## Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Change Summary</th>
</tr>
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<tbody>
<tr>
<td>1.0</td>
<td>2/19/2019</td>
<td>Initial version</td>
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Appendix A: Key Web Links

Product-Specific Information
1 Introduction
Welcome to the VMware PKS Partner Application Program, (herein referred to as the “PKS Program”).
The goal of the PKS Program is to provide ISV application software vendors a way to validate their software application (“Partner Application”) on VMware PKS 1.2.6 and greater and obtain the Partner Ready Logo™ to list on the VMware Solutions Exchange Marketplace (“VSX”).

1.1 Overview of This Program Guide
This document explains the PKS Program requirements, as well as the engagement, support, maintenance models and lifecycle of the PKS Program (“PKS Program Guide”). For more detailed validation requirements, refer to the relevant validation guides available on the PKS Program website. Capitalized terms used in this PKS 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 and this PKS Program Guide, the documents will govern in the following order of precedent: this PKS Program Guide and then the Agreement.

1.2 General Participation Requirements
Partner must meet the following requirements to engage in the PKS Program:
- Submission of questionnaires for the PKS Environment and Security
- 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.
- Follow PKS Program instructions for all pre-requisites to be met for the VSX.

The PKS 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 Partner Application on the VSX or VMware.com, where applicable

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

2.1 Joining or Renewing PKS Program Membership
PKS Program membership is effective and valid as long as Partner’s TAP membership is valid. The PKS 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 PKS Program participation requirements. Existing Partners will be allowed to continue to participate in the updated PKS Program only if they meet the updated PKS Program participation requirements.

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

2.3 Removal of PKS Program from the TAP Program
VMware may, at its sole discretion, remove the PKS Program from the TAP Program.

3 PKS Program Components and Process Flow
The PKS Program provides a full spectrum of resources to guide Partners in releasing, and supporting the Partner Application.
There are four PKS Program components:
- PKS Program Guidelines and Agreements
- Pre-Release Validation Engagement
- Release Logistics
- Post-Release Activities

Figure 1: PKS Program Components.

The remainder of this section elaborates on the components of this PKS Program.
3.1 PKS Program Guidelines
This component includes the non-technical elements of the PKS Program.

3.1.1 PKS Program Guidelines and Agreements
This PKS Program Guide and the Agreement provide the terms and conditions of the PKS Program. Partners must agree to the terms of these documents to participate in the PKS Program. The PKS Program Guide is subject to change. Current validation requirements are specified in the product Validation Guide, which is posted on the PKS Program website.

3.1.2 PKS Program Fees
Partners must enroll and maintain their membership in the TAP Program to access the PKS Program validation. There is no additional PKS Program or validation fee currently.

3.2 Pre-Release Development and Validation Engagement
This PKS Program component includes the tools and resources available for the validation of Partner Application. All of the tools are available via the PKS Program website.

3.2.1 Engineering Support
There is no Developer Support available for the PKS 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 PKS Program Validation Guide sets forth the current validation requirements and is available on the PKS Program website and Validation website on code.vmware.com. The PKS Program Validation Guide is designed to guide Partners in qualifying Partner Application 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 PKS Program falls under the “Partner Supported” level of validation for Partner Application testing. This level carries the guidelines and benefits shown in Table 1:

**Table 1: VMware Acceptance Levels.**

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<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>Validation (Application deploys and run successfully)</td>
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</table>

The validation process begins after a Partner develops Partner Application and has completed internal QA tests and is confident that the Partner Application can pass the validation suite. Partners should follow the steps as in the Validation Guide on the PKS Program website. Validation is planned on a first-come, first-serve basis. VMware verifies the results and either validates the Partner Application 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 PKS Program component covers activities related to the release and availability of Partner Application developed and validated under this PKS Program.

3.3.1 Packaging and Installation

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

3.3.1.1 Packaging

VMware recommends that Partner Application be packaged as an executable, containing a self-extracting, self-installing file where applicable. Zip all Partner Application documentation as part of the download bundle, but keep documentation separate from the installer/executable. Keeping the documentation zipped separately makes doc updates possible without going through the re-test process.

Ship Partner Application 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 to perform all functions (the “proof case”).
   - 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, as follows:
   - Which logs to have handy and how to collect them
   - What Partner Application 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 Application 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 the Partner Application has been packaged accordingly, Partners can then distribute to end customers from a page on their own website.

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. If a user does not accept the EULA, the Partner Application 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 the Partner Application on the VSX and use the Partner Ready Logo for validated Partner Application. Partners must comply with the requirements should they choose to allow VSX to list the Partner Application at the time of submitting for a VSX listing.

3.3.3 Partner Ready Logos

Once Partner has validated the Partner Application under the terms of the PKS Program, the Partner may use the Partner Ready™ logo in the Partner Application collateral, as set forth in the Agreement. For details please refer to the Partner Ready program.

**It is required that Partners publish the following information in the VMware Solution Exchange.**

- Minimum installation footprint
- Production sizing footprint

It is recommended that Partners also publish a demo video or link to a demo video on the Partner website, of the Partner Application installation on PKS to assist customers through the deployment process.

3.4 Post-Release Activities

This PKS Program component includes support and sustaining policies for the Partner Application.

3.4.1 Partner Application Support Policy

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

Support and troubleshooting of all Partner Application 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.

Any issues found with Partner Application 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).

3.4.1.1 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](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.

3.4.1.2 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.
- For any issues related to the Partner Application, VMware will direct customers to the Partner.
- VMware and Partners shall work cooperatively to troubleshoot issues to
3.4.1.3 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 the Partner Application 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.

3.5 Re-Validation

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

3.5.1 VMware Platform Triggers

Partners are required to re-validate their applications once a year to keep their listing and logo current. However, Partners can validate against the releases of PKS as and when they are made available in the lab environment.

3.5.2 VMware Product Backward Compatibility

VMware makes efforts to maintain backward compatibility between product update releases and the Partner Application. 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 Application in a timely fashion.

3.5.3 Partner Application Qualification Triggers

Any bug fix or minor change to the Partner Application might require a re-validation of all or a subset of these requirements.
Appendix A: Key Web Links

Product-Specific Information

PKS Program website: https://code.vmware.com/programs/pks-partner-application
VMware (code): https://code.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.

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

VMware Product Downloads

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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<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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<tr>
<td>EULA</td>
<td>End User License Agreement</td>
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<tr>
<td>GA</td>
<td>General Availability</td>
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<tr>
<td>GSS</td>
<td>Global Support Services</td>
</tr>
<tr>
<td>SR</td>
<td>Support Request</td>
</tr>
<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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