VMware Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

Name of Product/Version: *VMware vSphere Client, version 6.7*

Product Description: *The vSphere Client is an HTML5-based client and is included with vCenter Server. The vSphere Client is the primary interface for connecting to and managing vCenter Server instances. For more information, see the VMware product documentation at https://docs.vmware.com.*

Date: *August 2018*

Contact information: *877-486-9273*

Note: *You can access vSphere components through the vSphere Client, the vSphere Web Client, the VMware Host Client, and the vSphere Command-Line Interface. For more information, see Client Interfaces for vSphere.You can review the vSphere product documentation https://docs.vmware.com.*

Evaluation Methods Used: *Testing the CSP involved extensive use of leading assistive technology, such as screen readers (JAWS 2018), and speech recognition software, as well exclusive use of the keyboard. Native platform accessibility features were also used to assist with testing. These were supplemented with techniques, such as manual inspection of Accessibility API output.*

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • There are numerous images and image buttons with no or vague/generic alternative text. • Buttons do not announce if they are in the active or non-active state.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • Throughout the vSphere site, there are numerous instances of form `input` elements without a `label` element explicitly associated with it. • Heading elements are used out of order in a way which makes the relationship between the label and data incorrect.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: A correct reading sequence can be programmatically determined on the site.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: No content relies solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reason: • Many critical elements (and others) throughout the vSphere site cannot be controlled using the keyboard only.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: No keyboard trap occurs within the site.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Users on the vSphere site stay logged in for longer than 20 minutes.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There is no animated, moving, scrolling, or blinking content on the vSphere site.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: There are no elements that flash on the vSphere site.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Does Not Support	Web: A rating of Does not Support has been given for the following reasons: • There is no mechanism to skip past the main navigation. • There is also no mechanism to skip past secondary navigations when present.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: All pages are titled with a unique title.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • Numerous controllable elements are not in the focus order. • On most elements there is no visual indication of focus to determine what the user is focused on.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: • Some image buttons, such as the help icon in the main nav, or alert buttons, have vague alternative text that typically describe the look of the image, rather than the purpose of the button.

Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does Not Support	Web: A rating of Does not Support has been given for the following reason: • There is no natural language definition set for the pages.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: No element has an automatic action associated with it upon focusing on the element.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: No element has an automated action based upon input.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: When errors occur, such as when entering credit card information, errors are identified as such.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reason: • Sets of checkboxes on the table filters are not contained within a fieldset.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: • There are numerous instances of non-valid HTML being used throughout the pages. Some, like buttons in the headers/footers and navigation elements could adversely affect users of assistive technology.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • Filter search, radio buttons, and numerous other elements do not have a label associated with them. • The loading spinner graphic has no text equivalent which means for not visual users there is no indication that the page is loading.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no multimedia elements on the vSphere Host Site.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: • There some links, controls, and text that do not meet minimum contrast level.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • When text is resized, many elements become unreadable or unusable, including elements in the main and secondary navigation regions. • Links and controls must be controlled with the mouse which is difficult using assistive technology to increase the size of the screen.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions	Web: A rating of Supports with Exceptions has been given for the following reason: • The text of "VMware vCenter Single Sign-On" on the login screen is an image.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: There are multiple different ways to navigate the site.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • Headings are infrequent and when used are often not in order relating the heading with the related content. • Labels, when present on form fields, are mostly not explicitly associated with the `input` elements.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Does not Support	Web: A rating of Does not Support has been given for the following reasons: • Only a few controls throughout the site offer visual indication of focus.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: Language does not change inline on the site.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508	Web: Supports	Web: The navigation of the site is consistent

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Items are identified consistently throughout the pages.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no forms that are in error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports	Web: There are no forms that request legal or financial information.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not Support	The VMware vSphere site is not usable for people without vision. A rating of Does Not Support has been given for the following reasons: • As reported in **1.1.1 Non-text Content**, images and image buttons do not have alternative text, including the main logo. • As reported in **1.3.1 Information and relationships conveyed through presentation**, form `input` fields do not have labels associated with them. • As reported in **2.1.1 Keyboard**, numerous elements on the site can only be controlled with a mouse. • As reported in **2.4.1 Bypass Blocks**, there is no way to skip past the main or secondary navigations. • As reported in **3.3.2 Labels or Instructions**, there are missing fieldsets around related groups of controls. • As reported in **4.1.2 Name, Role, Value**, there are controls that are not identified in an accessible way, and the active or not active state is not read to the user. The loading graphic is not announced which means users will not know if the page is still loading or has stopped.
302.2 With Limited Vision	Does not Support	The VMware vSphere site is not usable for people with limited vision. A rating of Supports with Exceptions has been given for the following reasons:

Criteria	Conformance Level	Remarks and Explanations
		• As reported in **1.4.3 Minimum Contrast**, there are links on the pages that do not have enough contrast. • As reported in **1.4.4 Resize Text**, major functionality is lost or rendered unreadable when text size is increased to 200%.
302.3 Without Perception of Color	Supports	VMware vSphere is usable by people without perception of color.
302.4 Without Hearing	Supports	VMware vSphere is usable by people without hearing.
302.5 With Limited Hearing	Supports	VMware vSphere is usable by people with limited hearing
302.6 Without Speech	Supports	VMware vSphere is usable by people without speech
302.7 With Limited Manipulation	Does not Support	The VMware vSphere site is not usable for people with limited manipulation. A rating of Does Not Support has been given for the following reasons: • As reported in **2.1.1 Keyboard Accessibility**, many elements are not controllable by using the keyboard. • As reported in **2.4.1 Bypass Blocks**, there is no way to skip past the main or secondary navigations. • As reported in **2.4.3 Focus Order**, there are numerous elements that can not be focused upon without using the mouse. • As reported in **2.4.7 Focus Visible**, there are numerous elements on the page that have no visual focus.
302.8 With Limited Reach and Strength	Supports	VMware vSphere is usable by people with limited reach and strength

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	The VMware vSphere site is mostly usable for people with limited language, cognitive, and learning abilities. A rating Support with Exceptions has been given for the following reasons: • • As reported in **2.4.4 Link Purpose**, there are numerous links with vague link text • As reported in **3.1.1 Language of Page**, the language of the pages is not set.

Chapter 6: Support Documentation and Services

Notes:

601.1 Scope	Heading cell – no response required	Heading cell – no response required
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Applicable - Not Tested	Not Tested
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Applicable - Not Tested	Not Tested
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Applicable - Not Tested	Not Tested
603.3 Accommodation of Communication Needs	Applicable - Not Tested	Not Tested