



# *VMware Partner Program for Object Storage Extension*

---

**Program Guide 1.1**

Copyright © 2023 VMware, Inc. All rights reserved.

VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.  
All other marks and names mentioned herein may be trademarks of their respective companies.

VMware, Inc. 3401 Hillview Avenue, Palo Alto, CA 94304 USA. Tel: 877-486-9273 Fax: 650-427-5001

## Revision History

Version	Date	Change Summary
1.1	20 Jul 2023	Public version

# Contents

<b>1</b>	<b>Introduction</b>	<b>6</b>
1.1	Overview of This Guide	6
1.2	OSIS Partner Program Use Case Requirements	7
1.3	OSIS Partner Program Use Cases	7
1.4	Validation	8
<b>2</b>	<b>Membership Sign-up, Renewal, and Termination</b>	<b>9</b>
2.1	Joining or Renewing Program Membership	9
2.2	Termination of Program Membership	9
<b>3</b>	<b>Program Components and Process Flow</b>	<b>9</b>
3.1	Program Guidelines	10
3.1.1	Program Guidelines and Agreements	10
3.1.2	Program Fees	10
3.2	Pre-Release Development and Validation Engagement	11
3.2.1	Engineering Support	11
3.2.2	Required Validation	11
3.3	Release Logistics	12
3.3.1	Packaging and Installation	12
3.3.1.1	Delivery to Customers	12
3.3.1.2	Updates to Partner Software	13
3.3.1.3	Installation - General	13
3.3.1.4	Open Source and Encryption	13
3.3.2	Hosting	13
3.3.3	VMware Partner Ready Logos	13
3.4	Post-Release Activities	14
3.4.1	Partner Software Support Policy	14
3.4.1.1	Support Readiness	14
3.4.1.2	Hosting of Collaborative Technical Support Process for Mutual Customers	15
3.4.1.3	Partner Support Experience	15
3.4.1.4	Support Requirements and Process	15
3.4.1.5	Transfer of Information (TOI) - OPTIONAL	16
3.4.1.6	Recommended Partner Training	16
3.4.2	Sustaining Policy	16
<b>4</b>	<b>Re-Validation</b>	<b>17</b>
4.1	VMware Platform Triggers	17
4.2	VMware Product Backward Compatibility	17

4.3	Partner Software Qualification Triggers .....	17
4.4	Compatibility/Equivalency Claim Process .....	17
5	Contact Information .....	18
6	VMware Release Milestones .....	18
<b>Appendix A: Key Web Links .....</b>		<b>20</b>
	Product-Specific Information .....	20
	VMware Product Downloads .....	20
	General Support Resources .....	20
<b>Appendix B: VMware Customer Contacts Support Flow .....</b>		<b>21</b>
<b>Appendix C: Partner Customer Contacts Support Flow .....</b>		<b>22</b>
<b>Appendix E: Transfer of Information (TOI).....</b>		<b>23</b>
<b>Appendix F: Sample Partner Contact Information Form.....</b>		<b>24</b>
<b>Appendix G: Glossary of Terms and Acronyms .....</b>		<b>25</b>

# 1 Introduction

Welcome to the VMware Partner Program for Object Storage Extension (referred to as the “Program” within this document and referred to as the “Program Category” within the Platform Extensibility Partner Agreement).

This Program offers a comprehensive set of tools and resources to help Partners develop Object Storage integration with VMware Cloud Director. VMware Cloud Director Object Storage Extension (referred to as “**OSE**” within this document) is an extension of Cloud Director which enables Object Storage service for service providers and their multi-tenancy customers. OSE has both S3 API and UI interface for Cloud Director users. OSE has a component Object Storage Interoperability Service (referred to as “**OSIS**” within this document) that allows 3<sup>rd</sup> party Object Storage vendors to develop adapters to integrate with Cloud Director. It enables the broad S3 compliant Object Storage vendors to expand service provider business with Cloud Director ecosystems. Hence, we introduce this program to help VMware Partners engage in Cloud Director OSIS support with following guidelines.

## 1.1 Overview of This Guide

This document explains the Program requirements, as well as the engagement, support, maintenance models and lifecycle of the Program. For more detailed validation requirements, refer to the relevant validation guides available on the Program website. Capitalized terms used in this Program Guide have the same meaning as defined in the Agreement unless otherwise defined herein.

