VMware, Inc.
3401 Hillview Avenue
Palo Alto, CA 94304

(877) 486-9273 main
(650) 427-5001 fax

www.vmware.com

VMware vSphere Web Client 6.0 VPAT©

October 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	**Supports with Exceptions**	Please refer to the 1194.21 section for details.
Section 1194.22 Web-based Intranet and Internet Information and Applications	**Supports with Exceptions**	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	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**	Interfaces are keyboard accessible with some exceptions. A mouse or other pointing device is required to reach, activate, and select objects. JAWS users cannot utilize the More Applications, Root, and Help dropdown menus or the graphic tabs on the Inventory Tree pane. JAWS users and keyboard-only users cannot access tree items on the Customize Hardware pane of the Create a Virtual Machine wizard or interfaces on the Global Information pane. The toolbars associated with lists such as the permissions lists are not included in the tab order. The Flex-based application does not gain keyboard focus within the browser at times.
(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**	vSphere Web Client 6.0 does not cause interference with activated or available accessibility features of other products or operating systems with some exceptions. The application does not honor Windows High Contrast options because it does not allow users to change background and foreground colors.
(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	**Supports**	The current focus can be tracked visually or through assistive technologies.

Criteria	Support Level	Remarks and Explanations
control which will also be visually indicative).		
(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.	**Supports with Exceptions**	Some interfaces and graphic components do not have information exposed to assistive technologies. Graphic tabs in the Inventory Tree pane, interfaces in the Global Information pane, the Search dropdown menu button, the entire contents of the navigator panel, and the Create Virtual Machine button do not expose accessible names. Data in the Recent Events tables does not expose Microsoft Active Accessibility (MSAA) information.
(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**	Images to identify user interfaces and other components have consistent meanings throughout vSphere Web Client 6.0.
(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.	**Does Not Support**	vSphere Web Client 6.0 allows textual information to be provided through operating system functions; however, due to the way the Flash content is embedded, most screen readers have limited access to the content.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	**Supports with Exceptions**	vSphere Web Client 6.0 does not cause interference with activated or available accessibility features of other products or operating systems with some exceptions. The application does not honor Windows High Contrast mode.
(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**	vSphere Web Client 6.0 does not have animation.
(i) Color coding shall not be used as the only means of conveying information, indicating an action,	**Supports with Exceptions**	vSphere Web Client 6.0 has textual and/or programmatically implemented equivalents when

Criteria	Support Level	Remarks and Explanations
prompting a response, or distinguishing a visual element.		color-conveyed information is displayed to indicate an action, identify an element, or require a response with some exceptions. Selected tabs and buttons are color-conveyed without text equivalents.
(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**	vSphere Web Client 6.0 does not have settings to adjust color contrast.
(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**	vSphere Web Client 6.0 does not have content that flashes or blinks with a frequency greater than 2 Hz or less 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.	**Does Not Support**	Screen readers may not identify and navigate to all of the form elements in the application to complete and submit forms. Most edit boxes and combo boxes in dialogs do not have explicitly associated labels. As a result, screen readers announce those fields without labels or with incorrect labels.

§ 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).	**Supports with Exceptions**	Text equivalents for non-text elements are available to allow users to comprehend content and to aid in navigation with some exceptions. These exceptions include the Search dropdown menu button the entire navigator panel and some icon buttons such as the Create Virtual Machine button.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	**Not Applicable**	vSphere Web Client 6.0 does not have multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	**Supports with Exceptions**	When color conveys information, text or programmatically implemented equivalents are provided with a few exceptions, including selected tabs and a selected button.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	**Does Not Support**	The vSphere Web Client 6.0 is mostly a Flash-based UI; however, the UI will not display correctly or at all when style sheets are disabled.
(e) Redundant text links shall be provided for each active region of a server-side image map.	**Not Applicable**	vSphere Web Client 6.0 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**	vSphere Web Client 6.0 does not have client-side image maps.
(g) Row and column headers shall be identified for data tables.	**Supports**	Row and column headers of data tables have identifying information.
(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**	vSphere Web Client 6.0 does not have data tables with multi-level columns or rows.
(i) Frames shall be titled with text that facilitates frame identification and navigation	**Not Applicable**	Frames are not used to display page content.
(j) Pages shall be designed to	**Supports**	Web pages do not have content that

Criteria	Support Level	Remarks and Explanations
avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		flashes or blinks with a frequency greater than 2 Hz and lower than 55 Hz.
(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**	Alternatives to the vSphere Web Client are provided such as the Windows Client and command line interfaces.
(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.	**Supports with Exceptions**	Assistive technology and keyboard users can access scripted interfaces with some exceptions. JAWS users cannot utilize the More Applications, Root, and Help dropdown menus or the graphic tabs on the Inventory Tree pane. JAWS users and keyboard-only users cannot access tree items on the Customize Hardware pane of the Create a Virtual Machine wizard or interfaces on the Global Information pane. The toolbars associated with lists such as the permissions lists are not included in the tab order. The Flex-based application does not gain keyboard focus within the browser at times.
(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**	vSphere Web Client 6.0 provides links to accessible applets and/or plug-ins whose files appear on the website. The Flash content itself, however, is embedded in a manner that is inaccessible to most assistive technologies.
(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	**Does Not Support**	Screen readers may not identify and navigate to all of the form elements in the application to complete and submit forms. Most edit boxes and combo boxes in dialogs do not have explicitly associated labels, which

Criteria	Support Level	Remarks and Explanations
completion and submission of the form, including all directions and cues.		causes screen readers to announce fields without labels or incorrect labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	**Does Not Support**	Assistive technology users and keyboard-only 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**	When timed responses are required, the server does not alert users or provide them options for extended 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) - 6.0, (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.	**Does Not Support**	The Flash-based UI used in the vSphere Web Client 6.0 is embedded in a manner that makes it completely inaccessible to most screen readers. Some screen readers such as JAWS can overcome the embedding issue; however, the Flash application has limited accessibility support with most UI content reading order scrambled making the text content unintelligible.
(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**	vSphere Web Client 6.0 allows persons with less than 20/70 vision to retrieve information and perform product operations through audio, enlarged print output and/or assistive technologies. The application does not honor Windows High Contrast options because it does not allow users to change background and foreground colors.
(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**	vSphere Web Client 6.0 does not require hearing for information retrieval and operations.
(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**	vSphere Web Client 6.0 does not have audio information.
(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**	vSphere Web Client 6.0 does not require speech for information retrieval or operations. Support for assistive technologies may be provided.
(f) At least one mode of operation	**Does Not Support**	vSphere 6.0 Web Client does not

Criteria	Support Level	Remarks and Explanations
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.		require fine motor control or simultaneous actions. However, a pointing device is required as the vSphere Web Client 6.0 is not fully keyboard accessible and assistive technologies may be unable to interact with the inaccessible Flash interface. Users who are unable to use a pointing device are unable to fully access the application.

§ 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.