



# *VMware Horizon Access Program Guide*

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**Program Guide v.1.6**

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## Revision History

Version	Date	Change Summary
1.0	September 23, 2014	Initial Release
1.1	August 21, 2015	Removed information related to EUC bundle programs
1.2	August 28, 2015	EUC Packages update
1.3	February 4, 2016	Updates for Horizon 7
1.4	August 16, 2016	Updates for App Volumes, Access Point
1.5	April 4, 2017	Update to pre-release section – UAG
1.6	June 30, 2018	TAP membership transition

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# 1 Introduction

Welcome to the VMware Horizon Access Program (the “Program”). This program guide (the “Program Guide”) describes the Program policies related to providing Partners with pre-release access to various VMware end-user computing products. This includes binaries, design documentation, product roadmaps, SDKs, plug-ins and APIs. This Program allows Partners to identify issues with the compatibility and interoperability of Partner Software with VMware’s end user computing products before VMware products become generally available.

This Program’s goal is to provide information and Pre-Release Materials to Partners to help in early identification of issues with the compatibility and interoperability of Partner Products with VMware’s end user computing products.

Benefits include:

- Access to pre-release versions of VMware’s end user computing products
- Access to product API documentation
- Access to Pre-Release Materials including SDKs and Plug-ins
- Access to design documentation and product roadmaps

This program currently includes the Horizon Client Protocol XML API Documentation.

Other API Documentation may be available in the future, at VMware’s discretion.

Starting on August 31, 2015, the Partner’s participation in the End User Computing (“EUC”) Foundation and Integration Program, depending on the Program Category Option that Partner selects (either “EUC Foundation” or “EUC Integration”), may include participation in the Program. Please refer to the EUC Foundation and Integration Program Guide to determine if this Program is included in the EUC Foundation or EUC Integration Program Category Option, or in both.

## 1.1 Overview of This Guide

This document explains the Program requirements, as well as the engagement, support, maintenance models and lifecycle of the Program. Capitalized terms used in this Program Guide have the same meaning as defined in the Platform Extensibility Program Agreement (the “PEPA”) unless otherwise defined herein. To the extent there is any inconsistency between the PEPA, the Program Addendum, and this Program Guide, the documents will govern in the following order of precedent: the Program Addendum, the PEPA, and then this Program Guide.

## 1.2 General Participation Requirements

To participate in this Program, each Partner must:

- Join the VMware Technology Alliance Partner (“TAP”) Program. For more information about the TAP program, see <https://www.vmware.com/partners/tech-alliance.html>
- Complete the Program Vetting Questionnaire
- Sign the appropriate Program agreements as referenced below (“Agreement”) as determined by VMware.
  - If the Partner joined prior to August 31, 2015 – the PEPA and VMware Horizon Access Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program.
  - If the Partner joins after August 31, 2015 – the Platform Extensibility Program Agreement and EUC Foundation and Integration Program Addendum entered into by VMware and Partner will govern Partner’s participation in the Program.
- Submit a Program Onboarding Request via the VMware {code}, see <https://code.vmware.com/programs/partner-onboarding-form>

- Pay the mandatory annual program fees as specified by Ecosystems Services

## 2 Membership Signup, Renewal, and Termination

### 2.1 Joining or Renewing Program Membership

Program membership is effective and valid for the duration specified in the Agreement. Each Program will be updated for each release of the corresponding VMware product that introduces significant new functionality and during this process VMware may change the Program enrollment requirements. Existing Partners will be allowed to continue to participate in the updated Program only if they meet the updated Program enrollment requirements.

### 2.2 Termination of Program Membership

Upon termination of the Program Agreement, Partner's Program membership is terminated, the Program collateral will no longer be accessible to the Partner. For details on termination, please review the "Term and Termination" Section of the Program Agreement.

### 2.3 Removal of a Program EUC Foundation and Integration Program

VMware may, at its sole discretion, remove the Program from the EUC Foundation and Integration Program. In such event, Partner will no longer have access to the Package's collateral or access to the Package's website. However, the Partner's access to the collateral and websites of other Packages that remain a part of the Program option (either SDDC Foundation or SDDC Integration) selected by the Partner will not change.

## 3 Program Guidelines and Agreements

This Program Guide and the Agreement provide the terms and conditions of this Program. Partners must agree to the terms of these documents to participate in this Program. This Program Guide is subject to change. Qualification Requirements are specified in the product Certification Guide, which is posted on the Program website.

### 3.1.1 Program Fees

VMware may, in its sole discretion, waive any or all of the fees associated with this Program. For exact fee amounts, please contact your VMware representative directly. Below is a description of various fees that may be applicable to the Program.

#### 3.1.1.1 Program Entrance Fee

For Partners who joined the Program prior to August 31, 2015, the Program Entrance Fee previously paid by Partner is applicable to the specific version of the Program for which it was purchased and is a one-time, non-refundable, and non-transferable fee. This program did not have any program entrance fees.

For Partners who join after August 31, 2015, the Program Entrance Fee is stated in the Program Guide applicable to the EUC Foundation and Integration Program.

#### 3.1.1.2 Development Consulting Fee

The Development Consulting fee provides Development Consulting via the Program website. Partners may renew the Development Consulting services as set forth in the Agreement.

