WatchGuard Certified Training Partner (WCTP) Program

Revised: July 2010

Overview

The WCTP program is a mutually beneficial partnership between WatchGuard and our most highly qualified business partners. The WCTP program offers a low cost-of-entry opportunity for our partners to enhance their WatchGuard revenue stream by offering endorsed technical training courses at their own facilities. At a high level, the program offers these benefits:

- Access to courseware for all WatchGuard products (no cost)
- The freedom to set your own price for the training you offer (royalty-free)
- Ability to purchase select appliances through the WatchGuard NFR (Not for Resale) program
- On-site trainer certification by the WatchGuard Technical Training team
- Presence on the WatchGuard web site as a WatchGuard Certified Training Partner, with inclusion of your training events on a master technical training schedule posted on the web site

In return, we will count on you as a source of high-quality technical training for our valued customers. We believe that a well-trained customer base is more likely to buy additional WatchGuard products, and to promote WatchGuard products in their own personal network of colleagues and friends.

How to Become a WCTP

To apply to be a part of the WCTP program:

1. Talk to your WatchGuard sales representative or sales engineer. They will be happy to review this document with you to see if you meet initial requirements, and will contact the WatchGuard Training Department.
2. We will schedule a WatchGuard trainer to visit you at your facilities to assess trainer expertise, to provide an introduction to the WatchGuard courseware, and to discuss training delivery.
3. Sign and return the attached Acknowledgement and Compliance agreement. With your signature, you are agreeing to comply with all WCTP program requirements described in this document.
4. We will request your company logo and contact information and will post your organization on our corporate web site as a WatchGuard Certified Training Partner. We will also publish any of your planned WatchGuard training courses on our web site training schedule.

Requirements

Many WCTP candidates are current members of the WatchGuard Secure Partner Program or WatchGuard distributors. We believe that the experience gained through professional installation and service to a large number of customers demonstrates a commitment to WatchGuard products and qualifies you as a potential WCTP candidate. We also welcome into the program established technical training centers that do not resell WatchGuard products into the program. The requirements for the WCTP program are based on product expertise and the ability to provide adequate facilities to support technical training.

Training Venue Requirements

The WatchGuard Training Team recognizes the need for flexibility in your course delivery venue. While some training partners deliver regularly scheduled courses at a permanent or leased training facility, others have assembled mobile labs that facilitate regional or onsite delivery. You must be in compliance with the training lab equipment requirements we provide later in this document.

Qualified Training Staff

To deliver technical training on WatchGuard products, each WCTP must maintain a minimum of one certified trainer on staff. To maintain the high standard of training our customers have come to expect from WatchGuard Certified Training Partners, we certify only trainers who meet these requirements:

- Endorsement by a WatchGuard Sales Engineer or a WatchGuard Technical Trainer
- Successful completion of all available technical certification exams pertinent to courses delivered
- Employment at a WCTP

WatchGuard reserves the right to withdraw Certified Trainer status upon notice to the trainer at any time.

Equipment Requirements and Software Recommendations

Our experience has shown that the most successful technical training class has between 6 and 8 students. The equipment necessary for hands-on classroom training can vary. This section provides an overview of our requirements and recommendations for classroom equipment by product line. We also include a short description of the WatchGuard NFR program available to training partners.

WatchGuard XTM Product Training

Requirements

- One computer per person, including instructor
- Microsoft Windows desktop or server operating system for each computer
- One WatchGuard XTM device per instructor, and an additional XTM device for every two students
- One 24-port, layer 2 switch for interconnectivity among student stations
- Adequate Ethernet and console cables necessary to connect and configure equipment
- Additional equipment as determined by review of individual courseware module
- Digital projector and screen
- Whiteboard or flip chart

Recommendations

- DNS server — If Internet connection is available, configure DNS for forwarding
- Active Directory server — Provide at least one per lab
- Two-factor authentication server and key fob-type tokens (RSA, Vasco) to demonstrate these authentication methods
- RADIUS server — Provide at least one per lab
  To demonstrate Firewall authentication and Mobile VPN authentication using RADIUS)

To demonstrate the XTM proxy policies, provide one of each of these types of servers:

- Web server (HTTP and HTTPS proxies)
- FTP server (FTP proxy)
- Mail server (SMTP and POP3 proxies)

WatchGuard XCS Product Training

Requirements

- One computer per person, including instructor
- Microsoft Windows desktop or server operating system for each computer
- One WatchGuard XCS device for student use and one for instructor use
- Mail server — Provide at least one per lab, preferably Microsoft Exchange 2003 or later.

