VMware Partner Application Software Integration (App Software) Program

Program Guide  3.2
## Revision History

<table>
<thead>
<tr>
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</tr>
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<tr>
<td>1.0</td>
<td>12/20/2017</td>
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</tr>
</tbody>
</table>
# Contents

1 Introduction .................................................................................................................. 6  
   1.1 Overview of This Guide ............................................................................................ 6  
   1.2 General Participation Requirements ....................................................................... 6  

2 Membership Signup, Renewal, and Termination .................................................. 7  
   2.1 Joining or Renewing App SW Program Membership .............................................. 7  
   2.2 Termination of App SW Program Membership ....................................................... 7  
   2.3 Removal of App SW Program from the TAP Program ......................................... 7  

3 App SW Program Components and Process Flow ................................................. 7  
   3.1 App SW Program Guidelines ................................................................................. 8  
      3.1.1 App SW Program Guidelines and Agreements ................................................. 8  
      3.1.2 App SW Program Fees ................................................................................... 8  
   3.2 Pre-Release Development and Validation Engagement ........................................ 8  
      3.2.1 Engineering Support ...................................................................................... 8  
      3.2.1.1 Partner Contacts ....................................................................................... 8  
   3.3 Release Logistics .................................................................................................... 9  
      3.3.1 Packaging and Installation ............................................................................. 9  
      3.3.1.1 Packaging .................................................................................................. 9  
      3.3.1.2 Delivery to Customers .............................................................................. 9  
      3.3.1.3 Installation ............................................................................................... 10  
      3.3.1.4 Open Source and Encryption ................................................................... 10  
      3.3.2 Hosting ......................................................................................................... 10  
      3.3.2.1 VMware Hosting .................................................................................... 10  
      3.3.3 Partner Ready Ready Logos ......................................................................... 10  
   3.4 Post-Release Activities .......................................................................................... 11  
      3.4.1 Partner Software Support Policy ................................................................. 11  
      3.4.1.1 Support Readiness .................................................................................... 11  
      3.4.1.2 Hosting of Collaborative Technical Support Process for Mutual Customers .. 11  
      3.4.1.3 Partner Support Experience .................................................................... 11  
      3.4.1.4 Support Request Process ......................................................................... 12  
      3.4.1.5 Recommended Partner Training ............................................................... 12  
      3.4.2 Sustaining Policy ......................................................................................... 12  
   3.5 Re-Validation ......................................................................................................... 12  
      3.5.1 VMware Platform Triggers ............................................................................ 12  
      3.5.2 VMware Product Backward Compatibility .................................................... 12
3.5.3 Partner Software Qualification Triggers ................................................................. 12

3.6 Contact Information .................................................................................................. 12

Appendix A: Key Web Links ......................................................................................... 13
   Product-Specific Information .................................................................................... 13
   VMware Product Downloads .................................................................................... 13
   General Support Resources ...................................................................................... 13

Appendix B: Glossary of Terms and Acronyms ......................................................... 15
1 Introduction

Welcome to the VMware Partner Application Software Integration Program, (herein referred to as the “App SW Program”).

The goal of the App SW Program to provide ISV Application Software vendors a way to validate their Software Applications on VMware platforms and obtain the Partner Ready Logo to list on the VMware Solutions Exchange Marketplace (“VSX”). This version of the App SW Program Guide addresses vSphere 6.0, 6.5 and 6.7.

1.1 Overview of This Guide

This document explains the App SW Program requirements, as well as the engagement, support, maintenance models and lifecycle of the App SW Program. For more detailed validation requirements, refer to the relevant validation guides available on the App SW Program website. Capitalized terms used in the App SW Program Guide have the same meaning as defined in the TAP Agreement unless otherwise defined herein. To the extent there is any inconsistency between the TAP Agreement and this App SW Program Guide, the documents will govern in the following order of precedent: the App SW Program Guide and the TAP Agreement.

