



Trend Micro Certification Workflow

- **Registration**
 - IHV registers through AppLab's certification portal
 - Certification Program web page and portal at cert.applabs.com
 - Upon successful registration:
 - IHV receives confirmation email with payment/shipping information
 - AppLabs and Trend Micro notified of registration
- **Program Agreement sent to IHV**
 - IHV signs program agreement
 - Signed program agreement submitted to Trend Micro
 - Trend Micro Reviews and notifies AppLabs of approval/denial
- **Payment**
 - AppLabs sends invoice to IHV within 24 hours of registration
 - Program Manager will follow-up with Partner until payment is received
- **Scheduling**
 - Once payment is received:
 - Test is scheduled
 - Engineer Assigned
 - Equipment shipped to AppLabs before scheduled start date
- **Certification Testing**
 - **Environment Requirements**
 - See specific software virtual appliance for specific equipment needed testing.
 - Load generator equipment for use on stress test.
 - **Functional Test**
 - Pass
 - Engineer proceeds with the stress test.
 - Fail
 - When a problem is encountered, it must be duplicated, documented, reported to IHV, we hold up to 30 days for participant to provide correction.
 - Partner Modifies / Re-Submits the Product within 30 Days of Initial Failure
 - **Stress Test**
 - Pass
 - AppLabs Sends Test Report to Partner and Trend Micro via E-Mail
 - Trend Micro Reviews & Approves Test Results
 - Fail
 - Partner Modifies / Re-Submits the Product within 30 Days of Initial Failure
- **Equipment/Loaner (2)**
 - One server required to be sent to SEG for continuous support on server platform.
 - One server required to be maintained in support center to be used for troubleshooting and re-certification.

