### Revision History

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<td>L2Gateway added for NSX-V</td>
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<td>1.3</td>
<td>06/09/16</td>
<td>Update for NSX 6.2.3 offerings</td>
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<td>1.4</td>
<td>01/15/17</td>
<td>Update for Open stack, SDDC and TOR fees</td>
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<td>1.5</td>
<td>02/06/17</td>
<td>Added certification timeline requirement</td>
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<td>Clarification on T&amp;C numbering</td>
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<td>1.7</td>
<td>02/05/18</td>
<td>Implications of non-compliance, removed NSX for Multi Hypervisor, updated links to VMware (code)</td>
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<td>1.8</td>
<td>04/24/18</td>
<td>Updates for L2GW Self Certification</td>
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<td>06/30/18</td>
<td>TAP membership transition</td>
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<td>2.0</td>
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<td>Added NSX-T use cases</td>
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<td>2.1</td>
<td>02/20/19</td>
<td>Added NSX-T use cases</td>
</tr>
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<td>2.2</td>
<td>08/22/19</td>
<td>Added NSX-T Network Monitoring use case</td>
</tr>
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1 Introduction

Welcome to the VMware Ready for Networking and Security NSX Partner Program (the “NSX Partner Program” or “Program Category”). This Program Category offers a comprehensive set of tools and resources to help security and networking partners develop and certify security, network security and network services solutions (referred to herein as “Solutions”) integrated into VMware’s NSX platform.

Starting on January 1, 2017, the Partner’s participation in the Software-Defined Data Center (“SDDC”) Integration Program, may include participation in the Program. Please refer to the SDDC Foundation and Integration Program Guide, this Program is included in the SDDC Integration Program Category Option. Partners interested in this Program must also submit a completed questionnaire to VMware to be considered for this Program.

For Partners who enrolled in the NSX Partner Program prior to January 1, 2017 the Program Category-Specific Terms are listed as General-1 through General 10 and NSXv-1. Partners who enrolled in the NSX Partner Program under the SDDC Integration Program, have the Program Category-Specific Terms listed as NSX-1 through NSX-9. Regardless of how they have been listed, for the purposes of this Program Guide, these terms will be referred to as “NSX Specific Terms and Conditions”.

1.1 Overview of This Guide

This document explains the Program Category requirements, as well as the engagement, support, maintenance models and lifecycle of the Program Category. Capitalized terms used in this Program Guide have the same meaning as defined in the Agreement unless otherwise defined herein.

1.2 General Participation Requirements

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

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Sign the appropriate Program agreements as referenced below (“Agreement”) as determined by VMware.
  - If the Partner joined prior to January 1, 2017 – the PEPA and NSX Partner Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program.
  - If the Partner joins after January 1, 2017 – the PEPA and SDDC Foundation and Integration Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program.

This Program Category 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
- Certification tools, documentation, or other related materials
- Policies to list Partner Software on the VCG website 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 Category is effective on the effective date of the Program Addendum.
1.3 NSX Partner Program Specific Requirements

Partner will need to comply with the required checkpoint to make sure integration is on track. This includes:

- Initial engineering workshop.
- Engineering review of Partner’s integration including timelines and milestones. Milestones should include demos for relevant conferences.

**For NSX for vSphere and NSX-T integrations:** Partner will build the product integration following the architecture outlined in the relevant NSX Developer Guide.

**For TOR L2GW use case on NSX-V:** Partner will build the product integration following the architecture outlined in “NSX Hardware Gateway Partner Integration Guide”. Partner is responsible for building and testing their software and hardware; Partner must designate a specific technical contact for VMware to work with under this NSX Partner Program.

Partner Software needs to pass VMware Certification and testing suites no later than 30 days prior to Partner GA date. Partner software should GA within 3 months of completing VMware certification.

General Availability (“GA”) – Partner will release the first GA version of the Partner Software (and associated Partner Product(s), if any) that contains the features required to meet the Scope (use case) within 12 months of joining the program.

Partner is required to continue to meet the Qualification Requirements for each new Partner release to remain current on the VMware Compatibility Guide. For new VMware releases and SDK updates Partner is required to be certified against the latest version within 6 months of a new version release from VMware.

Please refer to the NSX Certification Guides and certification policy for each release.

