



vRealize Log Insight

Program Guide v1.04

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Revision History

Version	Date	Change Summary
1.0	14 May 2014	Initial Release
1.01	24 Feb 2015	Name change from vCenter to vRealize. Log Insight version change from 2.0 to 2.5., clarified section 3.2.3 for validation, clarified sections 3.3.1.2 and 3.3.1.3 for partner EULA, other typo and minor clarifications
1.02	27 Aug 2015	Added in the SDDC Foundation and Integration Program as appropriate. Removed terms referring to the VMware defunct organization, EASE.
1.03	08 Feb 2016	Added that VMware may post Partner Software in a repository so that customers using the Log Insight product may directly access Partner content packs (section 1.0, 3.2.3, 3.3.1.2 and 3.3.2.1). Also updated flow charts in Appendices C and D.
1.04	30 June 2018	Updated VMware TAP link in General Support Resources in Appendix B

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1 Introduction

Welcome to the VMware vRealize Log Insight Program (the “Program”). This Program offers a comprehensive set of tools and resources to help VMware’s Partners develop Partner Software related to vRealize Log Insight (“LI”). Partners enrolled in this Program will have access to vRealize Log Insight and Content Pack tools, and development consultation (“Development Consulting”) with the VMware management business unit (“MBU”). Partners will use a validation tool provided by VMware and submit those results to VMware for approval. Upon approval, Partners can upload their Partner Software onto VMware’s Solution Exchange (“VSX”) for customer download. VMware will also post validated Partner Software onto a repository site (e.g. GitHub) where customers can access it directly from the Log Insight product. Customer support is based on the use of TSA.net.org.

This Program and Program Guide address LI 2.5, and may apply to later versions at VMware’s discretion.

This Program is available to Partner in two ways: (1) Partner may join this Program as a standalone program, or (2) Partner may participate in this program as part of Partner’s participation in the Software-Defined Data Center (“SDDC”) Foundation and Integration Program.

1.1 Overview of This Guide

This Program Guide explains the Program requirements, as well as the engagement, support, maintenance models and lifecycle of the Program. Capitalized terms used in this Program Guide have the same meaning as defined in the Agreement unless otherwise defined herein. To the extent there is any inconsistency between the Agreement, the Program Addendum, and this Program Guide, the documents will govern in the following order of precedent: the Program Addendum, the Agreement, and then this Program Guide.

1.2 General Participation Requirements

Partner must meet the following requirements to engage in this Program:

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Sign the appropriate Program agreements (“Agreement”), one of the following scenarios will apply:
 - The Platform Extensibility Program Agreement and Log Insight Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program, if Partner participates in this Program separate and standalone from the SDDC Foundation and Integration Program; or
 - The Platform Extensibility Program Agreement and SDDC Foundation and Integration Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program, if the Partner participates in this Program as part of Partner’s participation in the SDDC Foundation and Integration Program.
- Meet and follow product support requirements (outlined in Section 3.4 “Post-Release Activities”).
- Provide VMware with details about timeframes for submitting validation results for validation tests.
- Provide VMware details about development and support timeframes with new Partner Software.

This Program may be amended periodically at the sole discretion of VMware, including but not limited to changes regarding the following:

- Requirements for TAP program enrollment
- Business and engineering processes to certify providers
- Validation tools, documentation, or other related materials

- Policies to list Partner Software on any VMware-owned website (e.g., VMware Solution Exchange (VSX) and VMware Developer Center, as referenced in Appendix B), where applicable

When there is a change to this Program Guide, VMware will notify Partner through appropriate communication channels. Partner is responsible for ensuring that the communication channel with VMware is open and effective for compliance with VMware changes promptly.

Membership in this Program is effective on the effective date of the applicable Program Addendum.

2 Membership Signup, Renewal, and Termination

2.1 Joining or Renewing Program Membership

Program membership is effective and valid for the duration specified in the Agreement. Each Program will be updated for each release of the corresponding VMware product that introduces significant new functionality and during this process VMware may change the Program enrollment requirements. Existing Partners will be allowed to continue to participate in the updated Program only if they meet the updated Program enrollment requirements.

2.2 Termination of Program Membership

Upon termination of the Program Agreement, Partner's Program membership is terminated. For details on termination, please review the "Term and Termination" section of the Program Agreement.

2.3 Removal of Program from SDDC Foundation and Integration Program

VMware may, at its sole discretion, remove the Program from the SDDC Foundation and Integration Program.

3 Program Components and Process Flow

The Program provides a full spectrum of resources to guide Partners in developing, releasing, and supporting their Partner Software.

