

Client Name: VMware	
Product Name: Virtual Infrastructure - Update Manager 4.0 enter Server 4.0	Date: 06/30/09

VPAT™
**Virtual Infrastructure - Virtual Infrastructure - Update
Manager 4.0**

Prepared By:



Rockville Commerce Center
2410 Granite Ridge Road
Rockville, VA 23146
Voice: (804) 749-8646
Fax: (804) 785-7493
www.TecAccess.net

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Contact for more information: <http://www.vmware.com>

Date: June, 2009

Summary of Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	Please reference the attached 1194.21 section.
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	This program is not accessed through the Web.
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 attached 1194.21, and 1194.31 sections.
Section 1194.41 Information, Documentation and Support	Supports	Please reference the attached 1194.41 section

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	Use this language when you have identified an

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Facilitation	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 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 that the Criteria do 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").

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	<p>The Windows based GUI accessed through the VMware vSphere client 4.0 allows a good deal of keyboard accessibility. Buttons in the main interface can be reached via the tab key, menus can be activated and chosen, and items such as the "Hosts and Clusters" can be used via the keyboard.</p> <p>However, exceptions also exist. Virtual Infrastructure - Update Manager 4.0 place focus on these buttons, they cannot be activated via the Enter or Space keys, which is the Windows standard.</p> <p>Many links of dialogs such as those</p>

Client Name: VMware	
Product Name: Virtual Infrastructure - Update Manager 4.0 enter Server 4.0	Date: 06/30/09

		found on the Configuration screen accessed through the Update Manager screen cannot be accessed or activated via the keyboard; an example is "Settings."
(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	Virtual Infrastructure - Update Manager 4.0 does interrupt or disable assistive technology or assistive technology features. An example of this is the locking of the focus on selected screens such as the Configuration Screen accessed through the individual Hosts screen.. See 1194.21 (a)
. (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	Assistive technology can track focus changes and determine what interactive interface element has the current focus in many cases. Focus can also be tracked visually in many cases However, the focus moves to areas without text displayed on the screen and they will be read aloud by screen readers and do not represent items on the screen. An example of this is on the Configuration screen accessed through the Update Manager 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	Supports with Exceptions	Many controls have sufficient information for identifying them including name, role, state and value information provided through Microsoft Active Accessibility (MSAA). However, controls do exist that do not

Client Name: VMware	
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by the image must also be available in text.		<p>have identifying information that assistive technology can use. An example is the Edit box labeled "SOAP Port" found in the Configuration tab of the accessed through the Update Manager screen.</p> <p>Some controls which are links or buttons are not identified as interactive interface elements through the Role property of MSAA. An example of this is some of the links under the "Settings" section of the Configuration screen.</p>
(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	Image meaning is consistent.
(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	<p>Text is available through the operating system and assistive technology including Assistive Technology can read it in many cases, however there are examples when text is not being read</p> <p>An example of this are some of the links under the "Settings section of the Configuration screen See 1194.21 (d)</p>
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	<p>Virtual Infrastructure - Update Manager 4.0 does not honor or extend all Windows high contrast or large font settings.</p> <p>See Example in Deliverable Document</p>
(h) When animation is displayed, the information shall be displayable in at least one non-animated	Not Applicable	Animation is not used.

Client Name: VMware	
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presentation mode at the option of the user.		
(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 with exceptions	The page tabs are displayed in a dark grey and the currently selected tab is white without any text equivalent. See 1194.21(g)
(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 Windows based GUI accessed through the VMware vSphere client 4.0 does not permit a user to adjust color or 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	Blinking and flashing does not occur in the prohibited range.
(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 with Exceptions	Many controls have sufficient information for identifying them including name, role, state and value information provided through Microsoft Active Accessibility (MSAA). Some controls which are links or buttons are not identified as interactive interface elements through the Role property of MSAA. See 1194.21 (d) and (f)

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	Virtual Infrastructure - Update Manager 4.0 has some limitations that do not allow full support for screen reader assistive technology. Please reference the included 1194.21 Sections for specific details.
(b) At least one mode of operation and information retrieval that does	Supports with	Screen magnifiers do work with Virtual Infrastructure - vCenter Server 4.0.

Client Name: VMware	
Product Name: Virtual Infrastructure - Update Manager 4.0 enter Server 4.0	Date: 06/30/09

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.	exceptions	Virtual Infrastructure - vCenter Server 4.0 does not honor all Windows color and high contrast settings. Please reference the included 1194.21 section for specific details.
(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	Hearing is not required.
(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 present.
(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.
(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 with Exceptions	Some user interface elements are not keyboard accessible. Please refer to 1194.21 for details.

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	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.

Client Name: VMware	
Product Name: Virtual Infrastructure - Update Manager 4.0 Server 4.0	Date: 06/30/09

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.