Ubuntu Server Hardware Certification Overview (16.04 LTS)
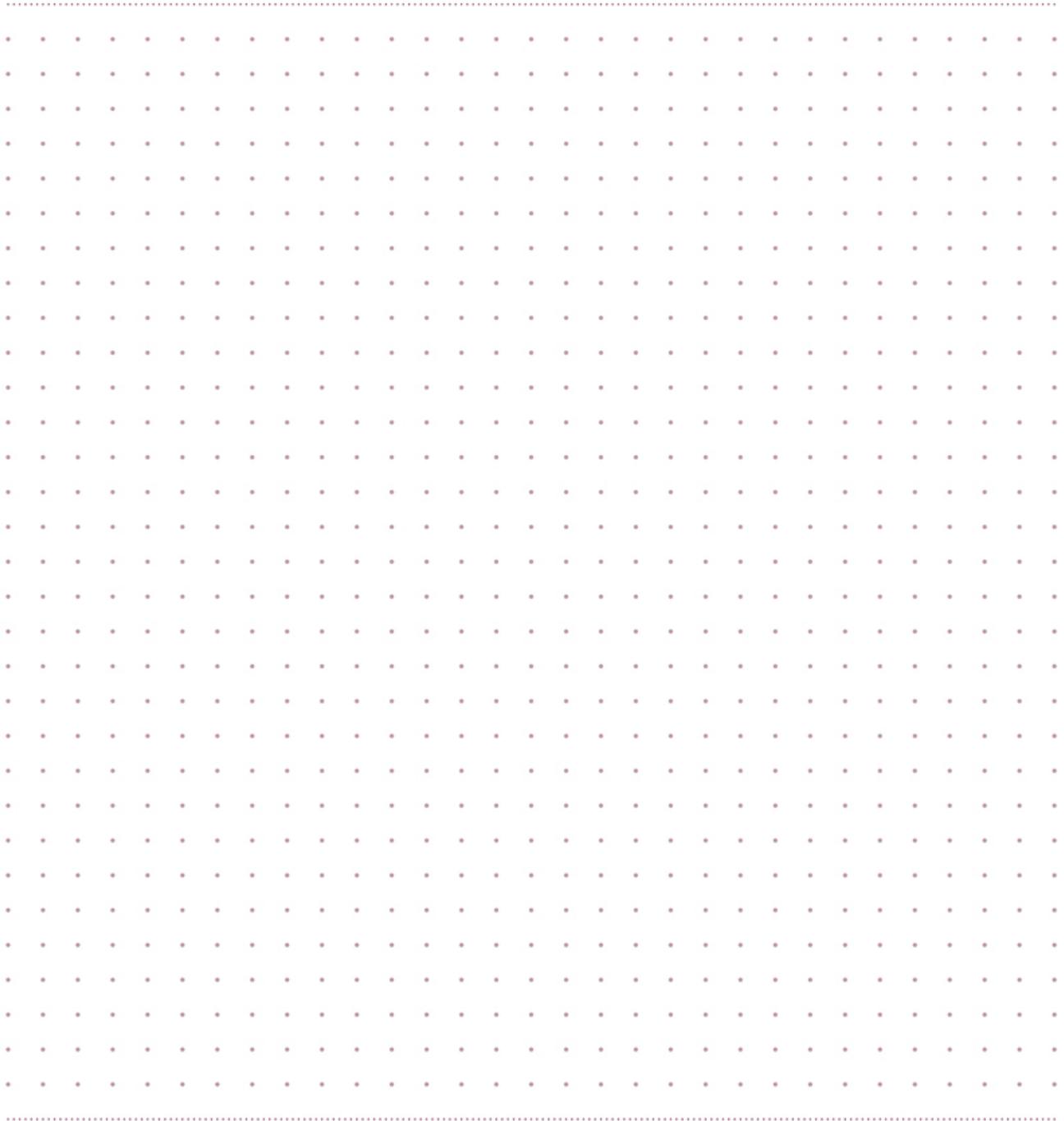
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Summary

The Ubuntu Server Hardware Certification is available to members of the Technical Partner Programme that have a commercial support or distribution agreement. This program exists to help original equipment manufacturers (OEMs) and original design manufacturers (ODMs) manufacture 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 Technical Partner Managers, 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.

Since Ubuntu Server 14.04 LTS, MAAS has been used as part of the testing process for testing scale out deployment capabilities, which is a requirement for a system to be listed as Ubuntu Server Certified Hardware. This means that a given server must be able to be automatically provisioned by Canonical's Metal as a Service (MAAS) tool, with no unnecessary manual intervention.

To meet this goal, the test environment requires a provisioning server running MAAS, which is used to deploy and test the hardware. MAAS currently supports the x86, amd64, arm64, and ppc64le architectures. Installation and configuration of the MAAS environment for certification and the Server Test Suite can be found in other guides available on the Certification Portal (http://certification.canonical.com).

Certification Goals

- Verifying that hardware works correctly with a specific LTS and future 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 is proven compatible with Ubuntu Server, that it is supported by the OEM, and that there is a commercial distribution model for Ubuntu and/or Ubuntu support.