### **General Participation Requirements**

Eligible partners must meet the following requirements to engage in the Program:

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Provide VMware with details about timeframes for submitting results for validation tests.
- Follow the Program instructions for all pre-requisites to be met for the VMware Marketplace.

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 the VMware Marketplace or VMware.com, 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 the Program is effective upon completion of VMware Partner Program for Object Storage Extension on-boarding.

## 1.2 OSIS Partner Program Use Case Requirements

Partner may create and certify Partner Software based on the VMware deliverables. Each Partner Software as part of the Program follows a Use Case in the Program. Partners must follow the integration guidelines and support the workflows as specified in VMware documentation. Partners may not implement a Use Case without VMware's prior written consent.

## 1.3 OSIS Partner Program Use Cases

The Partner Software is the S3 compliant Object Storage product or service. This program is available to Partners who want to integrate the S3 compliant Object Storage with VMware Cloud Director and offer multi-tenancy S3 to cloud providers. The integration occurs at the backend of Cloud Director. Cloud Director has an extension called Object Storage Extension (OSE) which exposes the uniform S3 API and UI plugin at the frontend.

In order to certify, the Partner Software must pass VMware OSIS testing suites. Once Partner Software is certified it will be listed in VMware Marketplace.-Refer to the Validation Guide for each release.

Prospective Partners interested in this Program must submit a completed questionnaire to VMware to be considered for the Use Case. This questionnaire will be provided during the Program onboarding process. VMware will review this questionnaire and determine, at its own discretion, if the Partner will be onboarded into the Program.

To facilitate this process, it is necessary for the Partner to develop and certify Partner Software in the form of an OSIS Adapter. The OSIS Adapter is a server component which runs standalone as an API server which communicates with both OSE server and Partner S3 Object Storage to achieve the integration. The OSIS Adapter's main responsibility is to implement the multi-tenancy mapping of organizations, users, and credentials from Cloud Director to the Object Storage platform. VMware publishes [Object Storage Interoperability Service Development Guide](#) and [Object Storage Interoperability Service API Specification](#) to help Partners implement

the OSIS Adapter. VMware also publishes sample codes on GitHub repository [vmware-samples / object-storage-extension-samples](https://github.com/vmware-samples/object-storage-extension-samples) for Partners to refer to.