There are four Program components:

- Program Guidelines and Agreements
- Pre-Release Development and VMware Validation Approval
- Release Logistics
- Post-Release Activities

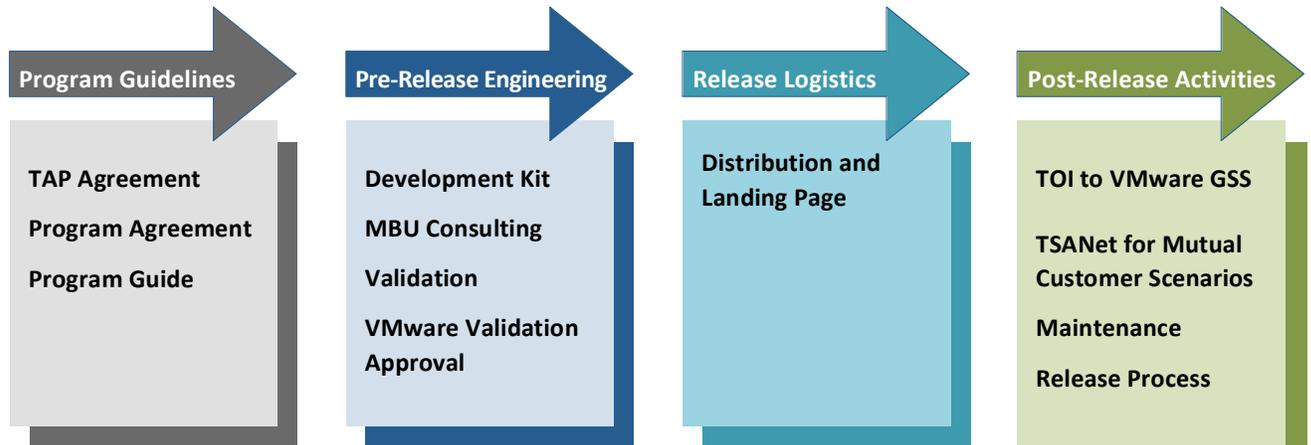


Figure 1: Program Components.

The remainder of this section elaborates on the components of this Program.

3.1 Program Guidelines

This Program component includes the non-technical elements of the Program.

3.1.1 Program Guidelines and Agreements

This Program Guide and the Agreement provide the terms and conditions of this Program. Partners must agree to the terms of these documents to participate in this Program. This Program Guide is subject to change.

3.1.2 Program Fees

For Partners who sign the VMware Platform Extensibility Program Agreement and Log Insight Program Addendum, there is no fee associated with the Program.

For Partners who sign the VMware Platform Extensibility Program Agreement and SDDC Foundation and Integration Program Addendum, the Program Entrance Fee is stated in the Program Guide applicable to the SDDC Foundation and Integration Program.

3.2 Release Development, Validation and Validation Approval Engagement

This Program component includes the tools and resources available for the development and VMware approval of Partner Software. All of these materials are available via the Program website used by VMware and its Partners. The materials include reference guides, training videos and a validation tool.

3.2.1 Engineering Support

Partners in the Program will have access to the Program website (Developer Center as referenced in Appendix B), which hosts the Developer Kit(s), which includes resources for developing the Partner Software. Additionally, availing of the Program enables Partner teams to communicate with the VMware MBU Engineering team about technical issues around development of the Partner Software. VMware provides development and validation consultation through Developer Center Partner Network (DCPN), as referenced in Appendix B, using collaboration tools, or via the phone during pre-arranged conference calls. MBU Engineering will make best efforts to respond as appropriate.

3.2.1.1 Partner Contacts

This Program uses a process that requires Partners to identify a primary point of contact (such as a Program Manager) and an Engineering Manager and/or Technical Lead. Please complete the form in *Appendix F: Sample Partner Contact Information Form* and post the information in the “Documents” folder of your private project on the Program website. Please note that VMware does not publish the contact information on any public site.

3.2.1.2 Partner Internal Triaging Process for Suspected VMware Software Issues

The Partner’s Engineering Manager and/or Technical Lead shall review all suspected VMware software issues prior to the team engaging the VMware MBU engineers. Partner technical contacts shall include the internal assessment (including logs, etc.) when filing a question for the VMware Engineering Team.

3.2.2 VMware Products and Development Kit

Partners will not receive access to any Pre-Release Materials. Partners will have access to the Development Kits on the Program website.

Via TAP membership, Partners will have access to VMware released products with a Not-For-Resale (NFR) license. This will include Log Insight.

3.2.3 Certification, Validation, and VMware Approval

There is no VMware certification available for Log Insight 2.5 Partner Software. There is, however, validation performed by the Partner and approved by MBU Engineering.

Via the Log Insight web page on Developer Center, Partners will have access to a content pack publisher/validation tool. Prior to final approval by VMware, Partners must run the tool against their Partner Software. The last step will ask the Partner to submit results, after which a validation ID number is provided to the Partner. Partner must then log a case in DCPN, and 1) state that their Partner Software was submitted, and 2) provide the validation ID number, and 3) provide a copy of the Partner Software with any accompanying documentation, NFR license key, etc. MBU Engineering will review the Partner Software for approval and contact the Partner via DCPN to resolve any issues. Once the Partner Software is approved, it can be published. Partners are required to receive approval from VMware before their Partner Software can be released and posted on VSX. VMware will post validated Partner Software on a repository site, e.g. GitHub, so that customers can access it directly from the Log Insight product. This is a feature of the Log Insight product and makes Partner Software easily accessible by VMware’s and Partner’s joint customers. Should Partner not wish to take advantage of this feature, please contact the VMware Program Manager.

3.3 Logistics

This Program component covers activities related to the release and availability of Partner Software developed and approved under this Program.