- Providing Ubuntu Server users with resources for determining which systems to buy when deploying Ubuntu Server.

Scope of the Ubuntu Server Hardware Certification

Certification is open to members of the Technical Partners Program (http://partners.ubuntu.com/programmes/hardware). 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 premesis can be conducted by the Partner's engineers or by Canonical Engineers.

Once systems have passed testing and are to be listed as certified, a representative sample of hardware must be kept and made available to Canonical for support needs. This hardware may be maintained at the Parter's premesis or sent to Canonical's labs.

This hardware is an agreed-upon subset of the partner's product line that encompasses all the various components (storage controllers, network controllers, processor families, etc) that make up the product line. The representative hardware may be used to replicate support cases, SRU and point release testing.
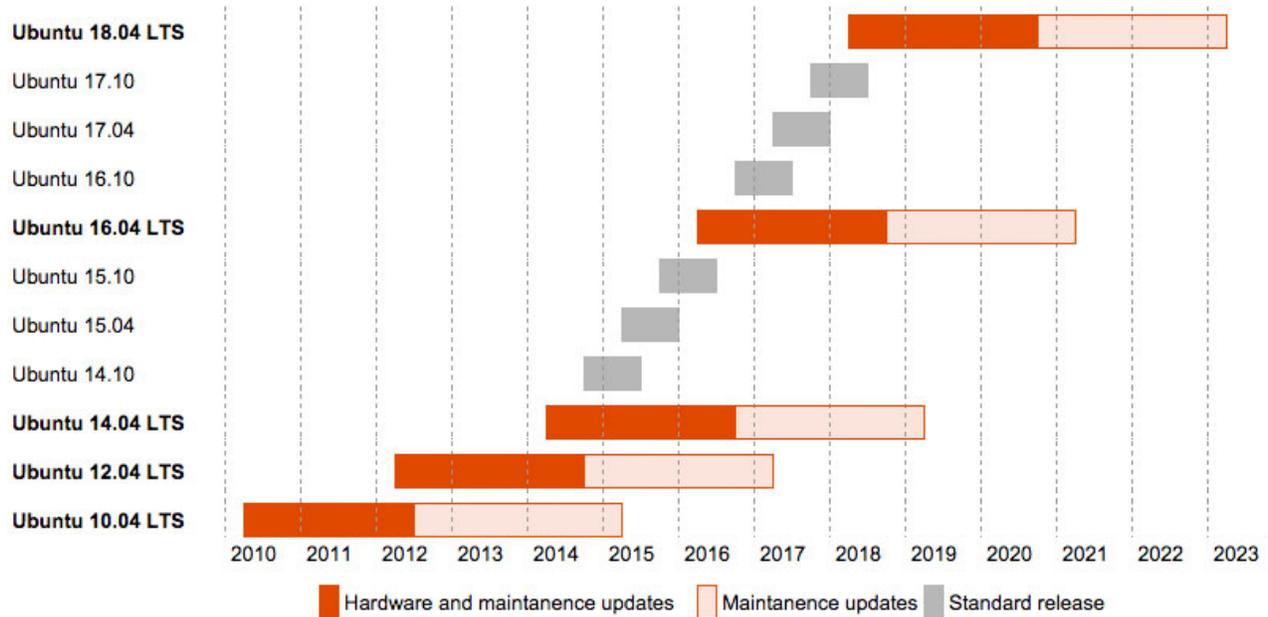
Partners may also optionally request that this representative hardare be placed in the OpenStack Interoperability Lab for ongoing extensive testing with various OpenStack versions and configurations. Participation in OIL is not a requirement for Certification but any server included in OIL is required to be Ubuntu Server Certified. More information about OIL can be found here:

http://partners.ubuntu.com/programmes/openstack

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 and the latest LTS Point release (if necessary due to hardware support issues). Hardware sent to Canonical is also tested with the latest LTS Point Releases (e.g. Ubuntu Server 14.04.4 LTS) and interim releases are tested every three months on actual or representative hardware to find regressions. Although interim releases are tested, Ubuntu Server Certification does NOT include

certification against 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 software and hardware configuration. Additional software and hardware configurations may require re-testing. To determine if your additional configurations will require re-testing, please contact your technical partner manager who will assist in determination.

Servers that are determined to be Ubuntu Server Certified are listed publicly:

http://www.ubuntu.com/certification/server

Service Level Agreement

The Server Certification Team will respond to any and all certificate requests within 3 Business Days. The Server Certification Team will also 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 TPP 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.

Website

Public certification listings will be available at a specific public server certification website. OEM/ODMs will have access to additional resources on the private Canonical certification portal.

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)

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

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 Technical Partner Programme or as part of Ubuntu Server Hardware Certification.

Programme Access

System manufacturers and builders who want to have their servers designated as Ubuntu Server Certified Hardware shoud contact Canonical via the Partners contact form. Once the TPP agreement has been accpeted, partners will have access to a Technical Partner Manager, access to the Partner Portal and the private Certification Portal.

To apply for Canonical's Technical Partner Programme, use the online Partner Registration form

> http://www.canonical.com/partners/contact-us

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.