



vCenter Update Manager VPAT© 4.1

July 8, 2010



VPAT®

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

Summary of Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks & 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, 1194.22 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 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 AT	Use this language when you determine 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	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's standards for the definition of "fundamental alteration").

1194.21 Software Applications and Operating Systems		
<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>The Windows based GUI accessed through the VMware vSphere client 4.1 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 “<i>Hosts and Clusters</i>” can be used via the keyboard.</p> <p>However, exceptions also exist. Virtual Infrastructure - Update Manager 4.1 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 found on the Configuration screen accessed through the Update Manager screen cannot be accessed or activated via the keyboard; an example is “Settings.”</p>

1194.21 Software Applications and Operating Systems

1194.21 Software Applications and Operating Systems, continued

<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Virtual Infrastructure - Update Manager 4.1 does interrupt or disable AT or AT 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.</p> <p>See 1194.21(a)</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>AT 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.</p> <p>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.</p>

1194.21 Software Applications and Operating Systems, continued

1194.21 Software Applications and Operating Systems, continued		
<i>Features</i>		
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Many controls have sufficient information for identifying them including name, role, state and value information provided through Microsoft Active Accessibility (MSAA).</p> <p>However, controls do exist that do not have identifying information that AT 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>
<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.</p>	<p>Supports</p>	<p>Image meaning is consistent.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Text is available through the operating system and AT can read it in many cases, however there are examples when text is not being read.</p> <p>An example of this is some of the links under the "Settings" section of the Configuration screen.</p> <p>See 1194.21(d)</p>

1194.21 Software Applications and Operating Systems, continued

1194.21 Software Applications and Operating Systems, continued		
	<i>Features</i>	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	Virtual Infrastructure - Update Manager 4.1 does not honor or extend all Windows high contrast or large font settings. While it does pass some information from Windows, many fields and text size remain unchanged without the use of AT. The settings from Windows such as High Contrast and Large Text are not always honored.
(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 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 4.1 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.

1194.21 Software Applications and Operating Systems, continued

(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)
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1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks & 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 4.1 has some limitations that do not allow full support for screen reader AT. Please reference the included 1194.21 Sections for specific details.
(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	Screen magnifiers do work with Virtual Infrastructure - vCenter Server 4.1. Virtual Infrastructure - vCenter Server 4.1 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 to access content.

1194.31 Functional Performance Criteria

1194.31 Functional Performance Criteria, continued		
<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
(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.

1194.31 Functional Performance Criteria, continued

1194.41 Information, Documentation and Support		
<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks & Explanations</i>
(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.