



VMware, Inc.
 3401 Hillview Avenue (877) 486-9273 main www.vmware.com
 Palo Alto, CA 94304 (650) 427-5001 fax

VPAT for View 5.1 Server

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	Does Not Support	Please refer to the 1194.22 section for details.
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	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions/Minor 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

Criteria	Support Level	Remarks and Explanations
<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>Interfaces are keyboard accessible with some exceptions. A mouse or other pointing device is required to reach, activate and/or select. Keyboard users cannot activate items in data tables. On some screens (e.g. View Administration > Administrators) keyboard users cannot select checkboxes within data tables. Keyboard users cannot tab to Back, Next or Cancel buttons on dialogs when radio buttons have nested edit fields or checkboxes. Keyboard users cannot reach or activate Help tooltips. JAWS users cannot navigate to tabs or any components in data tables. JAWS users cannot expand drop-down menus on buttons or select tree items. On some dialogs (e.g. Servers > Inventory > Pools > Add > Type), JAWS users cannot navigate among radio buttons. On other screens (e.g.. View Configuration > Administrators), JAWS users cannot select list items.</p>
<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>View 5.1 Server does not cause interference with activated or available accessibility features of other products or operating systems with some exceptions. At times, JAWS stops functioning or does not read anything on the application screen.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among</p>	<p>Supports with Exceptions</p>	<p>The current focus can be tracked visually or through assistive technologies with some exceptions. Tabs do not receive visible focus</p>

Criteria	Support Level	Remarks and Explanations
<p>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).</p>		<p>when users navigate to them.</p>
<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>Some interfaces and/or graphic components do not have information exposed to assistive technologies. JAWS cannot identify any graphic interfaces, such as Refresh buttons or “?” tooltips. JAWS cannot announce names of combo boxes, many buttons and links when users tab to them. When a dialog opens, JAWS does not announce its name. At times, JAWS says the name of the first interface as users tab through other interfaces. At other times, JAWS reads other content when users tab to an edit box.</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>VMware View 5.1 Server uses images in a consistent way.</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</p>	<p>VMware View 5.1 Server displays text using standard operating system methods.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Does Not Support</p>	<p>VMware View 5.1 Server does not honor user-selected display attributes. When users select Windows High Color Contrast or Internet Explorer Text Size option, content within the application does not alter accordingly.</p>
<p>(h) When animation is displayed, the information shall be displayable in at</p>	<p>Not Applicable</p>	<p>VMware View 5.1 Server does not display animation.</p>

Criteria	Support Level	Remarks and Explanations
<p>least one non-animated presentation mode at the option of the user. (Animation)</p>		
<p>(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.</p>	Does Not Support	<p>VMware View 5.1 Server does not have textual and/or programmatically implemented equivalents when color-conveyed information is displayed to indicate an action, identify an element or require a response. Selected tabs and Health Status indicators are color-conveyed without text equivalents.</p>
<p>(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.</p>	Not Applicable	<p>VMware View 5.1 Server does not have color contrast settings.</p>
<p>(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.</p>	Supports	<p>VMware View 5.1 Server does not blink or flash.</p>
<p>(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.</p>	Supports with Exceptions	<p>Assistive technologies such as screen readers may not identify and navigate to all of the form elements in the application to complete and submit forms. JAWS cannot identify any combo boxes or radio buttons. JAWS cannot identify many checkboxes, such as the ones on the Filter menu and several edit boxes. At times, JAWS reads other content when users tab to an edit box, such as in the Edit Pool Settings dialog. Some buttons do not have unique names (e.g. two Edit Policies buttons on one screen).</p>

§ 1194.22 Web-based Intranet and Internet Information and Applications

Criteria	Support 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).	Does Not Support	Text equivalents are not available to comprehend content or to aid in navigation. JAWS cannot identify any graphic interfaces such as Refresh buttons or "?" tooltips.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	VMware View 5.1 Server does not use 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.	Does Not Support	VMware View 5.1 Server does not have textual and/or programmatically implemented equivalents when color-conveyed information is displayed to indicate an action, identify an element or require a response. Selected tabs and Health Status indicators are color-conveyed without text equivalents.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Style sheets are not used to display information on VMware View 5.1 Server.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	VMware View 5.1 Server 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.	Not Applicable	VMware View 5.1 Server does not have client-side image maps.
(g) Row and column headers shall be identified for data tables.	Does Not Support	VMware View 5.1 Server data tables are not Flash accessibility-enabled and are completely inaccessible to assistive technologies.

Criteria	Support Level	Remarks and Explanations
(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.	Not Applicable	Data tables do not have multilevel columns or rows in VMware View 5.1 Server.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	VMware View 5.1 Server does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	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.	Supports	Text-only pages are provided since compliance cannot be met any other way, or are not required.
(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.	Not Applicable	VMware View 5.1 Server is Flex-based and thus, no scripting is implemented.
(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).	Supports with Exceptions	VMware View 5 Server is presented using Adobe Flex. The Flex-based content is not accessibility-enabled and the majority of the content is completely inaccessible. However, the application provides a link to download the plug-in.
(n) When electronic forms are designed to be completed on-line, the	Supports with Exceptions	Assistive technologies, such as screen readers, may not identify and navigate to

Criteria	Support Level	Remarks and Explanations
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.		all form elements to complete and submit forms online. JAWS cannot identify any combo boxes or radio buttons. JAWS cannot identify many checkboxes, such as the ones on the Filter menu and several edit boxes. At times, JAWS reads other content when users tab to an edit box, such as in the Edit Pool Settings dialog. Some buttons do not have unique names (e.g. two Edit Policies buttons on one screen).
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	AT and keyboard users cannot bypass repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	VMware View 5.1 Server logs users out automatically without providing an alert or option to extend time.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

§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	Some information retrieval processes and/or operations require vision and may not provide support for assistive technologies. Microsoft Active Accessibility (MSAA) is not supported for many interfaces. JAWS reads content in an illogical order, reading something from one section and something else from another section.
(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.	Does Not Support	Information retrieval processes and operations require greater than 20/70 vision acuity. VMware View 5.1 Server does not provide support for assistive technologies. Content does not resize with Internet Explorer's Zoom Option or Text Resize option. When users select Windows High Color Contrast or Internet Explorer Text Size option, content within the application does not alter accordingly.
(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	Not Applicable	VMware View 5.1 Server does not require hearing 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.	Not Applicable	VMware View 5.1 Server does not have audio.
(e) At least one mode of operation and information retrieval that does	Not Applicable	VMware View 5.1 Server does not require user speech to access content.

Criteria	Support Level	Remarks and Explanations
not require user speech shall be provided, or support for Assistive Technology used by people with 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 with Exceptions	VMware View 5.1 Server does not require fine motor control or simultaneous actions. Persons with dexterity impairments can perform product operations with some exceptions. Keyboard users cannot activate items in data tables. On some screens (e.g. View Administration > Administrators), keyboard users cannot select checkboxes within data tables. Keyboard users cannot tab to Back, Next or Cancel buttons on dialogs when radio buttons have nested edit fields or checkboxes. Keyboard users cannot reach or activate Help tooltips.

§ 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.