

SUSE YES Certification and SUSE SolidDriver Program

Partnering with SUSE® enables vendors to build and deliver solutions that help their customers reduce costs, manage complexity and mitigate risk.

The SUSE YES Certification program brings this assurance by providing easily identifiable products that are certified compatible with SUSE technologies. This lets end-users know that both SUSE and participating SUSE partners will work together to support them when deploying certified solutions in a SUSE environment.

• Products

SUSE Linux Enterprise Server
SUSE Linux Enterprise Desktop
SUSE Enterprise Storage

Program Overview

The SUSE YES Certification program offers members the flexibility to choose from multiple program levels that provide the testing and certification features they require.

Program Outline

- Product certification (YES certification for hardware)
- Development assistance from leading engineers of SUSE Linux Enterprise solutions
- YES Certified test tools, training, and resources needed for hardware certification
- Access to SUSE product development road-maps and feature submission access
- Basic account management to oversee program participation
- Participation in the SUSE SolidDriver Program

Participation in these programs is based on a signed agreement between the partner and SUSE, which includes non-disclosure terms. These non-disclosure terms provide SUSE and the partner the ability to discuss ongoing development issues along with road-maps and other confidential information.

YES Certification Program

Hardware certification is an important feature customers evaluate as they make their purchasing decisions. The SUSE YES Certification Program provides the tools for IHV partners to conduct the necessary tests to establish that their hardware solutions are compatible and operate and function as expected with SUSE Linux Enterprise or other SUSE products. SUSE will provide each IHV partner in the Partner Engineering Program with access to the YES Certification tool kits and documentation. After completing the testing, partners can then submit their certification test results and SUSE will validate and publish the results on the SUSE YES Bulletin Search (SBS) page on the SUSE website. Partners in these programs will also have access to the SUSE YES Certified logos, located at the SUSE PartnerNet website.

Note: program levels where SUSE does not perform certification testing on behalf of its partners, the partner can outsource the certification process to a third party, SUSE recommends they contact a SUSE Authorized Testing Center.

IHV Program Level Matrix

	Self-Cert	100 Level	250 Level	500 Level	1000 Level
Program Fee	Waived	\$20,000	\$75,000	\$175,000	\$350,000
YES Bulletins	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
SBS User Accounts	1	2	4	8	8
Certification Requests		Limited	Unlimited	Unlimited	Unlimited
Partner Engineer			1/4 Shared	1/2 Shared	Dedicated
Technology Review				Yes	Yes
In-Person Training				1 Week	1 Week

Program Matrix Definitions

Program Fee - Cost of participating at desired program level.

YES Bulletins - Number of YES Certification Bulletins that can be published via SBS per year.

SBS User Accounts - Number of active user accounts that have access to the SBS submission database.

Certification Requests - Number of systems that can be sent to SUSE Partner Engineering for certification.

Hardware systems are shipped to and from SUSE at partner's expense.

Partner Engineer - Amount of an assigned Partner Engineer's time that is allotted to partner

Technology Review - Onsite review of SUSE and/or Partner's current and future technologies

In-Person Training - Training for partner on SUSE Partner Engineering tools and processes

YES Certified Test Tools and Resources

At SUSE, our primary goal is to ensure partners have the tools they need to successfully develop and release solutions which leverage the SUSE Linux Enterprise platform or other SUSE products. To ensure partners have the level of support they need to achieve this goal, SUSE is creating processes and tools to facilitate the development cycle for the SUSE Linux Enterprise platform. For more information please visit the SUSE IHV partner website.

Strategic Technical Collaboration: Roadmap Reviews, Feature Submissions

One of the greatest challenges partners face is aligning schedules and resources with each party's respective business lifecycle. SUSE recognizes that partners will join programs throughout the product lifecycle and will need methods for aligning with SUSE releases while still being able to capitalize on market opportunities relating to their business. With this in mind, SUSE has integrated several key features into various levels of the SUSE Developer Services Program.

SUSE works with all IHV partners who have signed an agreement for the 500 Level program or above. SUSE provides them with information concerning upcoming product release schedules and feature submission deadlines. Once SUSE finalizes schedules, the partner will be notified regarding important deadlines for feature submission, code submission, beta cycles and release dates. SUSE will accept feature requests up until the published feature submission deadline date. SUSE may discuss the feature with the partner and request additional information for clarification to qualify the request. Once the submission deadline has passed, SUSE will provide the date by which the partner can expect feedback on the status of the feature request and whether the feature will be included in the next release of a given product. SUSE strongly recommends that all partners participate in Beta and Release Candidate cycles to ensure problems are identified early and can be resolved prior to product release.

