

**VPAT™**

## **VMware View 4.0 General HTML Help**

Prepared By:



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Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

## VPAT™

**Product: VMware View 4.0** General HTML Help

**Components covered:** Online help

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

**Date:** December 18, 2009

<b>Summary of Voluntary Product Accessibility Template</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
Section 1194.21 Software Applications and Operating Systems	Not applicable	This is applicable to the online help documentation. Please reference the attached 1194.21 section
Section 1194.22 Web-based Internet Information and Applications	Supports with exceptions	This is applicable to the online help documentation. Please reference the attached 1194.22 section.
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 included 1194.21, 1194.22 and 1194.31 sections.
Section 1194.41 Information, Documentation and Support	Supports	Please reference the included 1194.41 section

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

**Explanation of Supporting Features (second column on VPAT)**

<b>Supports</b>	Use this language when you determine the product fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions</b>	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.
<b>Supports through Equivalent Facilitation</b>	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.
<b>Supports when combined with Compatible AT</b>	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).
<b>Does not Support</b>	Use this language when you determine the product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	Use this language when you determine that the Criteria do not apply to the specific product.
<b>Not Applicable – Fundamental Alteration Exception Applies</b>	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").

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

<b>1194.21 Software Applications and Operating Systems</b>		
<i>Criteria</i>	<i>Supporting Features</i>	<i>Remarks and explanations</i>
(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>	Application is partially keyboard accessible.  For example, there are tabs on the screen which are not keyboard accessible such as the Search tab. It is not possible to move to his tab with the keyboard from the "Contents", "Index", or "Favorite" tabs. The tabs are controlled by JavaScript and are only accessible with the mouse.
(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>	The Web based GUI does honor or extend all Windows high contrast settings but does not allow large font settings set as accessibility options in Windows.  However, Web browsers are able to increase the size of the text.
(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 Web based GUI does provide accurate indicators of focus on the current 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 by the image must also be available in text.	<b>Supports with Exceptions</b>	The Web based GUI does not always present accurate information to the user of Assistive Technology.
(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>Supports</b>	Bitmap images are used in a consistent manner.

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

(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 with Exceptions</b>	See 1194.22(a) for details
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<b>Supports with Exceptions</b>	The Web based GUI does honor or extend all Windows high contrast settings but does not allow large font settings. See 1194.21(b)  However, Web browsers are able to increase the size of the text.
(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>	There is no animation in the application
(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>	This product does not use color coding as the only means to convey information, indicating an action, prompting responses or distinguishing visual elements.
(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>	The Web Based client does not permit a user to adjust color or contrast selections through the product itself. The product inherits some settings from Microsoft Windows which provides a range of contrast levels for applications that allow a user to adjust color and 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.	<b>Supports</b>	No flashing or blinking text is used in this product.
(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>Supports with Exceptions</b>	When using the Web based GUI not all form fields are accessible to Assistive Technology(AT) For example under the Search Tab the search field is not labeled so the user can tell what should be entered. The user can identify it as a form field but the label does not exist to tell the user what to enter in the field.

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

## 1194.22 Web-based Internet information and applications

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	<b>Supports with Exceptions</b>	All Images do not have Alt attributes.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	<b>Not applicable</b>	There is no 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>	Color is not used as a sole means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<b>Supports with Exceptions</b>	The help pages can be partially read with style sheets disabled. Headings and lists have HTML markup.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not applicable</b>	Server-side image maps are not used.
(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>	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	<b>Does Not Support</b>	Row and column headers are not identified for data tables
(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>	Data tables do not have multilevel columns or rows.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Does Not Support</b>	Frames are used without meaningful titles.
(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>	Pages do not flash or blink.
(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>	No text only page is provided to the user.

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

(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>	Not all Interfaces are keyboard accessible.  For example, there are tabs on the screen which are not keyboard accessible such as the Search tab. It is not possible to move to his tab with the keyboard from the "Contents", "Index", or "Favorite" tabs. The tabs are controlled by JavaScript and are only accessible with the mouse.
(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>Not applicable</b>	Plug-ins are not used.
(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>Supports with Exceptions</b>	When using the Web based GUI not all form fields are accessible to Assistive Technology(AT) For example under the Search Tab the search field is not labeled so the user can tell what should be entered. The user can identify it as a form field but the label does not exist to tell the user what to enter in the field.
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Does not Support</b>	There are navigation tabs on the screen presented to the user, there is no skip navigation link to take the user to the main content.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	<b>Not applicable</b>	There are not timed responses required.

Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

### 1194.31 Functional performance criteria

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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>	Reference 1194.22
(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>	Reference 1194.22
(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>	Hearing is not required to access content.
(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>	Audio is not used.
(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>	User speech is not required to access content.
(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>Supports</b>	Interfaces are keyboard accessible.



Client Name: VMWARE	
Product Name: VMware View 4.0 General HTML Help	Date: 12/23/2009

### 1194.41 Information, Documentation and Support -Detail

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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>	Support is available online and via telephone. Persons with communications disorders may use the Federal Relay Service to converse with VMware representatives.