



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

VMware AirWatch 8 VPAT

May 2015

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	Not Applicable	Not Applicable
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	Does Not Support	Please refer to the 1194.31 section for details.
Section 1194.41 Information, Documentation, and Support	Not Applicable	Not Applicable

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").

§1194.22 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	<p>Textual equivalents are missing or are incorrect for nearly every image in AirWatch, including SVG graphs. Additionally, many decorative images are present, but they do not properly provide null alt attributes.</p> <p>CSS icon fonts without textual equivalents are also widely used to render both active and static elements, including images for pagination, refresh of data tables, and simulated controls.</p> <p>Finally, the boundaries of simulated dialogs are indicated visually but not textually.</p>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	There are no multimedia presentations in AirWatch.
(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	AirWatch exclusively uses color to indicate the current selection within page tabs, calendar components, and some radio button groups, and no textual or visual equivalents are provided.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Does Not Support	<p>AirWatch requires the use of style sheets for its content and controls to be properly rendered and functional.</p> <p>There is extensive use of the before and after pseudo classes for controls.</p> <p>Without style sheets, CSS background images and icon fonts disappear from pages, including images for pagination and refresh of data tables, show/hide, and simulated checkboxes.</p> <p>CSS is also used to position the sections of the page. Without style sheets, the order of page content is different.</p>
(e) Redundant text links shall be provided for each active region of a	Not Applicable	AirWatch does not utilize server-side image maps.

Criteria	Support Level	Remarks and Explanations
server-side image map.		
(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	AirWatch does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	In AirWatch's data tables, the cells that act as column headers are rendered in the elements properly, but in some tables, there are empty header cells. Furthermore, in some tables, there is a second overlapping table that repeats the header row.
(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.	Supports	In AirWatch's data tables, data cells and header cells are associated properly.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	AirWatch does not utilize 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	AirWatch does not cause the screen to flicker.
(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.	Not Applicable	AirWatch does not utilize text-only pages.
(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.	Does Not Support	<p>The vast majority of active elements in AirWatch are not included in the tab order and cannot be activated or controlled from the keyboard. The many critical-path points of failure make AirWatch completely inaccessible to keyboard-only users.</p> <p>Assistive technology products that can gain focus on elements that are not in the tab</p>

Criteria	Support Level	Remarks and Explanations
		<p>order and simulate a mouse click could activate many of these inaccessible elements, though in a large number of these cases, elements' roles and accessible names are not identified to inform a user's decision.</p> <p>The problematic elements are functional for mouse users because of scripting that allows normally-static elements (e.g., text, standard and background images, table rows, and read-only textboxes) to be manipulated by the mouse to perform functions that would normally be handled by standard HTML elements such as links, buttons, and checkboxes.</p> <p>Keyboard-inaccessible elements include the location group, Add, Saved, Account, and Help in the global header; page tabs in key forms and pages; simulated combo boxes and menus; simulated buttons that initiate a request, get service information, or act on the selected row in data tables; and elements that select data table rows, sort data tables, or that resize or re-order their columns.</p> <p>Related to the keyboard accessibility issues of the many script-driven controls is the fact that the accessible names, roles, and states of these controls are not conveyed to assistive technologies.</p> <p>A number of focus management issues also occur. When various simulated dialogs are triggered, focus remains on the triggering element rather than being moved to the start of the dialog whose contents are rendered at the end of the page. In addition, keyboard focus is not restricted to the contents in modal simulated dialogs. When dialogs are closed, focus remains at the end of the page rather than being returned to the dialog-triggering element or other appropriate location. In cases such as editing custom properties, focus is not</p>

Criteria	Support Level	Remarks and Explanations
		moved properly.
(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).	Does Not Support	AirWatch does not provide a link to an accessible third-party plug-in with its links to download PDF files.
(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.	Does Not Support	<p>In nearly all uses of standard form control elements, explicit labels are not provided. Data entry constraints such as data entry ranges are also not explicitly indicated. However, required fields are indicated in most cases.</p> <p>AirWatch also makes widespread use of radio buttons, which are not properly grouped with fieldsets and legends.</p> <p>In addition, many form controls change content and options without an accessible alert method. Error messages neither start with the word “Error” nor are they explicitly indicated at the beginning of forms after submission.</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	No method is provided to skip repetitive navigation links to quickly reach the main content of AirWatch pages. No skip link is provided for the same purpose in modals that have extensive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports with Minor Exceptions	AirWatch does provide warnings alerting users that they will be logged out and gives them an option to extend that time. The only exception to this criterion is that AirWatch contains tooltips that are automatically dismissed within a specific timeframe, instead of relying on users to dismiss them.

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
<p>(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.</p>	<p>Does Not Support</p>	<p>AirWatch does not support operation by users who are blind or with assistive technologies such as screen readers. Nearly all of the relevant issues have been discussed in the technical paragraphs of §1194.22.</p> <p>A number of additional issues occur that are more functional in nature, such as the use of list structure elements for non-list items, the sole use of the title attribute on elements, using link text that is not meaningful when taken out of context, and reusing the same link text for links that have different targets.</p>
<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.</p>	<p>Supports with Exceptions</p>	<p>AirWatch does not require visual acuity greater than 20/70 and mostly supports assistive technologies such as screen magnification.</p> <p>Most of the relevant issues have been discussed in the technical paragraphs of §1194.22. Paragraph (c) describes the reliance on color to indicate selection, while paragraph (d) describes the extensive use of CSS icon fonts to render meaningful active and static elements. Some users with low vision change certain color-related settings at the OS or browser level. Under such settings, the specifications of color and the visual display of icon fonts are removed from pages. This makes selection difficult to discern visually, and users may be unaware of the presence and visually-implied meaning of the missing background images.</p> <p>One additional issue that is more functional in nature involves insufficient color contrast. The links on many pages and the text in the SVG graphs do not provide sufficient</p>

Criteria	Support Level	Remarks and Explanations
		contrast. Another functional issue is that a small number of elements do not display keyboard focus visually.
(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	AirWatch does not produce audio and does not require user hearing.
(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	AirWatch does not produce audio and does not require user hearing.
(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.	Supports	AirWatch does not require user speech.
(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.	Does Not Support	<p>For List Views, AirWatch requires fine motor control which poses major barriers to persons with mobility impairments.</p> <p>As described in §1194.22 paragraph (l), AirWatch is essentially completely inaccessible from the keyboard. Furthermore, as described in §1194.22 paragraphs (a) and (n), accessible names and roles are not provided for most active elements, particularly the extensive use of icon fonts.</p> <p>These findings combine to pose major barriers to use the application with speech input software and would all but require the use of a pointing device or the very cumbersome mouse emulation supported by some assistive technologies.</p>

§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	Not Applicable	Not tested.
(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.	Not Applicable	Not tested.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Not Applicable	Not tested.