vSphere APIs for I/O Filtering (VAIO) Program Guide v4.1
## Revision History

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1 Introduction

Welcome to the vSphere APIs for I/O Filtering (VAIO) Program (referred to as the “Program” herein and as the “Program Category” within the Platform Extensibility Partner Agreement). This Program is designed to allow Partners to develop filters (hereinafter referred to as “Partner Software”) that will run within ESXi and will be managed by vSphere. In version 1.0 of this Program, filters are restricted to only two use cases: cache and replication. The goal is to generalize this Program over time, but we are limiting the supported use cases for this version. The vSphere APIs for I/O Filtering Development Kit will allow Partners to develop and debug these filters. Once certified, the filters will be signed by VMware for distribution to our joint customers. Our goal is to allow our Partners to create new and innovative solutions on the vSphere platforms and this Program is one way we are extending our vSphere platform.

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 certification requirements, refer to the relevant certification 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. To the extent there is any inconsistency between the Agreement, the Program Addendum, and this Program Guide, the documents will govern in the following order of precedence: the Program Addendum, the Agreement, and then this Program Guide.

1.2 General Participation Requirements

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

- Only use VAIO interfaces in VMware environments.
- Submission of the “IO Filters Solutions Vetting Questionnaire” to VMware. The questionnaire can be found on the VAIO Program page at https://code.vmware.com/programs/vsphere-apis-for-io-filtering.
- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Sign the VMware Platform Extensibility Program Agreement and the VMware Software-Defined Data Center Foundation and Integration Program Addendum.
- Meet and follow Partner Software support requirements (outlined in Section 3.4 “Post-Release Activities”).
- Provide VMware with details about timeframes for submitting certification logs for certification tests.
- Provide VMware details about development and support timeframes with respect to new Partner Software.
- Follow Program instructions for all pre-requisites to be met for the VMware Compatibility Guide (VCG) listing.

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
- 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 is effective on the effective date of the respective Program Addendum.

# 2 Membership Signup, Renewal, and Termination

## 2.1 Joining or Renewing Program Membership

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

## 2.2 Termination of Program Membership

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

If Partner does not comply with the terms and conditions of this Program Guide, Partner’s access to VAIO 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 VAIO Partner Program (VCG listings will not be carried forward).
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 Certification Engagement
- Release Logistics
- Post-Release Activities

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

3.1 Program Guidelines

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

3.1.1 Program Guidelines and Agreements

This Program Guide and the Agreement provide the terms and conditions of this Program. Partners must agree to the terms of these documents to participate in this Program. This Program Guide is subject to change. Qualification Requirements are specified in the product Certification Guide, which is posted on the Program website.

3.1.2 Program Fees

VMware may, in its sole discretion, waive any or all of the fees associated with this Program. For exact fee amounts, please contact your VMware representative directly. Below is a description of various fees that may be applicable to the Program.

3.1.2.1 Optional Program Benefits/Entitlements

A. Development Consulting: Partners may purchase Development Support (“Development Consultation”), Training Support and Premium Support under a separate PO. The following options may be available for purchase:

- Development Consultation will address any technical questions around development or certification. Please refer to the current options at: https://code.vmware.com/services/program-guide
- Partner’s may also purchase Training package (4 days for up to 5 people) for $7,500 prior to purchasing Development Consultation. Under this option, Partner may invite up to 5 employees to attend the training to understand how to best integrate partner...
product and/or software, identify how to properly architect the solution, answer
general questions about capabilities, architecture, and APIs.

B. Certification Log Submission, Support, and Equivalency Fee: Service Request (SR) is the vehicle
to be used to submit logs for review or for certification questions. Partner shall purchase from
the VMware Store a certification log submission for log review per SR.

Except as otherwise provided in the Partner’s Program Addendum between the parties, the above are
the optional benefits of this Program should partner decide to purchase the development consultation
package or the training package.

3.1.2.2 Certification Log Submission, Support, and Equivalency Fee

Service Requests (SRs) are used to submit logs for review or for certification questions. Prior to
submitting a SR, each Partner shall purchase from the VMware Store a certification log submission for
log review per SR.

All Partners are required to pay the Log submission, support, and equivalency fees as applicable. This
improves the cert review process and provides timely VCG listings. Details on how to purchase
entitlements for the certification submission are provided as part of the Program collateral on the
Program website.

Use of VAIO interfaces in heterogenous replication, VM transition or virtual machine migration to non-
VMware vSphere environments is prohibited and is not supported by VMware.

