Canonical

Ubuntu Server Hardware Certification Overview

Canonical

Contents

1. Summary

The Ubuntu Server Hardware Certification is available to members of the Canonical OEM Partner Programme that have a commercial support or distribution agreement. This program exists to help Canonical's hardware partners (OEMs, ODMs and resellers) manufacture and sell high-quality, enterprise-class server products that are compatible with Ubuntu Server.

Server Certification uses an extensive set of hardware and operating system tests that ensure the certified hardware is fully compatible with the Ubuntu Server OS and the Ubuntu deployment tools.

Canonical's Partner Engineers, Field Engineers and the Server Certification Team work closely with manufacturers to resolve test issues and assure that the testing is representative of in-field use.

Installation and configuration of Canonical's Metal as a Service (MAAS)[1] tool, certification environment, and Server Test Suite can be found in other guides available on the Certification Portal (https://certification.canonical.com)

[1] http://maas.io

2. Certification Goals

- Verifying that hardware works correctly with a specific LTS and future LTS point releases of Ubuntu Server.
- Ensuring that a system can be provisioned and deployed using MAAS.
- Identifying technical issues and potential certification blockers.
- Publicly advertising that hardware that has been proven to be compatible with Ubuntu Server, that it is supported by the Hardware Partner, and that there is a commercial distribution model for Ubuntu and/or Ubuntu support.
- Providing Ubuntu Server users with resources for determining which systems and options are supported when deploying Ubuntu Server.

3. Scope of the Ubuntu Server Hardware Certification

Certification is open to any hardware vendor who is an active participant in either of the full Certification or Small IHV Programmes (https://canonical.com/partners/ihv-and-oem).

Systems to be certified are initially tested at the customer's premises or at Canonical's certification labs, to ensure that hardware is fully compatible with Ubuntu Server and Ubuntu deployment tools.

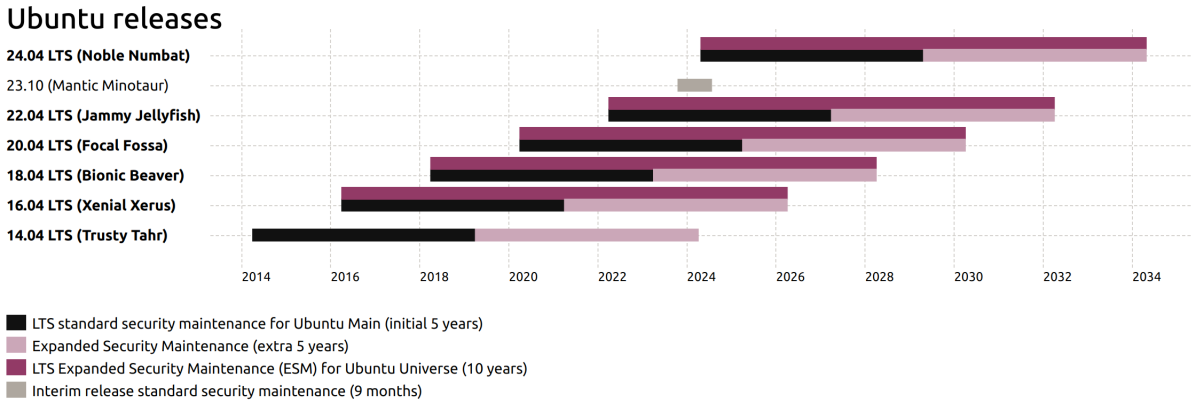
Certification testing at the Partner's premises can be conducted by the Partner's engineers or by Canonical Engineers.

Once systems have passed testing and are to be listed as Ubuntu Server Certified, Canonical will need the ability to purchase up to 2 of each certified model at a negotiated discount or the OEM will need to supply loaner hardware to Canonical's labs. This hardware will be used for support needs and ongoing testing needs including, but not limited to, Stable Release Update (SRU) testing, new release testing, debugging customer issues, and other needs.

This hardware is an agreed-upon subset of the partner's product line that encompasses the most commonly ordered components (storage controllers, network controllers, processor families, etc) that make up the product line.

Additionally, in some situations it is possible for Canonical engineers to remotely perform certification testing on hardware located on a customer's premises.

Servers are tested using the initial GA release of an LTS or the latest LTS point release (if necessary due to hardware support issues). Although interim releases are tested for regressions, Ubuntu Server Certification is not valid for non-LTS releases. Interim release testing is part of the regression testing process as each Interim release forms the basis for the next LTS Point release.



Systems are certified for the life cycle of the Ubuntu Server LTS Version against which they were certified, including future point releases. A certificate will be associated with a particular server model. Additionally, testing will be required to validate all Vendor Approved Options that a customer could order for a given certified Server Model. The Certification Team and the Partner Engineers will work with you to determine a test matrix to ensure the widest breadth of test coverage with the least amount of actual testing performed.

4. Service Level Agreement

The Server Certification Team will attempt to respond to any and all certificate requests within 3 Business Days. The Server Certification Team will also attempt to complete Certification requests within 10 Business Days. That is, we will endeavor to take a system from Uncertified to Fully Certified within 10 Business Days. This, however, is a best case scenario and assumes that there are no issues found that require hardware enablement or bug fixing. In the event that blocking issues are discovered, the Server Certification Team will work with the Partner, the Partner Engineering team and other relevant teams within Canonical to help resolve blocking issues to move requested certification work along in a timely fashion.

We do **not** guarantee a timeframe for blocker resolution, or for certificate completion in such cases, as these cases can vary greatly on the amount of time, effort and people required to find and enact a resolution.

5. Website

Public certification listings will be available at a specific public server certification website.[2] Hardware Partners will have access to additional resources on the private Canonical certification portal.[3]

For each certified server, the certificate will show information about:

- Software configuration used to test that server (Ubuntu image version, point release version, kernel version)
- Hardware configuration of the certified server (a list of the components that are part of the certified server)
- Status of all applicable Vendor Approved Options (certified, risk assumed, untested, etc)

Actual test results are **never** publicly revealed, nor are they accessible to anyone other than the Partner and Canonical.

[2] https://ubuntu.com/certified/server/
[3] https://certification.canonical.com

6. Partner Resources

Partners can advertise and promote the certification of their systems with Ubuntu Server.

Canonical's marketing team provides resources to partners for media and packaging, such as logos and guidelines for logo usage.

Users of Ubuntu are provided with a list of certified hardware that has been formally tested with Ubuntu Server and considered supported.

In the event a system fails certification, Canonical provides a means by which Hardware, OEM, and ODM partners can engage Canonical for hardware enablement services. These services are NOT included by default in either the Canonical OEM Partner Programme or as part of Ubuntu Server Hardware Certification. Your assigned Partner Engineer can assist in requesting any necessary enablement services.

7. Programme Access

System manufacturers and builders who want to have their servers designated as Ubuntu Server Certified Hardware should contact Canonical via the Partners contact form. Once the Server Certification Programme agreement has been accepted, partners will have access to the Partner Portal and the private Certification Portal. To apply for Canonical's Server Certification Programme, use the online Partner Registration form:

https://canonical.com/partners/become-a-partner

Enter your contact details and company information and a sales representative will contact you regarding your needs.

Once registered, partners can access the certification program online at:

https://certification.canonical.com

If you have questions about the Server Certification Programme please contact us directly at server-certification@canonical.com.