1.4 Scope (Use Case)

Under this Program Category Partner may develop and certify its networking and security solutions based on the NSX APIs for one or more of the supported Scopes. Partner’s approved Scope(s) is/are stated in the Program Addendum. Scopes are categorized as “Design Phase” and “Scale out Phase”. Over time, new Scopes could be added to the NSX Partner Program and Design Phase Scopes will move to the Scale out Phase.

Partner integration must follow the integration guidelines and support the workflows described as specified in the API documentation. Partner cannot implement a Scope without VMware’s prior written consent. Partners that wish to implement a new supported Scope, should submit a request in writing to the NSX Manager to amend Partner’s Program Addendum to add the new Scope.

**NSX for vSphere Scopes:**

**Anti Virus, (“AV Scope”)**

- Partner management console registers to NSX Manager under the Anti-Virus service category, and provides a link to the partner virtual appliance file
- NSX Manager deploys the partner virtual appliance file on hypervisors
- Partner management console configures the partner virtual appliances
- NSX Manager includes the partner service as part of the NSX Service Composer UI and API, thus allowing for Vulnerability Management Service to be added on demand to virtualized workloads, which are defined using security groups.

- Partner service is consumed by defining security policy in NSX Service Composer with at least one partner 'service profile'. This policy is then applied to one or more security groups.

  **Intrusion Detection/Intrusion Prevention ("IPS/IDS Scope")**

  - Partner management console (PMC) registers to NSX Manager under the IPS/IDS service category.
  - NSX Manager deploys the partner service virtual appliance (SVA) to hypervisors.
  - Partner management console publishes partner service templates to NSX Manager.
  - Partner management console configures the partner SVA.
  - NSX Manager registers the partner service including the partner service templates, as part of the NSX Service Composer UI and API, configuring MAC impersonation and IP filter controls for traffic redirection to the partner SVA.
  - One option for consuming policy is using the NSX firewall rule table, by defining a rule with source and/or destination by group of virtualized workloads, which are defined using security groups, the service group (port/protocol), and action (redirect to IDS/IPS service). This is suitable for infrastructure level policies.
  - Second option for consuming policy is using NSX Service Composer, partner service is consumed by defining security policy in NSX Service Composer with redirect to least one partner IPS 'service profile'. This policy is then applied to one or more security groups.

**Enterprise Firewall extension to NSX Firewall ("FW Scope")**

- Partner management console registers to NSX Manager under the FW service category, and provides a link to the partner virtual appliance file.
- NSX Manager deploys the partner virtual appliance file on hypervisors.
- Partner management console configures the partner service virtual appliances.
- One option for consuming policy is using the NSX firewall rule table, by defining a rule with source and/or destination by group of virtualized workloads, which are defined using security groups, the service group (port/protocol), and action (redirect to IDS/IPS service). This is suitable for infrastructure level policies.
- Second option for consuming policy is using NSX Service Composer, partner service is consumed by defining security policy in NSX Service Composer with redirect to least one partner IPS 'service profile'. This policy is then applied to one or more security groups.

**Network Monitoring – Packet Copy ("Network Monitoring Scope")**

- Partner management console (PMC) registers to NSX Manager under the Network Monitoring service category.
- NSX Manager deploys the partner service virtual appliance (SVA) to hypervisors.
- Partner management console configures the partner SVA after NSX Manager deploys partner SVA.
- Partner management console publishes partner service templates to NSX Manager. Service templates can be used by the partner to specify the service to be performed (e.g. copy packet to destination X.X.X.X).
- When a partner service template is created by the PMC, NSX Manager automatically creates a service profile for the partner service template.
- The partner service is consumed by defining a security policy in the NSX Service composer with a redirect to the partner service profile. This security policy is then applied to one or more security groups.
L2 Gateway between virtual and Physical networking implemented in an edge router (“L2 Gateway Scope”)

- Physical workloads on VLANs can be connected to logical networks on-demand using the NSX API
- Partner switch registers to NSX to provide L2 Gateway service
- Operator can add a L2 Gateway service to and virtual network using the NSX API
- NSX controller coordinates creation of VXLAN tunnels between physical router and hypervisors
- This solution removes L3 multicast requirements from physical network