3.2 Pre-Release Development and Certification Engagement

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

3.2.1 VMware Products and Development Kit

Partners will receive access to certain Pre-Release Materials and/or Development Kits, as determined
by VMware. The current listing is set forth in Appendix G: 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.
3.2.2 Certification

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

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


https://www.vmware.com/support/policies/thirdparty

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

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<th>Acceptance Level</th>
<th>Customer Support Provider</th>
<th>Testing Program</th>
<th>Process Flow</th>
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<td>Partner Supported</td>
<td>Partner</td>
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<td>Appendix B</td>
</tr>
<tr>
<td>Community Supported</td>
<td>None</td>
<td>None</td>
<td>No Support Flow</td>
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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. Once testing is complete, the Partner uploads the test results to VMware, using the Workbench plugin. VMware verifies the results and either certifies the Partner Software or denies certification with due justification.

**VMware Signed Software**

Upon Partner’s completion of their certification testing, certified Partner Software, delivered as a VIB, must be digitally signed by VMware for general distribution. This is the type of signing that is required and is the only signature process for participants in this Program. VMware will implement its digital signature onto properly certified modules and will deliver digitally-signed Partner Software back to the Partner for general distribution. The VCG will be updated to reflect any Partner Software that is signed by VMware.

For Partners developing Software with a Software 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 (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. Customer or field complaints that reveal non-compliance will result in delisting the Partner Software from the VMware Compatibility Guide (VCG).

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.

3.3.1.1 Packaging

VMware recommends that Partner Software be packaged as an executable, containing a self-extracting, self-installing file where applicable. Zip all Partner Software documentation as part of the 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, 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.
3.3.1.2 Delivery to Customers

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

3.3.1.3 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.

3.3.1.4 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.

- All Partner Software licensing information, EULA, instructions, and processing will be available on the Partner website and/or through the Partner’s support process.
- Partner Software (or any portion thereof) may not be licensed under the General Public License or any similar copyleft license.
- The purpose of a VMware certified IO Filters CIM provider is expressly limited to supporting your own IO Filter. It should not perform any activity not in direct support of that task.
- Partner must provide documentation in the VIB package detailing all encryption used in their VIB including any applicable export or patent restrictions.

3.3.2 Hosting

3.3.2.1 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.

- Link to VCG website.

**Partner Software Information:**

- 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

### 3.3.3 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.

### 3.3.4 Supporting Documentation Requirements

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

### 3.3.5 VMware Ready Logos

Once Partner has certified the Partner Software under the terms of the 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 link.

### 3.4 Post-Release Activities

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

#### 3.4.1 Partner Software Support Policy

Unless otherwise approved in writing by VMware, Partners must provide a public statement of their support policy for Partner Software that can be linked from the Partner-landing page. This public-
facing statement should be ready and released prior to GA of the Partner Software, or, if not applicable, prior to posting of the 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.

### 3.4.1.1 Support Readiness

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

- A clearly defined process and escalation contacts between VMware Technical Support and Partner’s technical support organizations, to engage each other for smooth handoffs and collaboration for all SRs related to Partner’s 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. Partner Software changes, updates, and patches require re-certification.

### 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 certification 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](http://www.vmware.com/support/policies/ThirdParty.html).

Partner shall comply with specific terms and recommendations regarding validation, support, and associated customer communication, as outlined in TSANet guidelines and in this Program Guide.
3.4.1.3 **Partner Support Experience**

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 SDKAPI calls, then Partner should take the lead and work with VMware **Developer Support** in the background.

Note that VAIO interfaces are only supported for supporting VMware environments. Any other use is prohibited by VMware.

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

![Support Call Flow Diagram](image)

3.4.1.4 **Support Requirements and Process**

**General Support Terms:**

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

**Support Request Process:**
End users can report software stability and performance issues to VMware if they have reason to believe this is a VMware issue and, provided that the Partner’s software is listed on the VCG website.

For any issues related to the Partner 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

VMware and Partners shall work cooperatively to troubleshoot issues to resolution (see also the flowcharts in Appendix C: VMware Customer Contacts Support Flow and Appendix D: Partner Customer Contacts Support Flow).

3.4.1.5 Transfer of Information (TOI)

Partners are required to provide a training session with select VMware groups on the specifics of the 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.

3.4.1.6 Recommended Partner Training

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

3.4.2 Sustaining Policy

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

Note that any major change to the Partner Software might affect the 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 3.4.2.1 “Hot Fix Process” for details on how to provide customers with a Hot Fix, as well as on how to re-certify 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 3.4.2.1.