Training

SUSE will provide documented training materials on certification processes and kits to all members of the SUSE YES Certification program. Additional forms of training may be included depending on the program level of the partner.

Program Levels

SUSE Self-Certification Agreement

The Self-Certification Agreement is for an entry-level program available to IHV partners that is a self-service, self-support level tailored for organizations with the technical expertise to complete their own development and certifications with little or no help from the SUSE engineering staff.

The goal of this program level is to provide the tools necessary for partners to certify their solutions and submit their results to be included on the SUSE YES Bulletin Search page.

The features included in this program are:

- Membership in the SUSE PartnerNet Program
- Access to the SUSE YES certification kit to conduct certification tests for hardware
- Process for submitting test results to SUSE for validation and release
- Self training for the certification kit and submission process using the provided certification kit documentation
- Access to SUSE YES Certified logos and associated rights to use logos in literature and on websites
- Listing of certified solutions on the SUSE YES Bulletin Search page

100 Level

Targets IHV partners who not only need to certify their solutions, but also require additional support during the development process. The features included in this program are:

- Membership in the SUSE PartnerNet Program
- Access to the SUSE certification kit to conduct certification tests
- Process for submitting test results to SUSE for validation and release
- Training for certification kit and submission process using the provided certification kit documentation and the help of a designated Partner Engineer as needed
- Access to SUSE YES Certified logos and associated rights to use logos in literature and on websites
- Listing of certified solutions on the SUSE YES Bulletin Search page
- Limited account management

250 Level

Designed for IHV partners with complex or large solution sets which require additional assistance and certification resources. The features included in this program are:

- Membership in the SUSE PartnerNet Program
- Access to the SUSE certification kit to conduct certification tests
- Process for submitting test results to SUSE for validation and release; unlimited number of Yes bulletins
- Training for certification kit and submission process using the provided certification kit documentation and the help of your assigned Partner Engineer as needed
- Access to SUSE YES-certified logos and associated rights to use logos in literature and on websites
- Listing of certified solutions on the SUSE YES Bulletin Search page
- Account management
- Feature request handling (limited)

500 Level

Targeted for large partners with extensive hardware and software solutions that require a high degree of engagement for development and certification. The 500 level is available to new and renewing partners by invitation only after a review of the partner's business model and strategy related to SUSE products and solutions.

The features included in this program are:

- Membership in the SUSE PartnerNet Program
- Access to the SUSE certification kit to conduct certification tests
- Process for submitting test results to SUSE for validation and release
- Training for certification kit and submission process using the provided certification kit documentation and the help of your assigned Partner Engineer as needed
- Access to SUSE YES Certified logos and associated rights to use logos in literature and on websites
- Listing of certified solutions on the SUSE YES Bulletin Search page.
- Account management.
- Strategic technical collaboration: Technology road-map reviews, feature management , and one week of SUSE training

1000 Level

The premier program level for large partners with extensive hardware and software solutions that require a high degree of engagement for development and certification purposes. The 1000 level is available to new and renewing partners by invitation only after a review of the partner's business model and strategy related to SUSE products and solutions.

The features included in this program are:

- Membership in the SUSE PartnerNet Program
- Access to the SUSE certification kit to conduct certification tests
- Process for submitting test results to SUSE for validation and release
- Training for certification kit and submission process using the provided certification kit documentation and the help of your assigned Partner Engineer as needed
- Access to SUSE YES Certified logos and associated rights to use logos in literature and on websites
- Listing of certified solutions on the SUSE YES Bulletin Search page
- Account management
- Designated developer service engineer
- Full access to the SUSE SolidDriver Program, including driver kit generation for system vendors
- Strategic technical collaboration: Technology roadmap reviews, feature management, and one week of SUSE training.

SUSE SolidDriver Program

Program Overview

SUSE knows from partner reports that the SUSE SolidDriver Program is a positive differentiator for SUSE vs. other distribution vendors. The SUSE SolidDriver Program technologies and services demonstrate SUSE's commitment to fostering and maintaining strong relationships with IHVs and ISVs.

