



Voluntary Product Accessibility Template

Source:

Adapted from Information Technology Industry Council's Voluntary Product Accessibility Template – Version 1.1, August 3, 2001 (<http://www.itic.org/policy/vpat.html>)

Product Smart Number:

Product Name:

ACE Manager 1.0.2 - Windows

Date Assessment Completed:

January 25, 2006

GA Date:

Other product assessment forms referenced for this form:

None.

For Further Information

www.vmware.com

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The information contained within this Voluntary Product Accessibility Template ("VPAT") is the result of an independent assessment performed by SSB+BART Group. The assessment tested the compliance of the VMware Assured Computing Environment Manager ("ACE Manager") with the requirements of Section 508 of the Rehabilitation Act of 1973 as Amended (1998). The test process conformed to SSB+BART Group's accessibility assessment process and included user-based testing by blind and low-vision users, and technical testing with tools.

ACE Manager is generally *not* fully compliant with the relevant Section 508 requirements.¹ The bulk of issues within ACE Manager relate to the lack of keyboard navigation among user interface elements and thus does not conform to the relevant Section 508 [technical requirements](#). While some of these issues can be worked around – the majority of issues pose significant barriers to access. This level of compliance is reflected in the inability of users to accomplish tasks as outlined in the [functional requirements](#) section of this VPAT.

It should be noted that certain issues of usability – especially those relating to keyboard access– can often be addressed with proper form design. This can be accomplished natively within the application, via the form design, shortcut keys, and proper pane navigation.

¹ §1194.21 - Software applications and operating systems.

§1194.31 – Functional Performance Criteria

§1194.41 – Information, Documentation, Support

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Guideline	Applicable	Compliant
§1194.21 - Software Applications and Operating Systems	Applicable	Not Compliant
§1194.22 – Web-based Intranet and Internet Information and Systems	Not Applicable	-
§1194.23 - Telecommunications Products	Not Applicable	-
§1194.24 - Video and Multimedia Products	Not Applicable	-
§1194.25 - Self-Contained, Closed Products	Not Applicable	-
§1194.26 - Desktop and Portable Computers	Not Applicable	-
§1194.31 - Functional Performance Criteria	Applicable	Supports with Exceptions
§1194.41 - Information, Documentation, Support	Applicable	Supports with Exceptions

Support Levels

Supports	ACE Manager fully meets the letter and intent of the Criteria.
Supports with Exceptions	ACE Manager 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	ACE Manager provides an alternate way to meet the intent of the Criteria.
Supports when combined with Compatible AT	ACE Manager fully meets the letter and intent of the Criteria when used in combination with Compatible AT.
Does not Support	ACE Manager does not meet the letter or intent of the Criteria. This is partially determined by whether users with disabilities can complete key test cases.
Not Applicable	The Criteria does not apply.
Not Applicable - Fundamental Alteration Exception Applies	A Fundamental Alteration of ACE Manager is required to meet the Criteria.

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§1194.21 - Software Applications and Operating Systems

Criteria	Support Level	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.	Does Not Support	The bulk of functionality within ACE Manager can be executed from the keyboard. However, certain critical features required for effective use of the application cannot be accessed from the keyboard and cannot be worked around by the user. Future versions of ACE will address these remaining issues and ensure full support for keyboard access to all components.
(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 User Interface (UI) Screens of ACE do not interfere with any operating system specific accessibility features. However, certain minor issues regarding running of assistive technology on the guest Operating System (OS) through the remote console included in the manager exist. For example, the guest OS mouse pointer does not move visually when mouse keys are used in the guest OS and when the JAWS cursor is used with JAWS for Windows installed on the guest OS. In addition, some “soft key sticks” were noted in the host OS with JAWS running after returning from the guest OS. Some of these issues can be worked around; for instance, the soft key sticks can be unstuck by pressing the modifier key in question.
(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	All controls except for the menu bar in the Main Window contain proper visual and programmatic focus. The main menu bar, however, does not receive proper programmatic focus although the menus do support focus and the menu bar is properly labeled programmatically via Microsoft Active Accessibility API (“MSAA”). Hotkeys can be used to gain access to the menus.

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(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	Controls in ACE Manager provide sufficient name, role, state, and value information to users and adaptive technology. However, certain form controls, such as those in the edit > preferences > hotkeys module, do not have proper group labels.
(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	All bitmap images present in ACE are used in a standard fashion.
(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	Text is written to the screen through the relevant OS functions.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	Most controls in ACE Manager follow the color/contrast settings in the OS. However, some controls, such as list boxes in the virtual machine settings module and the right pane in the main window, do not.
(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	Animation is not used
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual	Supports	Color coding is not used as the sole meaning of conveying meaning.

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element.		
(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.	Supports	ACE does not support user controlled color settings. Such settings are inherited from the OS.
(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	ACE does not utilize blinking or flashing elements in the proscribed frequency ranges.
(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.	Supports	All forms provided are usable in assistive technology.

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Section 508 - Voluntary Product Accessibility Template



§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.	Supported with Exceptions	While many portions of ACE Manager work very well with assistive technology, the lack of keyboard access in the main window and in the network quarantine wizard make the application more difficult to use by persons who are visually impaired. Persons who are visually impaired often rely on keyboard access as the sole means of accessing software.
(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	ACE Manager provides support for screen magnification software. Some mouse corruption was present when a screen magnifier was run on the guest OS. Custom color and contrast options set within the OS are supported by most UI elements in ACE Manager.
(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.	Supports	ACE Manager does not require users to perceive audio information for use.
(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.	Supports	ACE Manager does not require users to perceive audio information for use.
(e) At least one mode of	Supports	ACE Manager does not require

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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.		users to speak for use.
(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 must be provided.	Supports with Exceptions	While many portions of ACE Manager work very well with assistive technology, the lack of keyboard access in the main window and in the network quarantine wizard make the application more difficult to use for people who are mobility impaired. People who are mobility impaired may have difficulty using the mouse and may use alternative forms of access, such as speech recognition software, and rely on the ability to speak keyboard commands to navigate software.

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§1194.41 – Information, Documentation, Support

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 with Exceptions	User manuals and documentation are provided in accessible HTML format; however, some images and data tables are not accessible to users of assistive technology.
(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.	Not Compliant	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports with Exceptions	<p>VMware support services provide phone support for users with hearing impairments via relay services. Online knowledge base and support information can be found at www.VMware.com.</p> <p>User manuals and documentation are provided in HTML format; however, some images and data tables are not accessible to users of assistive technology.</p>

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