Thin Client

Ecosystems Services Program Guide v24
## Revision History

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1 Introduction

Welcome to the VMware Thin Client Program (referred to herein as “the Program” herein and as the “Program Category” within the Platform Extensibility Partner Agreement). This Program enables end point product (hardware or software) manufacturers to work with VMware to ensure that their thin clients (“Partner Software”) are compatible with Horizon and/or Horizon Cloud solutions.

Upon successful completion of the VMware thin client certification process, Partners can market and leverage the VMware Ready™ logo in their marketing and sales efforts and gain the right to redistribute the VMware Horizon Client. VMware-certified Partner Software is posted on the VMware Thin Client Hardware Compatibility List (the “VMware Thin Client HCL”) or VMware Compatibility Guide (VCG). This signifies joint support for end users that deploy certified Partner Software with Horizon and/or Horizon Cloud solutions.

This Program supports the following types of thin client integrations:

X86-based hardware with Windows
- Microsoft Windows Embedded Standard 7 or later

X86-based hardware with Linux
- Various Linux OS

ARM-based hardware with Linux
- Various Linux OS

ARM-based/X86-based hardware with Android
- Android 3.0 (Honeycomb) or later

VMware Horizon Client XML API Custom Clients

Beginning with the release of VMware View 4.0, certifications of custom Horizon thin clients based on the VMware Horizon Client XML API should only be developed if the VMware-provided commercial Horizon Client (or derivatives from source code) cannot be used because the Horizon Client is not available for your CPU or operating system. “Zero Clients” fall into this category. Please contact VMware for more information before developing or submitting custom Horizon XML API clients.

Optional paid Development Consulting is available upon request for Partners developing custom clients.

Software Only - Thin Client for Re-purposed PC

A software image for a re-purposed PC is a self-contained, loadable image containing an operating system and either the VMware Horizon Client for Linux or a client either derived from the VMware Horizon client source code or from the Horizon XML API specifications.

Certifications for software thin clients for re-purposed PCs should be submitted in the same manner as hardware thin clients. Partners will need to perform either the Horizon Client for Linux test cases or the Horizon custom client test cases, and submit the results to VMware for review. The software image must also be provided to VMware along with the certification submission form. For VMware validation purposes, this software image must be installable on a virtual environment, or a hardware platform is required.

1.1 Overview of This Guide

This document explains the Program Category (hereinafter the “Program”) requirements, as well as the engagement, support, maintenance models and lifecycle of the Program. For more detailed certification requirements, refer to the relevant certification guides available on the Program website. 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.

### 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 Partner Software support requirements (outlined in Section 3.4 “Post-Release Activities”).
- Provide VMware with details about timeframes for submitting certification logs for certification tests.
- Provide VMware details about development and support timeframes with respect to new Partner Software.
- Follow Program instructions for all pre-requisites to be met for the VMware Compatibility Guide (VCG) listing.
- Participation in the program requires a successful certification and posting of the partner product on the VCG
- TSANet membership and an entry in the TSANet portal

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, 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 will no longer be accessible to the Partner, including but not limited to access to the Program website. For details on termination, please review the “Term and Termination” Section of the Program Agreement.
3 Program Components and Process Flow

The Program provides a full spectrum of resources to guide Partners in developing, releasing, and supporting their Partner Software.

There are four Program components:

- Program Guidelines and Agreements
- Pre-Release Development and Certification Engagement
- Release Logistics
- Post-Release Activities

The remainder of this section elaborates on the components of this Program.

3.1 Program Guidelines

This Program component includes the non-technical elements of the Program.

3.1.1 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.

3.1.2 Program Fees

3.1.2.1 Currently, no fees are charged for this Program. 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 Pre-Release Development and Certification Engagement

This Program component includes the tools and resources available for the development and certification of Partner Software. All of the tools are available via the Program website.

3.2.1 Engineering Support

Partners in the Program will have access to the Program website, which hosts the resources for developing the Partner Software. Additionally, availing of this support enables Partner teams to communicate with VMware about technical issues around development of the Partner Software. VMware provides development and testing consultation through the Program website, using collaboration tools, or via the telephone during pre-arranged conference calls. The Agreement will state the fees due for these services.

3.2.1.1 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 F: 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.

3.2.1.2 Partner Internal Triaging Process for Suspected VMware Software Issues

The Partner's Engineering Manager and/or Technical Lead shall review all suspected VMware software issues prior to the team engaging the VMware co-development engineers. Partner technical contacts shall include the internal assessment (including logs etc.) when filing a question for the VMware Engineering Team.

3.2.2 VMware Products and Development Kit

Partners will receive access to certain Pre-Release Materials and/or Development Kits, as determined by VMware. The current listing is set forth in Appendix H: VMware Pre-Release Material(s) and Development Kit(s). The Pre-Release Materials and/or Development Kits may be used only in compliance with the Agreement.

VMware provides access to the applicable Pre-Release Materials and/or Development via:

- Official milestones, such as the official beta program for beta, RC, and GA milestones.
- Unofficial milestones, which refers to any point in time other than beta, RC, and RTM. To request access to such bits, please contact your EE Program Manager and provide a short justification.

As part of unofficial-milestone build delivery, VMware provides beta-type builds. When choosing to use such builds, please note the following:

- Beta-type and release-type builds are built from the same VMware change-list, but they do not have the same checksum.
- Beta-type and release-type builds are functionally the same for development kit files; checksum differences do not indicate a real difference.
- Mixing different build types might lead to PSODs and unpredictable behavior.

Scalability and timing-sensitive functionality should be qualified only on release-type builds. Beta-type builds include debugging code.

3.2.3 Horizon Cloud Non-Production Environment Access

Each Partner will be provided with one (1) account login in order to access Horizon Cloud non-production environment. There is a maximum limit to the number of accounts/licenses simultaneously connected to the...
non-production environment for all partners enrolled in this program. Partners may have to wait until the account/license frees up in order to login.

