# VMware Accessibility Conformance Report

# International Edition

**(Based on VPAT**® **Version 2.4)**

## Name of Product/Version:

Horizon 2106 (Horizon includes View Agent, Connection Server, Administrator and Horizon Client)

## Report Date:

February 2022

## Product Description:

Horizon (herein referred to as “the Product”) enables a digital workspace with the efficient delivery of virtual desktops and applications that equips workers anywhere, anytime, and on any device. With deep integration into the VMware technology ecosystem, the platform offers an agile cloud-ready foundation, modern best-in-class management, and end-to-end security that empowers today’s Anywhere Workspace.

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## Notes:

The information contained in this report applies to the product itself. To see accessibility conformance for supporting products, please go to the [VMWare Accessibility](https://www.vmware.com/help/accessibility.html) page.

## Product Type:

* Web: Yes
* Electronic Docs: No
* Software: Yes
* Closed: No
* Authoring Tool: No

## Evaluation Methods Used:

* NVDA 20.21.2 screen reader with Chrome 94.0.4606.81 on Windows 1909
* VoiceOver 10 screen reader with Safari 15.0 on macOS 11.6
* Colour Contrast Analyzer
* Keyboard-only navigation
* System magnification
* System High Contrast Themes
* System font size 200%

## Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

| Standard/Guideline | Included In Report |
| --- | --- |
| [Web Content Accessibility Guidelines 2.0](http://www.w3.org/TR/2008/REC-WCAG20-20081211) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Web Content Accessibility Guidelines 2.1](https://www.w3.org/TR/WCAG21) | Level A: Yes  Level AA: Yes  Level AAA: No |
| [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) | Yes |
| [EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf), - V3.1.1 (2019-11) | Yes |

## Terms

The terms used in the Conformance Level information are defined as follows:

* **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
* **Partially Supports**: Some functionality of the product does not meet the criterion.
* **Does Not Support**: The majority of product functionality does not meet the criterion.
* **Not Applicable**: The criterion is not relevant to the product.
* **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

* EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
* Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### Table 1: Success Criteria, Level A