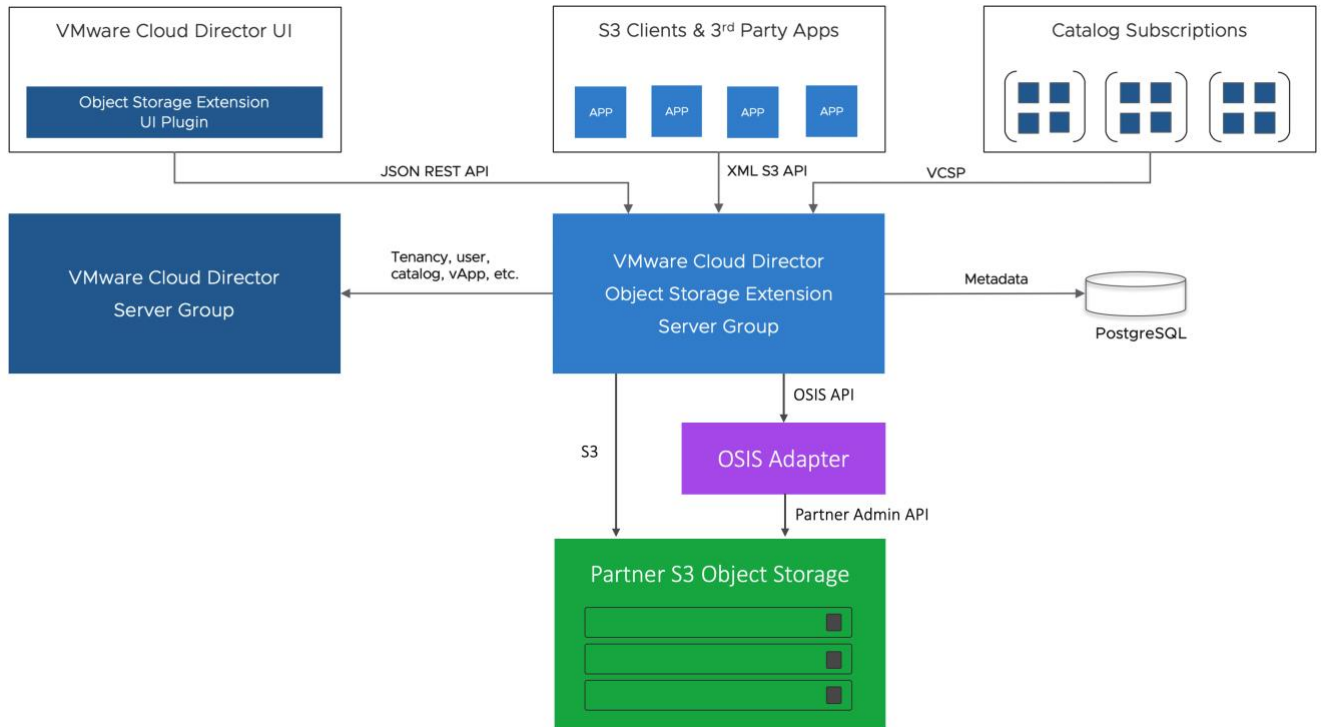


Figure 1: Object Storage Extension high level diagram showing functionality with Partner S3 Object Storage.

### 1.4 Validation

Partner Software must be validated for Partner to distribute the Partner Software in VMware Marketplace with Partner Ready logo. Additional details on the validation for the use case can be found in the Validation Guide.



## 2 Membership Sign-up, 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

If Partner's Program membership is terminated, the Program collateral and Program website will no longer be accessible to the Partner. For details on termination, review the "Term and Termination" Section of the Agreement.

## 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 Validation Engagement
- Release Logistics
- Post-Release Activities

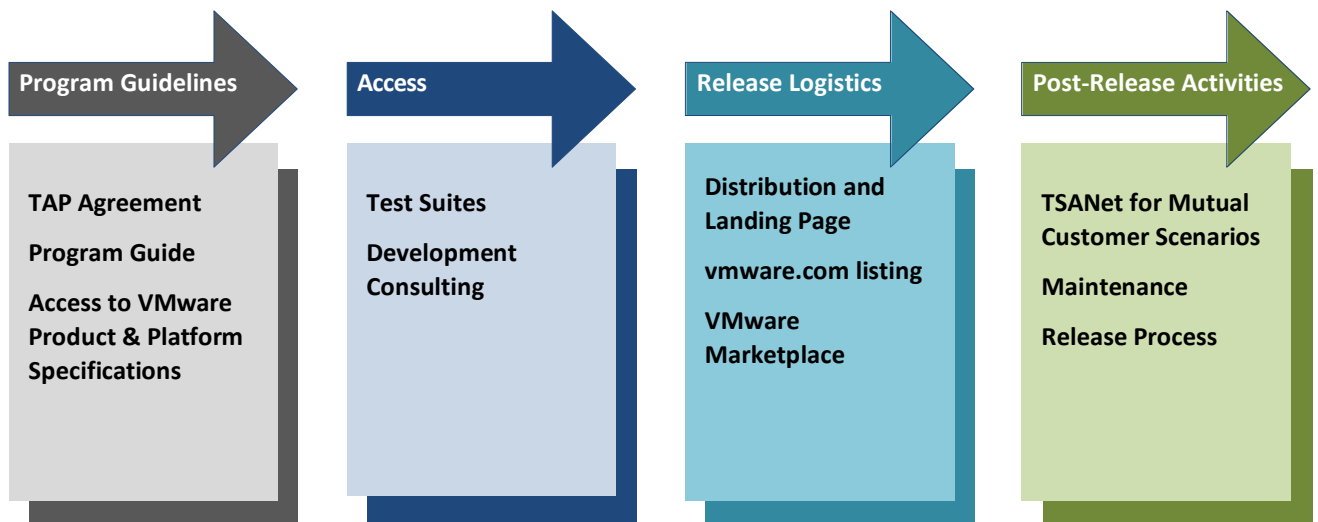


Figure 1: Program Components. The remainder of this Section elaborates on the components of this Program.

## **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 TAP 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. Qualification Requirements are specified in the product Validation Guide, which is posted on the Program website.

### **3.1.2 Program Fees**

Partners must enroll and maintain their membership in the TAP Program to access the VMware Partner Program for Object Storage Extension validation. There is no additional Program entrance or validation fee currently.

## 3.2 Pre-Release Development and Validation Engagement

This Program component includes the tools and resources available for the development and validation of Partner Software. All the tools are available on the Program website.

### 3.2.1 Engineering Support

There is no Development Support available for the Program.