Partners will be able to test their Thin Clients by connecting to the version of Horizon Cloud/Air provided by VMware via the access account provided by VMware. The Horizon Cloud access is limited to this activity. No load testing will be allowed. This Horizon Cloud access is provided with no VMware support.

3.2.4 Certification

Partner Software certification is generally considered to be one of the most important parts of the development process. The Program Certification Guide sets forth the Qualification Requirements and is available on the respective Program website. The Program Certification Guide is designed to guide Partners in qualifying Partner Software to VMware standards. Within VMware, the Ecosystems Services team is responsible for the certification process.

3.2.4.1 Certification Process

The certification process requires that you do the following in accordance with the respective Thin Client Program Certification Guides:

a. Review Horizon thin client minimum technical requirements in the Program Certification Guide for a specific release. This is to ensure that your device meets or exceeds the minimum technical requirements for Horizon and/or Horizon Cloud before proceeding with actual certification testing.

b. For Horizon On Premises, set up and configure the Horizon thin client certification test bed. Horizon thin client certification requires an x86-based server certified for VMware ESX. The server must be capable of hosting several virtual machines that provide Horizon services for thin clients undergoing the certifications process. You can also use dedicated physical test machines for the Horizon thin client certification test bed. Specific requirements for the Horizon thin client certification test bed are listed in the Certification Guide. For Horizon Cloud Thin Client certifications, refer to the Horizon Cloud thin client certification guides.

c. For Horizon On Premises, pass the Horizon test bed validation. This series of tests ensures that the Horizon test bed configuration can support the Horizon thin client certification tests. For Horizon Cloud Thin Client certifications, refer to the Horizon Cloud thin client certification guides.

d. Execute all Horizon thin client certification tests as detailed in the respective Thin Client Program Certification Guides. Materials for certification per Section 3.2.3.2 below.

e. Send two production sample thin clients that you are certifying to VMware. The production sample thin clients must contain the same software load used in the certification.

f. Upon receiving the production sample thin clients, VMware will perform the thin client certification within two weeks.
Enroll in TAP & fulfill Program Requirements

1. Sign VMware Thin Client Program Addendum to the VMware Platform Extensibility Program Agreement
2. Complete W8 (Foreign)

Partner gets access to Partner Central or DCPN for View code, Program Guide, Program Certification Guide, Graphics Guides, etc.

1. Sign VMware Thin Client Program Addendum to the VMware Platform Extensibility Program Agreement
2. Complete W8 (Foreign)

Partner performs self-certification
Support questions
Submit DCPN Case with Type = Certification Support

PASS
FAIL

Partner starts integration.
Support questions
Submit DCPN Case with Type = Certification Support

FAIL
PASS

Submit test log(s) to VMware Certification Team for Review

PASS
FAIL

HCL Posting

PASS
FAIL

VMware performs in-house certification

VMware issues zero $ PO for hardware samples (New Submission)
OR
Partner sends updated firmware image & instructions (Re-cert)

FAIL
Certification Submission

Once the certification test suite (described in the Program Certification Guide) has been successfully completed, the VMware Thin Client Certification Submission Form (“Submission Form”) must be submitted to VMware for review as per instructions in the certification guide.

Submit only one submission form per certification request. Submissions will be reviewed on a first come, first served basis. VMware will first acknowledge receipt of the Submission Form and provide directions for submitting two thin client production samples to VMware. Submissions are considered incomplete until VMware receives the two production samples. Submissions with partial or incomplete results will be rejected. Once a complete submission package has been received, VMware will conduct a hands-on test with the thin client(s). Certifications will remain open for 30 days after the submission. After 30 days, if VMware has not received the requisite equipment, or technical issues with a submission have not been addressed, the certification will be closed.

If you are submitting a family of thin clients (a family is defined as three or more devices sharing a common design), please contact VMware to determine which devices from the family should be provided as production samples. VMware will review the certification results from the family of devices submitted for certification and identify devices to submit, which best represents the range of components, capabilities, and functionality of the device family. The same policy applies to equivalent and compatible certification submissions. This is covered in more detail in the Section 4.4.

In some cases, thin clients require special network interface modules. If this is the case please send them along with the hardware.

If VMware already has your hardware, then you may submit a firmware image with the certification submission with detailed instructions on how to update the device. Due to the complexity and time consumed by re-imaging thin client devices, expect that the certification processing can be delayed significantly during high volume certification timeframes around a major release. If you have a time-critical need for VCG posting we recommend you ship pre-integrated samples to VMware.

The details for sending sample units to VMware are covered in the “Certification Submission” section of the Program Certification Guide. It is expected that production level samples will be sent to VMware. If production level equipment is not available please let us know in advance. We can perform our internal testing on pre-production units and back-fill with new units a later date.

This Program also supports software-only thin client certification. In order for the VMware team to conduct our hands on testing we require that the software-only solution load into a VM for certification. This can be in the form of an ISO that installs in a virtual environment. If your thin client does not meet this requirement then you will need to submit sample hardware with the thin client loaded for our internal testing.

Support Related to Minimum VMware Horizon Client Requirements and Horizon Test Bed Setup, Configuration, and Validation

If you have questions about whether your thin client meets the minimum requirements for Horizon products, please review the minimum technical requirements in the Program Certification Guide. If this does not address the issues you are experiencing, please contact us by submitting a Certification Request Case. You can also use the Certification Request Case if you are experiencing issues with the thin client test bed setup, configuration, or passing the test bed validation test as documented in the Certification Guide.

Products and Versions

VMware thin client certification is available only for the Horizon family of products. New thin client certifications are accepted per Horizon product release and/or Horizon Cloud release. VMware accepts thin client device certification results conducted with Horizon product as well as Horizon Cloud.
It is highly encouraged that Partners begin integration and interoperability testing with Horizon beta releases that require a re-certification.

