

# Frequently Asked Questions



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The following questions and answers are for Oracle Cloud Marketplace.

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## CUSTOMER FAQs

### General

#### What is Oracle Cloud Marketplace?

Oracle Cloud Marketplace is an online platform which offers Oracle and partner software as click-to-deploy solutions that are built to extend Oracle Cloud products and services.

#### What category of solutions and partner products does Oracle Cloud marketplace offer?

Oracle Cloud Marketplace provides access to a wide ecosystem of solutions which span several categories, including but not limited to: Operating systems, Network, Database, Cloud Migration, Security, Big Data, DevOps and HPC.

#### What are the key benefits of Oracle Cloud Marketplace?

Oracle Cloud Marketplace provides access to a rich ecosystem of click-to-deploy solutions provided by Oracle and partners, on a single platform. Customers can pay for these solutions by the hour with no long-term commitments or bring their own ISV licenses (BYOL), and receive a single consolidated bill.

#### What are Oracle Cloud Marketplace images?

Oracle Cloud Marketplace images are templates of compute software provided by Oracle and partners, that you deploy on an Oracle Cloud Infrastructure Compute instance.

#### What are Oracle Cloud Marketplace stacks?

Oracle Cloud Marketplace stacks are a set of Terraform templates that provide a fully automated end-to-end deployment of a partner solution on Oracle Cloud Infrastructure. The stacks are pre-configured to provide Enterprise grade High Availability (HA) and Security both for the application and the infrastructure on which they are deployed on.

#### How do I differentiate between an image and a stack on Oracle Cloud Marketplace?

Every listing on Oracle Cloud Infrastructure Marketplace console is tagged with a "Type" field which indicates if the listing is a "stack" or an "image". You can search and filter based on these listing types.

#### What are the types of software listings available on Oracle Cloud Marketplace?

Oracle Cloud Marketplace offers three kinds of software listings:

- Free listings: Deploy software for free without incurring any software licensing costs. Customers pay only for the Oracle Cloud Infrastructure resource costs that they incur.
- Bring-your-own-license (BYOL) listings: Migrate existing software licenses and not pay any additional software licensing fees. Customers pay just for the Oracle Cloud Infrastructure resource costs that they incur.
- Paid listings: Customers pay for the software license and Oracle Cloud Infrastructure resource costs consolidated into a single Oracle Cloud Infrastructure bill.

#### How can I tell which listings are Free, BYOL and Paid?

Every listing on Oracle Cloud Marketplace console is tagged with a "Price" field which indicates if the listing is Free, BYOL or Paid. Customers can search and filter based on these listing types.

#### How do I purchase an Independent Software Vendor (ISV) software license that works with BYOL listings?

Customers can purchase ISV licenses from the corresponding publisher ISV directly. Enforcement of license credentials for

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BYOL listings follows ISV guidelines that publishes the software.

#### **In what regions is Oracle Cloud Marketplace offered?**

Oracle Cloud Marketplace is available to all customers worldwide across all the Oracle Cloud Infrastructure regions. However, the support for Paid Listings is currently limited to US commercial regions only. Oracle Cloud Marketplace is currently not available in Gov regions.

#### **Can I choose which Availability Domains and Fault domains to deploy my Oracle Cloud Marketplace images and stacks?**

Yes. Oracle Cloud Marketplace images and stacks can be deployed on both Availability Domain(s) and Fault Domain(s).

#### **Can I configure access control policies on who can use Oracle Cloud Marketplace?**

Yes. Oracle Cloud Marketplace is fully integrated with [Oracle Cloud Infrastructure IAM service](#). Using the IAM service you can specify which groups of users can launch Marketplace solutions or make purchases on Oracle Cloud Marketplace. For more information refer on configuring IAM policies for Marketplace, refer to [OCI IAM for Marketplace](#).

#### **Does Oracle Cloud Marketplace support free trials?**

Yes. However support for free trials is currently limited to Oracle Marketplace Free and BYOL listing types only. How do I get started in Oracle Cloud Marketplace? You can access Oracle Cloud Marketplace via the Oracle Cloud Infrastructure Console, REST API, SDKs or CLI. You can browse, search and filter solutions before you start to use them.

#### **How do I get started in Oracle Cloud Marketplace?**

You can access Oracle Cloud Marketplace via the [Oracle Cloud Infrastructure Console](#), [REST API](#), [SDKs](#) or [CLI](#). You can browse, search and filter solutions before you start to use them.

### **Q Billing**

#### **How is Oracle Cloud Marketplace priced?**

Oracle Cloud Marketplace pricing varies based on listing types.