### 3.2.2 Required Validation

The validation process is generally considered to be one of the most important parts of the development process. The VMware Partner Program for Object Storage Extension Validation Guide sets forth the current validation requirements and is available on the Program website on VMware Technology Partner Hub.

The VMware Partner Program for Object Storage Extension Validation Guide is designed to guide Partners in qualifying Partner Software to VMware standards. The following link contains details about the validation levels and the support structure:

- <https://www.vmware.com/support/policies/thirdparty>

The validation process begins after a Partner develops Partner software and has completed internal QA tests and is confident that the Partner software can pass the validation suite. Partners should follow the steps as in the Validation Guide on the Program website. Validation is planned on a first come, first served basis. VMware verifies the results and either validates the Partner Software or denies validation with due justification. Upon successful validation, Partners are encouraged to list their solutions on the VMware Marketplace, as well as to update the VMware Marketplace with any additional compatibility information.

## 3.3 Release Logistics

This Program component covers activities related to the release and availability of Partner Software developed and certified 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. Partner must ship Partner Software with the following documentation:

- a. Release Notes with version-specific information for the following:
  - What was fixed
  - What was added
  - Known issues
  - Release Notes organization must be consistent over time and versions, with history included
- b. Installation Guide and Configuration Guide, to include the following where applicable:
  - Prerequisites.
  - Supported configurations with at least one simple, hardened test configuration, which should allow the Partner Software 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.
  - A 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 Partner Software information to gather for each type of problem (screenshots, array managers, replicated volumes, and so on)
  - Contact protocol with URLs and toll-free telephone numbers
  - Any entitlement identity which might be required for support

Each 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 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 are 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 Partner Software name during installation and post-installation for Partner Software listings.*

#### 3.3.1.1 Delivery to Customers

Once the Partner **Software** has been packaged accordingly, Partners can then distribute to end customers from a page on their own website **or list in VMware Marketplace**.

### 3.3.1.2 *Updates to Partner Software*

Partner must validate and resubmit the Partner Software if not compatible with OSE new releases (mainly major and minor versions). Partners can also provide updated Partner Software once every calendar quarter. The Partner Software may be based on the latest patch for a particular OSE version.

In addition, VMware will accept mission critical (for example, boot drivers) and security-based updates to the Partner Software on an as-needed basis, at VMware's discretion. These updates must be accompanied by information on the issue and the fix. All other updates should be made available on the Partner's online depot or via offline bundles. All updates to the Partner Software must be appropriately documented.

### 3.3.1.3 *Installation - General*

During 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 Partner Software. If a user does not accept the EULA, the installation process of the Partner Software must be terminated.

### 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 **Hosting**

Partners can publish the Partner Software on the VMware Marketplace and use the Partner Ready Logo for validated Partner Software. Partners must comply with the requirements; in case they choose to allow the VMware Marketplace to list the Partner Software at the time of submitting for a listing.

## 3.3.3 **VMware Partner Ready Logos**

Once Partner has validated the Partner Software under the terms of the VMware Partner Program for Object Storage Extension, the Partner may use the Partner Ready logo issued by VMware Marketplace, as set forth in the Agreement. For details, refer to the Partner Ready program.

It is required that Partners publish the following information in the VMware Marketplace.

- Minimum installation footprint
- Validation test matrix between Storage platform, Partner software, and the Program by versions or releases

It is recommended that Partners also publish a demo video or link to a demo video on the Partner website, for the Partner software installation on VMware OSIS to assist customers through the deployment process.

## 3.4 Post-Release Activities

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

### 3.4.1 Partner Software Support Policy

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. 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*.

Partners and VMware agree to strive to respond via telephone or electronic correspondence to each other based on the following priority definitions. These priority definitions and their respective timelines are between VMware and Partner and not for the end customer and are in accordance with TSANet standards. End customer entitlement is based on the support contract that the end customer has entered directly with Partner and VMware, respectively:

**P-1 Critical** (System Critical, Down, Loss of Main Functionality): A catastrophic problem that may severely impact the mutual customer's ability to conduct business. This may mean that the mutual customer's systems and/or product are down or not functioning, and no procedural workaround exists.

For P-1 issues - Partner and VMware will strive to respond to each other within two hours from the time of the initial call from the Partner. Response is defined as a technician beginning the diagnostic process over telephone or electronic correspondence with the end customer. Calls may be escalated in accordance with TSANet standards after two hours.

