

## Overview and Frequently Asked Questions

### Oracle Welcomes Virtual Iron Customers Webcast

July 21, 2009

#### Overview

##### **Oracle Buys Virtual Iron: Adds advanced virtualization management software to enhance Oracle VM**

On May 13, 2009, Oracle announced it agreed to acquire Virtual Iron Software, Inc. (Virtual Iron), a provider of server virtualization management software. On July 1, 2009 the two companies were combined.

Companies are turning to virtualization to help reduce IT cost, shorten software deployment times, and implement “green” strategies. Virtual Iron’s virtualization management products are known for their comprehensive and dynamic resource management functionality and ease of use.

Like Oracle VM, Virtual Iron’s hypervisor is based on Xen open source software. The combination of Virtual Iron technology and Oracle VM’s scalable, high performance and highly available server virtualization product is expected to provide more comprehensive and dynamic resource management across the full software stack.

##### **Strategic addition to Oracle VM product line**

Virtual Iron is a strategic addition to Oracle’s virtualization portfolio. Our intent is to quickly and seamlessly combine that technology with Oracle VM to deliver a product that is unique in the industry both in breadth of functionality, and also depth of features specifically designed to make the full application solution easier to deploy, manage, and support in a virtual environment.

#### **CUSTOMER BENEFITS**

The combination is expected to provide customers with virtualization management that:

- More dynamically performs resource management to optimize capacity utilization
- Provides automation to reduce server power consumption
- Enhances a company’s ability to manage their complete software stack through deeper insight into performance and utilization at every layer

#### **PARTNER BENEFITS**

The combination is expected to provide partners with the following benefits:

- System integrators are expected to be better enabled to provide a single integrated virtualization management solution that can meet the requirements of physical and virtual environments
- Virtual Iron’s partners are expected to gain access to Oracle’s worldwide resources and partner ecosystem

## Frequently Asked Questions

**What is the migration path from a Virtual Iron environment to an Oracle VM environment? When will migration documents come out?**

You have three options:

1. Continue running the existing Virtual Iron software
  - Receive on-going software support from Oracle
  - Migrate to the new, combined product when it is available (Oracle VM 3.0) and when you are ready
2. Start running Oracle VM and Virtual Iron side-by-side
  - Gain experience with Oracle VM starting with Oracle VM 2.2
  - Oracle will provide a V2V utility with Oracle VM 2.2 to convert Virtual Iron VHD virtual disk images to Oracle VM disk images
3. Move to Oracle VM today
  - [Download Oracle VM](#) for free.
  - There is no license fee for Oracle VM. You pay for Oracle VM support. See the [Oracle VM pricelist](#). Oracle will provide credit toward a new contract for any unused portion of your previous Virtual Iron support contract.
  - Oracle will provide a V2V utility with Oracle VM 2.2 to convert Virtual Iron VHD virtual disk images to Oracle VM disk images

A migration document will be provided prior to the release of Oracle VM 3.0 that will describe the migration process.

**When will the Virtual Iron / Oracle VM combined product be available?**

Oracle is currently focusing engineering efforts on the integration of Virtual Iron into Oracle VM and making the combined product available as soon as possible. Oracle expects that a combined product will be available in the next release of Oracle VM, which is expected to be available in the first half of calendar year 2010.

**I need to buy more Virtual Iron licenses for my current environment. How do I do that?**

The Virtual Iron product is no longer available. To contact your Oracle VM salesperson to discuss current licenses as well

as migrating to Oracle VM, call 1-800-633-0930 ext. 84677 or send an email to [harleen.tamang@oracle.com](mailto:harleen.tamang@oracle.com).

Oracle strongly recommends that all Virtual Iron customers immediately make a backup of their existing software.

**I purchased Virtual Iron licenses but cannot download the software. What should I do?**

Virtual Iron installation and upgrade kits are no longer available for download. If you are requesting a refund for an unfulfilled product order, please contact your Oracle VM salesperson, 1-800-633-0930, ext. 84677 or email: [harleen.tamang@oracle.com](mailto:harleen.tamang@oracle.com)

**If my Virtual Iron management server fails, how can I get install media for backup?**

The installation media (software) is no longer available for download. Please use an existing copy that you already have. Oracle strongly recommends that all Virtual Iron customers should immediately make a backup of their existing software.

