

VMware TAP Program Not for Resale (NFR) Software, Hosted Services and Support Guide.

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Not for Resale Software and Hosted Services

As part of the TAP Program, partners receive access to a limited number of licenses for VMware Not for Resale (NFR) software and hosted services. The current list of NFR licenses provided to TAP partners by VMware Solution Area will be available on the Technology Partner Hub (TPH) under TAP Program section. Each partner will have access to their eligible license allotment under NFR Entitlements within My Programs > Partner Page > Development Benefits section.

Partners at the Standard, Advanced, or Strategic tier will receive NFR software and hosted services licenses solely for the purposes of demonstrating, developing, testing, training (internal, not-for-profit only), and supporting integrated and interoperable joint solutions with the intent to bring those solutions to market for consumption by our joint customers.

The NFR software and hosted services provided to TAP partners includes the following:

- Standard Partners – Access additional NFR licenses via the “[NFR License Request](#)” section within the TAP program on the [Technology Partner Hub](#) site.
- Advanced Partners – Access additional NFR licenses above the Standard allotment via the “[NFR License Request](#)” section within the TAP program on the [Technology Partner Hub](#) site.
- Strategic Partners – Access additional NFR licenses above the Advanced allotment via the “[NFR License Request](#)” section within the TAP program on the [Technology Partner Hub](#) site.

Specific Solution Areas provide partners with the opportunity to access NFR hosted services. This includes the following:

- Partners enrolled in the “Multi-Cloud” Solution Area may be eligible for a free, limited-time access to a testing environment of VMware Cloud, as well as discounted development/testing instances of VMware Cloud. Discounted licenses to hosted services are still subject to the NFR license restrictions stated in this document and the TAP Agreement. For more information, and to apply for access, please contact vmcisv@vmware.com.
- Anywhere Workspace and Virtual Cloud Networking partners who have selected Workspace ONE in their TAP application may be eligible for access to the Workspace ONE cloud environment. Primary Contacts of organizations who have selected Workspace ONE will receive details via email on how to access the environment. For additional information or further instruction, please contact gposaas@vmware.com.

VMware Partner Portals for NFR License Access and Management

Listed below are the two distinct portals that partners use to access and manage their licenses.

- Technology Partner Hub (TPH): Use to request NFRs from an available quantity based on the partner’s tier and Solution Area(s). Centralized TAP program information site.
- Customer Connect Portal: Use to manage fulfilled and existing NFR licenses, as well as to download software and retrieve license keys.

Acceptable NFR Uses

All software and hosted services licenses provided through the TAP Program are considered NFR licenses. Acceptable uses of TAP NFR licenses are solely for the purposes of demonstrating, developing, testing, training (internal only), and supporting interoperability and integrations between partners’ products and VMware software and hosted services.

TAP NFR licenses can be used in the following ways:

- The development of an integration between partner products and VMware software or hosted services with the intent to sell the integrated solution to joint customers
- Testing the interoperability between partner products and VMware software or hosted services, with the intent of supporting or selling the interoperable product to joint customers

- The demonstration of partner products integrated with VMware software, hosted services, or interoperability capabilities
- The training of partner employees on the interoperability between partner products and VMware software or hosted services
- Providing support to joint VMware-partner customers inquiring about challenges involving partner product interoperability with VMware software or hosted services

Unacceptable NFR Uses

TAP NFR licenses are not available for production use. Production uses of the licenses include, but are not limited to, using VMware NFR software or hosted services for the Partner's own information processing or computing needs, or the demonstration, development, testing, training, or support of partner products that have not been developed or integrated with VMware software or hosted services, pursuant to the TAP Program. Any production use of TAP NFR licenses is strictly prohibited and may result in termination of your TAP Agreement.

Unacceptable uses of TAP NFR licenses include, but are not limited to:

- Partner internal product development that is not specifically focused on integration with VMware software or hosted services, or which is intended purely for internal use.
- Testing of partner products not focused on the interoperability or integration with VMware software or hosted services, or testing of product interoperability which is intended purely for internal use
- General partner product demonstration or training that is not focused on interoperability and integration with VMware software or hosted services
- Using VMware software or hosted services to provide support to partners customers who are not seeking support for partner product integration or interoperability with VMware software or hosted services, even if such support is provided at no charge
- Demonstration, development, testing, training, or support activities that are provided to partners customers or reseller partners as a revenue-generating professional service
- Finally, under no circumstances, shall the partner distribute the NFR software or hosted services to third parties

Using the NFR License Request Portal in Technology Partner Hub

Each TAP partner must remit the partnership fees as the last step in the TAP enrollment process before that Partner is authorized in TPH to receive access to TAP NFR / EVAL license ordering rights. The Partner's Primary Contact will receive access after the partnership has been authorized.