For major, minor, and maintenance release cycles, Partners may begin official thin client certification testing using the Release Candidate (RC) versions of Horizon products. This option allows Partners to potentially have thin clients certified and listed on the VMware Thin Client HCL at the launch of the new Horizon product. VMware will notify Partners if re-testing is required because of significant changes made between the RC and final release of the Horizon product.

VMware requires that Partner maintain version control on thin client software versions. The version must be consistent with versions on the HCL and follow typical incrementing nomenclature such that customers and VMware support can identify the released version and identify it as supported or not on the HCL.

Software Policies

The Certification Program requires testing with a standard installation of Horizon Connection Server, VMware ESX, and VMware VirtualCenter or VMware vCenter with no special configuration or modification. Customers who purchase a VMware Ready™ solution can be confident that both the VMware products and Partner certified thin clients work as expected.

If a thin client requires additional software (agents, drivers, etc.) to operate as a thin client, these components must be installed or present on the thin client during the thin client certification process. These details must also be listed on the certification submission form.

The two thin client production samples provided to VMware must be loaded with the identical software (OS, Partner software release, patches, drivers, and so on) that was used by the Partner when executing the thin client certification test suite. Failure to provide the identical software load to VMware may result in a rejected submission and delay support for a client device.

If VMware already has the device that a new submission is being made against then it is not required that Partners submit new hardware. It will be required that you submit the certified firmware for the device and upgrade instructions so that we can complete your certification.

Hardware Policies

Thin client certification tests must be performed on production level thin client devices. The thin client devices must be generally available at the time they are listed on the VMware Thin Client HCL.

Servers used to host the Horizon thin client certification test bed environment must be VMware Ready™ and listed in the VMware Server Hardware Compatibility List.

For more information on ESX and ESXi certified systems, see the following website:

http://www.vmware.com/resources/compatibility/

Branding Policies

The Certification Program requires Partners using custom Horizon Clients based on the Horizon XML API adhere to the VMware Branding Guidelines described in the Horizon Graphics User Guide. The graphics guidelines are distributed with the other Program documentation on VMware{code} (formerly called Developer Center).

Partner Communications

VMware will issue Partner communication to announce release milestones, program and policy updates and schedule changes.
These communications will be sent to individuals registered in the DCPN project. Please use the DCPN to add or remove members from your DCPN project.

These communications will also be sent to all users onboarded into the Thin Client program DCPN Projects. Partners have a designated Administrator in DCPN who can self-administer the user membership.

The following links detail the certification levels and the support structure:

- [https://www.vmware.com/support/policies/thirdparty](https://www.vmware.com/support/policies/thirdparty)

This Program falls under the “VMware Certified” level of certification for Partner Software testing. This level carries the guidelines and benefits shown in Table 1:

**Table 1: VMware Acceptance Levels.**

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<th>Testing Program</th>
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<td>Partner</td>
<td>Partner-defined</td>
<td>Appendix D</td>
</tr>
<tr>
<td>Community Supported</td>
<td>None</td>
<td>None</td>
<td>No Support Flow</td>
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The certification process begins after a Partner develops Partner Software and has completed internal QA tests and is confident the Partner Software can pass the certification suite. Once testing is complete, the Partner uploads the test results to VMware, using the Workbench plugin. VMware verifies the results and either certifies the Partner Software or denies certification with due justification.

For Partners developing Software with a Software Development Kit, revisiting the following to provide a superior customer experience is recommended:

- Partner landing page recommendations
- Recommended Partner Software documentation
- Requested troubleshooting error codes documentation
- Partner support statement and support policy
- Product hosting information as applicable
- Bundling of the Partner Software with documentation

Upon successful certification, VMware updates the [VMware Compatibility Guide](https://www.vmware.com/support/policies/thirdparty) (VCG) website to include the applicable version of the Partner Software.

The Agreement requires that Partners (if they choose to distribute their Partner Software) distribute only Partner Software that has successfully passed the certification tests and Qualification Requirements under this Program. Customer or field complaints that reveal non-compliance will result in delisting the Partner Software from the [VMware Compatibility Guide](https://www.vmware.com/support/policies/thirdparty) (VCG)
3.3 Release Logistics

This Program component covers activities related to the release and availability of Partner Software developed and certified under this Program.

3.3.1 Packaging and Installation

This Section discusses some of the best practices and logistics of Partner Software packaging and installation.

3.3.1.1 Packaging

VMware recommends that Partner Software be packaged as an executable, containing a self-extracting, self-installing file where applicable. Zip all Partner Software documentation as part of the Partner Software download bundle, but keep docs separate from the installer/executable. Keeping the documentation zipped separately makes doc updates possible without going through the re-test waiver process.

Ship Partner Software with the following documentation in a single compressed archive (.zip) file:

a. Release Notes with version-specific information for the following:
   - What was fixed
   - What was added
   - Known bugs
   - Release Note organization to stay consistent over time and versions, with history included

b. Installation Guide and Configuration Guide, to include the following where applicable
   - Prerequisites. For example: Java run-time environment, .NET, etc.
   - Supported configurations with at least one simple, hardened test configuration, which should allow the Partner Software to perform all functions (the “proof case”).
     VMware can use this example to confirm that there are no configuration issues in the customer environment and triage the issues appropriately.
   - Any licensing assumptions spelled out explicitly; details of any encryption being used.
   - Troubleshooting guide spelling out common error messages and typical configuration misunderstandings.

c. Process explaining how to engage your support for the Partner Software, as follows:
   - Which logs to have handy and how to collect them
   - What Partner Software information to gather for each type of problem (screenshots, array managers, replicated volumes, and so forth)
   - Contact protocol with URLs and toll-free telephone numbers
   - Any entitlement identity that might be required for support

Each and every version, release, patch, and hot fix of the Partner Software should clearly identify itself with a fully qualified and dated release signature, at least once for every request that it handles. (Make the release signatures clearly visible in the logs whenever the Partner Software is working and include a unique release signature, insomuch as the date and at least one node of the version should be different from all other released Partner Software.

