

Client Name: VMware	
Product Name: ThinApp 4.5 General HTML Help	Date: 5/4/2010

VPAT®
VMware – ThinApp 4.5
General HTML Help

Prepared By:



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VPAT

Product: VMware ThinApp 4.5 General HTML Help
Components covered: Online HTML Help
Contact for more information: <http://www.VMware.com>
Date: March 31, 2010

Summary of Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	This is applicable to the online help documentation. Please refer to the attached 1194.21 VPAT
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	This is applicable to the online help documentation. Please refer to the attached 1194.22 VPAT
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multimedia Products	Not Applicable	
Section 1194.25 Self-contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supports with Exceptions	Please reference the included 1194.21, 1194.22 and 1194.31 sections
Section 1194.41 Information, Documentation and Support	Supports	Please reference the included 1194.41 section

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Explanation of Supporting Features (second column on VPAT)

Supports	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when Combined with Compatible Assistive Technology (AT)	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used Assistive Technology for people who are blind).
Does Not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine the Criteria does not apply to the specific product.
Not Applicable – Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

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1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supports with Exceptions	Some portions of the application are not keyboard accessible.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports with Exceptions	The Web based graphical user interface (GUI) does not honor or extend all Windows high contrast or large font settings set as accessibility options in Windows.
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supports with Exceptions	The Web based GUI does not always provide accurate indicators of focus on the current screen.
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports with Exceptions	The Web based GUI does not always present accurate information to the user of Assistive Technology. The form field under the Search tab is not labeled.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	Bitmap images are used in a consistent manner.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports with Exceptions	Not all information is available through the textual information; for example, a form field is not properly labeled.

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1194.21 Software Applications and Operating Systems		
Criteria	Supporting Features	Remarks and explanations
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The Web based GUI does not honor or extend all Windows high contrast or large font settings. See 1194.21(b)
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	There is no animation in the application.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	This product does not use color coding as the only means to convey information, indicating an action, prompting responses or distinguishing visual elements.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	The Web based client does not permit a user to adjust color or contrast selections through the product itself. The product inherits some settings from Microsoft Windows which provides a range of contrast levels for applications that allow a user to adjust color and contrast settings. See 1194.21(g)
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	No flashing or blinking text is used in this product.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does Not Support	When using the Web based GUI form fields, they are not accessible to Assistive Technology.

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1194.22 Web-based Internet information and applications		
Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	All images do not have Alt attributes.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There is no multimedia.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color is not used as a sole means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The help pages can be read with style sheets disabled. Headings and lists have HTML markup.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Does Not Support	Column headers for data tables do not have TH tags.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not Applicable	Data tables do not have multilevel columns or rows.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Frames are used without meaningful titles.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Pages do not flash or blink.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Not Applicable	A text only page is not needed to access information provided in the help files.

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1194.22 Web-based Internet information and applications		
Criteria	Supporting Features	Remarks and explanations
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports with Exceptions	Not all interfaces are keyboard accessible.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	Plug-ins are not used.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does Not Support	At least one form field is used which does not have a valid label.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	There are navigation tabs on the screen presented to the user. There is no skip navigation link to take the user to the main content.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	There are no timed responses required.

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1194.31 Functional performance criteria		
Criteria	Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with Exceptions	Reference 1194.22
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports with Exceptions	Reference 1194.22
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided.	Not Applicable	User hearing is not required to access the web based help files.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	Audio is not used.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.	Supports	User speech is not required to access content.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	Interfaces are keyboard accessible.

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1194.41 Information, Documentation and Support - Detail		
Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Upon request, product support documentation shall be made available in other printed or online formats that VMware has available at the time of the request, at no additional charge.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Upon request, product support documentation shall be made available in other printed or online formats that VMware has available at the time of the request, at no additional charge.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Support is available online and via telephone. Deaf or hard of hearing users can use the national relay service to converse with VMware representatives.