Access to request all NFR licenses is given to the Partner's Primary Contact and any assigned Admin users. The Primary Contact is designated by the partner on the TAP application. The Partner's Primary Contact will receive an email containing the information about how to log in to TPH, the different options available in this Hub, and where to request the licenses once the partnership has been authorized.

The email originates from tapalliance@vmware.com. Please check your spam and junk mail folder to ensure that your email system is not blocking messages from this alias.

Requesting and Receiving NFR Licenses

NFR licenses can be **requested** via the Technology Partner Hub (TPH) site. Key benefits of the portal include:

- An improved partner experience
- Product and service availability to partners through an on-demand model
- Structured NFR entitlements based on partner tier and Solution Area achievement

- Increased visibility and tracking of licenses issued
- A centralized hub for all TAP program benefits, tools, program details, support options, renewals, developer resources, certifications available per Solution Area, requirements, and more.

The NFR License Request option is accessible via the TPH site. Once logged in, go to Programs > My Programs > Technology Alliance Partner (TAP) Program. From here, under “Development Benefits” section click on “NFR Licenses Request”.

The partner account will receive an allotment of licenses by Solution Area and tier and will need to request the licenses from their available quantity. Once fulfilled, the license administrator will be able to **access** the licenses from the [Customer Connect portal](#).

Initially, only the Primary Contact assigned to the TAP account and Admin Users as designated by the Primary Contact, will have the ability to request NFR licenses via the portal. The Primary Contact may assign access rights to additional users. Once those access rights have been provided, any user with Admin role as designated by the Primary Contact will have the ability to request NFR licenses.

Primary Contacts and Admin Users can request additional licenses for a secondary location, or for other business needs through the “NFR License Request” option under “Development Benefits” section. Requests for more than available licenses will go through an additional approval process.

Any questions about the process of using the On-Demand NFR Partner Portal should be directed to taptech@vmware.com.

Managing NFR Licenses and Downloading Software

License management and software download occurs within the Customer Connect portal. Here, the Primary Contact is called the Super User. The Super User and Procurement Contact can manage the NFR license keys and download software products within the Customer Connect portal.

NFR Software Products download instructions can be found [here](#).

EVAL Software Products can also be downloaded [here](#).

To retrieve and manage (downgrade/upgrade/divide/move/combine) your received license keys after you order them from Technology Partner Hub (TPH) site, you must go to your Customer Connect account. Please note, you can only manage your NFR licenses, if your TAP membership is not expired.

More information about license management is provided at the [VMware Licensing Help Center](#).

Super User and Procurement Contact Within the Customer Connect Portal

A super user can manage license keys and users on behalf of an account, manage account user permissions, and add or remove users.

The procurement contact is the secondary contact for Customer Connect license management.

Although their primary responsibilities can be procurement tasks, the procurement contact can also manage license keys and support on behalf of a specific account, as well as manage account user permissions.

Both the super user and procurement contact roles have the following permissions:

- Manage license keys and users on behalf of an account
- Manage account user permissions
- Add or remove users

- Submit Support Service Requests

There can only be one super user and one procurement contact for each account. However, the same person can serve as both roles when there are multiple accounts.

We recommend that the TAP partner designate separate partner contacts as the super user and procurement contact. Both user roles can be reassigned to any contact that is associated with the account.

The TAP partner can also assign global permissions to a user. This provides permissions similar to those of the super user and procurement contact. However, a user with global permissions does not serve as a replacement for these roles.

More details can be found here: <https://kb.vmware.com/s/article/2006977>

NFR License Expiration and Renewal

All rights to use NFR licenses received through the TAP Program expire upon termination of the TAP Agreement. Partner's use of any NFR software or hosted services shall be subject to the partner's compliance with the terms and conditions of the TAP Program Agreement.