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| **[1.1.1 Non-text Content](http://www.w3.org/TR/WCAG20/" \l "text-equiv-all)**  Also applies to:  EN 301 549 Criteria   * 9.1.1.1 (Web) * 11.1.1.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Not Applicable | | Web: The Product provides textual equivalents for all non-text content except for a couple of instances.  Examples of exceptions include:   * The graph does not use alternative text on the Dashboard page in the Horizon Administrator. * Icons do not use alternative text on the Role Privileges page in the Horizon Administrator.   Software: The Product does not display any non-textual content. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt)  Also applies to:  EN 301 549 Criteria   * 9.1.2.1 (Web) * 11.1.2.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain prerecorded audio-only or video-only content.  Software: The Product does not have prerecorded audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions)Also applies to:  EN 301 549 Criteria   * 9.1.2.2 (Web) * l11.1.2.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain prerecorded synchronized media content with video.  Software: The Product does not contain prerecorded synchronized media content with video. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc)  Also applies to:  EN 301 549 Criteria   * 9.1.2.3 (Web) * 11.1.2.3.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain prerecorded synchronized media content.  Software: The Product does not contain prerecorded synchronized media content. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic)  Also applies to:  EN 301 549 Criteria   * 9.1.3.1 (Web) * 11.1.3.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Partially Supports | | Web: The Product conveys info and relationships in content that is available in text or can be programmatically determined on most pages.  Examples of exceptions include:   * Form controls do not use an associated label, such as the input field found on the Unauthenticated Access page. * The tree structure is not implemented properly on the Inventory Page. * Related form controls are grouped, such as the controls found on the Inventory Page. * The screen reader does not notify the instruction to activate the components on the Home page in Horizon Client.   Software: Web: The Product conveys info and relationships in content that is available in text or can be programmatically determined on most pages.  Examples of exceptions include:   * Radio buttons do not use an associated label on the Initial Horizon Administrator wizard in the Horizon Connection Server installer. * Visual headings are not determined by the screen reader, such as the heading found on the Welcome wizard in the Horizon Connection Server Installer. * The list of checkboxes is not determined by the screen reader, such as the list found on the Installation Options wizard in the Horizon Connection Server installer. * The list items are not announced correctly by the screen reader on the Login page in Horizon Client for Windows. * Form control does not use an associated label on the Settings page in the Horizon Client for MAC. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence)  Also applies to:  EN 301 549 Criteria   * 9.1.3.2 (Web) * 11.1.3.2.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product presents content in a meaningful sequence.  Software: The Product presents content in a meaningful sequence. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)  Also applies to:  EN 301 549 Criteria   * 9.1.3.3 (Web) * 11.1.3.3 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Supports | | Web: The Product includes instructions that are not dependent on sensory characteristics for operating and understanding the content on most pages except for one instance.  Example of exception includes:   * The information relies on sensory characteristics only to indicate the required field on the ‘Preferences’ dialog.   Software: The Product includes instructions that are not dependent on sensory characteristics for operating and understanding the content. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color)  Also applies to:  EN 301 549 Criteria   * 9.1.4.1 (Web) * 11.1.4.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product does not rely on color alone to communicate meaning.  Software: The Product does not rely on color alone to communicate meaning. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio)  Also applies to:  EN 301 549 Criteria   * 9.1.4.2 (Web) * 11.1.4.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain audio content that plays automatically.  Software: The Product does not contain audio content that plays automatically. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable)  Also applies to:  EN 301 549 Criteria   * 9.2.1.1 (Web) * 11.2.1.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Partially Supports | | Web: The Product uses interactive elements which can be accessed via keyboard alone on most pages.  Examples of exceptions include:   * Tooltips cannot be used with the keyboard alone on several pages, such as the tooltip found on the Dashboard page in Horizon Administrator and Side Navigation in Horizon Client.   Software: The Product uses interactive elements which can be accessed via keyboard alone on most pages.  Examples of exceptions include:   * Dropdowns and buttons cannot be used with the keyboard alone on several pages, such as Dropdown found on the Custom Setup wizard in Horizon View Agent installer. * Form controls including widgets, dropdowns, and buttons on several pages are not operable with the keyboard in Horizon Client for Windows and MAC, such as the Connect Device button found on the Settings page in Horizon Client for MAC. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping)  Also applies to:  EN 301 549 Criteria   * 9.2.1.2 (Web) * 11.2.1.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Partially Supports | | Web: The Product does not contain keyboard traps.  Software: The Product does not contain keyboard traps except for one instance.  Example of exception includes:  The keyboard gets trapped inside the Toolbar in Horizon Client for Windows. |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.1.4 (Web) * 11.2.1.4.1 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not provide custom character key shortcuts.  Software: The Product does not provide custom character key shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors)  Also applies to:  EN 301 549 Criteria   * 9.2.2.1 (Web) * 11.2.2.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not present users with time limits.  Software: The Product does not present users with time limits. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause)  Also applies to:  EN 301 549 Criteria   * 9.2.2.2 (Web) * 11.2.2.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain moving, blinking, scrolling, or auto-updating information.  Software: The Product does not contain moving, blinking, scrolling, or auto-updating information. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate)  Also applies to:  EN 301 549 Criteria   * 9.2.3.1 (Web) * 11.2.3.