Partner Software must have version number designations. This helps users quickly discern the version without having to examine logs or open other windows or facilities.

Note: Be sure to remove all references to VMware trademarks or product names as part of Partner Software name during installation and post-installation for Partner Software listings.
3.3.1.2 **Delivery to Customers**

Once Partner Software has been packaged accordingly, Partners can then distribute their Partner Software to end customers from a page on their own website. The download bundle should contain all documentation that is listed as required under the Supporting Documentation Requirements Section.

3.3.1.3 **Installation**

During extraction or installation, Partner must present their End User License Agreement (EULA) to customers in a way that requires the customer to accept the Partner EULA prior to use of the Partner Software. If a user does not accept the EULA, the Partner Software must not install.

Customers must be presented with the option of opening documentation files after installation completes. The documentation should include a link to a webpage and customer help system that is maintained by the Partner. The customer must not be required to copy files to specific places, nor required to edit any files to configure the Partner Software.

3.3.1.4 **Open Source and Encryption**

Partners are expected to comply with all applicable third-party and free / open-source licenses and meet all applicable import, export, and re-export control obligations.

3.3.2 **Hosting**

3.3.2.1 **VMware Hosting**

This Section is not applicable to this Program.

3.3.2.2 **Partner Hosting**

Partners who choose to host Partner Software on their website are encouraged to consider the following recommendations for the Partner Software landing page.

**Landing Page Recommendations:**

- Publicly available landing page (The link must be a live link and not result in a 404 unknown error or send users to a generic, “we can't find the page you are looking for” site.) It is OK for the landing page to require credentials to log in.
- Viewable with standard browsers
- Public statement of the Partner’s support policy for their certified Partner Software. (Include a link to the support policy or information on how to get support.)
- Stated support is not beyond VMware stated support (features, versions, array models, etc.).
- Link to VMware Compatibility Guide listings.

**Static Information:**

- About VMware product text from VMware.com or VMware approved collateral.
- A public statement of the Partner’s support policy for their Partner Software. (Include a link to the support policy or information on how to get support for released Partner Software). This information should be provided to VMware support for review prior to GA of the Partner Software.
- Link to VCG website.

**Partner Software Information:**

- Text that describes features/bug fixes included in that Partner Software version
• Product documentation and installation information (include any software and/or hardware prerequisite; best practices/user guide, among others)
• Product download details (download bundle should include all relevant documentation listed on the landing page)
• Product version
• Date certified/released
• MD5 SUM and SHA1 SUM
• File size

3.3.3 VMware Compatibility Guide (VCG) Posting

Partners must officially state the combinations of versions of the VMware product. VMware reserves the right to conduct its own compatibility testing to validate Partner’s compatibility claims.

The compatibility for Partner Software that is “certified” is posted on the VMware Compatibility Guide website. VMware technical support is obligated to support Partner Software only with the equipment and management interfaces agreed between the Partner and VMware, contained in the VCG.

Other clarifications for VCG posting:

• VMware uses footnotes and Knowledge Base (KB) articles to document known Partner Software incompatibilities. If an incompatibility is severe enough such that the Partner Software is not supportable, the Partner Software is not posted on the VCG website until a technical fix is provided.
• VMware determines whether an incompatibility is sufficient to footnote or to deny a certain posting, or to remove any listing at any time.
• VMware removes Partner Software from the VCG listing upon Partner request or at its own discretion.
• In the spirit of joint support, VMware does not claim support for Partner Software beyond those that are certified.

VMware’s Compatibility Guide (often referred to as the VCG or HCL) is located online for our joint customers to search for certified solutions with various Horizon Client/Horizon/Horizon Cloud releases and feature capabilities. The VCG contains details on specific certified models including:

• Partner name
• Device model number
• Type of client device (hardware or software)
• Client Type – VMware commercial client or vendor client
• OS or BIOS version
• Horizon Client release
• Horizon Server release used and/or Horizon Cloud version used
• Supported Horizon Server releases and/or Horizon Cloud releases
• Horizon compatibility information
• Footnotes indicating special features, restrictions or capabilities
• Feature support (MMR, PCoIP, Smartcard, etc.)

VMware defines these details in the “Introduction” section of the online guide and will often post relevant support and compatibility information in this section.

The VMware Thin Client VCG/HCL has the following policies:

• VMware does not post thin client HCL entries without a request from the Partner. Submission of thin client certification results to VMware for validation is deemed a request.
• The VMware Thin Client VCG/HCL is updated on a weekly basis.
• At end-of-life (“EOL”) for Horizon products, those thin clients that are associated with the EOL Horizon (View) product release are removed from the VMware Thin Client VCG/HCL.

3.3.4 Supporting Documentation Requirements
VMware Support requests that Partners provide links to all relevant TOI material described in Appendix E: Transfer of Information (TOI).

3.3.5 VMware Ready Logos
For eligible programs, once Partner has certified the Partner Software under the terms of the Program, the Partner may use the VMware Ready™ logo in their Partner Software collateral, as set forth in the Agreement. For details please refer to the VMware Ready program link.

3.4 Partner Post-Release Activities
This Program component includes support and sustaining policies for Partner Software.

3.4.1 Partner Software Support Policy
Unless otherwise approved in writing by VMware, Partners must provide a public statement of their support policy for Partner Software that can be linked from the Partner-landing page. This public-facing statement should be ready and released prior to GA of the Partner Software, or, if not applicable, prior to posting of the certified Partner Software on the VCG.

Support and troubleshooting of all Partner Software is the responsibility of Partner as per Partner’s documented support policy.

For entitled support issues reported to VMware, VMware Global Support Services (GSS) assists customers in problem analysis and resolution. In the event the issue is diagnosed to be directly related to Partner hardware or software, GSS works with the customer to open a collaborative support request (SR) with the Partner. The support flow for the SR follows the VMware support process, as outlined in Appendix C: VMware Customer Contacts Support Flow.