3.3.1 Packaging and Installation

This section discusses some of the best practices and logistics of Partner Software packaging and installation.

3.3.1.1 Packaging

VMware recommends that Partner Software be packaged as an executable, containing a self-extracting, self-installing file where applicable. Zip all Partner Software documentation as part of the product download bundle, but keep docs separate from the installer/executable. Keeping the documentation zipped separately makes doc updates possible without going through the re-test waiver process.

Ship Partner Software with the following documentation in a single compressed archive (.zip) file:

- a. Release Notes with version-specific information for the following:
 - What was fixed
 - What was added
 - Known bugs
 - Release Note organization to stay consistent over time and versions, with history included
- b. Installation Guide and Configuration Guide, to include the following where applicable
 - Prerequisites. For example: Java run-time environment, .NET, etc.
 - Supported configurations with at least one simple, hardened test configuration, which should allow the product to perform all functions (the “proof case”).
VMware can use this example to confirm that there are no configuration issues in the customer environment and triage the issues appropriately.
 - Any licensing assumptions spelled out explicitly; details of any encryption being used.
 - Troubleshooting guide spelling out common error messages and typical configuration misunderstandings.
- c. Process explaining how to engage your support for the Partner Software, as follows:
 - Which logs to have handy and how to collect them
 - What product information to gather for each type of problem (screenshots, array managers, replicated volumes, and so forth)
 - Contact protocol with URLs and toll-free telephone numbers
 - Any entitlement identity that might be required for support

Each and every version, release, patch, and hot fix of the Partner Software should clearly identify itself with a fully qualified and dated release signature, at least once for every request that it handles. (Make the release signatures clearly visible in the logs whenever the Partner Software is working and include a unique release signature, inasmuch as the date and at least one node of the version should be different from all other released Partner Software.

Partner Software must have version number designations. This helps users quickly discern the version without having to examine logs or open other windows or facilities.

Note: Be sure to remove all references to VMware trademarks or product names as part of product name during installation and post-installation for product listings.

3.3.1.2 **Delivery to Customers**

Once Partner Software has been packaged accordingly, Partners can then distribute their Partner Software to end customers from VSX and/or a page on their own website. The download bundle should contain all documentation that is listed as required under the Supporting Documentation Requirements section. Partners are highly encouraged to post their Partner Software on VSX; however, posting is not mandatory. Partners can post a link to their Partner Software on VSX instead.

VMware will post all validated Partner Software onto a repository, e.g. GitHub, whereby VMware's and Partner's joint customers can easily access and install the Partner Software. If this feature is not desired by Partner, the Partner should contact the VMware Program Manager.

Note: The partner EULA is independent of VMware's Log Insight EULA

3.3.1.3 **Installation**

During download, extraction or installation, Partner must present their End User License Agreement (EULA) to customers in a way that requires the customer to accept the Partner EULA prior to use of the product. If a user does not accept the EULA, the product must not install.

Install Partner Software as described in the Log Insight product documentation.

3.3.1.4 **Open Source and Encryption**

Partners are expected to comply with all applicable third-party and free / open-source licenses and meet all applicable import, export, and re-export control obligations.

3.3.2 **Partner Software Hosting**

3.3.2.1 **VMware Hosting**

VMware can host validated Partner Software on VSX and other VMware controlled repositories, e.g. GitHub, for customer access, until the associated version of the VMware product has reached the end-of-life (EOL) phase. For more detail about product life cycle policies, including EOL dates, please visit:

<http://www.vmware.com/support/policies/lifecycle/general/index.html>

Please refer to the Program requirements for packaging as specified in "Delivery to Customer" section.

Applicable customer support policies should also be listed by the Partner on VSX, which should include a public statement of the Partner's support policy for their Partner Software. This can include a link to the support policy or information on how to get support for the Partner Software.

3.3.2.2 **Partner Hosting**

Partners who choose to host Partner Software on their website are encouraged to consider the following recommendations for the Partner Software landing page.

Landing Page Recommendations:

- Publicly available landing page (The link must be a live link and not result in a 404 unknown error or send users to a generic, "we can't find the page you are looking for" site.) It is OK for the landing page to require credentials to log in.
- Viewable with standard browsers
- Public statement of the Partner's support policy for their Partner Software. (Include a link to the support policy or information on how to get support.)

- Stated support is not beyond VMware stated support (features, versions, array models, etc.).

Static Information:

- About VMware product text from VMware.com or VMware approved collateral.
- A public statement of the partner's support policy for their product. (Include a link to the support policy or information on how to get support for a released product). This information should be provided to VMware support for review prior to GA of the product.

Partner Software Information:

- Text that describes features/bug fixes included in that product version
- Product documentation and installation information (include any software and/or hardware prerequisite; best practices/user guide, among others)
- Product download details (download bundle should include all relevant documentation listed on the landing page)
- Product version
- Date certified/released
- MD5 SUM and SHA1 SUM
- File size

3.3.3 VMware Compatibility Guide (VCG) Posting

As there is no formal VMware certification, there will be no VCG posting for LI 2.5 Solutions.