3.4.2.1 Hot Fix Process

VMware considers a Hot Fix to be a fix addressing a specific critical issue found by one or more customers. A Hot Fix is not a mechanism to add features or functionality to existing Partner Software. When a Hot Fix is necessary, the Partner generates the Hot Fix and notifies VMware that the fix was created, tested, and distributed to those experiencing the problem addressed by the Hot Fix. Partners are strongly urged to run 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 3.4.2.2 “Re-Certification of Modified Partner Software.”

3.4.2.2 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 and signing VIB is required.

3.4.3 VMware Workbench, Dev Kits, and Cert Kits Support Lifecycle Policy
Details of this policy are available online at: https://developercenter.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 MDS 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. vSphere updates might not require full certification; inquire with your Program Manager.

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 3.4.2.2 “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 programs 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 for your specific Program.

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.*
VMware Release Milestones

Membership in this Program is ongoing, and Partners are entitled to vSphere, vCenter update releases, as well as development and certification kit refreshes for the duration of their participation in the Program. 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 A: Key Web Links

Product-Specific Information

Program website – Login required
VMware Developer Center Partner Network (DCPN)
Log in access for Developer Center Partner Network is via Developer Center. Click “DC Partner Network” in the top tab.

VMware Product Download

VMware vSphere (ESX Server & VirtualCenter)

General Support Resources

TAP Alliances - [https://www.vmware.com/partners/tech-alliance.html](https://www.vmware.com/partners/tech-alliance.html)
My VMware - [https://my.vmware.com/web/vmware/login](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/](http://communities.vmware.com/)
Partner Central - [http://www.vmware.com/partners/partners.html](http://www.vmware.com/partners/partners.html)
VMware Flings - [http://labs.vmware.com/flings](http://labs.vmware.com/flings)
VI SDK support – [www.vmware.com/go/sdksupport](http://www.vmware.com/go/sdksupport)
General VMware Documentation – [https://www.vmware.com/support/pubs](https://www.vmware.com/support/pubs)
Appendix B: VMware Customer Contacts Support Flow

Start → CUSTOMER OPENS SUPPORT CASE WITH VMware SUPPORT

VMW support troubleshoots case → YES

Resolved? → YES

VMW Support reports back to customer with a fix

END

NO → NO

VMW R&D investigates → YES

Resolved? → YES

VMW Support reports back to customer with a fix

Support Call-Flow → YES

VMware Supports Customer (with Partner Assist)

Partner Support engages VMware via TSANet → YES

Resolved? → YES

Partner R&D investigates

NO → Partner performs testing to re-certify

Pass? → NO

Partner support reports back to customer with a fix

YES

Partner releases new certified bits to customers

Partner support reports back to VMware with documented fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner Support engages VMware via TSANet

Resolved? → YES

Partner R&D investigates

NO → Partner performs testing to re-certify

Pass? → NO

Partner support reports back to customer with a fix

YES

Partner releases new certified bits to customers

Partner support reports back to VMware with documented fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner R&D investigates

PASS

YES

Partner support reports back to customer with a fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner R&D investigates

PASS

YES

Partner support reports back to customer with a fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner R&D investigates

PASS

YES

Partner support reports back to customer with a fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner R&D investigates

PASS

YES

Partner support reports back to customer with a fix

VMware SUPPORT CASE CLOSED

NO

Partner Support engages VMware via TSANet

Resolved? → NO

Partner product issue? → YES

Partner R&D investigates

PASS

YES

Partner support reports back to customer with a fix

VMware SUPPORT CASE CLOSED

Figure 3: VMware Customer Contacts Support Flow.
Appendix C: Partner Customer Contacts Support Flow

Figure 4: Partner Customer Contacts Support Flow.
Appendix D: 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.
   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 E: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

API  Application Programming Interface
CLI  Command Line Interface
EULA End User License Agreement
GA  General Availability
GSS  Global Support Services
HCL  Hardware Compatibility List
KB  Knowledge Base
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
VCG  VMware Compatibility Guide
VCP  VMware Certified Professional
Appendix F: VMware Pre-Release Material(s) and Development Kit(s)

Under this Program, VMware may provide to Partner the VMware Pre-Release Material(s) or VMware Development Kit(s) 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 Program Agreement.

VMware Pre-Release Material(s):
- VMware ESXi 6.x
- VMware WorkBench 3.x
- VMware vCenter Server 6.x

VMware Development Kit(s):
- VMware APIs for IO Filtering Development Kit 6.x
- VMware Common Information Model Provider Development Kit ("CIM PDK") 6.x
- VMware APIs for IO Filtering Certification Plugin 6.x