



# *VMware End User Computing Foundation & Integration*

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**Program Guide v1.3**

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## Revision History

Version	Date	Change Summary
1.0	10 April 2014	Release of template
1.1	25 August 2015	First version of EUC Foundation and Integration program guide
1.2	8 October 2015	Minor updates
1.3	30 June 2018	TAP membership transition

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# 1 Introduction

Welcome to the VMware End User Computing (“EUC”) Foundation and Integration programs (“Program”). This Program provides VMware’s Partners with a comprehensive set of tools and resources to assist the Partner in submitting hardware and software to VMware for various certifications against VMware Horizon (“Horizon”). Under this Program, VMware has consolidated three previously standalone programs to come under one of two options offered in this Program: EUC Foundation or EUC Integration.

EUC Foundation includes the programs (and resources and tools) that are important for Partners who want to have their products tested against Horizon and obtain official certification and support.

EUC Integration includes the programs (and resources and tools) that are important for Partners who are interested in getting Pre-Release access to EUC products, APIs/SDKs and information; which can be used to design, build, and implement products using EUC products, APIs, services, and SDKs. This option also includes the programs that are offered as part of EUC Foundation.

Each program offered within either the EUC Foundation or EUC Integration option is referred to as a “Package” in the Program Agreement. (e.g., Horizon Access is a Package that is included in the EUC Integration option.) For purposes of this Program Guide, the term “Package” will be similarly used. To learn more about which Packages are available under each option, refer to Section 3.

## 1.1 Overview of This Guide

This document explains the Program requirements, as well as the Packages that are included in this Program. For details on a particular Package, including but not limited to: engagement, maintenance models, engineering support, access to development kits and pre-release materials, certification, release logistics, support, VMware Ready logo usage, post-release activities, re-certification, and support lifecycle policy of each individual Package, please refer to the Program Guide and program website that is specific to the Package. (e.g., To find out which VMware pre-release materials are available under the Horizon Access Package, please refer to the Program Guide specific to Horizon Access.) Capitalized terms used in this Program Guide and the Program Guides specific to each Package have the same meaning as defined in the Agreement unless otherwise defined in the respective Program Guide. To the extent there is any inconsistency between the Platform Extensibility Program Agreement (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, with the following exception. The Program Guide will supersede and govern solely with respect to the list of Packages included in a particular Program option. To the extent there is any inconsistency between this Program Guide and the Program Guide of a specific Package, the Program Guide of the specific Package will govern.

## 1.2 General Participation Requirements

Partner must meet the following requirements to engage in the Program:

- Establish and maintain membership in the VMware Technology Alliance Partner (TAP) Program.
- Sign the appropriate Program agreements (“Agreement”) as determined by VMware.
- Meet and follow Program instructions and support requirements as set forth in this Program Guide and the Program Guide for the specific Package.
- Partner is required to submit a completed questionnaire to be considered for participation in the EUC Integration option.

This Program may be amended periodically at the sole discretion of VMware, including but not limited to changes regarding the following:

- Requirements for TAP program enrollment
- Business and engineering processes to certify providers

- Certification tools, documentation, or other related materials
- Policies to list Partner Software on the VCG website or VMware.com, where applicable

When there is a change to this Program Guide or when there is a change to a Program Guide for a specific Package, VMware will notify Partner through appropriate communication channels. Partner is responsible for ensuring that the communication channel with VMware is open and effective for compliance with VMware changes promptly.

Membership in the Program is effective on the effective date of the Program Addendum.

## 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

If Partner's Program membership is terminated, the Program collateral and Program website 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 Package from the Program

VMware may, at its sole discretion, remove a Package from the 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 EUC Foundation or EUC Integration) selected by the Partner will not change.

## 3 Packages Included with each Program Option

### 3.1 EUC Foundation

EUC Foundation includes the programs (including resources and tools) that are important for Partners who want to have their products tested against Horizon and obtain official certification and support.

The following Packages are included under the EUC Foundation option:

<p>VMware Horizon FastTrack (Formerly the Rapid Desktop and FastTrack Program)</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>VMware Ready Turnkey Appliances Certification</li> <li>VMware Ready Proven Storage Certification</li> <li>FastTrack Validated Reference Architectures</li> </ul>
<p>VMware Horizon Validations</p> <p>Includes:</p> <ul style="list-style-type: none"> <li>VCAI-Horizon Certification</li> <li>VVols-Horizon Certification</li> </ul>

Table 1

## 3.2 EUC Integration

EUC Integration includes the programs (including resources and tools) that are important for Partners who are interested in getting Pre-release access to EUC products, APIs/SDKs and information which can be used to design, build, and implement products using EUC products, APIs, services, and SDKs. The following Packages, as well as the Packages listed under EUC Foundation above, are included under the EUC Integration option:

VMware Horizon Access
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Table 2

### 3.2.1 Program Guidelines and Agreements

This Program Guide, the Program Guides specific for each Package, 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 and the Program Guides specific for each Package are subject to change. Qualification Requirements for each Package are specified in the product Certification Guide for each Package, which is posted on the program website for each Package.

### 3.2.2 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.

#### 3.2.2.1 Program Entrance Fee

There is no program entrance fee associated with the EUC Foundation option. The program entrance fee to join the EUC Integration option is \$5,000.