3.3.4 Support Documentation Requirements

VMware Support requests that Partners provide links to all relevant TOI material described in *Appendix E: Transfer of Information (TOI)*.

3.3.5 VMware Ready Logo

As there is no VMware certification, there will be no VMware Ready logo for any LI 2.5 Solution.

3.4 Post-Release Activities

This Program component includes support and sustaining policies for Partner Software.

3.4.1 Partner Software Support Policy

Partners must provide a public statement of their support policy for Partner Software that can be linked from the partner-landing page. This public-facing statement should be ready and released prior to GA of the Partner Software, or, if not applicable, prior to posting of the Partner Software on VSX.

Support and troubleshooting of all Partner Software is the responsibility of Partner as per Partner's documented support policy.

For entitled support issues reported to VMware, VMware Global Support Services (GSS) assists customers in problem analysis and resolution. GSS will work to determine the root cause of the problem. In the event that

the issue is diagnosed to be a VMware issue, VMware will work to resolve the problem for the customer and respond appropriately.

In the event the issue is diagnosed to be directly related to partner hardware or software, GSS works with the customer to open a collaborative support request (SR) with the Partner. The support flow for the SR follows the VMware support process, as outlined in *Appendix C: VMware Customer Contacts Support Flow*.

3.4.1.1 **Support Readiness**

The goal for the Partner Software support policy is to ensure an excellent post-sale support experience for the mutual customer, and to drive best of breed customer satisfaction for Partner and VMware. In order for Partner and VMware to be successful with this goal and Program, VMware expects the Partner to provide the following:

- A clearly defined process and escalation contacts between VMware Technical Support and Partner's technical support organizations, to engage each other for smooth handoffs and collaboration for all SRs related to Partner's product. This process should establish a Senior Support Engineer-to-Senior Support Engineer relationship. For critical escalation, this process should also provide an Escalation Manager-to-Escalation Manager relationship.
- Partner shall provide ability for VMware GSS to be able to open tickets directly with Partner for the sole purpose of troubleshooting mutual customer SRs.
- Partners shall ensure adequate support readiness and training of their support organization to support the Partner Software. Partners must have a support infrastructure in place to appropriately route and track all SRs related to their Partner Software. Additionally, Partner technical support engineers must be trained to have a reasonable understanding of the applicable VMware products, in order to assist during troubleshooting during any collaborative support effort between VMware and the Partner's support team for a mutual customer situation. To provide the best possible customer support, Partners are recommended to have one VMware Certified Professional (VCP) support staff onboard. Partner support teams must be ready to support the Partner Software at or before the general availability date of the Partner Software.
- Partners should appoint a designated technical support contact who is primarily responsible for the support relationship with VMware support organization. This person shall be responsible and shall act as a single point of contact for all support-related activities, including escalations and management of the cooperative support process relationship. This person shall ensure the overall support readiness and training of their support organization to support Partner Software.
- Communications of any changes, updates, patches, etc. to the Partner Software, are to be communicated back to VMware at least 14 days before release to the general public.

3.4.1.2 **Hosting of Collaborative Technical Support Process for Mutual Customers**

Partner agrees to post current valid support and escalation processes related to Partner Software as part of the VMware dedicated or custom Technical Support Alliance Network ("TSAnet"). Partners are required to join TSAnet at least at the minimum level. In the event of field issues, the customer experience can benefit from TSAnet.

For the duration of a partner's participation in this Program, and to retain certification status, the partner must maintain membership in the Technical Support Alliance Network ("TSAnet", www.tsanet.org), and as such join the VMware Private TSAnet Community. Any issues found with Partner Software are handled by the corresponding Partner, as described in the Third-Party Hardware and Software Support Policy documentation at <http://www.vmware.com/support/policies/ThirdParty.html>.

Partner shall comply with specific terms and recommendations regarding validation, support, and associated customer communication, as outlined in TSAnet guidelines and in this Program Guide.

3.4.1.3 Partner Support Experience with TSA.net

Partner shall open a Support Request with VMware on behalf of an end user via the TSA.net channel, when the customer support issue is specifically isolated to a VMware product, or only reproducible on a VMware platform. Partner must resolve the support ticket in accordance with the applicable support agreement between the customer and the Partner.

VMware GSS **Product Support** Teams do not support SDK APIs. During customer situations, if the issue requires troubleshooting of SDK API calls, then Partner should take the lead and work with VMware **Developer Support** in the background.

The Support Call flow for SDK API related issues is shown in Figure 2:

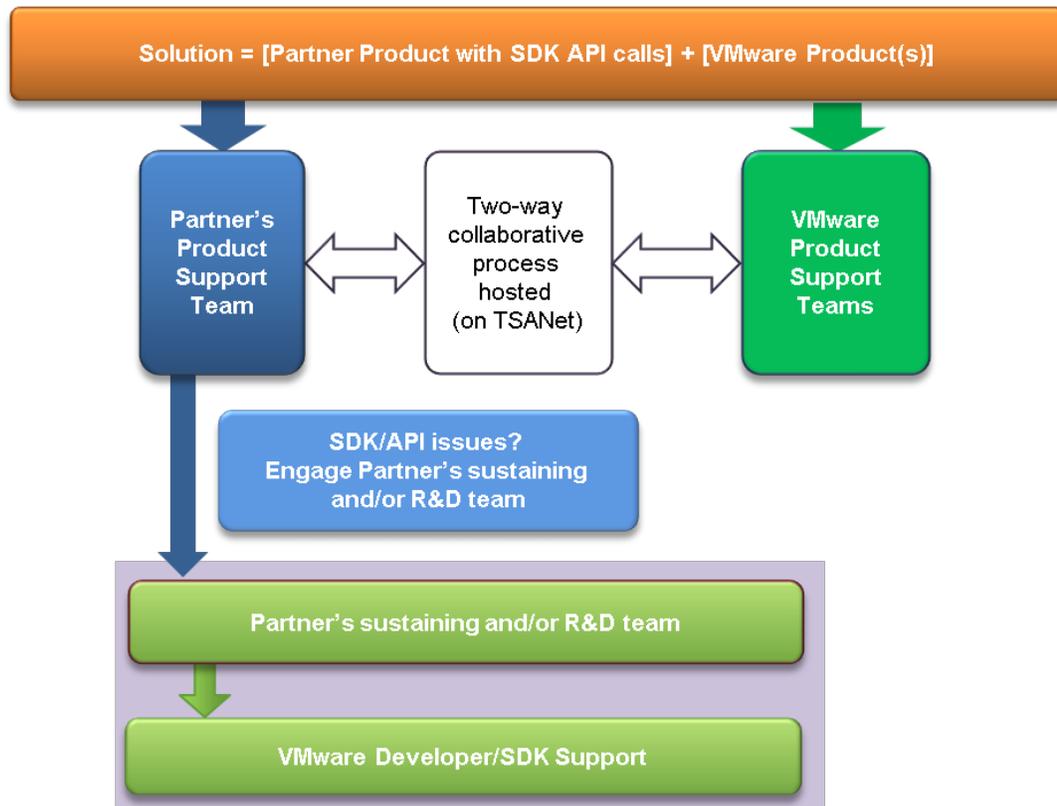


Figure 2: SDK API Support Call Flow.

3.4.1.4 Support Requirements and Process

General Support Terms:

- Partners are requested to provide the “volume” information of customer support issues reported against their Partner Software (open/resolved.)
- Failure to fulfill and/or keep current with support requirements will result in non-compliance from certification perspective.

Support Request Process:

- End users can report software stability and performance issues to VMware. If they have reason to believe this is a VMware issue and, provided that the partner's product is listed on the VSX website.

- For any issues related to the partner's product, VMware shall initiate a request for technical assistance from the Partner by following the Partner's support process and procedures posted on TSA.net.
- KBs (Knowledge Base articles) are recommended for all Partner Software issues or knowledge that will help end users. VMware provides a link to KBs from the product VCG. <http://blogs.vmware.com/vsphere/2012/05/oldies-but-goodies-site-recovery-manager-setup-videos.html>
http://kb.vmware.com/selfservice/microsites/search.do?language=en_US&cmd=displayKC&externalId=1014610
- VMware and Partners shall work cooperatively to troubleshoot issues to resolution (see also the flowcharts in *Appendix C: VMware Customer Contacts Support Flow* and *Appendix D: Partner Customer Contacts Support Flow*).

3.4.1.5 *Transfer of Information (TOI)*

Partners are required to provide a training session with select VMware groups on the specifics of the product. For details regarding the content of the training, refer to *Appendix E: Transfer of Information (TOI)*. Please note that the TOI and support readiness requirements must be met prior to VMware authorizing posting Partner Software on the VSX website.

3.4.1.6 *Recommended Partner Training*

To provide the best possible customer support, VMware recommends that Partners have one VMware Certified Professional (VCP) support staff on board. To become a VMware Certified Professional, please visit www.vmware.com/services/certification.html to learn about the required instructor-led courses.

3.4.2 *Sustaining Policy*

Partners are responsible for maintaining their Partner Software by fixing any bugs or security issues and by updating and/or upgrading the software to support new or existing applicable VMware product(s) in a timely manner, as long as the VMware support policy is applicable for that release.

Note that any major change to the Partner Software might affect the validation status. It is highly recommended that the Partner Engineering team work closely with VMware MBU Engineering during the product sustaining process. See Section 3.4.2.1 "Hot Fix Process" for details on how to provide customers with a Hot Fix, as well as on how to re-certify a modified product.

Should the need arise to provide a customer an immediate fix to address an urgent issue (a "Hot Fix"), Partners must follow the process defined below.

3.4.2.1 *Hot Fix Process*

VMware considers a Hot Fix to be a fix addressing a specific critical issue found by one or more customers. A Hot Fix is not a mechanism to add features or functionality to existing Partner Software. When a Hot Fix is necessary, the Partner generates the Hot Fix and notifies VMware that the fix was created, tested, and distributed to those experiencing the problem addressed by the Hot Fix. Partners are strongly urged to run the validation tests against a Hot Fix before releasing it.