3.4.1.1 Support Readiness
The goal for the Partner Software support policy is to ensure an excellent post-sale support experience for the mutual customer, and to drive best of breed customer satisfaction for Partner and VMware. In order for Partner and VMware to be successful with this goal and Program, VMware expects the Partner to provide the following:

• A clearly defined process and escalation contacts between VMware Technical Support and Partner’s technical support organizations, to engage each other for smooth handoffs and collaboration for all SRs related to Partner’s Partner Software. This process should establish a Senior Support Engineer-to-Senior Support Engineer relationship. For critical escalation, this process should also provide an Escalation Manager-to-Escalation Manager relationship.

• Partner shall provide ability for VMware GSS to be able to open tickets directly with Partner for the sole purpose of troubleshooting mutual customer SRs.

• Partners shall ensure adequate support readiness and training of their support organization to support the Partner Software. Partners must have a support infrastructure in place to appropriately route and track all SRs related to their Partner Software. Additionally, Partner technical support engineers must be trained to have a reasonable understanding of the applicable VMware Partner Software, in order to assist during troubleshooting during any collaborative support effort between VMware and the Partner’s support team for a mutual customer situation. To provide the best possible customer support, Partners must have one VMware Certified Professional (VCP) support staff.
onboard. Partner support teams must be ready to support the Partner Software at or before the general availability date of the Partner Software.

- Partners should appoint a designated technical support contact who is primarily responsible for the support relationship with VMware support organization. This person shall be responsible and shall act as a single point of contact for all support-related activities, including escalations and management of the cooperative support process relationship. This person shall ensure the overall support readiness and training of their support organization to support Partner Software.

- Communications of any changes, updates, patches, etc. to the Partner Software, are to be communicated back to VMware at least 14 days before release to the general public.

### 3.4.1.2 Hosting of Collaborative Technical Support Process for Mutual Customers

Partner agrees to post current valid support and escalation processes related to Partner Software as part of the VMware dedicated or custom Technical Support Alliance Network ("TSANet").

For the duration of a Partner’s participation in this Program, and to retain certification status, the Partner must maintain membership in the Technical Support Alliance Network ("TSANet", [www.tsanet.org](http://www.tsanet.org)), and as such join the VMware Private TSANet Community. Any issues found with Partner Software are handled by the corresponding Partner, as described in the Third-Party Hardware and Software Support Policy documentation at [http://www.vmware.com/support/policies/ThirdParty.html](http://www.vmware.com/support/policies/ThirdParty.html).

Partner shall comply with specific terms and recommendations regarding validation, support, and associated customer communication, as outlined in TSANet guidelines and in this Program Guide.
3.4.1.3 Partner Support Experience

Partner shall open a Support Request with VMware on behalf of an end user via the TSANet channel, when the customer support issue is specifically isolated to a VMware product, or only reproducible on a VMware platform. Partner must resolve the support ticket in accordance with the applicable support agreement between the customer and the Partner.

VMware GSS Product Support Teams do not support SDK APIs. During customer situations, if the issue requires troubleshooting of SDK API calls, then Partner should take the lead and work with VMware Developer Support in the background.

The Support Call flow for SDK API related issues is shown in Figure 2:

![Figure 2: SDK API Support Call Flow.](image-url)
3.4.1.4 Support Requirements and Process

General Support Terms:

- Partners are requested to provide the “volume” information of customer support issues reported against their Partner Software (open/resolved).

- Failure to fulfill and/or keep current with support requirements will result in non-compliance from certification perspective.

Support Request Process:

- End users can report software stability and performance issues to VMware. If they have reason to believe this is a VMware issue and, provided that the Partner’s software is listed on the VCG website.

- For any issues related to the Partner Software, VMware shall initiate a request for technical assistance from the Partner by following the Partner’s support process and procedures posted on TSANet.

- KBs (Knowledge Base articles) are recommended for all Partner Software issues or knowledge that will help end users. VMware provides a link to KBs from the product VCG.
  

- VMware and Partners shall work cooperatively to troubleshoot issues to resolution (see also the flowcharts in Appendix C: VMware Customer Contacts Support Flow and Appendix D: Partner Customer Contacts Support Flow).

3.4.1.5 Transfer of Information (TOI)

Partners are required to provide a training session with select VMware groups on the specifics of the Partner Software. For details regarding the content of the training, refer to Appendix E: Transfer of Information (TOI). Please note that the TOI and support readiness requirements must be met prior to VMware authorizing posting Partner Software on the VCG website.

3.4.1.6 Recommended Partner Training

To provide the best possible customer support, VMware recommends that Partners have one VMware Certified Professional (VCP) support staff on board. To become a VMware Certified Professional, please visit www.vmware.com/services/certification.html to learn about the required instructor-led courses.

3.4.2 Sustaining Policy

Partners are responsible for maintaining their Partner Software by fixing any bugs or security issues and by updating and/or upgrading the software to support new or existing applicable VMware product(s) in a timely manner, as long as the VMware support policy is applicable for that release.

Note that any major change to the Partner Software might affect the certification status. It is highly recommended that the Partner Engineering team work closely with the VMware EASE Program Manager during the Partner Software sustaining process. See Section 3.4.2.1 “Hot Fix Process” for details on how to provide customers with a Hot Fix, as well as on how to re-certify a modified Partner Software.

Should the need arise to provide a customer an immediate fix to address an urgent issue (a “Hot Fix”), Partners must follow the process defined below. To make the Hot Fix available to all customers, Partners must either submit a full re-certification of the modified Partner Software or follow the process outlined in Section 3.4.2.1.
### 3.4.2.1 Hot Fix Process

VMware considers a Hot Fix to be a fix addressing a specific critical issue found by one or more customers. A Hot Fix is not a mechanism to add features or functionality to existing Partner Software. When a Hot Fix is necessary, the Partner generates the Hot Fix and notifies VMware that the fix was created, tested, and distributed to those experiencing the problem addressed by the Hot Fix. Partners are strongly urged to run at least a subset of the certification tests against a Hot Fix before releasing it.