Please note: Partners are highly encouraged to avail themselves of this service. The Development Consulting fee enables Partners who opt for this service to post questions and gain access to VMware engineers. Engineers can answer questions regarding Partner Software development per the published specification.

### 3.1.1.3 Program Support

Once Partner meets the Program business requirements in Section 1.2, Partner will receive further access to the VMware {code} and Developer Center Partner Network (DCPN).

VMware will make the Program materials available to Partner in VMware{code} via the appropriate login credentials and entitlements.

Please contact Ecosystems Services for optional paid development support by sending an email to [partnerservices@vmware.com](mailto:partnerservices@vmware.com).

If you have questions about the Program or need technical/development support, please contact Ecosystem Services.

## 4 Policies

### 4.1 Products and Versions

#### 4.1.1 VMware Horizon Product Updates

VMware will provide the following Pre-Release Materials as part of this Program:

- Horizon Clients
- Horizon

### 4.2 Partner Communications

VMware will issue Partner communications to announce release milestones, Program and policy updates, and schedule changes.

These communications will be sent to all users granted access to the Horizon Access Program DCPN Projects. Partners will have a designated administrator in DCPN who can self-administer user membership. Please use DCPN to add or remove members from your DCPN project.

## 5 Contact Information

Partners are required to provide contact information for the person who is the primary manager of the Partner relationship with VMware, as well as contact information for the technical manager of the associated engineering projects and for the Customer Support Manager. All contact information is kept strictly confidential. For a sample contact information form that includes all required information elements, see *Appendix B: Sample Partner Contact Information Form*.

## 6 VMware Release Milestones

Membership in this Program is ongoing, and Partners are entitled to End User Computing products update releases for the duration of their participation in the Program. Partners shall follow the VMware Ecosystem Engineering Maintenance Release Process.

Table 2 details VMware release life cycle naming conventions. It also lists activities Partners can perform with intermediate releases. When a release becomes available, communications are sent to all Partners via email with information on how to download the release.

**Table 2: VMware Release Milestones.**

VMware Release Name	Definition	Partner Activities	Release Goals
<b>Early Access</b>	Early access code for early deployment.	Early development and compatibility testing.	Get feedback and fix problems found by Partners.
<b>Beta</b>	Beta release (for major and minor releases).	Perform development and compatibility testing	Get feedback and fix problems found by Partners and customers
<b>RC</b>	Release Candidate (for major, minor, update releases).	General release testing has ended. Only release-blocking defects will be considered. If RC software is installed, feedback is expected and should be returned within 21 days of build availability. Reported catastrophic blocking issues including business justification will be considered for delivery in the product release.	Get feedback and fix problems found by Partners and customers
<b>RTM</b>	Release to Manufacturing (Restricted availability to OEM media kits and product release files provided per prior approval).	NA	NA
<b>GA</b>	General Availability (for major, minor, update patch releases).	NA	General Availability of production-level product to all Partners and customers.

Partners are encouraged to engage in compatibility testing during beta or early access milestones to identify bugs that might block GA of their product.

### 6.1 VMware Support Policies

VMware will not provide any support for Partner Products created using the materials provided in this Program.

This Program does not include any certification requirements at this time.

Capitalized terms used in this Program Guide have the same meaning as defined in the Agreement unless otherwise defined herein. To the extent there is any inconsistency between the Agreement, the Program



Addendum, and this Program Guide, the documents will govern in the following order of precedent: the Program Addendum, the Agreement, and then this Program Guide

## Appendix A: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

**DCPN**      Developer Center Partner Network

## Appendix B: Sample Partner Contact Information Form

### Partner Alliance/Business Contact

Employee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Role and Responsibility of Contact:** Help with strategic Partner alignment and getting legal agreements signed.

### Partner Engineering Manager Contact

Employee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Partner Technical Support Manager Contact

Employee Name: \_\_\_\_\_

Title: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Role and Responsibility of Contact:** Manage the support relationship with VMware. He/she will be responsible and will act as a single point of contact for all support related activities including escalations and the management of the TSANet infrastructure. He/she should ensure the overall support readiness and training of their support organization to support their Partner Software.

## Appendix C: VMware Pre-Release Materials and Generally Available Materials

Under this Program, VMware may provide to Partner the VMware Pre-Release Material(s) or VMware Development Kit(s) listed below. Partner's use of the VMware Pre-Release Material(s) or VMware Development Kit(s) is subject to the terms and conditions of the Program Agreement.

### **VMware Products:**

- VMware Horizon

### **VMware Client Software:**

Generally available versions including any subsequent releases, of:

- VMware Horizon Client for Linux 4.x and 5.x

### **VMware API Specification:**

- Generally available versions of VMware Horizon Client Protocol API Specification

### **VMware Pre-Release Materials:**

- VMware Horizon Client for Windows 4.x and 5.x
- VMware Horizon Client for Linux 4.x and 5.x
- VMware Horizon Client for Android 4.x and 5.x
- VMware Horizon Client for Windows Store 3.x
- VMware Horizon Client for MAC 4.x and 5.x
- VMware Horizon 7.x and related feature packs
- VMware App Volumes 2.x, 3.x
- VMware Unified Access Gateway 2.x, 3.x