**NSX-T Scopes:**

**Edge Service Insertion for NSX-T Data Center (“Edge Service Insertion” Scope)**

- Inserting 3rd party Security Services at Tier-0 and Tier-1 into an NSX-T environment.
- Available for Firewall, IDS/IPS solutions.
  - A partner Security Service registers with NSX (with an OVF url of the appliance) is available to deployed.
  - As part of Service Definition and registration, vendor specific attributes can be registered as well.
  - These above attributes will be configurable by the user and will be injected along with all the other attributes into the OVF environment when the VM is deployed.
  - By default a pair of partner VMs are deployed for HA and expected to be in active-standby mode. Connectivity and addressing is also setup for the HA interfaces as well.
  - The partner ServiceVM is deployed and connected and ready to receive traffic in bump in the wire mode. Rules can be configured on the Edge to redirect the Traffic to the partner SVM.
  - Traffic is re-directed to the Partner VM connected to the Edge over ServiceLink interfaces after all the Services in the Edge have been applied (including VPN termination, Firewall etc). The partner VM is expected to be managed initially stand-alone over the management interface (phase I) and eventually using centralized Manager once connectivity is established to the on-prem Manager.

**Network Service Insertion (SI) Service Chaining for NSX-T Data Center (“Service Chaining” Scope)**

- Available for Firewall, IDS/IPS and Network Monitoring solutions.
- Provides a framework for integrating third-party security appliances—such as IDS/IPS, next-generation firewall (NGFW) and Network Monitoring to handle east-west traffic between guest VMs (GVMs) in a VMware NSX-T environment.
- All the traffic between the VMs in the Data Center can be redirected to the partner solution.
- Service Insertion rules help provide granular security between guest VMs. This integration framework allows partner appliances to be transparently injected into the datapath, where they provide granular control over GVM traffic, allowing it to flow through them without making any changes in topology.

**Guest Introspection (NXGI) Agentless Endpoint Protection for NSX-T Data Center (“Agentless Endpoint Protection” Scope)**

- Partner management console registers Endpoint Protection service to NSX Manager API and provides a link to the partner virtual appliance file.
- NSX Manager deploys the partner virtual appliance file on hypervisors.
• Partner service is made available for VM protection as part of the NSX Policy UI and API, thus allowing for Endpoint Protection Service to be added on demand to virtualized workloads, which are defined using groups. Partner service is consumed by defining Endpoint Protection policy in NSX Policy with at least one partner vendor template. This policy is then applied to one or more groups.

1.5 Scope(s)/Certification Fees

NSX Partner Program fees consist of the fees set forth in the tables below. For exact fee amounts, please contact your VMware representative directly. This Program Guide states the current fee structure for the NSX Partner Program.

A. Fees:

<table>
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<tr>
<th>Scope(s) Use Case(s)</th>
<th>Annual Program Fee *</th>
<th>Certification</th>
<th>Engineering Services (Optional)</th>
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<tr>
<td>FW Extension</td>
<td>$7,500 (one program fee covers one or more scopes)</td>
<td>$500 per self test log review.</td>
<td>See Services Page Or Email: <a href="mailto:partnerservices@vmware.com">partnerservices@vmware.com</a></td>
</tr>
<tr>
<td>IDS/IPS Anti-Virus</td>
<td></td>
<td>$6,000 per VMware lab testing.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Edge Service Insertion for NSX-T Data Center</td>
<td>Same as above</td>
<td>$500 per self test log review.</td>
<td>Same as above</td>
</tr>
<tr>
<td>Service Chaining for NSX-T Data Center</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agentless Endpoint Protection (Scale out Phase)</td>
<td>Same as above</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOR L2GW HW VTEP</td>
<td>Same as above</td>
<td>$500 per Cert review for Standalone and High Availability topologies covered by Self Certification Suite $14,000 per Certification for any other configuration not covered by Self Certification Suite</td>
<td>Same as above</td>
</tr>
</tbody>
</table>

*Annual Program Renewal Fee:
Partners in this program category will pay an Annual renewal fee of $7,500 that will be charged each renewal term.
Partners that are in the SDDC Integration program will not need to pay a program fee for NSX.
Certification fees:
a. Certification support request: will be using the Service Request (“SR”) process. Partner will buy an SR and submit the certification support issue or question.

b. Certification submission Partner self-testing: will be using the SR process. Partner will buy an SR and submit the self test results.

c. Certification submission Lab testing: Fee depends on Scope(s)(use case(s)) being tested. Partner will pay per certification submission per use case (for example: if Partner product supports IDS/IPS and AV, Partner will pay for an IDS/IPS lab testing plus AV lab testing).