#### 3.2.2.2 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.

#### 3.2.2.3 Certification Log Submission, Support, and Equivalency Fee

Service Request (SR) if used to submit logs for review or for certification questions. Prior to submitting a SR, each Partner shall purchase from the [VMware Store](#) a certification log submission for log review per SR. A service description can be found in the datasheet for your Program on the VMware Store website: <http://www.vmware.com/go/enablement>

All Partners are required to pay the Log submission, support, and equivalency fees as applicable. This improves the cert review process and provides timely VCG listings. Details on how to purchase entitlements for the certification submission are provided as part of the Program collateral on the Program website.

#### 3.2.2.4 Partner Contacts

This Program uses a co-development process that requires Partners to identify a primary point of contact (such as a Program Manager) and an Engineering Manager and/or Technical Lead. Please complete the



form in *Appendix B: Sample Partner Contact Information Form* and post the information in the “Documents” folder of your private project on the Program website. Please note that VMware does not publish the contact information on any public site.

## Appendix A: Key Web Links

### Product-Specific Information

**Program website** – Login required

VMware Developer Center (DC): <http://code.vmware.com/>

VMware Developer Center Partner Network (DCPN)

Log in access for Developer Center Partner Network is via VMware{code}. Click “DC Partner Network” in the top tab.

VMware Solution Exchange Marketplace (VSX): <https://marketplace.vmware.com/vsx/>

### VMware Product Downloads

#### VMware Horizon

Main Download Page: <https://www.vmware.com/products/horizon.html>

#### VMware vSphere (ESX Server & VirtualCenter)

Main Download Page: <http://www.vmware.com/products/vsphere/>

### General Support Resources

TAP Alliances - <https://www.vmware.com/partners/tech-alliance.html>

My VMware - <https://my.vmware.com/web/vmware/login>

TSAnet - <https://vmware-tap.tsanet.org/>

Technology-related information — such as knowledge base articles, documentation, and user groups — can be found at <http://communities.vmware.com/>

VMware Branding Guidelines - <http://www.vmware.com/help/usage.html>

Partner Central - <http://www.vmware.com/partners/partners.html>

VMware Flings - <http://labs.vmware.com/flings>

VCP training and resources – <http://mylearn.vmware.com/portals/certification/?ui=www>

General VMware Documentation: <https://www.vmware.com/support/pubs>

VMware Compatibility Guide: <http://www.vmware.com/resources/compatibility/search.php>

## 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: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

<b>API</b>	Application Programming Interface
<b>CLI</b>	Command Line Interface
<b>EULA</b>	End User License Agreement
<b>GA</b>	General Availability
<b>GSS</b>	Global Support Services
<b>HCL</b>	Hardware Compatibility List
<b>KB</b>	Knowledge Base
<b>PRD</b>	Product Requirements Document
<b>QA</b>	Quality Assurance
<b>RC</b>	Release Candidate
<b>SAN</b>	Storage Array Network
<b>SDK</b>	<b>Software Development Kit</b>
<b>SR</b>	Support Request
<b>TAP</b>	Technology Alliance Partner
<b>TOI</b>	Transfer of Information
<b>TSANet</b>	Technical Support Alliance Network
<b>VCG</b>	VMware Compatibility Guide
<b>VCP</b>	VMware Certified Professional
<b>VDI</b>	Virtual Desktop Infrastructure
<b>DC</b>	VMware Developer Center
<b>DCPN</b>	VMware Developer Center Partner Network
<b>PEPA</b>	Platform Extensibility Program Agreement

## Appendix D: Certification Criteria

Before starting to develop product(s) to be certified against these packages, please make sure that you meet the following criteria.

### General

- Your company is involved in the End User Computing space and/or VDI space.
- Your company is a member of VMware's TAP program.
- Your company is a member of TSA.net.

### Horizon FastTrack Package

- VMware Ready Turnkey Appliances Certification
  - Your goal is to Certify Turnkey Appliances with Horizon in a VDI environment and list on the VMware VCG
- VMware Ready Proven Storage Certification
  - Your goal is to Certify Storage Solutions with Horizon in a VDI environment and list on the VMware VCG
- Validated Reference Architectures
  - Your goal is to Validate Horizon based References Architectures in VDI environments

Prerequisites:

- i. All components used in the above Horizon related certifications/validations such as servers, storage, etc. must be first ESX certified in the respective ESX programs and listed on the respective ESX VCGs.

### Horizon Validations Package

- VCAI-Horizon Certification
  - Your goal is to Validate/Certify Storage solutions with VCAI-Horizon
    - Prerequisite: VAAI NAS plugin must be first ESX certified in the respective ESX programs and listed on the respective ESX VCGs.
- VVOLs-Horizon Certification
  - Your goal is to Validate/Certify Storage solutions with VVOL-Horizon
    - Prerequisite: VVOLs must be first ESX certified in the respective ESX programs and listed on the respective ESX VCGs.

Other considerations:

- Partners who are interested in access to Pre-release assets and APIs/SDKs of EUC products including Horizon must join the EUC Integration Program since it includes the Horizon Access Package.

The Thin Client certification program is still a stand-alone program and is not part of the EUC Integration or Foundation program.

The Thin Client program allows partners to certify their software and hardware end point products such as Thin Clients, Smart Phones, Tablets and other such end point devices with Horizon Clients and Horizon product.

Partners will need to join the Thin Client program separately.