For instances when partners have hardware release cycles or driver requirements that do not align with the SUSE product release cycle, the SUSE SolidDriver Program provides partners a method for compiling Linux kernel modules against the current supported version of the SUSE Linux Enterprise kernel. The SUSE SolidDriver Program allows vendors to provide Linux drivers and driver updates via driver kits, which are completely integrated with the SUSE Linux Enterprise software update methods. A driver kit includes drivers, necessary installation media and instructions, and an associated online update site. Supplying drivers via driver kits means that customers get what they need and those drivers will continue to work in the future. For additional information on this process, refer to: <http://www.suse.com/partners/linux-driver-program/> SUSE's goal is to provide a few simple levels that meet the SUSE SolidDriver Program and hardware enablement services that partners need. Each level is defined and includes all services from all lower levels.

SUSE SolidDriver Program Requirements and Restrictions

(Applies to all SUSE SolidDriver Program Levels)

- Maximum 10 packages/year
- Services are dependent on module license:
 - ◆ SUSE In-House SolidDriver Program Build Services may only be used for GPL or GPL-compatible modules.
 - ◆ Hosting on SUSE servers is only provided for GPL or GPL-compatible modules.
- SUSE SolidDriver Program Team may provide packaging assistance for proprietary module source code under NDA. **No** SUSE R&D assistance can be provided for proprietary module source code.
- Support services provided to **end users** (customers) are subject to standard SUSE support policies. Customers must have long-term support contracts in order to obtain support (including SUSE SolidDriver Program routing) for SUSE service packs that are beyond the general support phase.
- Partners may submit code and request SUSE SolidDriver Program builds for older service packs. However, partners must have long-term support contracts in order to obtain engineering assistance for issues on service packs that are beyond the general support phase.

SolidDriver Program Levels

SUSE SolidDriver Program Level 0

Basic

Level 0 is the basic, no fee level that partners can use to provide their drivers and kernel modules in accordance with SUSE standards. Level 0 provides no SUSE support beyond access to documentation and free build tools.

Level 0 SUSE Deliverables:

- SUSE SolidDriver Program Instruction documents on drivers.suse.com
- Access to the Open Build Service (OBS) Build Server

Level 0 Partner Deliverables: None

Cost: \$0

SUSE SolidDriver Program Level 1

Support Flag/Routing of Customer Support Issues

Level 1 provides partners with authorization to include a support flag in their modules. When SUSE's technical support organization receives a customer incident related to the module, they will recognize the support flag and route the incident to the SUSE SolidDriver Program team who will then transfer the incident to the partner.

Level 1 SUSE Deliverables:

- All SUSE deliverables from Level 0
- SUSE SolidDriver Program instruction document which describes how to include the "supported: external" flag in a module
- SUSE SolidDriver Program team assistance with any questions about how to include the support flag
- Routing of customer support issues from SUSE support to SUSE SolidDriver Program team and on to the partner

Note1:

SUSE SolidDriver Program Level 1 does **not** include SUSE packaging assistance beyond how to include the support flag.

Note2:

SUSE SolidDriver Program Level 1 does **not** include SUSE engineering assistance with problem resolution. If SUSE's front-line support organization determines that the partner module is involved in the problem (e.g., via a backtrace), then SUSE will transfer the incident to the partner and the partner will be responsible for determining root-cause and fixing any bug in the module. If the partner determines that the problem is due to the kernel (rather than the module), the partner may provide this analysis to the SUSE SolidDriver Program team who will then open a request for a kernel fix. An L3 agreement is required for a requested kernel fix.

Level 1 Partner Deliverables:

Written agreement to provide L3 (engineering) support for module(s)

Cost: \$5,000/year

SUSE SolidDriver Program Level 2

Building, Packaging, and Distribution Assistance

The SUSE SolidDriver Program level 2 provides services for packaging and distributing partner modules in accordance with SUSE SolidDriver Program standards. Partners may ask SUSE for assistance with building packages and driver kits on their own or they may ask SUSE to build packages and driver kits for them. Driver kit support includes driver update disks (DUDs) and full bootable installation kits. Distribution can be via SUSE SolidDriver Program servers at SUSE (GPL packages only) or via servers at the partner's site.