Partners must provide a detailed description of the bug and its symptoms to VMware, so that VMware support can direct customers who file new reports of the bug to Partner. This information must be communicated to VMware by completing the Partner Software Hot Fix Notification Form, available on the developer collaboration site. Partner's support organization shall distribute the Hot Fix on a customer-by-customer basis, via a non-public distribution mechanism. Partner shall also provide an estimate as to when the fix can be rolled into an update to the Partner Software, and shall request a review slot with VMware.

In cases where a Hot Fix is not widely distributed (posted version of Partner Software), Partners are advised to track these customer distributions for support calls. Partner shall also provide the Hot Fix itself to VMware, with instructions on how to install the Hot Fix. Any changes to the Partner Software must be re-certified, as described in Section 3.4.2.2 “Re-Certification of Modified Partner Software.”

### 3.4.2.2 Re-Certification of Modified Partner Software

If a Partner modifies certified Partner Software, internal QA tests should run successfully before requesting the revised Partner Software to be considered by VMware for re-certification. Running all certification tests is recommended, but running a subset of the certification tests might be sufficient, if the following conditions are met:

- Partner helps VMware understand the nature, scope, and impact of the changes;
- Partner provides pointers to the user and reference documentation for relevant versions used to build the Partner Software
- Partner provides a list of changes and detailed explanations thereof.

Partners must complete a Re-Test Waiver form and submit this form along with any other applicable information (e.g., test results, source code, diffs, etc.) in the same folder where the Hot Fix notification form was submitted.

### 3.4.3 VMware Workbench, Dev Kits, and Cert Kits Support Lifecycle Policy

Details of this policy are available online at: [https://code.vmware.com/kits-lifecycle-policy](https://code.vmware.com/kits-lifecycle-policy). Development Kits and Certification Kits support is dependent on the underlying VMware product support. The VMware product support policy can be found at: [https://www.vmware.com/support/policies/lifecycle.html](https://www.vmware.com/support/policies/lifecycle.html).

### 4 Re-Validation

After a thin client has been certified, it retains its certification until one of the following occurs:

- Re-certification is required
- VMware no longer supports that specific Horizon product version
- VMware no longer supports that specific Horizon Cloud product version
- The Partner ceases participation in the Program
- The Partner requests removal of the thin client device from the VMware Thin Client HCL
- End-of-life or end-of-support of the thin client

### 4.1 VMware Platform Triggers
A new major release of a VMware product requires a full re-certification of any platform-dependent Partner Software. VMware will attempt to notify Partners no later than the VMware product beta timeframe of the upcoming release dates for the major release.

**Horizon/Horizon Cloud Product Updates**

VMware requires a re-certification of thin clients for major releases of Horizon or Horizon Client products or Horizon Cloud. Re-certification for minor, maintenance, or patch releases is optional. However, VMware reserves the right to require re-certification for the support of significant product changes at any time. Information regarding re-certification requirements due to new releases of Horizon or Horizon Client products or Horizon Cloud will be communicated to all participating Partners via email. In the event that re-certification is required, Partners must complete re-certification within one month of the new Horizon or Horizon Client product or Horizon Cloud becoming generally available (GA).

**Thin Client Changes**

VMware requires re-certification for any thin client model changes (including software, hardware, BIOS, or firmware) that would alter the minimum test set requirement. For example, a thin client BIOS update or embedded OS update would require a re-certification.

### 4.2 VMware Product Backward Compatibility

VMware makes efforts to maintain backward compatibility between product update releases and Partner Software. Even with these efforts, VMware cannot guarantee that compatibility will not be broken. In the event that backward compatibility is not maintained and re-certification is required, VMware notifies the Partner and works to re-certify the Partner Software in a timely fashion.

### 4.3 Partner Software Qualification Triggers

Any bug fix or minor change to Partner Software might require a re-validation of all or a subset of these requirements. Refer to Section 3.4.2.2 “Re-Certification of Modified Partner Software” for further details regarding modified Partner Software.

### 4.4 Compatibility/Equivalency Claim Process

The VMware thin client certification process covers new and updated thin clients. There are times when a new thin client certification may not be required. This section covers the criteria used to determine equivalency or compatibility and the process for submitting an equivalency or compatibility request. Approved “Equivalency and Compatibility” requests are then posted to the VMware Thin Client HCL.

**Equivalency**

Equivalency occurs when a thin client is determined to be functionally identical to an existing thin client listed on the VMware Thin Client HCL. When equivalency is granted, no certification testing is required. The new thin client is considered equally compliant as the existing thin client listed on the Thin Client HCL. This determination is made based on the OEM lineage of the “Equivalent” thin client product. A typical equivalent device is a re-branded version that may only differ in color and branding.

**Compatibility**

Compatibility means that the thin client has not undergone thin client certification testing, but it is determined to be either functionally equivalent to or a low risk configuration of an existing thin client listed on the Thin Client HCL. In this case, no addition testing is required and the new thin client is listed on the Thin Client HCL.
with a compatibility request. A typical compatibility claim might be a version that supports additional memory, contains a minor change in processor frequency, or is offered in a different physical package.

**Breaking Equivalency**

If the original Partner product or the “equivalent” product fails certification at any time, the equivalency is considered broken and both products will be considered to have failed thin client certification. An assessment of the broken equivalency will be made by VMware and re-certification may be required. It is the responsibility of the thin client Partner claiming equivalency to ensure that their product does not vary from the original thin client listed on the VMware Thin Client HCL. VMware reserves the right to remove an equivalency listing for what VMware deems a violation of equivalency requirements.

**Breaking Compatibility**

If a thin client listed as “Compatible” on the VMware Thin Client HCL changes in a way that violates the compatibility requirements listed in this document, VMware reserves the right to remove it from the Thin Client HCL.

