



Platform and Configuration Support Policies

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IDENTIFICATION OF CERTIFIED AND DERIVED PLATFORMS

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Platform and Configuration Support Policies

Certified
Hardware

Definitions

Configurations – is a defined set of specified versions or version ranges of Platforms (as defined in the Program Directory) allowing the Dassault Systèmes software product to run.

Certified Configurations – is a set of Qualified and/or Validated Platforms (as defined in the [Program Directory](#)). A Certified Configuration is a Configuration for which Dassault Systèmes has performed a set of relevant automated and/or manual test cases.

Please note that some problems identified on Certified Configuration can be solved by a new driver. In that case, Dassault Systèmes explicitly recommends to install this new driver to fix this problem (cf APAR reference), although it has not been validated on this Configuration.

How Dassault Systèmes software products are supported on Certified Platform?

Dassault Systèmes software products are supported in accordance with [Dassault Systèmes support services policies](#). In addition, for each Certified Configuration there will be a lab machine at Dassault Systèmes, configured and capable of running Dassault Systèmes software product, enabling Dassault Systèmes to address a Dassault Systèmes software product Service Request specific to the Certified Configuration.

If the maintenance and support for one or more Platform(s), which is(are) part of a Certified Configuration, is(are) modified or is no longer publicly available from its (their respective) third-party vendor(s), Dassault Systèmes reserves the right, at its own discretion, without being held responsible of any damages whatsoever:

- to revise the concerned Certified Configuration for the Dassault Systèmes software product(s) and Release(s), or
- to end support services for the corresponding Dassault Systèmes software product(s) and Release(s).

Derived Configurations - is a Certified Configuration with different additional features as follows:

- Hardware:
 - Different clock speed
 - Different cache size
 - Inferior number of cores
 - Different Lithography
 - Different FSB
 - Different disk
 - Different network subsystems
 - Different texture memory configurations
 - Other main subsystems remain unchanged (motherboard chipset and graphic adapter chipset)

- Software :
 - Windows maintenance upgrade (only if hardware support exists, and only if such level of Windows has been announced as Qualified, Validated or Compatible Platform Platforms as defined in the [Program Directory](#) by Dassault Systèmes)
 - New Release of DS software product in V5 or V6 as specified in [Windows Certified Workstations list](#).
 - New Maintenance Delivery on V5 or V6 Release

Notwithstanding the preceding definition, a change in the following components does not qualify as a Derived Configuration. Such change requires a new certification process to be run:

- Chipset
- Superior number of cores
- Major Windows version change

How Dassault Systèmes software products are supported on Derived Configuration?

Dassault Systèmes software products are supported in accordance with Dassault Systèmes support services policies provided that all Services Requests can be reproduced and addressed by Dassault Systèmes on a Certified Configuration. For Derived Configuration, there will be no lab machine at Dassault Systèmes, configured and capable of running Dassault Systèmes software product enabling Dassault Systèmes to address a Dassault Systèmes software product Service Request specific to the Derived Platform.

If the maintenance and support for one or more Platform(s) and/or features, which is(are) part of Derived Configuration, is(are) modified or is no longer publicly available from its (their respective) third-party vendor(s), Dassault Systèmes reserves the right, at its own discretion, without being held responsible of any damages whatsoever:

- to revise the concerned Derived Configuration for the Dassault Systèmes software product(s) and Release(s), or
- to end support services for the corresponding Dassault Systèmes software product(s) and Release(s).

Not Listed Configuration – Any Configuration not included in the Certified Configuration category and/ or in the Derived Configuration category. For such a Not Listed Configuration, no information is available and no consideration has been given as to whether Dassault Systèmes software products will or will not run properly on such a Configuration.

How Dassault Systèmes software products are supported on Not Listed Configuration?

No support services are provided by Dassault Systèmes for Dassault Systèmes software products running on Not Listed Configuration.

In any and all cases, DS shall have no obligation nor liability whatsoever to provide maintenance and support service on and/or for third party Platform(s) included into a Configuration. Customer shall remain solely responsible for the choice, deployment and use of any Platform(s) and/or Configuration(s). Customer shall remain fully responsible to maintain

continuous support arrangements, relationship and contacts with third party providers of any elements and/or Platform(s) of a Configuration to determine issues related to third party provider's products.