

VMware vSphere Windows Client 5.5 VPAT©

October 2013

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

| Criteria | Supporting Features | Remarks and Explanations |
|--|---------------------------------|--|
| Section 1194.21 Software Applications and Operating Systems | Supports with Exceptions | Please refer to the 1194.21 section for details. |
| Section 1194.22 Web-based Intranet and Internet Information and Applications | Not Applicable | Not Applicable |
| Section 1194.23 Telecommunications Products | Not Applicable | Not Applicable |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Not Applicable |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Not Applicable |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Not Applicable |
| Section 1194.31 Functional Performance Criteria | Supports with Exceptions | Please refer to the 1194.31 section for details. |
| Section 1194.41 Information, Documentation, and Support | Supports | Please refer to the 1194.41 section for details. |

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 | Support 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. | Supports With Exceptions | <p>The vSphere Windows Client 5.5 does not allow keyboard access to all screens and all functions.</p> <p>For example, the vSphere Windows Client does allow users to move the focus from one tab to another in the Inventory; however, even though the focus moves from tab to tab, there is no way to access the content of the of tab using the keyboard.</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. | Supports with Exceptions | <p>The vSphere Windows Client 5.5 does honor or extend some Windows high contrast settings, but does not respond to custom font settings.</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. (Related to well-defined focus control which will also be visually indicative). | Supports with Exceptions | <p>The vSphere Windows Client 5.5 does not always provide accurate indicators of focus on the current screen.</p> <p>For example, tabs and toolbar buttons do not provide any visual indication of focus. However, menus, tree views and list views do provide indication of focus.</p> |
| (d) Sufficient information about a user interface element including the | Supports with Exceptions | <p>Most controls provide full state and role information to Assistive</p> |

| Criteria | Support Level | Remarks and Explanations |
|---|---------------------------------|--|
| 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. | | Technologies; however, some controls such as those located in the Commands section of the Summary tab do not provide role information and are not keyboard accessible. |
| (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 | Bitmap images are used in a consistent manner. |
| (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 | Textual information is provided through operating system functions. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supports with Exceptions | The vSphere Windows Client 5.5 does honor some Windows high contrast settings, but does not respond to custom font settings. |
| (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 | 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. | Supports | This application 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 | Not Applicable | The vSphere Windows Client 5.5 does not permit users to adjust color or contrast selections through the application itself. |

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| range of contrast levels shall be provided. | | |
| (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 | No flashing or blinking text is used in this application. |
| (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 | Forms are accessible to Assistive Technologies. |

§1194.31 Functional Performance Criteria

| Criteria | Support 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. | Supports with Exceptions | <p>The vSphere Windows Client 5.5 provides basic support for Assistive Technologies; however, some UI elements, such as the commands on the Summary tab, are not accessible and must be accessed via an alternate method.</p> <p>The vSphere Client provides at least one method to perform operations that is compatible with Assistive Technologies.</p> |
| (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 | The vSphere Windows Client 5.5 is compatible with Assistive Technologies that provide magnification; however, the application does not respond to system font size adjustments. |
| (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 | The vSphere Windows Client 5.5 does not produce audio. |
| (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. | Supports | The vSphere Windows Client 5.5 does not produce audio. |
| (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 | Not Applicable | The vSphere Windows Client 5.5 does not require user speech. |

| Criteria | Support Level | Remarks and Explanations |
|---|-----------------|---|
| disabilities shall be provided. | | |
| (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 | The vSphere Windows Client 5.5 does not require fine motor control. |

§ 1194.41 Information, Documentation, and Support

| Criteria | Support 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 | 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 | 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. |