Partners must provide a detailed description of the bug and its symptoms to VMware, so that VMware support can direct customers who file new reports of the bug to Partner. This information must be communicated to VMware by completing the product Hot Fix Notification Form, available on the developer collaboration site. Partner's support organization shall distribute the Hot Fix on a customer-by-customer basis, via a non-public distribution mechanism. Partner shall also provide an estimate as to when the fix can be rolled into an update to the Partner Software, and shall request a review slot with VMware.

In cases where a Hot Fix is not widely distributed (posted version of product), Partners are advised to track these customer distributions for support calls. Partner shall also provide the Hot Fix itself to VMware, with instructions on how to install the Hot Fix.

4 Re-Validation

This component covers the re-validation and re-approval of Partner Software when they are updated or otherwise modified. If Partner is unsure whether re-validation and re-approval are required, Partner should contact MBU Engineering.

VMware Platform Triggers

A new major release of a VMware product may require a full re-validation and re-approval of any platform-dependent product. VMware will attempt to notify Partners no later than the VMware product beta timeframe of the upcoming release dates for the major release.

4.1 VMware Product Backward Compatibility

VMware makes efforts to maintain backward compatibility between product update releases and Partner Software. Even with these efforts, VMware cannot guarantee that compatibility will not be broken. In the event that backward compatibility is not maintained and re-validation is required, VMware notifies the Partner and works to re-approve the product in a timely fashion.

4.2 Partner Software Qualification Triggers

Any bug fix or minor change to Partner Software might require a re-validation and re-approval. Partner Software

4.3 Compatibility/Equivalency Claim Process

When Partner releases new versions of the Partner Software, re-validation and re-approval might be required, based on the impact of the changes in the new release(s) from the Partner. Partners are encouraged to run the validation tool in addition to their own QA tests, when making any changes, to expose potential issues related to the changes, even when full validation is not required, based upon the descriptions below.

Generally, examples of where VMware does or does not take an interest in re-validation of the product include:

- New H/W versions
- New S/W version
- New Firmware or Updates to existing Firmware
- New Version Numbers
- Product Documentation-Only Updates

New Version Numbers:

Although there is no science to version numbers, major version numbers draw more scrutiny than minor or maintenance versions. Equivalency and Compatibility status might be granted to a new Partner hardware platform that interoperates with the Partner Software. In this case, VMware might require re-validation and re-approval. Please discuss with MBU Engineering for more details.

5 Contact Information

Partners are required to provide contact information for the person who is the primary manager of the Partner relationship with VMware, as well as contact information for the technical manager of the associated engineering projects and for the Customer Support Manager. All contact information is kept strictly

confidential. For a sample contact information form that includes all required information elements, see *Appendix F: Sample Partner Contact Information Form*.

Appendix A: Questions to Determine Re-Certification

Not applicable to this Program.

Appendix B: Key Web Links

Product-Specific Information

Program websites – Login required

VMware Developer Center (DC):

<http://developercenter.vmware.com/>

Partner read-only website that includes Program information and download materials.

VMware Developer Center Partner Network (DCPN):

Log in access for Developer Center Partner Network is via Developer Center. Click “DC Partner Network” in the top banner.

Partner Program private communication portal and document repository.

VMware Solution Exchange Marketplace (VSX): <https://solutionexchange.vmware.com>

Customer-accessible website to access GA Partner Software.

General Support Resources

TAP Alliances - <https://www.vmware.com/partners/tech-alliance.html>

My VMware - <https://my.vmware.com/web/vmware/login>

Technology-related information — such as knowledge base articles, documentation, and user groups — can be found at <http://communities.vmware.com/>

