Partner Verified and Supported Products

Program Guide 6.8
<table>
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<tr>
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1. **Introduction**

1.1 **Welcome**

Welcome to the Partner Verified and Supported Products (“PVSP”) program (referred to herein as the “Program”). This Program provides a scalable opportunity for partners to promote their promising technologies which cannot be certified through any of the existing VMware certification programs. This program guide (“Program Guide”) covers PVSP created for VMware vSphere 4.1 and beyond.

This document explains the Program requirements as well as the engagement, support, and maintenance models of the Program.

1.2 **General Participation Requirements**

Partners must meet the following requirements to engage in the Program:

- Submission of the Technical Vetting Questionnaire to VMware (See PVSP Program webpage)
- Membership in TAP Alliance
- Membership in TSANet
- Maintain at least 2 VCP certified resources
- Pass strategic review of partner product (each subsequent release is subject to review)
- Pay program fee
- Complete the VMware Platform Extensibility Program Agreement and appropriate Program Addendum (collectively, the “Agreement”)
- Author an approved knowledge base (“KB”) article (see Submission package – Refer to Section 3.3.1)
- Provide product verification and testing plan in the KB article

2. **Membership Signup, Renewal and Termination**

2.1 **Membership Renewal & Termination**

Membership in the Program is effective on the date the Partner completes the Agreement and is valid for the duration specified in the Agreement. For details on termination, please review the Agreement.

**Subsequent Versions of an Approved Solution**: VMware, based on demand and market readiness, spawns new technology certifications and this would disqualify old solutions to be continued to be listed on PVSP. VMware reserves the right to not update the listing to support later versions.

VMware reserves the right to revoke participation to the Program (and eventually and support) for any partner failing to comply with this Program Guide, or any commitments undertaken in Partner’s submitted application. Partner shall promptly reimburse VMware for the costs and expenses incurred by VMware. Conditions for revoking participation include:
• Strategic misalignment between VMware and Partner
• Use of unsupported VMware features
• Possible fit into existing programs
• Usage of any non-public API’s (a.k.a. “Private API’s”) or interfaces
• Usage of any non-VMware SDK’s to access VMware’s API’s
• Implementation of any mechanism intended to bypass the restriction of not using Private API’s
• Use of VMware Pre-Release Materials, VMware Development Kits, VMware Products and any other materials provided to Partner under the Agreement obtained from other programs for products to be included in the PVSP program
• Excessive number of misdirected support calls to VMware (currently at > 12 per year)

In the event VMware provides Partner access to its VMware Development Kit, upon VMware’s request, Partner may be required to provide VMware (or a third party designated by VMware) with (i) a complete, buildable set of the Partner Software source code and all related artifacts and documentation and instructions required for the building, installation, and operation of its software as intended, including but not limited to makefiles, plug-ins, scripts, jumpstart JSON files, etc. and (ii) the corresponding binary.

Payments for the Program are as follows:

• The Program Fee is $7,500 per year
• Note that this amount is in addition to the TAP membership fee. Please contact the Program Manager for details on the PO process for payments.
• Partner may be required to pay additional fees to certify the Partner Software or for Partner to receive additional services from VMware.

3. Program Components & Process Flow

There are four Program components
- Program Guidelines and Product Roadmaps
- Development Engagement
- Release Logistics
- Post Release

3.1 Program Guidelines & Product Roadmaps

This component includes the non-technical Program-related components of the Program.

3.1.1 Program Guidelines

This Program Guide and the PVSP Agreement provide the terms and conditions of the Program. Partners must agree to the terms of these documents to participate in this Program. Terms are subject to change as required to ensure success of the Program.
3.2 Development Engagement

3.2.1 Access to API/Development Kit/Other via PVSP admission

This Program will offer one generally available version of Development Kit(s) as part of the program based on the Partner solution and its requirements. This does not include subsequent versions or releases of the VMware product or Partner solution. Grant of access to the Development Kit is solely up to VMware’s discretion.