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain flashing content.  Software: The Product does not contain flashing content. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip)  Also applies to:  EN 301 549 Criteria   * 9.2.4.1 (Web) * 11.2.4.1 (Open Functionality Software) – Does not apply   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software | | Web: Does Not Support  Software: Not Applicable | | Web: The Product does not provide a mechanism to bypass blocks of repeated content.  Software: The Product does not present repetitive blocks of content that require bypassing by keyboard-only or assistive technology users. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title)  Also applies to:  EN 301 549 Criteria   * 9.2.4.2 (Web) * 11.2.4.2 (Open Functionality Software) - Does not apply   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product provides page titles that reflect the topic or purpose of the page content.  Software: The Product provides page titles that reflect the topic or purpose of the page content. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order)  Also applies to:  EN 301 549 Criteria   * 9.2.4.3 (Web) * 11.2.4.3 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Partially Supports | | Web: The Product has a focus order that is meaningful on most pages.  Examples of exceptions include:   * The 'Add' button does not retain focus after closing the 'Add Access Group' dialog on the Inventory page in Horizon Administrator. * Keyboard focus goes to off-screen content on the View Farms page in Horizon Administrator. * The focus order is not logical on the About page in Horizon Administrator. * The focus does not trap inside a panel on the Remote desktop page in Horizon Client.   Software: The Product has a focus order that is meaningful on most pages except for a couple of instances.  Examples of exceptions include:   * Focus order is not logical on the Desktop OS Configuration wizard in the Horizon Connection Server installer. * The focus order is not correct on the User Experience Improvement Program wizard in Horizon View Agent. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs)  Also applies to:  EN 301 549 Criteria   * 9.2.4.4 (Web) * 11.2.4.4 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Not Applicable | | Web: The Product provides well-defined links that can be determined from the link text alone or the link text together with its programmatically determined link context  Software: The Product does not present hyperlinks. |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.1 (Web) * 11.2.5.1 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not use multipoint or path-based gestures.  Software: The Product does not use multipoint or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.2 (Web) * 11.2.5.2 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Supports  Software: Supports | | Web: The Product supports pointer cancellation and no down events.  Software: The Product supports pointer cancellation and no down events. |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.3 (Web) * 11.2.5.3.1 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Supports  Software: Supports | | Web: The Product provides names for interactive elements that contain the text which is presented visually for user interface components.  Software: The Product provides names for interactive elements that contain the text which is presented visually for user interface components. |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.2.5.4 (Web) * 11.2.5.4 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain functionality that relies on device motion or user motion.  Software: The Product does not contain functionality that relies on device motion or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id)  Also applies to:  EN 301 549 Criteria   * 9.3.1.1 (Web) * 11.3.1.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product identifies the default language of the page.  Software: The Product identifies the default language of the page. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus)  Also applies to:  EN 301 549 Criteria   * 9.3.2.1 (Web) * 11.3.2.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product does not cause a change of context on focus.  Software: The Product does not cause a change of context on focus. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change)  Also applies to:  EN 301 549 Criteria   * 9.3.2.2 (Web) * 11.3.2.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product does not cause an unexpected change of context when interacting with elements.  Software: The Product does not cause an unexpected change of context when interacting with elements. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified)  Also applies to:  EN 301 549 Criteria   * 9.3.3.1 (Web) * 11.3.3.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: If an input error is detected in The Product, the error is described to the user in text.  Software: If an input error is detected in The Product, the error is described to the user in text. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues)  Also applies to:  EN 301 549 Criteria   * 9.3.3.2 (Web) * 11.3.3.2 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product provides labels or instructions for input fields.  Software: The Product provides labels or instructions for input fields. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses)  Also applies to:  EN 301 549 Criteria   * 9.4.1.1 (Web) * 11.4.1.1.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Not Applicable | | Web: The Product implements markup language for content that has complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and IDs are unique.  Software: The Product is not implemented with a markup language. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv)  Also applies to:  EN 301 549 Criteria   * 9.4.1.2 (Web) * 11.4.1.2.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Partially Supports | | Web: The Product provides the name, role, and value for user interface components that can be programmatically determined by assistive technologies for most pages.   Examples of exceptions include:   * Components including widgets, dialogs, and buttons do not provide the valid name and state on several pages, such as the ‘Show Column’ button found on the Dashboard page in Horizon Administrator and the Open Menu button on the Side Navigation in the Horizon Client.   Software: The Product provides the name, role, and value for user interface components that can be programmatically determined by assistive technologies on most pages except for one instance.  Example of exception includes:   * ‘Visit Trust Assurance Center Page' Link do not provide a valid role on the User Experience Improvement Program wizard in the Horizon Connection Server installer. * Active controls do not use a valid name, role, and state on several pages in Horizon Client for Windows and MAC, such as the button found on the Menuitems inside the USB Devices menu in Horizon Client for Windows. |