**Requesting an Equivalency or Compatibility Review**

To request an equivalency or compatibility review, complete the “Equivalency & Compatibility” section of the VMware Thin Client Certification Submission Form and send the form to the VMware by submitting a Certification Request Case in the Thin Client Program DCPN per instructions provided above. It is VMware’s goal to ensure the highest level of interoperability between VMware’s products and thin clients listed on the VMware Thin Client HCL. VMware makes every effort to require only necessary testing in order to facilitate time to market and to reduce certification complexity while maintaining high levels of quality.

It is the responsibility of the thin client Partner requesting the equivalency or compatibility listing on the VMware Thin Client HCL to supply complete information about any changes that deviate from the base product. Any omission determined to be significant can cause the equivalent/compatible product to be removed from the VMware Thin Client HCL.

VMware responses to Equivalency or Compatibility requests are:

- “Approved Compatible or Equivalent”
- “Not approved. Full certification will be required.”

<table>
<thead>
<tr>
<th>Change Type</th>
<th>Equivalent</th>
<th>Compatible</th>
<th>Certification Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Design Change (Outer shell and appearance has changed. Inner working components are the same.)</td>
<td>Yes</td>
<td>N/A</td>
<td>None</td>
</tr>
<tr>
<td>CPU Stepping or Speed (Increase in CPU speed)</td>
<td>No</td>
<td>Yes</td>
<td>None</td>
</tr>
<tr>
<td>CPU Family (Same CPU Family)</td>
<td>No</td>
<td>No</td>
<td>Full Certification</td>
</tr>
<tr>
<td>Firmware/OS Change (Firmware version changes or OS version changes)</td>
<td>No</td>
<td>No</td>
<td>Full Certification</td>
</tr>
<tr>
<td>Memory Increase above Minimum (increased memory)</td>
<td>No</td>
<td>Yes</td>
<td>None</td>
</tr>
</tbody>
</table>
When Partner releases new versions of the Partner Software re-certification might be required, based on the impact of the changes in the new release(s) from the Partner. Partners are encouraged to run the Certification Tests in addition to their own QA tests, when making any changes, to expose potential issues related to the changes, even when full certification is not required, based upon the descriptions below: All Partner Software certification should follow the guidelines in the Certification guide. Many programs will have dependencies and pre-requisites listed. Some questions/examples that may help determine the re-certification criteria are listed in Appendix A: Questions to Determine Re-Certification.

Generally, examples of where VMware does or does not take an interest in re-certification of the Partner Software include:

- New H/W versions
- New S/W version
- New Firmware or Updates to existing Firmware
- New Version Numbers
- Product Documentation-Only Updates

**New Version Numbers:**

Although there is no science to version numbers, major version numbers draw more scrutiny than minor or maintenance versions. Equivalency and Compatibility status might be granted to a new Partner hardware platform that interoperates with the Partner Software. In this case, VMware might require a re-validation of all or a subset of the Partner Software certification tests. Please refer to the certification policy listed for your specific Program.

## 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 F: Sample Partner Contact Information Form.
## 6 VMware Release Milestones

Membership in this Program is ongoing, and Partners are entitled to Horizon and Horizon Client update releases, as well as development and certification kit refreshes 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.

<table>
<thead>
<tr>
<th>VMware Release Name</th>
<th>Definition</th>
<th>Partner Activities</th>
<th>Release Goals</th>
</tr>
</thead>
<tbody>
<tr>
<td>Early Access</td>
<td>Early access code for early deployment.</td>
<td>Early development and compatibility testing but not certification.</td>
<td>Get feedback and fix problems found by Partners.</td>
</tr>
<tr>
<td>Beta</td>
<td>Beta release (for major and minor releases).</td>
<td>Perform development and compatibility testing but not certification, early certification kit available.</td>
<td>Get feedback and fix problems found by Partners and customers.</td>
</tr>
<tr>
<td>RC</td>
<td>Release Candidate (for major, minor, update releases).</td>
<td>Perform official certification and make submissions. 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 or certification blocking issues including business justification will be considered for delivery in the product release.</td>
<td>Enable certification testing so that Partner Software can be listed on VMware Compatibility Guide at GA.</td>
</tr>
<tr>
<td>RTM</td>
<td>Release to Manufacturing (Restricted availability to OEM media kits and product release files provided per prior approval).</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>GA</td>
<td>General Availability (for major, minor, update patch releases).</td>
<td>Perform official certification and make submissions.</td>
<td>General Availability of production-level product to all Partners and customers.</td>
</tr>
</tbody>
</table>

Partners are encouraged to engage in compatibility testing during beta or early access milestones to identify bugs that might block certification after RC.
Appendix A: Questions to Determine Re-Certification

VMware asks the following questions to determine if re-certification is required:

1. Has a new major version of Horizon (with View) has been released?
2. Has a new major version of Horizon Client has been released?
3. Has a new minor version of Horizon (with View) had significant changes?
4. Has a new minor version of Horizon Client had significant changes?
5. Has a new major version of Horizon Cloud been released?
6. Has a new minor version of Horizon Cloud had significant changes?

If the answer to any of the above questions is YES, then re-certification is required.

If the answer is NO, re-certification is not required. However, Partners are advised to run corresponding VMware Product Certification tests for a quick sanity check. If this fails, re-certification is required.

7. If any of the Certified Thin client device components listed in the table below have changed then re-certification is required.