Information on renewing the TAP Agreement is sent to the TAP Primary Contact 90 days before renewal. Upon successful renewal of the TAP Agreement, the Partner's NFR grant will remain in effect and access to the On-Demand NFR Partner Portal will continue. The Partner will not receive a new NFR grant; however, if all the keys have not been consumed, they will still be available in the portal.

For any NFR-related questions, contact the TAP team at taptech@vmware.com.

NFR Software Subscription

NFR Software Subscription is valid for one year and may be renewed as long as the TAP Program membership remains active. This subscription renewal now will happen automatically and won't require any action from the partner side. This will allow you to receive the latest versions of the VMware product and grants downgrade and upgrade options for your NFR license versions.

Subscription services consist of updates of any major, minor, and maintenance releases to the software, as well as corresponding documentation, throughout the duration of the TAP Agreement. All TAP partners accessing NFR licenses will receive a subscription with their licenses.

NFR/Evaluation Request Form for TAP Strategic Partners

TAP Strategic partners have access to an NFR/evaluation Request Form to submit additional requests quickly and easily for NFR/evaluation software licenses. The form is accessible from the "NFR License Request" section within the TAP program on the [Technology Partner Hub](#). This allows partners to request VMware software for internal projects that are conducted jointly with VMware.

NFR Audits

All TAP partners are subject to an audit of their TAP NFR licenses. To ensure compliance, please take the following steps:

1. Read the [TAP Program Guide](#) and the TAP NFR Software and Hosted Services Guide carefully to understand the allowable uses of NFR licenses.
2. Create a separate "TAP" folder in your Customer Connect account to ensure that you utilize these licenses separately from any commercial use licenses you might have purchased.
3. Contact taptech@vmware.com with any questions about allowable NFR use.

Partners who are found to be out of compliance may be required to purchase commercial licenses.

NFR Licenses for New VMware Products

New VMware products may or may not be available as NFRs for partner consumption. To verify a new product's NFR availability, Partners would need to review their "NFR Entitlements" under Development Benefits Section on TPH Portal.

If any further product inquiries, please contact taptech@vmware.com.

Technical Support on NFR Software and Hosted Services

NFR licenses for TAP Standard, Advanced, and Strategic partners include NFR technical support. The Primary Technical Contact, designated through the TAP application process, is the individual authorized to call VMware Global Support Services.

Technical support services offered through the TAP Program are applicable to all NFR software and hosted services except VMware Cloud environments on AWS and any open-source software products.

There are two types of support offered through the TAP Program:

1. Break/Fix Support – Offered by VMware Global Support Services (GSS) and Technical Support Engineers, this support is accessible through the partner's Customer Connect account. Break/fix support is intended to help TAP partners through the installation, configuration and management of issues with their Not For Resale licenses used in a non-production environment.

This is available at no additional cost to TAP partners and comes in the form of a limited number of support requests per tier level.

- Standard TAP Partners receive 1 five pack (5 total SRs).
- Advanced TAP Partners receive 2 five pack (10 total SRs).
- Strategic TAP Partners receive 3 five pack (15 total SRs).

These are the steps to open a Break/Fix Service Request:

- Log in to Customer Connect Portal.
- Select Get Support from the navigation bar at the top.
- Choose an option from the "Technical Support" dropdown.
- Choose the correct account from the dropdown.
- *Select the product or Subscription Service for which you are filing the Support Request (Expand the SN SKU under "NFR-TAP Access Bundler Per Incident Support" and choose the product name that needs support*
- Click Continue to enter details on next page.

Below the KB article which provides detailed steps necessary to open a SR and further information:

<https://kb.vmware.com/s/article/2006985>

2. Developer/SDK Support – Offered by VMware Ecosystem Services Organization, VMware SDK and API support provides an administrator or developer with VMware best practices for deploying supported SDK products in Automation and Integration scenarios for publicly available APIs/SDKs. Private/Gated APIs/SDKs are only supported by enrolling to a certification program. To access developer support, visit <https://code.vmware.com/sdks> and click on "create support case".

For additional information, please contact dcpn-support@vmware.com.

TAP NFR Software and Hosted Services List

Please visit the [NFR entitlements link](#) within Technology Partner Hub to view your NFR entitlements per enrolled solution area. Partners enrolled in multiple Solution Areas will receive an NFR allotment for each Solution Area.

