

FAQ- VMware's Expanded Hardware Certification Program Utilizing Independent, Approved Testing Centers

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

1. What is the goal of this program?

This program will enable more and more hardware devices to test against ESX Server and upon passing, obtain official VMware ESX certification and support. This creates a broader ecosystem of devices certified to run with VMware, thus more choices for our customers and new platforms for you to sell on!

2. Who is eligible to enroll in this program?

Any vendor that is a member of VMware Technology Alliance Program (TAP) at the Select level or higher. Each vendor must also have run the VMware Compatibility Analysis tool on their specific hardware and received a positive result in the ability to be supported by the current release of the ESX Server product line.

3. If a partner is not a VMware TAP member, how do they enroll?

Prospective partners need to fill out an online application process on the VMware website, found at <http://www.vmware.com/partners/alliances/programs/allianceapp.html>

Once submitted, VMware will process the application within 10 business days.

4. What are each vendor's responsibilities?

The vendor's responsibilities include the following:

- Enrolment in the Technology Alliance Program (TAP)
- Technical Professional Requirements:
 - Minimum of 2 VCP's per region you sell your products in.
- Each member must belong to TSA net or have a Customer Support agreement in place with VMware
- Submit a VMware Compatibility Analysis per hardware they wish to be certified.
- Upon obtaining a positive result from the analysis engage with a VMware Approved Testing Center to conduct certification.
- Upon a successful certification the Partner will receive the VMware Certified Logo and must ensure adherence to the terms of use.

5. What are the independent testing center's responsibilities?

VMware's approved testing centers are responsible with engaging with VMware's partners to perform certification on their behalf. They are required to:

- Provide quality service and competitive pricing for the engagement
- Arrange with Partner the shipment of equipment to their premises.
- Conduct testing on Partner's Hardware.

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- Submit Log and Results to VMware's Team
- Validate Hardware Compatibility Request on behalf of the Partner.
- Inform the Partner once the Results and Request have been approved and processed by VMware.

6. Which testing centers are authorized?

VMware has trained and authorized two independent firms to serve as the official VMware testing centers: AppLabs and Cognizant Technology Solutions.

AppLabs is a global IT services company specializing in quality management, testing, and certification solutions. With over a decade of experience, AppLabs has become a trusted partner to more than 600 companies, providing both quality assurance and third-party validation. Headquartered in Philadelphia, the company maintains advanced testing facilities in the US, India and the UK. For more information, visit www.applabs.com.

Cognizant is a leading provider of IT and business process outsourcing services. With over 40,000 employees, Cognizant uses its own on-site/offshore outsourcing model to provide applications management, development, integration, and reengineering; infrastructure management; business process outsourcing; and numerous related services. For more information, visit www.cognizant.com

7. What are VMware's responsibilities?

VMware's responsibilities in this program encompass the responsibilities covered by the Technology Alliance Program, in addition:

- It audits each testing center to ensure partners are receiving quality service.
- It processes results and logs submitted by the testing center.
- It creates the Hardware Compatibility request to post successful certification on VMware's Hardware Compatibility Guides.

8. What types of devices will be eligible for certification through this program?

This program supports the following types of products:

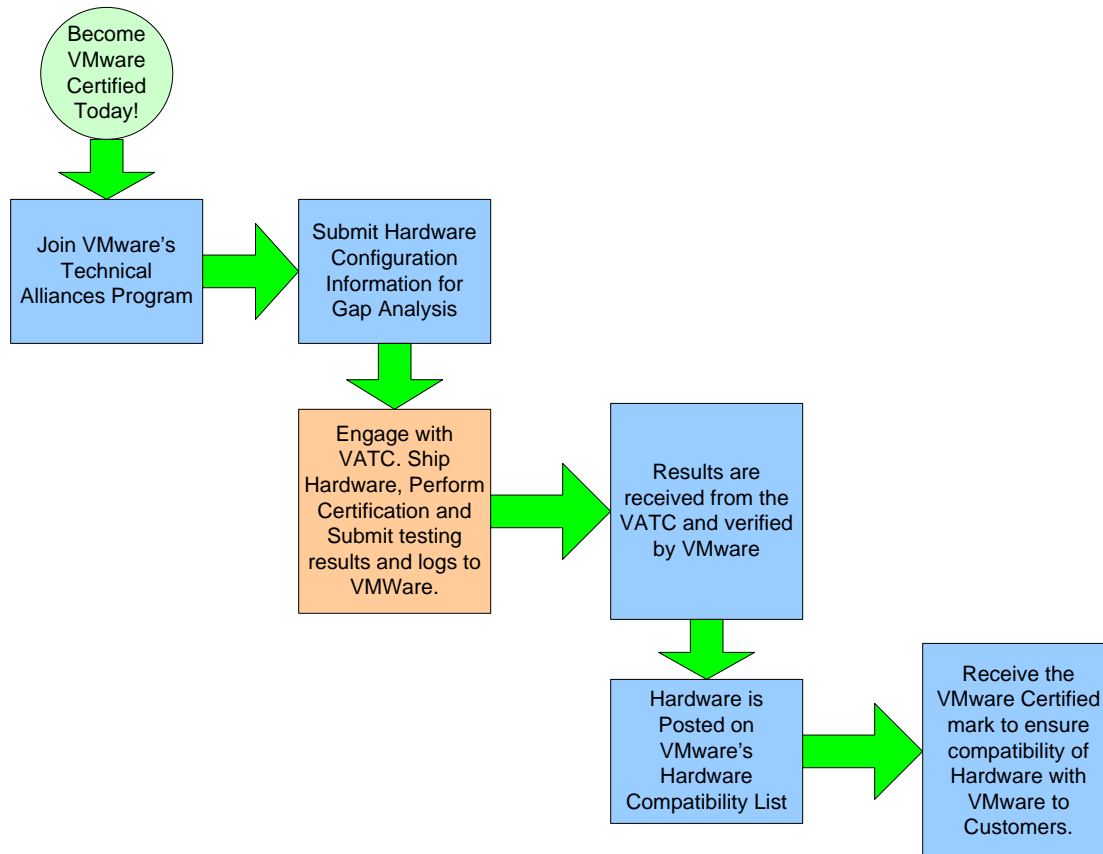
- x86 Servers
- Fibre Channel Storage Arrays
- iSCSI Arrays Storage Arrays
- NAS devices

9. What if a certification program is not offered for one of my devices?

VMware is continuing its efforts to create certification programs to support different types of hardware. If a program is not currently offered for one of your devices, continue checking the VMware Hardware Certification Program site for Certification program updates. You can also speak to your VMware Alliance contact to make them aware that a certification program is required for your device.

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10. What is the general process for certification through this program?



11. What happens if a device fails in its testing with ESX?

You will be informed by the testing center of the failure that happened, and then request that your engineering team works to correct the cause of the failure. Once that is done you can then request the testing center to re-run certification testing on your hardware.

12. Can a vendor work with any other testing centers?

No, you must work with only VMware approved testing centers. These testing centers will be outlined in an email to the vendor once they have submitted a successful Compatibility Analysis for their device.

13. What are the fees associated with this program?

The fees with this program include:

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- The fee to become a Technology Alliance Program, which is \$5,000 annually for the Select level.
- The fees charged by the testing centers to perform certification testing. The fees differ for each device as efforts to perform testing vary across each type of hardware. Vendors are asked to engage with a testing center and receive exact quotes for their individual needs in testing.
- Fees for VCP Training

14. How can a partner contact the testing centers?

Contact information for each VMware approved testing centers will be sent via email when you receive a Pass result after submitting a VMware Compatibility Analysis for your hardware. You will also receive a VMware ID to present to the testing centers when you engage with them to perform your testing.

15. When does this program go live and where can we obtain additional information?

This program is set to launch on April 16, 2007. You can obtain additional information in the VMware Select Partner Program guide as well as from your VMware's Alliances Contact. Details of the hardware certification program can be found here:

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

16. For devices that pass the testing, is there a certification or logo that they can use?

VMware has created a logo especially designed for this purpose. Stating "VMware Certified" it will enable devices to announce their standing with respect to official VMware support.

17. Are there other benefits to being a VMware TAP partner?

VMware's Technology Alliance Program is designed to provide a comprehensive set of benefits that enable partners to achieve technical compatibility with VMware and to engage in joint marketing programs. Some of the benefits include free not-for-resale licenses of VMware products for internal development use, participation in VMware events, and joint marketing opportunities. More information can be found at

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

18. Does this program allow my company to resell VMware

No, however you may apply to become a VMware VIP Reseller at

<http://www.vmware.com/VIP>