual Machine

For Scenario #2, the following products and versions are supported:

Product	Version
VMware ESX Server	2.5, 3.0
VMware GSX Server	3.1
VMware Workstation	4.5 - 5.5
VMware ACE	1.0
Microsoft Virtual Server	2005
Microsoft Virtual PC	2004

For Scenario #2, the following “guest” Operating Systems are supported:

Vendor	Operating System	Service Pack
Microsoft	Windows 2000 Pro	SP4
Microsoft	Windows XP Pro	SP2
Microsoft	Windows Server 2003	SP1
Microsoft	Windows 2000 Server	SP4
Microsoft	Windows 95	OSR 2
Microsoft	Windows 98	All
Red Hat	Enterprise Linux	3.0, 4.0
Red Hat	Linux	9.0
SUSE	Enterprise Server	8,9
SUSE	Linux	9.x

### Scenario #3 – Managed Host

For Scenario #3, the following products and versions are supported:

Product	Version
VMware GSX Server	3.1
VMware Workstation	4.5 - 5.5
VMware ACE	1.0
Microsoft Virtual PC	2004
Microsoft Virtual Server	2005

**Note:**

\*Deployment Solution ADL agent is supported to run on VMware ESX Server 2.5, 3.0 hosts.

For Scenario #3, the following “host” operating systems are supported:

Vendor	Operating System	Service Pack / Version
Microsoft	Windows 2000 Pro	SP4
Microsoft	Windows XP Pro	SP2
Microsoft	Windows Server 2003	SP1

<b>Vendor</b>	<b>Operating System</b>	<b>Service Pack / Version</b>
Microsoft	Windows 2000 Server	SP4
Red Hat	Enterprise Linux	3.0, 4.0
Red Hat	Linux	9.0
SUSE	Enterprise Server	8,9
SUSE	Linux	9.x

## SUPPORTED ALTIRIS PRODUCTS & VERSIONS

The following Altiris products and versions are supported as specified:

**KEY:** ● Supported      ◐ Partially Supported

Product	Minimum Version	Hosted Server	Managed VM	Managed Host
Active Directory Component	6.0 SP2	●		
Application Management Solution	6.0 SP1	●	●	●
Application Metering Solution	6.0	●	●	●
Asset Control Solution	6.1	●		
AuditExpress	1.2	●	●	●
Barcode Solution	6.0	●		
Carbon Copy Solution	6.0 SP2	●	●	●
Connector Solution	6.1	●		
Connector Packs (All)	6.x	●		
Contract Management Solution	6.1	●		
Dell Client Manager	1.1 SP1	●	●	●
Dell Patch for Servers	6.0	●	◐ <sup>1</sup>	●
Deployment Solution	6.1 SP1	●	●	●
Deployment Solution (Linux)	5.6 SP1			●
Deployment Solution for Network Devices	6.0	●		
Helpdesk Solution	6.0 SP2	●		
HPCMS	6.0	●	◐ <sup>2</sup>	●
Inventory Solution for Handhelds	6.0	●		
Inventory Solution for Mac	6.0	●		
Inventory Solution for Network Devices	6.0 SP2	●		●
Inventory Solution for UNIX/Linux	6.0 SP3	●	●	●

Product	Minimum Version	Hosted Server	Managed VM	Managed Host
Inventory Solution for Windows	6.1	●	●	●
Local Recovery	6.0			●
Local Security Solution	6.1	●	●	●
Monitor Solution for Servers	6.0	●	● <sup>3</sup>	●
Network Discovery Component	6.0 SP2	●		
Notification Server	6.0 SP2	●	●	●
Patch Management Solution	6.0	●	●	●
PC Transplant Solution	6.0	●	●	●
Protect	1.14		●	●
Real-Time System Manager Solution	6.0	●	●	●
Recovery Solution	6.1	●	●	●
Remote Assist Solution	1.0	●	●	●
SecurityExpressions	3.3	●	●	●
Site Monitor Solution	6.0	●		
Software Delivery Solution for Handheld	6.0	●		
Software Delivery Solution for UNIX/Linux	6.1	●	●	●
Software Delivery Solution for Windows	6.1	●	●	●
Software Virtualization Solution	2.0	●	●	●
TCO Solution	6.0	●		
Wise Enterprise Management Server	5.5	●		
Wise Installation System	9	●		
Wise Package Studio – Standard & Pro	5.5	●		

Product	Minimum Version	Hosted Server	Managed VM	Managed Host
Wise Quality Assurance Module	5.5	●		
Wise for Windows Installer	6	●		

**Notes:**

<sup>1</sup> Due to the nature of virtual sessions, the product will not be able to update hardware drivers or BIOS

<sup>2</sup> Due to the nature of virtual sessions, the product will not be able to update hardware drivers or BIOS

<sup>3</sup> Due to the nature of virtual sessions, the product may not be able to get accurate hardware utilization information across virtual sessions.

## KNOWN ISSUES

### Philips SmartManage Solution

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**Issue:** The monitor information is shared across the virtual machine and the computer.

**Resolution:** There is no resolution planned at this time.

### Recovery Solution

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**Issue:** Virtual machines running the Recovery Agent will not see the Recovery Server if HTTPS protocol is used for client/server communication.

**Workaround:** Use DCOM or HTTP as the protocol instead.

### Local Recovery

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**Issue:** Local Recovery cannot create the Altiris Partition if you are running VMware 4.5

**Workaround:** None

**Resolution:** VMware Workstation 5 addresses this issue.