**P-2 Serious** (Serious System Problems): A high-impact problem in which the customer's operation is disrupted, but there is capacity to remain productive and maintain necessary business-level operations. For P-2 issues – Partner and VMware will strive to respond to each other within four hours from the time of the initial call from the Partner. Response is defined as a technician beginning the diagnostic process via telephone or electronic correspondence with the end customer. Calls may be escalated in accordance with TSANet Standards after four hours for P-2 issues.

**P-3 Low Impact** (System Problems): Medium-to-low impact problem that involves partial loss of non-critical functionality. The problem impairs some operations but allows the mutual customer to continue to function. This may be a minor issue with limited loss or no loss of functionality or impact to the mutual customer's operation. This includes documentation errors.

For P-3 and issues lower than P-3 - Partner and VMware will strive to respond to each other by the next business day from the time of the initial call.

#### 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. 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 Partner Software. 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 must provide ability for VMware GSS to be able to open tickets directly with Partner for the sole purpose of troubleshooting mutual customer SRs.
- Partners must 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 Partner Software, 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 must 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 must appoint a designated technical support contact who is primarily responsible for the support relationship with VMware support organization. This person must be responsible and act as a single point of contact for all support-related activities, including escalations and management of the cooperative support process relationship. This person must ensure the overall support readiness and training of their support organization to support Partner Software.
- Communications of any changes, updates, patches, and so on of the Partner Software, must be communicated to VMware at least 14 days before release to the 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").

For the duration of a Partner's participation in this Program, and to retain validation status, the Partner must maintain membership in the Technical Support Alliance Network ("TSANet", [www.tsanet.org](http://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 must 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***

Partner must open a Support Request with VMware on behalf of an end user via the TSANet 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.

#### **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 validation 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 software is listed on the VMware Unified Depot and [vmware.com](http://vmware.com).

- For any issues related to the Partner Software, VMware must initiate a request for technical assistance from the Partner by following the Partner's support process and procedures posted on TSANet.
- VMware and Partners must cooperate and 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) - OPTIONAL**

Partners can provide a training session with select VMware groups on the specifics of the Partner Software. For details regarding the content of the training, refer to *Appendix E: Transfer of Information (TOI)*. Note that the TOI and support readiness requirements must be met prior to VMware authorizing posting Partner Software on the VMware Unified Depot and vmware.com 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, visit [www.vmware.com/services/validation.html](http://www.vmware.com/services/validation.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 Partner Software to support new or existing applicable VMware product(s) in a timely manner, if 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 the VMware Program Manager during the Partner Software sustaining process.



## 4 Re-Validation

This component covers the re-validation of Partner Software when they are updated or otherwise modified. This involves doing a re-test waiver submission to check that the Partner Software is modified (check MD5 SUM match).

### 4.1 VMware Platform Triggers

A new major release of a VMware product usually requires a full re-validation of any platform-dependent Partner Software. VMware will attempt to notify Partners no later than the VMware product beta timeframe of the upcoming release dates for the major release.

### 4.2 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. If backward compatibility is not maintained, and re-validation is required, VMware notifies the Partner and works to re-certify the Partner Software in a timely fashion.

### 4.3 Partner Software Qualification Triggers

Any bug fix or minor change to Partner Software might require a re-validation of all or a subset of these requirements.

Partner may submit updated Partner Software that addresses mission-critical updates such as updates to boot drivers and/or changes which address critical security vulnerabilities. These updates must be disclosed to VMware with information on the issue and the fix and will be accepted on an as-needed basis at VMware's discretion.

Partner Software that includes non-critical bug fixes and/or feature enhancements should be submitted as part of the following release vehicles:

1. Partner Software that corresponds to VMware release triggers described above; or
2. Optional quarterly updates.

Should Partner need to release Partner Software outside of these release vehicles, Partner may make content available through Partner's online depot or as offline bundles.

### 4.4 Compatibility/Equivalency Claim Process

Partners may claim validation compatibility for the following:

- Cloud Director version changes
- OSE version releases

No validation testing would be required. Partners must follow the process as explained on the Program validation website.

VMware reserves the right to modify the list above. For more information, review the information on the Program validation website.

## 5 Contact Information

Partners must 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*.

## 6 VMware Release Milestones

Membership in this Program is ongoing, and Partners are entitled to OSE update releases, as well as development and validation kit refreshes for the duration of their participation in the Program. Partners must follow the VMware Maintenance Release Process.