3.2.1.1 Driver Signing

Upon approval of Partner Software that was developed using VMware’s Driver Development Kit, driver signing is required. Partners must request signing of their Partner Software using Support Requests (“SR”).

- The partner performs testing, and requests VMware (via SR) to sign the VIB as “Partner Supported”.
  - Please review the acceptance levels listed here. The VIB should be signed as “Partner Supported”. Refer to VIB Signing – Partner Supported page for details on getting the VIB signed.
- Partners are free to release the signed SW Modules through their own channels as appropriate.

3.2.1.2 Security Requirements

- No information may be sent between the management platform and a remote network user station “in the clear”. This means:
  - Remote use of the management platform (i.e., over a network) must require authentication of a user’s session. The authentication process must be encrypted.
  - After a user’s session has been authenticated, all communication between a remote user station and the management platform (i.e., the transport layer carrying data and operations requests between the user station and the management platform) must be encrypted.
- VMware host information must not be provided over the network to any remote user station via the management hardware’s on-board network capability. This means:
  - A management platform driver must not provide out vmware-specific host configuration state (including but not limited to storage path configuration, networking configuration, vmware software configuration, vmware host logs, and host parameterization) to any remote network user via its on-board (separate from the host's network) remote network capabilities.
  - If a management solution requires a means to provide (or set) vmware-specific host configuration remotely, it must leverage vmware-provided host extensibility mechanisms. Thus, a partner can implement a CIM provider or an ESXCLI plug-in, which require authentication using vmware credentials, and build a solution that allows remote users to communicate with the host via those mechanisms. Or a partner can leverage vSphere APIs in their remote client software (which, again, require vmware credentials) and thus inspect and manipulate the host.
3.3 Release Logistics

This component covers the area related to release and availability of the product.

3.3.1 Submission Package

Partner will have to provide a submission package with the following information

- KB article
- Verification results
- Pointer to TSANet enrollment
- Contact information of VMware Certified Professionals

3.3.1.1 Knowledge Base Article

Partners have to submit a KB article to VMware for listing the solution. Please refer to our PVSP Listings page for other KB articles which can be used as a template.

3.4 Post Release

This component includes support and sustaining policy for Partner products. The PVSP Program does not support any VCG listings since there is no certification component to this program engagement.

3.4.1 Support Policy

3.4.1.1 Requirements

Partners are required to reproduce the issue on a VMware supported configuration for technical support from VMware.

3.4.1.2 Support Experience

1. Partner Customer Support Experience

Customer Support will be provided by the partner. If customer incorrectly calls VMware for support, the support engineer will either forward the customer to the partner, or advise the customer to contact the partner for support once the incident is identified with the partner supported product. The Partner, in accordance with the applicable support agreement between the customer and the Partner, will resolve the support request.

Partners take ownership of the customer communication and relationship and set customer expectations that Partner will manage the relationship with VMware to get the issue fixed. This includes, but not limited to gathering updates from both VMware and Partner Engineering teams; setting up meetings with customer (as necessary); sending emails with updated information to the customer. Partners need to also escalate the issue within their engineering teams first to troubleshoot and root cause the issue before engaging with VMware.
If Partner is unable to reproduce issue and provide sufficient information to VMware teams, Partner may purchase VMware Engineering support to work collaboratively on identifying the issue. (Please contact Program Manager for more information).

2. VMware Customer Support Experience

If the issue is identified as a VMware core product issue, VMware will provide support to joint customers that have a current VMware support agreement, when the partner has reproduced the issue on a supported configuration (HCL configuration) prior to escalating to VMwareGSS.

If partner is not able to reproduce issue on a supported configuration (HCL configuration), or needs VMware engineering support to troubleshoot, reproduce or isolate the problem, partner may purchase VMware Engineering support to work collaboratively on the issue. Partner should file an artifact through their DCPN account with details on the issue. Please contact the program manager for more details.