B. For Design Phase Scopes: Please contact your program manager for applicable fees.

C. Fees for Engineering Services:
Development support service allows partners to access our engineering support group that specializes in providing services that help VMware partners bring their complementary hardware and software products to market. For more details check our Services Page. If you have questions or would like additional information on these offerings email us at partnerservices@vmware.com

D. Certification Log Submission, Support, and Equivalency Fee: Service Request (an “SR”) is used to submit logs for review or for certification questions. Prior to submitting an SR, each Partner shall purchase from the VMware Store a certification log submission for log review per SR. A service description can be found in the datasheet for your Program Category on the VMware Store website: http://www.vmware.com/go/enablement

E. Development Support for Scopes that are not listed as Scale out Phase: VMware will use commercially reasonable efforts to provide Support to Partner at no additional cost during the term of this Program Addendum. VMware will only provide Support from 10:00am PST to 5:00pm PST, Monday through Friday, excluding VMware holidays. Partner is limited to one hour of Support per week. Partner, at Partner’s option, may purchase additional support services (including, on-site support services) from VMware. All additional support services are subject VMware’s standard services pricing and require Partner to execute VMware’s standard services agreement.

1.6 Certification

Partner Software must be certified in order for Partner to distribute the Partner Software. Partner will be eligible to receive a VMware Ready logo following the technical validation process. Additional details on the certification can be found in the VMware Ready Program Category Guide and website and in Section 4.2.3 of this Program Guide.

For Networking and Security use cases: Before Partner Software is ready for testing, Partner should file a case on DCPN to schedule a certification time slot. Certification will be done in 2 phases as described below.

Phase 1: Partner should follow the certification requirements as outlined in the Certification Guide. Partner self-testing: Partner will request access to the certification lab in the cloud. Partner will upload their solution to NSX Cloud and will run the tests in the cloud setup. Partner then will submit the logs for VMware review.

Phase 2: Upon successful completion and pass of phase 1, Partner will be assigned a test slot in the VMware lab for further scale testing. Partner must provide VMware with Partner Software, a license, documentation on how to run Partner’s solution and any additional Hardware, if required for VMware to run Partner Software in the VMware lab. VMware will run scale tests and will provide Partner with a report summarizing test results.

Partners solutions that are hardware based (not a virtual appliance) require Partner to submit the Hardware device to VMware test lab for certification.
**Partner solutions for the TOR L2GW use case** will use the Self Certification Test Suite, run tests in partner lab and submit logs for VMware Review and Approval. Testing with the Self Certification Test Suite will be done in two parts:

**Part 1:** Automated tests using Keysight (formerly Ixia) hardware and software

**Part 2:** Manual tests using NSX

Recertification: For Partners’ new versions of the product and new VMware releases please refer for the NSX Certification guide for guidelines on re-certification requirements.

### 1.7 Support:

Engineering Services are available and are optional. For more details check the [Services Page](#).

The program will include the following checkpoints:

- **Initial Developer Design Workshop** delivered by VMware experts (DSEs and/or architects) conduct workshop over WebEx or by partner completing an online workshop. Content will cover: capabilities, architecture, and interfaces of NSX, illustrate possibilities and highlight product features, work with Partner to understand how to best integrate their product and/or software, identify how to properly architect the solution, service Composer, packaging, answer general questions about capabilities, architecture, APIs, and what already has been implemented in the world of NSX integrations.

- **Design review** where Partner presents their integration design proposal. VMware will review the proposal for: API supportability, feasibility, best practices, and required workflows. This review had proven helpful in the past to avoid design errors and set expectations.

For Scopes that are not part of the Scale out Phase VMware will use commercially reasonable efforts to provide Engineering Services to Partner at no additional cost until the Scope moves to Scale out Phase. VMware will only provide Engineering Services from 10:00 a.m. PST to 5:00 p.m. PST, Monday through Friday, excluding VMware holidays. Partner is limited to one hour of Support per week. Partner, at Partner’s option, may purchase additional support services (including, on-site support services) from VMware. All additional support services are subject VMware’s standard services pricing and require Partner to execute VMware’s standard services agreement.
1.8 Marketing

Partner will be offered the following Go-To-Market activities:

<table>
<thead>
<tr>
<th>Marketing Activity</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner can use “NSBU Certified” in collateral</td>
<td></td>
</tr>
<tr>
<td>Quote for Partner press release or Partner blog</td>
<td></td>
</tr>
<tr>
<td>per TAP Guidelines</td>
<td></td>
</tr>
<tr>
<td>Partner demo/promotion in VMW booth/VMware Sessions</td>
<td>Based on VMware resource availability</td>
</tr>
<tr>
<td>Advanced HOL</td>
<td></td>
</tr>
<tr>
<td>Partner-hosted event participation</td>
<td>Based on VMware resource availability</td>
</tr>
<tr>
<td>Reference Architecture (not committed)</td>
<td>Based on VMware resource availability</td>
</tr>
<tr>
<td>Present to NSX field with Q&amp;A (recorded Webinar)</td>
<td></td>
</tr>
</tbody>
</table>

2 Membership Signup, Renewal, and Termination

2.1 Joining or Renewing Program Category Membership

NSX Partner Program membership is effective and valid for the duration specified in the Program Addendum and will renew annually upon payment of the Program Category Fees specified in Section 2 of the Program Category Guide. This Program Category 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 Category enrollment requirements. Existing Partners will be allowed to continue to participate in the updated NSX Partner Program Category only if they meet the updated Program Category participation requirements.

2.2 Termination of Program Category Membership

If Partner’s NSX Partner Program membership is terminated, the NSX Partner Program collateral will no longer be accessible to the Partner, including but not limited to access to the NSX Partner Program website. For details on termination, please review the “Term and Termination” Section of the Program Category Agreement.

If Partner does not comply with the terms and conditions of this Program Guide, Partner access to NSX program pages and deliverables will be disabled. VMware will not accept certification submissions from the Partner and if the Partner has products listed on the VMware Compatibility Guide a note will be added to those listings to indicate that the Partner is no longer active in the NSX Partner Program (VCG listings will not be carried forward).

If the Partner later wishes to re-gain access to the NSX Partner Program, Partner will need to re-apply and go through the vetting process. Membership in the SDDC program can still be maintained in some cases (where Partner is only in violation of the NSX Partner Program specific requirements) while NSX Partner Program access will be disabled.
3 Program Category Components and Process Flow

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

There are four NSX Partner Program components:

- Program Category Guidelines and Agreements
- Pre-Release Development and Certification Engagement
- Release Logistics
- Post-Release Activities

Figure 1: Program Category Components.

The remainder of this section elaborates on the components of this Program Category. NSX Partner Program Category Guidelines

This NSX Partner Program component includes the non-technical elements of the Program Category.

3.1 Pre-Release Development and Certification Engagement

The NSX Partner Program component includes the tools and resources available for the development and certification of Partner Software. All of the tools are available via the NSX Partner Program website.

3.1.1 Engineering Services

Partners in the NSX Partner Program will have access to the NSX Partner Program website, which hosts the Developer Kit(s), which include code samples and other resources for developing the Partner Software. Additionally, availing of this support enables Partner teams to communicate with VMware about technical issues around development of the Partner Software. VMware provides development and testing consultation through the NSX Partner Program website, using collaboration tools, or via the telephone during pre-arranged conference calls. The Agreement will state the fees due for these services.

3.1.1.1 Partner Contacts

The NSX Partner Program uses a co-development 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 NSX Partner Program Category website. Please note that VMware does not publish the contact information on any public site.

3.1.1.2 Partner Internal Triaging Process for Suspected VMware Software Issues

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

3.1.2 VMware Products and Development Kit

Partners may receive access to certain Pre-Release Materials and/or Development Kits, as determined by VMware. The current listing is set forth in Appendix H: VMware Pre-Release Material(s) and Development Kit(s). The Pre-Release Materials and/or Development Kits may be used only in compliance with the Agreement.

VMware provides access to the applicable Pre-Release Materials and/or Development via:

- Official milestones, such as the official beta Program for beta, RC, and GA milestones.
- Unofficial milestones, which refers to any point in time other than beta, RC, and RTM. To request access to such bits, please contact your EE Program Manager and provide a short justification.

As part of unofficial-milestone build delivery, VMware provides beta-type builds. When choosing to use such builds, please note the following:

- Only the ESXi installer bits are provided as beta-type builds.
- Beta-type and release-type builds are built from the same VMware change-list, but they do not have the same checksum.
- Beta-type and release-type builds are functionally the same for development kit files; checksum differences do not indicate a real difference.
- Mixing different build types might lead to PSODs and unpredictable behavior.