Table 2 provides details about the VMware release lifecycle naming conventions. It also lists activities Partners can perform with intermediate releases. When a release becomes available, communications are sent to all Partners over email with information on how to download the release.

**Table 2: VMware Release Milestones.**

VMware Release Name	Definition	Partner Activities	Release Goals
<b>Early Access</b>	Early access code for early deployment.	Early development and compatibility testing but not validation.	Get feedback and fix problems found by Partners.
<b>Beta</b>	Beta release (for major and minor releases).	Perform development and compatibility testing but not validation, early validation kit available.	Get feedback and fix problems found by Partners and customers.
<b>RC</b>	Release Candidate (for major, minor, update releases).	Perform official validation and make submissions. General release testing has ended. Only release-blocking defects are considered. If RC software is installed, feedback is expected and must be provided within 21 days of build availability. Reported catastrophic or validation-blocking issues, including business justification, will be considered for delivery in the product release.	Enable validation testing so that Partner Software can be listed on VMware Compatibility Guide at GA.
<b>RTM</b>	Release to Manufacturing (Restricted availability to OEM media kits and product release files provided per prior approval).	NA	NA
<b>GA</b>	General Availability (for major, minor, update patch releases).	Perform official validation and make submissions.	General Availability of production-level product to all Partners and customers.

Partners are encouraged to engage in compatibility testing during beta or early access milestones to identify bugs that might block validation after RC.

## Appendix A: Key Web Links

### Product-Specific Information

**Program website** – Login required.

VMware Technology Partner Hub: <https://techpartnerhub.vmware.com/>

VMware Developer Center Partner Network (DCPN)

Log in access for Developer Center Partner Network is via Technology Partner Hub. In the left-hand side menu, click Support > My Cases.

VMware {code}: <https://code.vmware.com/home>

VMware Developer Center Partner Network (DCPN)

Log in access for Developer Center Partner Network is via VMware {code}. In the top tab, click DC Partner Network.

### VMware Product Downloads

#### VMware Cloud Director

Main Download Page: <https://www.vmware.com/products/cloud-director.html>

#### VMware Cloud Director Object Storage Extension

Product Download Page:

[https://customerconnect.vmware.com/downloads/info/slug/datacenter\\_cloud\\_infrastructure/vmware\\_cloud\\_director\\_object\\_storage\\_extension/2\\_0](https://customerconnect.vmware.com/downloads/info/slug/datacenter_cloud_infrastructure/vmware_cloud_director_object_storage_extension/2_0)

### General Support Resources

TAP Alliances - <http://www.vmware.com/partners/tap-access>

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](http://www.vmware.com/go/sdksupport)

VCP training and resources – <http://mylearn.vmware.com/portals/validation/?ui=www>

