

VMware Horizon Client for Windows 4.0 VPAT©

May 2016

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.	Does Not Support	The VMware Horizon Client for Windows provides very limited keyboard support. Users cannot tab between controls in the settings dialog. Keyboard shortcuts are not provided for all menu items. Some keyboard shortcuts are not shown in the interface, however keyboard commands are documented. Finally, users cannot use the keyboard to return control to the remote desktop.
(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	VMware Horizon Client for Windows does not disrupt or disable accessibility features.
(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	VMware Horizon Client for Windows provides a well-defined on-screen indication of the current focus. Programmatic focus is not provided to some elements such as the server/desktop selection screens.
(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	Does Not Support	VMware Horizon Client for Windows controls provide role and state information with the exception of the menu bar, which is nonstandard and not correctly

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image represents a program element, the information conveyed by the image must also be available in text.		identified by assistive technologies. Additionally, the Server/Desktop selection UI is completely inaccessible, making it impossible for users of assistive technologies to select a server or desktop without assistance.
(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	VMware Horizon Client for Windows uses bitmap images 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	VMware Horizon Client for Windows provides text through operating system functions.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Does Not Support	VMware Horizon Client for Windows does not follow user selected contrast and color selections.
(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	VMware Horizon Client for Windows does not display animation.
(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	VMware Horizon Client for Windows does not use color coding to convey information.
(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.	Not Applicable	VMware Horizon Client for Windows does not provide user selectable color and contrast settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink	Supports	VMware Horizon Client for Windows does not use flashing or blinking text.

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frequency greater than 2 Hz and lower than 55 Hz.		
(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 with Exceptions	VMware Horizon Client for Windows forms are accessible to assistive technologies; however, due to limited keyboard support, users may not be able to complete and submit forms.

§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.	Does Not Support	VMware Horizon Client for Windows provides some support for assistive technologies; however, without full keyboard support, keyboard-only users will not have access to all application functions. Most importantly, however, users who need to select a server or desktop cannot to do so without assistance.
(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	VMware Horizon Client for Windows supports the use of assistive technologies such as screen magnification software; however, the application does not respond to user selected contrast, color, or font size changes.
(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	VMware Horizon Client for Windows does not require 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	VMware Horizon Client for Windows does not require the use of 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 disabilities shall be provided.	Supports	VMware Horizon Client for Windows does not require speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is	Supports with Exceptions	VMware Horizon Client for Windows does not provide full keyboard support, and requires users to provide some basic mouse input during some

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operable with limited reach and strength shall be provided.		operations.

§ 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.