

# VCLOUD DIRECTOR 9.0 FOR SERVICE PROVIDERS VPAT™

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## Section 508 Accessibility Evaluation

This Voluntary Product Accessibility Template (VPAT) documents the accessibility of vCloud Director 9.0 for Service Providers.

Product Name: vCloud Director for Service Providers

Product Version: 9.0

Date Tested: 9/25/2017 – 10/23/2017

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

### VPAT Summary Table

Criteria	Supporting Level	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	<a href="#">Please refer to the 1994.21 section for details.</a>
Section 1194.22 Web-based Internet Information and Applications	Supports with Exceptions	<a href="#">Please refer to the 1994.22 section for details.</a>
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media 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	<a href="#">Please refer to the 1994.31 section for details.</a>
Section 1194.41 Information, Documentation and Support	Supports	<a href="#">Please refer to the 1994.41 section for details.</a>

## 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	Supporting 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.	<b>Supports with Exceptions</b>	Interfaces are keyboard accessible with some exceptions. A mouse or other pointing device is required to reach, activate and select objects. Keyboard-only and screen reader users cannot access Help link, calendar and navigation bar. They also cannot access some interactive elements, such as the provider VDC, number box, and some radio buttons.
(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.	<b>Supports with Exceptions</b>	vCloud Director 9.0 for Service Providers does not cause interference with activated or available accessibility features of other products or operating systems with some exceptions. The application does not honor Windows High Contrast options because it does not allow users to change background and foreground colors.
(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.	<b>Supports</b>	The current focus can be tracked visually or through assistive technology.
(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.	<b>Supports with Exceptions</b>	Some interfaces and graphic components do not have information exposed to assistive technology. Drop-down list, up and down arrow, input field, back and forward button, page title button, manage and monitor button do not expose accessible names.
(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.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have bitmap image.
(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.	<b>Supports</b>	vCloud Director 9.0 for Service Providers provides textual information for text content and text input caret location, and text attributes.

Criteria	Supporting Level	Remarks and explanations
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<b>Supports with Exceptions</b>	vCloud Director 9.0 for Service Providers does not cause interference with activated or available accessibility features of other products or operating systems with some exceptions. The application does not honor Windows High Contrast mode.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have 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.	<b>Supports</b>	vCloud Director 9.0 for Service Providers has texture and/or programmatically implemented equivalents when color-conveyed information is displayed to indicate an action, identify an element, or require a response.
(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.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have settings to adjust color contrast.
(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.	<b>Supports</b>	vCloud Director 9.0 for Service Providers does not have content that flashes or blinks with a frequency greater than 2 Hz and lower than 55Hz.
(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.	<b>Does Not Support</b>	Screen readers may not identify and navigate to all of the form elements in the application to complete and submit forms. Most edit boxes and combo boxes in dialogs do not have explicitly associated labels. As a result, screen readers announce those fields without labels or with incorrect labels.

## § 1194.22 Web-based Internet information and applications

Criteria	Supporting 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).	Supports with Exceptions	Text equivalents for non-text elements are available to allow users to comprehend content and to aid in navigation with some exceptions. These exceptions include drop-down list, up and down arrow, input field, back and forward button.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	vCloud Director 9.0 for Service Providers does not have 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.	<b>Supports</b>	When color conveys information, text or programmatically implemented equivalents are provided.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Supports</b>	The UI displayed correctly when style sheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have 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.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have client-side image maps.
(g) Row and column headers shall be identified for data tables.	<b>Supports</b>	Row and column headers of data tables have identifying information.
(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.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have data tables with multi-level columns or rows.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Not Applicable</b>	Frames are not used to display page content.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	Web pages do not have content that flashes or blinks with a frequency greater than 2 Hz and lower than 55 Hz.
(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.	<b>Not Applicable</b>	Text-only pages are unnecessary for vCloud Director 9.0 for Service Providers.

Criteria	Supporting Level	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.	<b>Supports with Exceptions</b>	Assistive technology and keyboard users can access scripted interfaces with some exceptions. Windows Start Narrator screen reader users cannot utilize the drop-down list, up and down arrow, page title button, manage and monitor button.
(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).	<b>Supports</b>	vCloud Director 9.0 for Service Providers provides links to download and install 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.	<b>Does Not Support</b>	Screen readers may not identify and navigate to all of the form elements in the application to complete and submit forms. Most edit boxes and combo boxes in dialogs do not have explicitly associated labels, which causes screen readers to announce fields without labels or incorrect labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Does Not Support</b>	Assistive technology users and keyboard-only users cannot bypass repetitive content.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Does Not Support</b>	When timed responses are required, the server does not alert users or provide them options for extended time.



## §1194.31 Functional Performance Criteria

Criteria	Supporting 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.	<b>Supports with Exceptions</b>	Some information retrieval processes and/or operations require vision and may not provide support for assistive technology. Full keyboard support is not available for all controls such as navigation bar, keyboard order and invalid link.
(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.	<b>Supports with Exceptions</b>	vCloud Director 9.0 for Service Providers allows persons with less than 20/70 vision to retrieve information and perform product operations through audio, enlarged print output and/or assistive technologies. The application does not honor Windows High Contrast options because it does not allow users to change background and foreground colors.
(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.	<b>Supports</b>	vCloud Director 9.0 for Service Providers does not require hearing for information retrieval or operations.
(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.	<b>Not Applicable</b>	vCloud Director 9.0 for Service Providers does not have audio information.
(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.	<b>Supports</b>	vCloud Director 9.0 for Service Providers does not require speech for information retrieval or operations.
(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.	<b>Does Not Support</b>	vCloud Director 9.0 for Service Providers does not require fine motor control or simultaneous actions. However, a pointing device is required as the vCloud Director 9.0 for Service Providers is not fully keyboard accessible and assistive technologies may be unable to interact with the inaccessible Flash interface. Users who are unable to use a pointing device are unable to fully access the application.

## § 1194.41 Information, Documentation, and Support

Criteria	Supporting 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	<b>Supports</b>	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.	<b>Supports</b>	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.	<b>Supports</b>	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.