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

## Appendix B: VMware Customer Contacts Support Flow

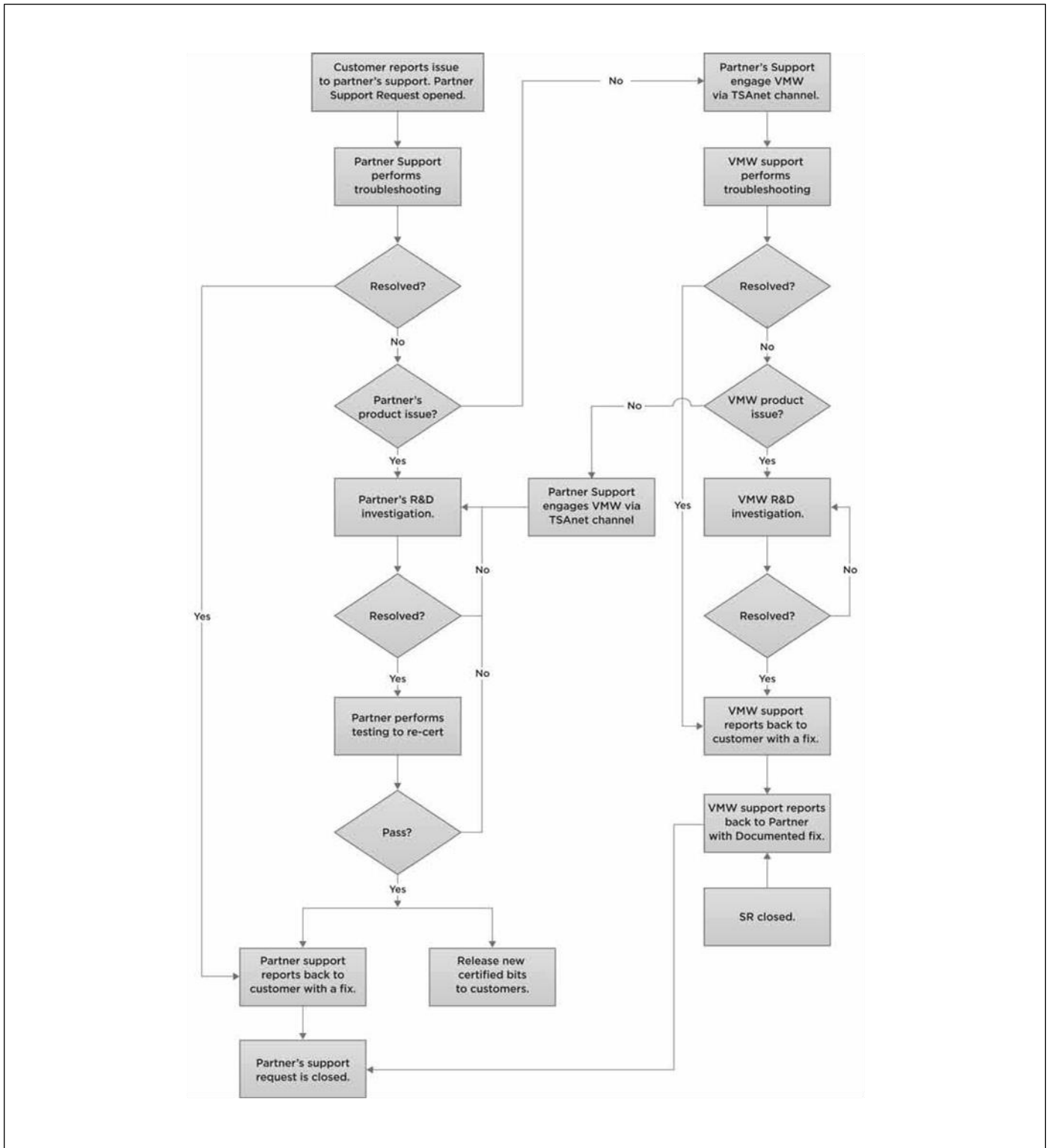


Figure 3: VMware Customer Contacts Support Flow.