Scalability and timing-sensitive functionality should be qualified only on release-type builds. Beta-type builds include debugging code.
3.1.3 Certification

Partner Software certification is generally considered to be one of the most important parts of the development process. The Program Category Certification Guide sets forth the Qualification Requirements and is available on the respective Program Category website. The Program Category Certification Guide is designed to guide Partners in qualifying Partner Software to VMware standards. Within VMware, the EASE team is responsible for the certification process.

The following links detail the certification levels and the support structure:

- [https://www.vmware.com/support/policies/thirdparty](https://www.vmware.com/support/policies/thirdparty)

This Program Category falls under the “VMware Certified” level of certification for Partner Software testing. This level carries the guidelines and benefits shown in Table 1:

<table>
<thead>
<tr>
<th>Acceptance Level</th>
<th>Customer Support Provider</th>
<th>Testing Program Category</th>
<th>Process Flow</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware Certified</td>
<td>Partner</td>
<td>Certification (Functional Verification)</td>
<td>Appendix C</td>
</tr>
<tr>
<td>VMware Accepted</td>
<td>Partner</td>
<td>Acceptance (Provider doesn’t misbehave)</td>
<td>Appendix D</td>
</tr>
<tr>
<td>Partner Supported</td>
<td>Partner</td>
<td>Partner-defined</td>
<td>Appendix D</td>
</tr>
<tr>
<td>Community Supported</td>
<td>None</td>
<td>None</td>
<td>No Support Flow</td>
</tr>
</tbody>
</table>

The certification process begins after a Partner develops Partner Software and has completed internal QA tests and is confident the Partner Software can pass the certification suite. Prior to fully running and submitting results, Partners must reserve a certification review slot (please contact your Program manager). When making a certification submission request, Partners should follow the pre-testing requirements and certification process listed in the Certification Guide.

For Partners developing Software with a Development Kit, revisiting the following to provide a superior customer experience is recommended:

- Partner landing page recommendations
- Recommended Partner Software documentation
- Requested troubleshooting error codes documentation
- Partner support statement and support policy
- Product hosting information as applicable
- Bundling of the Partner Software with documentation

Upon successful certification, VMware updates the [VMware Compatibility Guide](https://www.vmware.com) (VCG) website to include the applicable version of the Partner Software.
The Agreement requires that Partners (if they choose to distribute their Partner Software) distribute only Partner Software that has successfully passed the certification tests and Qualification Requirements under this Program Category.

### 3.2 Release Logistics

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

#### 3.2.1 Packaging and Installation

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

##### 3.2.1.1 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 Partner Software 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 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
   - 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 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, insomuch 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 Partner Software name during installation and post-installation for Partner Software listings.

3.2.1.2 Delivery to Customers

Once Partner Software has been packaged accordingly, Partners can then distribute their Partner Software to end customers from a page on their own website. The download bundle should contain all documentation that is listed as required under the Supporting Documentation Requirements Section.

3.2.1.3 Installation

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 Partner Software must not install.

Customers must be presented with the option of opening documentation files after installation completes. The documentation should include a link to a webpage and customer help system that is maintained by the Partner. The customer must not be required to copy files to specific places, nor required to edit any files to configure the Partner Software.

3.2.1.4 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.

3.2 Hosting

3.2.2 Hosting

3.2.2.1 VMware Hosting

N/A

3.2.2.2 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 certified 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.).
- Link to VMware Compatibility Guide listings.

Static Information:

- About VMware product text from VMware.com or VMware approved collateral.
- A 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 for released Partner Software). This information should be provided to VMware support for review prior to GA of the Partner Software.
Partner Software Information:

- Link to VCG website.

- Text that describes features/bug fixes included in that Partner Software 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

3.2.3 VMware Compatibility Guide (VCG) Posting

Partners must officially state the combinations of versions of the VMware product. VMware reserves the right to conduct its own compatibility testing to validate Partner’s compatibility claims.

The compatibility for Partner Software that is “certified” is posted on the VMware Compatibility Guide website. VMware technical support is obligated to support Partner Software only with the equipment and management interfaces agreed between the Partner and VMware, contained in the VCG.

Other clarifications for VCG posting:

- VMware uses footnotes and Knowledge Base (KB) articles to document known Partner Software incompatibilities. If an incompatibility is severe enough such that the Partner Software is not supportable, the Partner Software is not posted on the VCG website until a technical fix is provided.
- VMware determines whether an incompatibility is sufficient to footnote or to deny a certain posting, or to remove any listing at any time.
- VMware removes Partner Software from the VCG listing upon Partner request or at its own discretion.
- In the spirit of joint support, VMware does not claim support for Partner Software beyond those that are certified.