VMware Branding Guidelines - <http://www.vmware.com/help/usage.html>

Partner Central - <http://www.vmware.com/partners/partners.html>

VMware Flings - <http://labs.vmware.com/flings>

VI SDK support – www.vmware.com/go/sdksupport

General VMware Documentation: <https://www.vmware.com/support/pubs>

TSANet.org: <http://www.tsanet.org/>

Appendix C: VMware Customer Contacts Support Flow

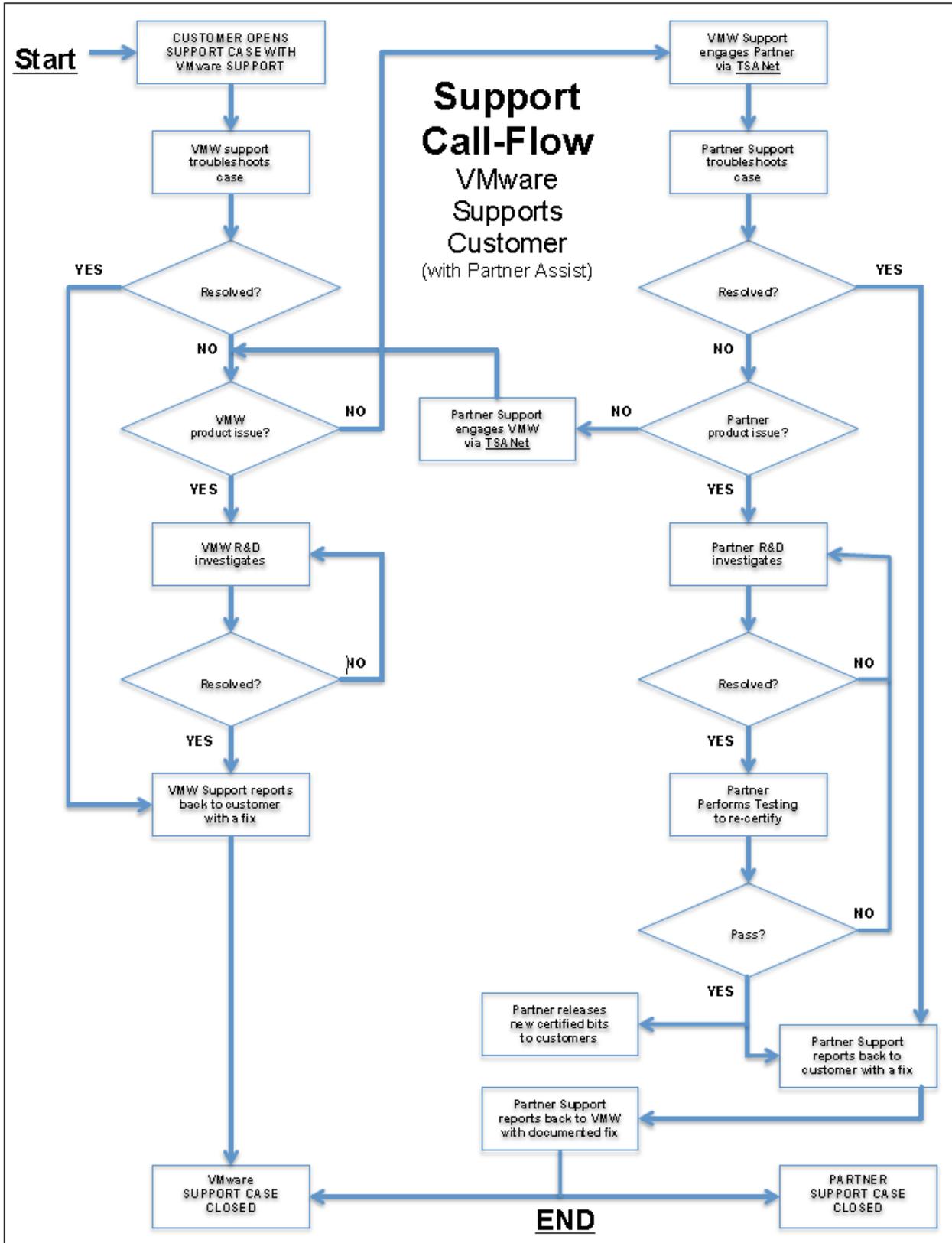


Figure 3: VMware Customer Contacts Support Flow.