1.2 General Participation Requirements

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

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program at the Standard level.
- Meet and follow support requirements (outlined in Section 3.4 “Post-Release Activities”).
- Provide VMware with details about timeframes for submitting validation data for validation tests.
- Provide VMware details about development and support timeframes with respect to new Partner Software.
- Follow App SW Program instructions for all pre-requisites to be met for the VMware Solutions Exchange Marketplace.

The App SW 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 validate solutions
- Validation tools, documentation, or other related materials
- Policies to list Application Software on the VMware Solutions Exchange Marketplace or VMware.com, where applicable

When there is a change to the App SW 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 App SW Program is effective on the effective date of the TAP Agreement and completion of App SW Program on-boarding.
2 Membership Signup, Renewal, and Termination

2.1 Joining or Renewing App SW Program Membership

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

2.2 Termination of App SW Program Membership

If Partner’s App SW Program membership is terminated, the App SW Program collateral may no longer be accessible to the Partner, including but not limited to access to the App SW Program website. Partner is no longer eligible to certify their products. For details on termination, please review the “Termination” Section of the TAP Agreement.

2.3 Removal of App SW Program from the TAP Program

VMware may, at its sole discretion, remove the App SW Program from the TAP Program.

3 App SW Program Components and Process Flow

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

There are four App SW Program components:
- App SW Program Guidelines and Agreements
- Pre-Release Validation Engagement
- Release Logistics
- Post-Release Activities

![Figure 1: App SW Program Components.](image)

The remainder of this section elaborates on the components of this App SW Program.
3.1 App SW Program Guidelines

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

3.1.1 App SW Program Guidelines and Agreements

This App SW Program Guide and the TAP Agreement provide the terms and conditions of the App SW Program. Partners must agree to the terms of these documents to participate in the App SW Program. The App SW Program Guide is subject to change. Current Validation Requirements are specified in the product Validation Guide, which is posted on the App SW Program website.

3.1.2 App SW Program Fees

Partners must enroll and maintain their membership in the TAP Program to access the App SW Program certification. There is no additional App SW Program or certification fee at this time.

3.2 Pre-Release Development and Validation Engagement

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

3.2.1 Engineering Support

There is no official Developer Support available for the App SW Program.

3.2.2 Required Validation

The validation process is generally considered to be one of the most important parts of the development process. The App SW Program Validation Guide sets forth the Current Validation Requirements and is available on the App SW Program website. The App SW Program Validation Guide is designed to guide Partners in qualifying partners’ Application Software to VMware standards.

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

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

This App SW Program falls under the “Partner Supported” level of validation 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</th>
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<tbody>
<tr>
<td>Partner Supported</td>
<td>Partner</td>
<td>Partner-defined</td>
</tr>
</tbody>
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The validation process begins after a Partner develops partner Application Software and has completed internal QA tests and is confident the partner Application Software can pass the validation suite. Partners should follow the steps as in the Validation Guide on the App SW Program website. Validation is planned on a first-come, first-serve basis. VMware verifies the results and either certifies the Application Software or denies validation with due justification.

Upon successful validation, Partners are encouraged to list their solutions on VSX, as well as to update VSX with any additional compatibility information.
3.3 Release Logistics

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

3.3.1 Packaging and Installation

This Section discusses some of the best practices and logistics of partner Application Software packaging and installation for distribution to customers. This is a recommendation only.

3.3.1.1 Packaging

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

Ship Partner Application 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 Application Software to perform all functions (the “proof case”).
     If required for troubleshooting purposes, in order to support customers who report any issues, 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 Application Software, as follows:
   - Which logs to have handy and how to collect them
   - What Partner Application 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

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 Application Software name during installation and post-installation for Partner Application Software listings.

3.3.1.2 Delivery to Customers

Once Partner Application Software has been packaged accordingly, Partners can then distribute 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 Application Software. If a user does not accept the EULA, the Partner Software must not install.