- For Free and BYOL listings, Oracle does not charge any software licensing fee and the customers pay just for the Oracle Cloud Infrastructure resource costs that they incur.
- For Paid Listings, rates are charged based on an hourly metering and pricing is by number of OCPU core hours used. Paid listings currently support both Universal Credit Monthly flex and Pay-as-you-go modes of billing.

#### **What currencies are supported to make a purchase on Oracle Cloud Marketplace?**

Oracle Cloud Infrastructure currently supports only US Dollar as a currency to make purchases on Oracle Marketplace.

#### **In what countries/regions can customers purchase Oracle Cloud Marketplace listings?**

Oracle Cloud Marketplace Paid listings types are currently available only in the US commercial regions and is available only to customers who have a US mailing address to make purchases. However for customers using Free and BYOL listings, this restriction does not apply.

#### **Where can I view my Oracle Cloud Marketplace billing and reporting details?**

Customers can view all the billing and reporting related information for Marketplace under the "Applications Console" tab on Oracle Cloud Infrastructure console.

### **Q Support**

#### **Can I move my Oracle Cloud Infrastructure Marketplace resources from one compartment to another?**

Yes. For more information refer to [Managing Compartments on Oracle Cloud Infrastructure](#).

#### **Does stopping an instance stop my Marketplace billing as well?**

Yes, the software billing stops when an instance is stopped. However, for GPU, High I/O, and Dense I/O instances (Bare Metal or VM), the software billing still continues until the instance is terminated.

#### **Who do I contact for technical support with a solution purchased in the Oracle Cloud Marketplace?**

After the partner image is installed, any product issues related to the image are addressed by the partner. Partner support contact information can be found on the listing page for the product on the Oracle Cloud Infrastructure Marketplace console. For support issues related to installing images, submit a ticket in [My Oracle Support](#).

## **PARTNER FAQS**

### **Q General**

#### **Why should I publish my solutions on Oracle Cloud Marketplace and how does it benefit me?**

Oracle Cloud Marketplace provides a platform for Oracle Partners to promote and sell their solutions to Oracle customers. Here are some of the benefits which Oracle provides to its partners:

- Opportunity Oracle Install base: Fortune 1000 companies use Oracle applications and database to run their back-offices. ISVs can augment Oracle stack and win.
- Best Price and Performance: Oracle Cloud Infrastructure offers lowest infrastructure costs in the industry for running ISV workloads on public cloud. Partners can list their software on OCI and burn down against Oracle's Universal Credits (UCM) in Marketplace.
- Faster time to Market: Oracle Cloud Infrastructure provides partner architecture assistance, technical development for quicker on-boarding.
- Launch pad for scaling your business: Oracle Cloud Marketplace offers lead sharing which allows ISVs to



nurture prospects and create an ideal buying experience for their customers.

- Joint Marketing and Sales with Oracle: Partners can leverage Oracle's Marketing and Sales engine to create brand awareness, create campaigns and product momentum.

### **Do I have to be a member of the Oracle Partner Network (OPN) to list my applications and services in the Oracle Cloud Infrastructure Marketplace?**

Yes, to list your application and/or services in the Oracle Cloud Marketplace, you must be a member of the Oracle Partner Network . Visit [Oracle Partner Network](#) to sign up.

### **What is the criterion to publish a solution in Oracle Cloud Marketplace?**

For a partner to publish on Oracle Cloud Marketplace, they must demonstrate that their solution runs on or extends Oracle Cloud Infrastructure services. Publishers are required to sign the "Cloud Interoperability Addendum" to begin publishing their solutions as Bring Your Own License (BYOL) listings. Publishers are also required to sign "Publisher Agreement" if they would like to publish their solutions as Paid listings. Refer to [Paid Listings](#) documentation for step by step guidance.

### **Are there any general technical guidelines for publishing listings on Oracle Cloud Marketplace?**

Yes. For a partner interested in publishing their solution as Oracle Cloud Marketplace, please follow the technical guidelines listed in [OCI Marketplace Partner Standards and Controls](#).

### **What countries/regions are Oracle Cloud Marketplace available for publishers to sell from?**

Oracle Cloud Marketplace Paid listings are available only for Partners with US based entities. However, BYOL and Free listings are available to partners worldwide.

### **Q Billing**

#### **Is there a fee to publish in Oracle Cloud Marketplace?**

Yes, Oracle charges partners a consumption fee for "Paid Listings" deployed and consumed by customers through the Oracle Cloud Marketplace. However, BYOL and Free listings are not charged a consumption fee.

#### **How do I receive disbursement for my Oracle Cloud Marketplace sales?**

Customer software fees billed and collected are disbursed quarterly through EFT within 45 days of the end of the Oracle financial quarter.

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