<table>
<thead>
<tr>
<th>Device Components</th>
</tr>
</thead>
<tbody>
<tr>
<td>Industrial Design Change</td>
</tr>
<tr>
<td>CPU Stepping or Speed Change</td>
</tr>
<tr>
<td>CPU Family change</td>
</tr>
<tr>
<td>Firmware/OS/BIOS Change</td>
</tr>
<tr>
<td>Memory Change</td>
</tr>
<tr>
<td>Peripheral Connections Change</td>
</tr>
<tr>
<td>Networking Change</td>
</tr>
<tr>
<td>Flash or Secondary Storage Change</td>
</tr>
<tr>
<td>Distinct Form Factor Change</td>
</tr>
<tr>
<td>Chipset Change</td>
</tr>
<tr>
<td>Video Change</td>
</tr>
</tbody>
</table>
Appendix B: Key Web Links

Product-Specific Information

Program website – Login required
VMware(code) (formerly called 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 Product Downloads

VMware Horizon
Main Download Page: https://www.vmware.com/products/horizon.html

General Support Resources

TAP Alliances - https://www.vmware.com/partners/tech-alliance.html
My VMware - https://my.vmware.com/web/vmware/login
Technology-related information — such as knowledge base articles, documentation, and user groups — can be found at http://communities.vmware.com/
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
Appendix C1: VMware Customer Contacts Partner Support Flow for Horizon (On Premise)

Figure 3: VMware Customer Contacts Partner Support Flow for Horizon (On Premise).
Appendix C2: VMware Customer Contacts Partner Support Flow for Horizon Cloud

Figure 3-1: VMware Customer Contacts Partner Support Flow for Horizon Cloud.
Appendix D: Partner Customer Contacts VMware Support Flow for Horizon (On Premise) and Horizon Cloud

Figure 4: Partner Customer Contacts VMware Support Flow for Horizon (On Premise) and Horizon Cloud.
Appendix E: Transfer of Information (TOI)

Partner shall provide TOI training for VMware (e.g., support, sales, sustaining engineering, QA, Alliances). Partner shall provide a short training to VMware personnel on the specifics of troubleshooting the Partner Software to help isolate the issue.

Note: Partner shall be responsible for supporting the Partner Software. This TOI is intended to ensure that VMware support engineers can easily isolate issues and smoothly engage Partner's support team for further troubleshooting.

Partner shall provide access to additional TOI materials at no charge upon the availability of any updates, upgrades or new versions of Partner Software. Partner's TOI material should cover troubleshooting, internally developed tools, and access to Partner's knowledge database, as necessary to get knowledge of their Partner Software when isolating reported issues.

A significant amount of content can be handled through documentation, which can keep an interactive information transfer to a very short duration. During the interactive session, Partner should, at a minimum, show VMware personnel the error logs from both good states and failed states, and explain the errors codes (or refer to documentation), so that VMware personnel have a basic understanding of what can be expected when fielding customer calls.

The session should be documented via WebEx or some other method that enables recording of the training session.

Information to be documented for mutual customers of selected parts being presented at the TOI includes:

1. Prerequisites for Partner Software.
   a. SW pre-requisites (perl, java, array management software, etc.)
   b. HW prerequisites (array HW and firmware versions, visibility, credentials, etc.)
   c. Licensing requirements (yes/no) If yes, please provide details.
3. Partner Software initial configuration (config files, UI parameters, special options, etc.), documented list of pre and post installation configuration and optional parameters.
4. Release notes and version information (to include information on known and fixed issues).
5. Product behavior, information on failback process.
6. Array capabilities and basic administration.
7. Troubleshooting:
   a. List of all error messages, what they mean, appropriate remedies.
   b. Log files with known results (to include what the Partner Software injects into the Partner Software logs). This should be further broken down to clearly identify:
      i. Expected good output and what it means (i.e. what is expected when everything is running correctly).
      ii. Expected bad output and what it means, such as:
         1. This XML block means the arrays can’t see each other.
         2. This XML block means that the LUN is not replicated.
         3. This XML block means that something else is broken.
   c. Log files with error messages with a "verbose mode" option. (Verbose option should be available, but turned off by default; it could be invoked when it is not possible to make a good determination from the default logs.)
8. URL location where customers download the Partner Software.
9. URL location where customers can see their support policy for Partner Software.
# Appendix F: Sample Partner Contact Information Form

## Partner Alliance/Business Contact

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

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

## Partner Engineering Manager Contact

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

## Partner Technical Support Manager Contact

<table>
<thead>
<tr>
<th>Employee Name:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td></td>
</tr>
<tr>
<td>Address:</td>
<td></td>
</tr>
<tr>
<td>Phone:</td>
<td></td>
</tr>
<tr>
<td>Email:</td>
<td></td>
</tr>
</tbody>
</table>

**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 G: Glossary of Terms and Acronyms

This Appendix defines acronyms and terms used in this guide.

API  Application Programming Interface
CLI  Command Line Interface
DC   VMware Developer Center (Now called VMware<code>)
DCPN VMware Developer Center Partner Network
ES   Ecosystems Services
EULA End User License Agreement
GA   General Availability
GSS  Global Support Services
HCL  Hardware Compatibility List
KB   Knowledge Base
PRD  Product Requirements Document
QA   Quality Assurance
RC   Release Candidate
SAN  Storage Array Network
SDK  Software Development Kit
SR   Support Request
TAP  Technology Alliance Partner
TOI  Transfer of Information
TSANet Technical Support Alliance Network
vC Ops vCenter Operations Manager
VCG  VMware Compatibility Guide
VCP  VMware Certified Professional
Appendix H: VMware Pre-Release Material(s) and Development Kit(s)

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 Pre-Release Material(s):

- 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 4.x and 5.x
- VMware Horizon 7.x and related feature packs
- VMware App Volumes 2.x and 3.x
- VMware Unified Access Gateway 2.x and 3.x
- VMware Horizon Cloud with Hosted Infrastructure 18.x

VMware Development Kit(s):

- Generally available versions of VMware Horizon Client Protocol API Specification

VMware may provide Partner with access to the following:

- Generally available versions, in binary format only, including updates and upgrades, of:
  - VMware Horizon Client for Windows
  - VMware Horizon Client for Linux
  - VMware Horizon Client for Android
  - VMware Horizon Client for Windows Store
  - VMware Horizon and related feature packs
  - VMware App Volumes
  - VMware Unified Access Gateway

- Generally available and pre-release versions, in source format, including any subsequent releases, of:
  - VMware Horizon Client for Linux 4.x and 5.x