3.3.1.4 **Open Source and Encryption**

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

3.3.2 **Hosting**

3.3.2.1 **VMware Hosting**

Partners can publish their Application Software on the VMware Solution Exchange and use the Partner Ready Logo for validated Partner Application Software. Partners must comply with the requirements should they chose to allow VSX to list their Application Software at the time of submitting for a VSX listing.

3.3.3 **Partner Ready Ready Logos**

Once Partner has validated the Partner Application Software under the terms of the App SW Program, the Partner may use the Partner Ready™ for vSphere logo in their Partner Software collateral, as set forth in the Agreement. For details please refer to the [Partner Ready](#) link.
3.4 Post-Release Activities

This App SW Program component includes support and sustaining policies for Partner Application 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 the Application Software that can be linked from the Partner-landing page. This public-facing statement should be ready and released prior to GA of the Application Software, or, if not applicable, prior to posting of the validated Application Software on the VSX.

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

For entitled support issues reported to VMware, VMware Global Support Services (GSS) assists customers in problem analysis and resolution. 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.

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 App SW 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 Application 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 Application Software. Additionally, Partner technical support engineers must be trained to have a reasonable understanding of the applicable VMware 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 the Partner Application Software.

- Communications of any changes, updates, patches, etc. to the Partner Application Software, are to be communicated back to VMware at least 14 days before release to the general public.

3.4.1.1 Hosting of Collaborative Technical Support Process for Mutual Customers

Any issues found with Partner Application 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.

3.4.1.2 Partner Support Experience

Partner shall open a Support Request with VMware on behalf of an end user via the Technical Support Alliance Network (“TSANet”) channel - https://vmware-tap.tsanet.org, 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 Proprietary and Confidential
3.4.3 **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 has been validated.
- VMware and Partners shall work cooperatively to troubleshoot issues to resolution.

3.4.4 **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](http://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 Application 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 Application Software might affect the validation status. It is highly recommended that the Partner Engineering team work closely with the VMware App SW Program Manager during the Partner Application Software sustaining process.

3.5 **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).

3.5.1 **VMware Platform Triggers**

A new major release of a VMware product requires a full re-validation of any platform-dependent Partner Application Software.

3.5.2 **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-validation is required, VMware notifies the Partner and works to re-validate the Partner Software in a timely fashion.

3.5.3 **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.

3.6 **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.
Appendix A: Key Web Links

Product-Specific Information

App SW Program website: https://code.vmware.com/vmware-ready-programs/isv
VMware Developer Center (DC): http://developercenter.vmware.com/
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. Available after program on-boarding

VMware Solutions Exchange (VSX): https://solutionexchange.vmware.com

VMware Product Downloads

VMware vSphere (ESX Server & Virtual Center)
Main Download Page: http://www.vmware.com/products/vsphere/

General Support Resources

TAP Alliances - https://www.vmware.com/partners/tech-alliance.html
My VMware - https://my.vmware.com/web/vmware/login
TSAnet - https://vmware-tap.tsanet.org/
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
VCP training and resources – http://mylearn.vmware.com/portals/certification/?ui=www
General VMware Documentation: https://www.vmware.com/support/pubs
VSX - https://solutionexchange.vmware.com/store/vsphere/web-client-plug-in
VSX Quick Start Guide
# Appendix B: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

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<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>EULA</td>
<td>End User License Agreement</td>
</tr>
<tr>
<td>GA</td>
<td>General Availability</td>
</tr>
<tr>
<td>GSS</td>
<td>Global Support Services</td>
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<tr>
<td>SR</td>
<td>Support Request</td>
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<tr>
<td>TAP</td>
<td>Technology Alliance Partner</td>
</tr>
<tr>
<td>TSANet</td>
<td>Technical Support Alliance Network</td>
</tr>
<tr>
<td>VCP</td>
<td>VMware Certified Professional</td>
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