



Waters is aware of our customer requirements for deploying Empower Software using a virtual desktop solution. While Waters structurally validates Empower Software in a Citrix® environment and trains our Empower Informatics personnel in deploying in Citrix and Microsoft® Azure® Virtual Desktop (English only) environments, we recognize alternatives.

Empower Software has been successfully deployed by Waters Informatics Professional Services teams using the following virtual technologies:

Product	Empower Deployment Language	Comments
Amazon® AppStream 2.0 Virtual Desktop	English, Chinese, Japanese	Used with cloud deployments in Amazon Web Services (AWS). It has been determined that AppStream does not handle the client time zone reliably and a suggested workaround is for all users to specify a single time zone such as UTC for all the nodes upon first login.
Microsoft® Remote Desktop Services / Remote Desktop Protocol (RDS / RDP)	English, Chinese, Japanese	This is a protocol that Citrix developed, which Microsoft licenses. Depending on the configuration, this can require more bandwidth than a Citrix environment. High latency between the end user PC connection and the RDS server can affect user experience.
VMware Horizon® Virtual Desktop Infrastructure and Applications	English	

The technologies listed in the table above have yet to be validated as part of the Waters Software Development Process, therefore we do not have specific test evidence available for them. However, many of our customers have successfully deployed Empower using these virtualization products through our Informatics Professional Services teams.

Please remember that these virtual desktop technologies are not exclusive to Empower Software and are expected to work with Windows applications in general, according to their vendors. If you decide to use these technologies, it is essential to consider how it might impact your qualification process.

We want to be transparent about the fact that deploying in this manner carries some level of risk. Nevertheless, we fully support customers who choose to use these virtualization products and will continue to support the Empower application.

If you encounter any issues related to the Empower application while using these virtualization technologies, we will do our best to resolve them. However, please keep in mind that without a tested configuration, our efforts to address the issues may be limited to a 'best effort' basis. Be assured we will make every reasonable attempt to find a resolution that meets your needs.