Once the issue has been sufficiently root caused to be a VMware issue and an internal case is filed, the bug will follow VMware’s normal nomination procedures for resolution. The bug will not be guaranteed a fix in the current or subsequent VMware release.

For the duration of Partner’s participation in this Program, the Partner must maintain Enterprise level membership in the Technical Support Alliance Network (“TSANet”, www.tsanet.org).

3.4.1.3 Required Partner Training

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

3.4.2 Sustaining Policy

Partners are responsible for maintaining their products and the KB articles.

3.4.2.1 Hot Fix Process

VMware considers a Hot Fix as addressing a specific critical issue found by customer(s). Hot Fix is not a mechanism to add features or functionality to an existing product. When a Hot Fix is generated, it is the responsibility of the Partner to detail the symptoms and description of the bug in the KB article. Note: Defect Reports will follow standard VMware process for nomination and fixing.
Support Flow Chart

Customer logs service request with VMW GSS

VMW GSS diagnosis technical issue

Is the issue on a VMware HCL certified configuration? No

Is the non-certified configuration listed under the PVSP listing? No

Customer is advised to work with Partner to resolve the issue

Yes

Can the customer reproduce the issue on a VMware HCL certified configuration? (excluding PVSP product)

Yes

Can the PVSP Partner reproduce the issue on a VMware HCL certified configuration? (excluding PVSP product)

Yes

PVSP Partner diagnoses technical issue

No

Continue normal technical support process with VMW GSS to resolve the issue

No

Customer is advised to work with PVSP Partner to resolve the issue

Customer logs a service request with PVSP Partner

In the event that the partner cannot resolve the issue and is proven to relate to their solution's integration with the VMWare product, the PVSP Partner may engage with VMware's Ecosystem Engineering to further troubleshoot the problem per pre-determined Engineering processes. During this engagement, VMW GSS will not be involved and the PVSP Partner will own all customer communication.

For all other issues, the PVSP Partner and customer will work directly with each other.

* HCL listing: http://www.vmware.com/resources/compatibility/search.php
* PVSP listing: http://www.vmware.com/resources/compatibility/vcl/partnersupport.php
4. **Re-validation**

4.1 **VMware Platform Triggers**

A new release of VMware vSphere will require the Partner to update the KB article with the following information.

- Details on VMware release that affects Partner product
- Details on update to Partner product if required
- Details on changes to the new version of the Partner product
- Details on testing done

4.2 **Partner Product Triggers**

Any bug fix or minor change to a Partner product requires updates to the KB article as mentioned in section 4.1.

5. **VMware Product Release to Release Compatibility**

VMware does not guarantee compatibility of Partner products from one VMware release to another.

6. **Contact information**

Partners are required to provide contact information for the person that will primarily be managing the partner relationship with VMware, as well as contact information for the technical manager of the engineering projects and Customer Support Manager. The contact information should contain at least the following:

**Partner Alliance/Business Contact**
- Employee Name:
- Title:
- Address:
- Phone:
- Email:

**Partner Engineering Manager Contact**
- Employee Name:
- Title:
- Address:
- Phone:
- Email:

**Partner Customer Support Manager Contact**
- Employee Name:
- Title:
- Address:
- Phone:
- Email:
Appendix A: Key Web Links
DCPN – Login required

VMware Product Downloads

Virtual Infrastructure 6.5 (ESX Server & VirtualCenter)

Main Download Page: http://downloads.vmware.com/d/info/datacenter_downloads/vmware_vsphere_4/4


VMware Compatibility Guide:


PVSP Listings:

http://www.vmware.com/resources/compatibility/vcl/partnersupport.php

TAP Membership:

http://www.vmware.com/partners/programs/alliances/

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

Glossary of Terms/Acronyms

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<th>EE</th>
<th>VMware Ecosystems Engineering</th>
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<tr>
<td>TSANet</td>
<td>Technical Support Alliance Network</td>
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<tr>
<td>DCPN</td>
<td>A secure web-based collaborative development environment used by VMware to complete various types of projects with partners.</td>
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