3.2.4 Supporting Documentation Requirements

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

3.2.5 VMware Ready Logos

For eligible Program Categories, once Partner has certified the Partner Software under the terms of the NSX Partner Program, the Partner may use the VMware Ready™ logo in their Partner Software collateral, as set forth in the Agreement. For details please refer to the VMware Ready Program Category link.
3.3 Post-Release Activities

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

3.3.1 Partner Software Support Policy

Unless otherwise approved in writing by VMware, Partner 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 certified Partner Software on the VCG.

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 must ensure both host logs and SVM logs are provided to VMware for any transferred customers cases (with or without the partner retaining ownership of the SR and the customer).

3.3.1.1 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 the NSX Partner Program, VMware expects the Partner to provide the following:

Partners with L2GW solutions must provide 2 certified Top of Rack (TOR) switches for VMware Global Support Services (GSS). These switches will be used by VMware GSS to reproduce customer issues and provide joint customer support. VMware will keep these switches as long as the switches are listed on the VMware Compatibility Guide.

- 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 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 Partner Software, 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 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 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.

3.3.1.2 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 the NSX Partner 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.

3.3.1.3 Partner Support Experience

Partner shall 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.

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.**
3.3.1.4 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 software is listed on the VCG website. For any issues related to the Partner’s Software, VMware shall initiate a request for technical assistance from the Partner by following the Partner’s support process and procedures posted on TSANet.
- 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).

3.3.1.5 Transfer of Information (TOI)

Partners are required to 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). Please note that the TOI and support readiness requirements must be met prior to VMware authorizing posting Partner Software on the VCG website.

3.3.1.6 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.

3.3.2 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 certification status. It is highly recommended that the Partner Engineering team work closely with the VMware EASE Program Manager during the Partner Software sustaining process. See Section 4.4.2.1 “Hot Fix Process” for details on how to provide customers with a Hot Fix, as well as on how to re-certify a modified Partner Software.

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. To make the Hot Fix available to all customers, Partners must either submit a full re-certification of the modified Partner Software or follow the process outlined in Section 4.4.2.1.

3.3.2.1 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 at least a subset of the certification 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 Partner Software 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 Partner Software), 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. Any changes to the Partner Software must be re-certified, as described in Section 4.4.2.2 “Re-Certification of Modified Partner Software.”

3.3.2.2 Re-Certification of Modified Partner Software

If a Partner modifies certified Partner Software, internal QA tests should run successfully before requesting the revised Partner Software to be considered by VMware for re-certification. Running all certification tests is recommended, but running a subset of the certification tests might be sufficient, if the following conditions are met:

- Partner helps VMware understand the nature, scope, and impact of the changes;
- Partner provides pointers to the user and reference documentation for relevant versions used to build the Partner Software; and
- Partner provides a list of changes and detailed explanations thereof.

Partners must complete a Re-Test Waiver form and submit this form along with any other applicable information (e.g., test results, source code, diffs, etc.) in the same folder where the Hot Fix notification form was submitted.

3.3.3 VMware Workbench, Dev Kits, and Cert Kits Support Lifecycle Policy

Details of this policy are available online at: https://code.vmware.com/kits-lifecycle-policy

Development Kits and Certification Kits support is dependent on the underlying vSphere product support. The VMware product support policy can be found at: https://www.vmware.com/support/policies/lifecycle.html.
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 requires a full re-certification 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. In the event that backward compatibility is not maintained and re-certification 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. Refer to Section 4.4.2.2 “Re-Certification of Modified Partner Software” for further details regarding modified Partner Software.

4.4 Compatibility/Equivalency Claim Process

When Partner releases new versions of the Partner Software re-certification might be required, based on the impact of the changes in the new release(s) from the Partner. Partners are encouraged to run the Certification Tests in addition to their own QA tests, when making any changes, to expose potential issues related to the changes, even when full certification is not required, based upon the descriptions below: All Partner Software certification should follow the guidelines in the Certification guide. Many Program Categories will have dependencies and pre-requisites listed. Some questions/examples that may help determine the re-certification criteria are listed in Appendix A: Questions to Determine Re-Certification.

http://www.vmware.com/files/pdf/support/VMware-GSS-Equivalency_and_Compatibility_Request-TP-EN.pdf?cc=www&client=VMware_Site&entqr=0&ud=1&output=xml_no_dtd&proxystylesheet=VMware_gsa_Site&site=VMware_Site&ie=UTF-8&oe=UTF-8&q=equivalency%20claim

Generally, examples of where VMware does or does not take an interest in re-certification of the Partner Software 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 a re-validation of all or a subset of the Partner Software certification tests. Please refer to the certification policy listed in this Program Guide.
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.