**I need to upgrade to the latest version of Virtual Iron. Where can I get the upgrade kit?**

Virtual Iron installation and upgrade kits are no longer available for download. Oracle is currently focusing engineering efforts on the integration of Virtual Iron into Oracle VM and making the combined product available as soon as possible.

Oracle expects that a combined product will be available in the next release of Oracle VM which is expected to be available in the first half of calendar year 2010.

**How do we renew support contracts that are expiring in the near future?**

If you have received an existing Virtual Iron renewal notice you may renew using the previous method on [Cleverbridge.com](http://Cleverbridge.com), the Virtual Iron credit card site. This site will remain active only until September 30, 2009.

Otherwise as of July 1, Virtual Iron customers will need to renew support directly with their Oracle Support Sales representative. The only exception is customers that are receiving support from the following partners (list begins on next page):

CIES - Korea

Nissho – Japan

Customers of these partners should continue to renew directly with the partner.

Oracle Support Sales will begin processing support renewals in early October 2009. However, customers will continue to be supported—even if their support expires during this transitional period—as long as they had an active support contract or received a Virtual Iron support invoice prior to July 1, 2009.

If the customers' support term has already expired, an Oracle Support Sales Representative will contact them beginning in October, otherwise our practice is to contact customers 90 days in advance of the expiration of the current support term to discuss the renewal.

Oracle will work with customers to migrate their support contract to Oracle Premier Support and the Oracle License and Services Agreement. Please note that Oracle will not be renewing contracts for the Virtual Iron support services and instead support will be migrated to Oracle Premier Support. The Oracle License and Services Agreement will then govern the support services for the next term.

**Do existing support contracts carry over to the combined product, or will we need to purchase a new support contract when we move to the new product?**

No, they will not carry over.

**What does Oracle Support for Virtual Iron include?**

In accordance with Virtual Iron's previously existing support policy, General Support of the Virtual Iron Extended Enterprise Edition product will continue through September 3, 2009 for V4.4 and through February 2010 for V4.5, or as otherwise provided in an applicable Virtual Iron support agreement.

In addition, Oracle is pleased to be able to offer Sustaining Support for Virtual Iron Extended Enterprise Edition and Enterprise Edition products indefinitely. Sustaining Support includes phone support 24/7. It does not include bug fixes, validation of new hardware or new operating systems or upgrades or enhancements of any type. Oracle does not accept service requests via email. In addition, Oracle has retained Virtual Iron support personnel, so the same people who provided support prior to the acquisition will continue to do so going forward.

**Does Oracle VM solution support Windows XP, Windows server and Linux distros other than your own?**

Oracle VM supports the following 32-bit and 64-bit guest operating systems:

- Enterprise Linux 4 and 5 (from Oracle or Red Hat).
- Hardware-virtualized (Virtualization support in hardware required such as Intel VT and AMD-V):
- Red Hat Enterprise Linux 3 (32-bit PV drivers available)
- Windows Server 2008, Windows Server 2003, Windows Vista and Windows XP (32-bit and 64-bit PV drivers available)
- Windows 2000

Please see the [Oracle VM Server Release Notes](#) for additional information on Windows support.

**How much will the merged product cost? Will it be based on a per socket cost?**

Oracle cannot pre-announce pricing for a new product. Pricing policies for Oracle VM 3.0 will be announced at the release time. Currently, the Oracle VM product is free and you can purchase support at affordable prices. See the [Oracle VM pricelist](#).

**Will the combined product support pxe boot?**

Please see the Oracle VM and Virtual Iron Statement of Direction for information about expected features in v3.0, available online: [oracle.com/virtualiron](http://oracle.com/virtualiron).

Click on “Learn more about Oracle and Virtual Iron.”

**In a recent webcast for Virtual Iron customers you mentioned the “application stack.” What is the “stack?”**

Oracle is uniquely positioned to provide customers with integrated clustering, virtualization, storage, and management capabilities in a “complete solution stack” including applications, middleware, database and operating system, which can be deployed in a physical, virtual, cloud or a mixed environment. Only Oracle combines the benefits of server clustering and server virtualization technologies to deliver a complete Grid Computing infrastructure.

**Where can I find more information?**

Visit [oracle.com/virtualiron](http://oracle.com/virtualiron).



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