Appendix D: Partner Customer Contacts Support Flow

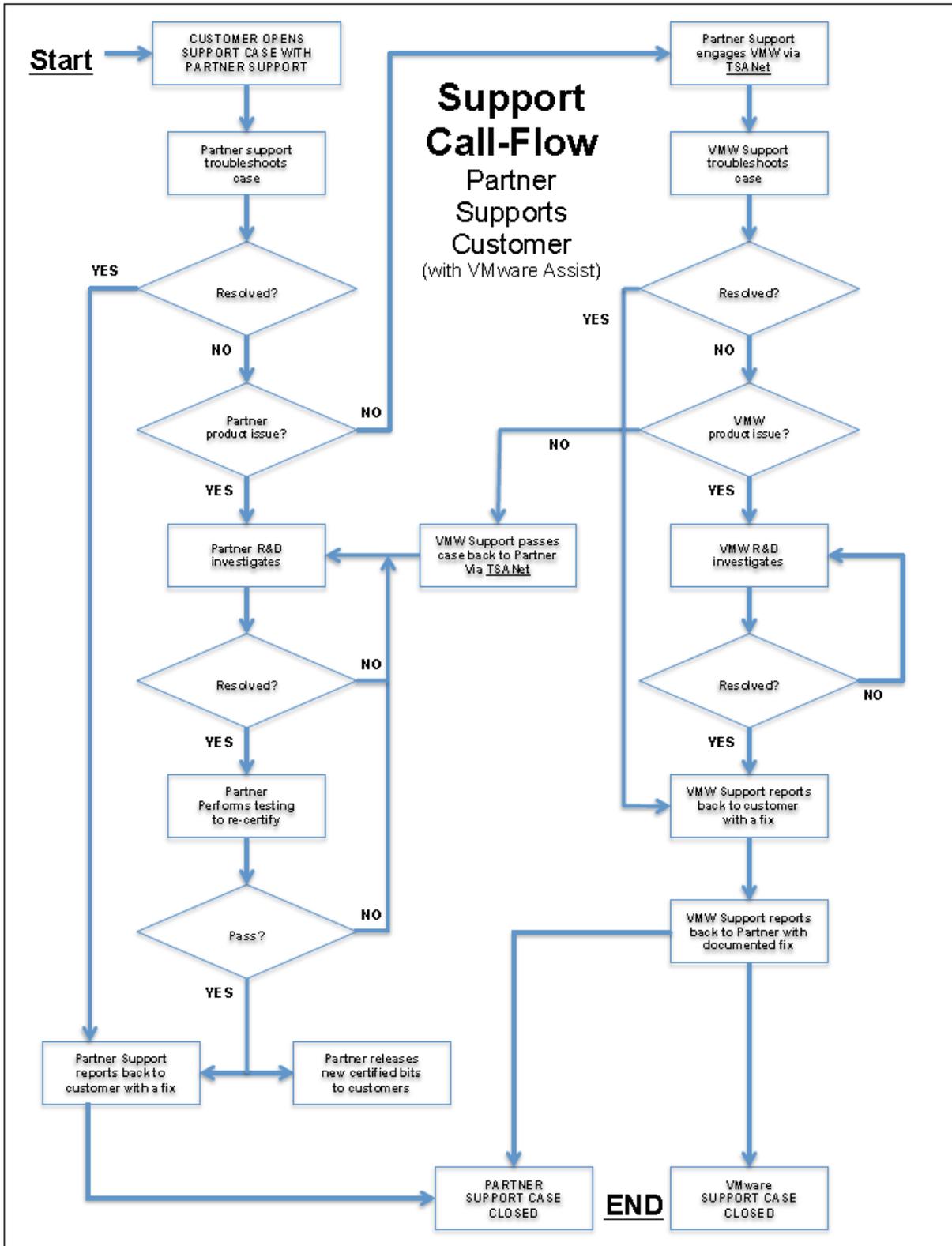


Figure 4: Partner Customer Contacts Support Flow.

Appendix E: Transfer of Information (TOI)

Partner shall provide TOI training for VMware (e.g., support, sales, sustaining engineering, QA, Alliances). Partner shall provide a short training to VMware personnel on the specifics of troubleshooting the Partner Software to help isolate the issue.

Note: Partner shall be responsible for supporting the Partner Software. This TOI is intended to ensure that VMware support engineers can easily isolate issues and smoothly engage Partner's support team for further troubleshooting.

Partner shall provide access to additional TOI materials at no charge upon the availability of any updates, upgrades or new versions of Partner Software. Partner's TOI material should cover troubleshooting, internally developed tools, and access to Partner's knowledge database, as necessary to get knowledge of their product to an extent when isolating reported issues.

A significant amount of content can be handled through documentation, which can keep an interactive information transfer to a very short duration. During the interactive session, Partner should, at a minimum, show VMware personnel the error logs from both good states and failed states, and explain the errors codes (or refer to documentation), so that VMware personnel have a basic understanding of what can be expected when fielding customer calls.

The session should be done via WebEx or some other method that enables recording of the training session.

Information to be documented for mutual customers of selected parts being presented at the TOI includes:

1. Prerequisites for Partner Software.
 - a. SW pre-requisites (perl, java, array management software, etc.)
 - b. HW prerequisites (array HW and firmware versions, visibility, credentials, etc.)
 - c. Licensing requirements (yes/no) If yes, please provide details.
2. Partner Software installation (if applicable): step-by-step installation guide.
3. Partner Software initial configuration (config files, UI parameters, special options, etc.), documented list of pre and post installation configuration and optional parameters.
4. Release notes and version information (to include information on known and fixed issues).
5. Product behavior, information on failback process.
6. Array capabilities and basic administration.
7. Troubleshooting:
 - a. List of all error messages, what they mean, appropriate remedies.
 - b. Log files with known results (to include what the product injects into the product logs). This should be further broken down to clearly identify:
 - i. Expected good output and what it means (i.e. what is expected when everything is running correctly).
 - ii. Expected bad output and what it means, such as:
 1. This XML block means the arrays can't see each other.
 2. This XML block means that the LUN is not replicated.
 3. This XML block means that something else is broken.
 - c. Log files with error messages with a "verbose mode" option. (Verbose option should be available, but turned off by default; it could be invoked when it is not possible to make a good determination from the default logs.)
8. URL location where customers download the Partner Software.
9. URL location where customers can see their support policy for Partner Software.

Appendix F: Sample Partner Contact Information Form

Partner Alliance/Business Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Role and Responsibility of Contact: Help with strategic partner alignment and getting legal agreements signed.

Partner Engineering Manager Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Partner Technical Support Manager Contact

Employee Name: _____

Title: _____

Address: _____

Phone: _____

Email: _____

Role and Responsibility of Contact: Manage the support relationship with VMware. He/she will be responsible and will act as a single point of contact for all support related activities including escalations and the management of the TSA net infrastructure. He/she should ensure the overall support readiness and training of their support organization to support their Partner Software.

Appendix G: Glossary of Terms and Acronyms

This section defines acronyms and terms used in this guide.

API	Application Programming Interface
CLI	Command Line Interface
EULA	End User License Agreement
GA	General Availability
GSS	Global Support Services
HCL	Hardware Compatibility List
KB	Knowledge Base
LI	Log Insight
MBU	Management Business Unit
QA	Quality Assurance
RC	Release Candidate
SAN	Storage Array Network
SR	Support Request
TAP	Technology Alliance Partner
TOI	Transfer of Information
TSANet	Technical Support Alliance Network
VCG	VMware Compatibility Guide
VCP	VMware Certified Professional