6 VMware Release Milestones

Partners shall follow the VMware Ecosystem Engineering Maintenance Release Process.

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

Table 2: VMware Release Milestones.

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

Partners are encouraged to engage in compatibility testing during beta or early access milestones to identify bugs that might block certification after RC.
Appendix B: Key Web Links

Product-Specific Information

NSX Partner Program website
VMware (code): code.vmware.com

NSX for vSphere:
NSX NetX/EPSEC SDK page: https://code.vmware.com/group/sdk/6.4.0/nsx
NSX HW VTEP Integration SDK Page: https://code.vmware.com/group/sdk/6.3.0/nsx-sdk
NSX NetX/EPSEC Certification page: https://code.vmware.com/group/network/nsx/certs/6.3.0
HW VTEP Gateway Certification page: https://code.vmware.com/group/network/nsxv-tor/certs/6.3.0

NSX-T:
Networking and Security Services SDK page: https://code.vmware.com/group/sdk/2.5/networking-and-security-services-nsx-t

Networking and Security Services Certification page: https://code.vmware.com/group/cert/1.0/nsxt

VMware Developer Center Partner Network (DCPN)
Log in access for Developer Center Partner Network is via VMware (code). Click “DC Partner Network” in the top tab.


VMware Product Downloads

VMware vSphere (ESX Server & VirtualCenter)

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/
Partner Central - http://www.vmware.com/partners/partners.html
VMware Flings - http://labs.vmware.com/flings
VI SDK support – www.vmware.com/go/sdksupport
VCP training and resources – http://mylearn.vmware.com/portals/certification/?ui=www
General VMware Documentation – https://www.vmware.com/support/pubs
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 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 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.
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. How to collect partner Service VM logs.
   b. Log files with known results (to include what the Partner Software injects into the Partner Software 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**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

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

**Partner Engineering Manager Contact**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

**Partner Technical Support Manager Contact**

<table>
<thead>
<tr>
<th>Employee Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
<tr>
<td>Phone</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

**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 TSANet 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 Appendix defines acronyms and terms used in this guide.

API  Application Program Programming Interface
CLI  Command Line Interface
EASE  Ecosystems and Solutions Engineering
EULA  End User License Agreement
GA  General Availability
GSS  Global Support Services
HCL  Hardware Compatibility List
KB  Knowledge Base
PRD  Product Requirements Document
QA  Quality Assurance
RC  Release Candidate
SAN  Storage Array Network
SDK  Software Development Kit
SR  Support Request
TAP  Technology Alliance Partner
TOI  Transfer of Information
TSANet  Technical Support Alliance Network
vC Ops  vCenter Operations Manager
VCG  VMware Compatibility Guide
VCP  VMware Certified Professional
## Appendix H: VMware Pre-Release Material(s) and Development Kit(s)

Under this Program Category, VMware may provide to Partner the VMware Pre-Release Material(s), VMware Development Kit(s), NSX Partner Program Software and NSX Partner Program Documentation listed below. Partner’s use of the VMware Pre-Release Material(s) or VMware Development Kit(s) is subject to the terms and conditions of the NSX Partner Program Agreement.

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<td><strong>NSX for vSphere</strong></td>
<td><strong>Pre-Release Software</strong></td>
<td><strong>Product documentation</strong> (including but not limited to NSX administration Guide, NSX Installation and upgrade Guide, NSX API and CLI Reference Guide and Release Notes)</td>
<td><strong>libEPseclib.h</strong> and <strong>EPSeclib.h</strong>&lt;br&gt;<strong>libnetx.so</strong>&lt;br&gt;<strong>netx_lib_types.h</strong>&lt;br&gt;<strong>netx_lib_api.h</strong>&lt;br&gt;<strong>dvfilterlib.h</strong>&lt;br&gt;Partners will also install the SVM kernel components -&lt;br&gt;<strong>dvfilterklib.ko</strong>&lt;br&gt;VMware Tools (for VMCI driver)</td>
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