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VMware Horizon View Connection Server 6.0 VPAT©

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Since the VPAT must be comprehensive, all Section 508 issues on all pages must be corrected to sustain compliance.

Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Does Not Support	Please refer to the 1194.21 section for details.
Section 1194.22 Web-based Intranet and Internet Information and Applications	Does Not Support	Please refer to the 1194.22 section for details.
Section 1194.23 Telecommunications Products	Not Applicable	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable	Not Applicable
Section 1194.31 Functional Performance Criteria	Does Not Support	Please refer to the 1194.31 section for details.
Section 1194.41 Information, Documentation, and Support	Supports	Please refer to the 1194.41 section for details.

Support Levels

Support Level	Description
Supports	The product fully meets the letter and intent of the Criteria.
Supports with Exceptions/Minor Exceptions	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	The accessibility tester identified an alternate way to meet the intent of the Criteria or the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible AT	The product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology (AT). For example, many software programs can provide speech output when combined with a compatible screen reader, commonly used AT for people who are blind.
Does Not Support	The product does not meet the letter or intent of the Criteria.
Not Applicable	The Criteria does not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	A Fundamental Alteration of the product would be required to meet the Criteria (see the access board's standards for the definition of "fundamental alteration").

§ 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.	Supports with Exceptions	VMware View Connection Server provides some keyboard functionality. However, many controls such as page tabs, combo boxes, buttons with attached context menus, and table rows have limited keyboard support or use non-standard keyboard commands such right or left arrow keys to open some attached menus.
(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	VMware View Connection Server does not disrupt accessibility features.
(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. (Related to well-defined focus control which will also be visually indicative).	Supports with Exceptions	VMware View Connection Server provides a visual indication of focus. Programmatic focus is not available for all controls or to all assistive technologies due to general accessibility issues found in the flash content.
(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	Does Not Support	VMware View Connection Server provides some controls that provide some identity and state information, such as the buttons on the main UI. However, many

Criteria	Support Level	Remarks and Explanations
image represents a program element, the information conveyed by the image must also be available in text.		controls, including all dialog content, are completely inaccessible to assistive technologies.
(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	VMware View Connection Server uses images in a consistent way.
(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	VMware View Connection Server displays text using standard operating system methods.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	VMware View Connection Server does not honor user-selected display attributes. When users select Windows High Color Contrast or Internet Explorer Text Size option, content within the application does not alter accordingly.
(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	VMware View Connection Server does not display animation.
(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.	Does Not Support	VMware View Connection Server does not have textual and/or programmatically implemented equivalents when color-conveyed information is displayed to indicate an action, identify an element, or require a response. Selected tabs and Health Status indicators are color-conveyed without text equivalents.
(j) When a product permits a user to adjust color and contrast settings, a variety of color	Not Applicable	VMware View Connection Server does not provide color or contrast settings.

Criteria	Support Level	Remarks and Explanations
<p>selections capable of producing a range of contrast levels shall be provided.</p>		
<p>(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.</p>	<p>Not Applicable</p>	<p>VMware View Connection Server does not have flashing or blinking elements.</p>
<p>(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.</p>	<p>Does Not Support</p>	<p>VMware View Connection Server form controls are mostly inaccessible. Page Tabs, combo boxes, popup menus, and all other controls, with the exception of edit fields in all dialogs, are inaccessible to assistive technologies. Form fields while accessible to assistive technologies do not have explicit labels, causing assistive technologies to frequently misidentify labels for fields.</p>

§ 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Support Level	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	VMware View Connection Server does not provide text alternatives for graphical content.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	VMware View does not use multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Does Not Support	VMware View Connection Server does not have textual and/or programmatically implemented equivalents when color-conveyed information is displayed to indicate an action, identify an element or require a response. Selected tabs and Health Status indicators are color-conveyed without text equivalents.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	VMware View Connection Server does not use style sheets to display content.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	VMware View Connection Server does not use server-side image maps.
(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	VMware View Connection Server does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Does Not Support	VMware View Connection Server data tables are not Flash accessibility-enabled and are completely inaccessible to assistive technologies.
(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	VMware View Connection Server data tables do not have multilevel columns or rows in VMware View 5.1 Server.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	VMware View Connection Server does not use frames.
(j) Pages shall be designed to	Not Applicable	VMware View Connection Server does not

Criteria	Support Level	Remarks and Explanations
avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		have flashing or blinking elements.
(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.	Supports	VMware View Connection Server provides a command line interface that can be used in place of the flash based UI.
(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.	Does Not Support	VMware View Connection Server uses flash to display content; however, the content is mostly inaccessible.
(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).	Supports with Exceptions	VMware View Connection Server is presented using Adobe Flash. The Flash-based content is not accessibility-enabled and the majority of the content is completely inaccessible. However, the application provides a link to download the plug-in.
(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	VMware View Connection Server forms are mostly inaccessible. Many controls apart from edit fields are completely inaccessible to assistive technologies. Controls such as form fields that provide some accessibility do not often have labels, present state, or role information, making them not fully accessible.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	VMware View Connection Server does not provide a method to skip repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	VMware View Connection Server times out without alerting the user.

§1194.31 Functional Performance Criteria

Criteria	Support Level	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.	Does Not Support	<p>VMware View Connection Server does not support the use of Assistive Technologies rendering the entire application inaccessible to most Assistive Technologies.</p> <p>The Flash content is rendered in such a way that, without modification, assistive technologies have no access to the content. Even assistive technologies such as JAWS that can overcome this limitation are presented with flash content that has limited support for assistive technologies.</p>
(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	<p>VMware View Connection Server supports assistive technologies such as screen magnification used by people who have visual impairments; however, users cannot use operating system or browser features to adjust text size or application colors.</p>
(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	<p>VMware View Connection Server does not require user hearing.</p>
(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	<p>VMware View Connection Server does not produce audio.</p>
(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	<p>VMware View Connection Server does not require user speech.</p>

Criteria	Support Level	Remarks and Explanations
(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.	Does Not Support	VMware View Connection Server requires the use of the mouse for many operations. Keyboard-only users cannot use the application.

§ 1194.41 Information, Documentation, and Support

Criteria	Support Level	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	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.