Level 2 SUSE Deliverables:

- All SUSE Deliverables from levels 0 and Level 1
- SUSE SolidDriver Program Engineering telephone and/or email support for building SUSE SolidDriver Program packages or SUSE SolidDriver Program Engineering will build SUSE SolidDriver Program packages for the partner
- SUSE SolidDriver Program Engineering telephone and/or email support for building SUSE SolidDriver Program driver kits and repositories or SUSE SolidDriver Program Engineering will build driver kits and repositories for the partner
- Driver kit hosting on SUSE SolidDriver Program servers (GPL packages only)

Note1:

SUSE SolidDriver Program level 2 does **not** include assistance with backporting or other kernel development questions. Partners must have completed any backporting work and must have code that builds external modules in accordance with the kernel document:

`/usr/src/linux/Documentation/kbuild/modules.txt`

Note2:

SUSE SolidDriver Program level 2 does **not** include assistance with upstreaming of module code.

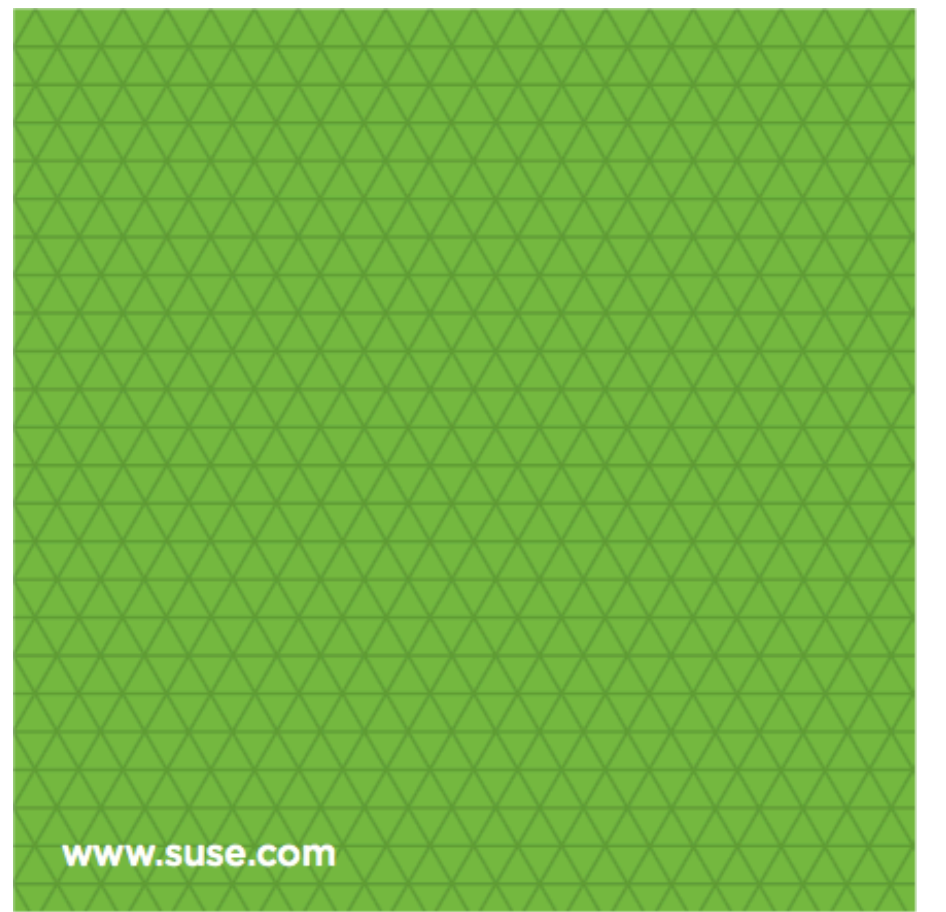
Note3:

SUSE SolidDriver Program level 2 does **not** include maintenance of distribution sites on partner servers.

Level 2 Partner Deliverables:

- All partner deliverables from Level 1
- Source code (if SUSE will be building packages) – code must build in accordance with `/usr/src/linux/Documentation/kbuild/modules.txt` (see Note2 above).

Cost: \$15,000/year



Contact your local SUSE Solutions Provider,
or call SUSE at:

1 800 796 3700 U.S./Canada
1 801 861 4500 Worldwide

SUSE
Maxfeldstrasse 5
90409 Nuremberg
Germany