## Appendix C: Partner Customer Contacts Support Flow

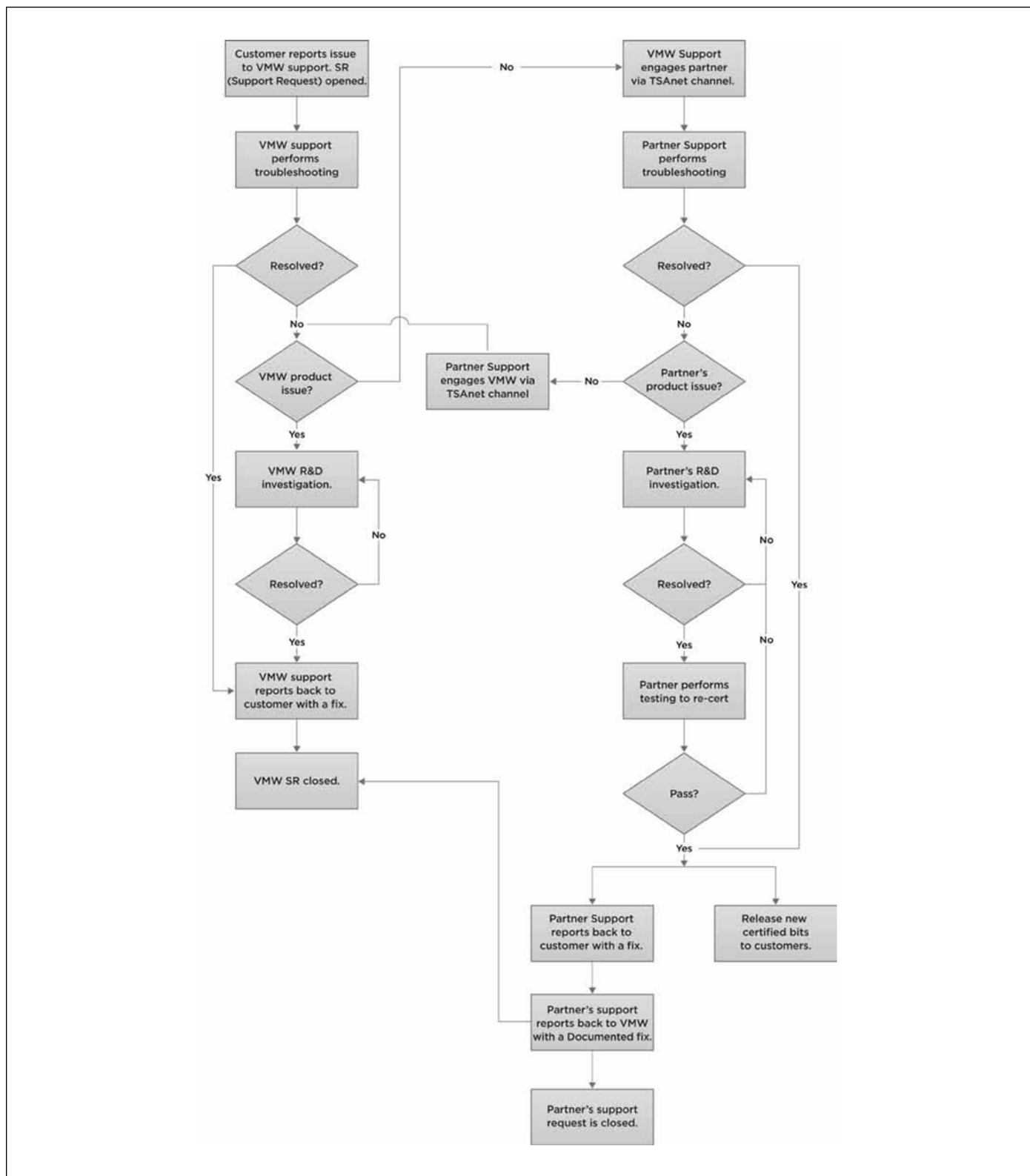


Figure 4: Partner Customer Contacts Support Flow.

## Appendix E: Transfer of Information (TOI)

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

**Note:** Partner is 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 must 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 must cover troubleshooting, internally developed tools, and access to Partner's knowledge database, as necessary to get knowledge of their Partner Software 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 must, 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 the VMware personnel can get a basic understanding of what can be expected when fielding customer calls.

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

The following information must be documented for mutual customers of selected parts, being presented at the TOI:

- Prerequisites for Partner Software.
  - a. Software pre-requisites (perl, java, array management software, and so on.)
  - b. Hardware prerequisites (array hardware and firmware versions, visibility, credentials, and so on.)
  - c. Licensing requirements (yes/no). If yes, provide details.
- Partner Software installation (if applicable): step-by-step installation guide.
- Partner Software initial configuration (config files, UI parameters, special options, and so on), documented list of pre- and post-installation configuration and optional parameters.
- Release notes and version information (to include information on known and fixed issues).
- Product behavior, information on fallback process.
- Array capabilities and basic administration.
- Troubleshooting:
  - a. List of all error messages, what they mean, appropriate remedies.
  - b. Log files with known results (to include what the Partner Software injects into the Partner Software logs). This must be further broken down to clearly identify:
    - i. Expected good output and what it means (for example, what is expected when everything runs correctly).
    - ii. Expected negative output and its meaning, 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 not functioning.
  - c. Log files with error messages with a "verbose mode" option. (Verbose option must 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. They will be responsible and will act as a single point of contact for all support related activities including escalations and the management of the TSANet infrastructure. They must ensure the overall support readiness and training of their support organization to support their Partner Software.



## Appendix G: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

<b>API</b>	Application Programming Interface
<b>CLI</b>	Command Line Interface
<b>EPK</b>	ESXi Packaging Kit
<b>EULA</b>	End User License Agreement
<b>GA</b>	General Availability
<b>GSS</b>	Global Support Services
<b>KB</b>	Knowledge Base
<b>PRD</b>	Product Requirements Document
<b>QA</b>	Quality Assurance
<b>RC</b>	Release Candidate
<b>SDK</b>	Software Development Kit
<b>SR</b>	Support Request
<b>TAP</b>	Technology Alliance Partner
<b>TOI</b>	Transfer of Information
<b>TSANet</b>	Technical Support Alliance Network
<b>VCP</b>	VMware Certified Professional
<b>VIB</b>	VMware Installation Bundle
<b>VIVa</b>	VMware Integration Validation
<b>OSE</b>	VMware Cloud Director Object Storage Extension
<b>OSIS</b>	Object Storage Interoperability Service