  Optionally, IIS can be configured on the server to let students access Outlook Web Access (or Outlook Web App for Exchange 2010).
- MX and A records for mail server. If available, public DNS records can be used for routing mail to and from your non-production mail server. Alternatively, your internal DNS server can host these records for intra-lab mail routing.
- One 24-port, layer 2 switch for interconnectivity among student stations
- Adequate Ethernet and console cables necessary to connect and configure equipment
- Additional equipment as determined by review of individual courseware module
- Digital projector and screen
- Whiteboard or flip chart

Recommendations

- DNS server — If Internet connection is available, configure DNS for forwarding
- Active Directory server — Provide at least one per lab
- XTM 5-series, 8-series, or 1050 device, or Firebox X Core or Peak device
  For use as load balancer for incoming connections to clustered XCS devices (using Server Load Balancing NAT; not available on XTM 2-series or Firebox X Edge devices)
- Domain member computer; Windows XP or Windows 7, running Microsoft Outlook and configured to retrieve mail from the lab's Exchange server
- POP3 or IMAP client software (Outlook Express, Thunderbird, etc) for student computers; used to retrieve mail from the XCS or from the lab's mail server if not using Exchange/Outlook

WatchGuard SSL Product Training

Requirements

- One computer per person, including instructor
- Microsoft Windows desktop or server operating system for each computer
- One WatchGuard SSL 100 or 560 device for the instructor, plus an additional device for very two students
- One 24-port, layer 2 switch for interconnectivity among student stations
- Adequate Ethernet and console cables necessary to connect and configure equipment
- Additional equipment as determined by review of individual courseware module
- Digital projector and screen
- Whiteboard or flip chart

Recommendations

- DNS server — If Internet connection is available, configure DNS for forwarding
- Active Directory server — Provide at least one per lab
- Two-factor authentication server and key fob-type tokens (RSA, Vasco) to demonstrate these authentication methods
- SMS Gateway device or subscription to an SMS Gateway service. Used to demonstrate two-factor authentication with one-time password delivered via SMS text message to student mobile phones

WatchGuard Not for Resale (NFR) Appliance Program

This program is available to all WCTPs who have met and maintain the training partner program requirements. Each training partner can purchase multiple appliances per product line (XTM, XCS, and SSL) when the products are used to educate customers within a training environment. These products can be purchased at a substantial discount and include LiveSecurity and security services subscriptions. We strongly encourage all training partners to participate in the NFR program.

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Complete copyright, trademark, patent, and licensing information can be found in the Copyright and Licensing Guide, available online at http://www.watchguard.com/help/documentation/.

About WatchGuard

WatchGuard offers affordable, all-in-one network and content security solutions that provide defense-in-depth and help meet regulatory compliance requirements. The WatchGuard XTM line combines firewall, VPN, GAV, IPS, spam blocking and URL filtering to protect your network from spam, viruses, malware, and intrusions. The new XCS line offers email and web content security combined with data loss prevention. WatchGuard extensible solutions scale to offer right-sized security ranging from small businesses to enterprises with 10,000+ employees. WatchGuard builds simple, reliable, and robust security appliances featuring fast implementation and comprehensive management and reporting tools. Enterprises throughout the world rely on our signature red boxes to maximize security without sacrificing efficiency and productivity.

For more information, please call 206.613.6600 or visit www.watchguard.com.

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Attachment A to WatchGuard Certified Training Partner Program

ACKNOWLEDGEMENT AND COMPLIANCE FOR THE WCTP PROGRAM REQUIREMENTS

This WatchGuard Technologies, Inc. Certified Training Partner Program Acknowledgement and Compliance Agreement (the "WCTP Acknowledgement and Compliance Agreement") dated as of _____, 2010(the "Effective Date") is made and entered into between WatchGuard Technologies, Inc., a Washington corporation, with its principal place of business at 505 Fifth Avenue South, Suite 500, Seattle, WA 98104 ("WGT") and _____, with its principal place of business at _____, referred to herein as the "WCTP."

WCTP's continued participation and recognition as a WGT Certified Training Partner is subject to its acknowledgement and compliance with the guidelines and program policy statements for this program.

The WGT Certified Training Partner Program may be modified by WGT from time to time in writing, in its discretion, and will be governed by and interpreted in accordance with the laws of the State of Washington, U.S.A., without regard to its conflicts of law provisions.

By execution of this WCTP Acknowledgement and Compliance Agreement, the parties below acknowledge that all applicable guidelines and policy statements have been provided by WGT to the WCTP for its review and WCTP agrees to fully comply with all the requirements set forth therein.

WGT Certified Training Partner	WatchGuard Technologies, Inc.
Signature: _____	Signature: _____
Print Name: _____	Print Name: _____
Date Signed _____	Date Signed: _____
FAX: _____	FAX: _____

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