### Table 2: Success Criteria, Level AA

Notes:

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions)  Also applies to:  EN 301 549 Criteria   * 9.1.2.4 (Web) * 11.1.2.4 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain live synchronized media.  Software: The Product does not contain live synchronized media. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only)  Also applies to:  EN 301 549 Criteria   * 9.1.2.5 (Web) * 11.1.2.5 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain synchronized media content.  Software: The Product does not contain synchronized media content. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.3.4 (Web) * 11.1.3.4 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Not Applicable  Software: Not Applicable | | Web: The Product is not available for mobile devices or mobile Web.  Software: The Product is not available for mobile devices or mobile Web. |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.3.5 (Web) * 11.1.3.4 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not contain form fields that collect information about the user.  Software: The Product does not contain form fields that collect information about the user. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast)  Also applies to:  EN 301 549 Criteria   * 9.1.4.3 (Web) * 11.1.4.3 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Partially Supports | | Web: The Product provides sufficient contrast for text except for one instance.  Example of exception includes:   * The text does not meet the minimum contrast ratio on several pages, such as the text found on the Edit General Settings page in the Horizon Administrator and the Remote Desktop page in Horizon Client.   Software: The Product provides sufficient contrast for text on most pages except for one instance.  Examples of exceptions include:   * Label texts do not meet the minimum contrast ratio on the Initial Horizon Administrators wizard in Horizon Connection Server. * The text does not meet the minimum contrast ratio on several pages, such as the text found on the Settings page in the Horizon Client for Windows and the text found on the Installation page in the Horizon Client for MAC. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale)  Also applies to:  EN 301 549 Criteria   * 9.1.4.4 (Web) * 11.1.4.4.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Not Applicable | | Web: The Product allows text to be resized up to 200 percent without loss of content or functionality on most pages.  Examples of exceptions include:   * Content gets truncated, disappeared, or cropped when resized to 200 percent on many pages, such as the content on the View Machine page.   Software: The Product is a non-web software hence, the criterion is not applicable. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation)  Also applies to:  EN 301 549 Criteria   * 9.1.4.5 (Web) * 11.1.4.5.1 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports.  Software: Supports | | Web: The Product provides information using plain text rather than images.  Software: The Product provides information using plain text rather than images. |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.10 (Web) * 11.1.4.10 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Partially Supports  Software: Not Applicable | | Web: The Product allows content to be presented without loss of information or functionality, and without requiring scrolling in two dimensions for the dimensions required by this criterion on most pages except for a couple of instances.  Examples of exceptions include:   * Content gets truncated, disappeared, or cropped when resized to 400 percent on many pages, such as the content on the Login page in the Horizon Client.   Software: The Product is a non-web software hence; the criterion is not applicable. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.11 (Web) * 11.1.4.11 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Partially Supports  Software: Partially Supports | | Web: The Product provides sufficient color contrast for user interface components and graphical objects on most pages except for a couple of instances.  Examples of exceptions include:   * Graphical objects and user interface do not provide a sufficient contrast ratio for a couple of instances, such as the Close button of the Information tooltip found on the Dashboard page in Horizon Administrator and the Close and Help buttons in the Horizon Client.   Software: The Product provides sufficient color contrast for user interface components and graphical objects on most except for one instance. Examples of exceptions include:   * The user interface does not provide a sufficient contrast ratio for several instances, such as the dropdown found on the User Experience Improvement Program wizard in Horizon Connection Server installer and the Cancel button on the Welcome wizard in Horizon View Agent Installer. |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.12 (Web) * 11.1.4.12 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Partially Supports  Software: Not Applicable | | Web: The Product provides no loss of content or functionality when text spacing is modified according to the guidelines in this criterion on most pages.  Examples of exceptions include:   * Dropdown options do not adopt text spacing on several pages, such as the dropdown found on the Add Farms page.   Software: The Product is a non-web software hence, the criterion is not applicable. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.1.4.13 (Web) * 11.1.4.13 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Partially Supports  Software: Not Applicable | | Web: The Product provides content that becomes available on hover or focus, which can be dismissible, hoverable, and persistent on most pages except for a couple of instances.  Examples of exceptions include:   * Content that appears on hover or focus is not dismissible with the keyboard alone, such as the tooltip found on the Left Navigation and Help Desk page.   Software: The Product is a non-web software hence, the criterion is not applicable. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc)  Also applies to:  EN 301 549 Criteria   * 9.2.4.5 (Web) * 11.2.4.5 (Open Functionality Software) – Does not apply   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software | | Web: Supports  Software: Not Applicable | | Web: The Product provides more than one way to locate a web page within a set of web pages except where the web page is the result of, or a step in, a process.  Software: The Product does not contain more than one view. |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive)  Also applies to:  EN 301 549 Criteria   * 9.2.4.6 (Web) * 11.2.4.6 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product provides descriptive and unique headings and labels.  Software: The Product provides descriptive and unique headings and labels. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible)  Also applies to:  EN 301 549 Criteria   * 9.2.4.7 (Web) * 11.2.4.7 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Supports | | Web: The Product provides visible focus indicators on most pages that contain controls except for a couple of instances.  Examples of exceptions include:   * A clear visual keyboard focus indicator for components is not provided for a couple of instances, such as controls found on Add Pool and Gateway Server page.   Software: The Product provides clearly visible focus indicators. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id)  Also applies to:  EN 301 549 Criteria   * 9.3.1.2 (Web) * 11.3.1.2 (Open Functionality Software) – Does not apply   Revised Section 508   * 501 (Web)(Software) | | Web: Partially Supports  Software: Not Applicable | | Web: The Product provides inline changes language that can be programmatically determined by assistive technologies on all pages except for one instance.  Example of exception includes:   * The language of part is not present on the Login page in the Horizon Client.   Software: The Product does not contain more than one language. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations)  Also applies to:  EN 301 549 Criteria   * 9.3.2.3 (Web) * 11.3.2.3 (Open Functionality Software) – Does not apply   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software | | Web: Partially Supports  Software: Supports. | | Web: The Product provides a consistent navigation mechanism for all pages except for one instance.  Software: The Product provides a consistent navigation mechanism for all pages. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality)  Also applies to:  EN 301 549 Criteria   * 9.3.2.4 (Web) * 11.3.2.4 (Open Functionality Software) – Does not apply   Revised Section 508   * 501 (Web)(Software) – Does not apply to non-web software | | Web: Supports  Software: Supports | | Web: The Product identifies elements consistently on all pages.  Software: The Product identifies elements consistently on all pages. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions)  Also applies to:  EN 301 549 Criteria   * 9.3.3.3 (Web) * 11.3.3.3 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Supports  Software: Supports | | Web: The Product provides descriptive error messages for identified form field errors.  Software: The Product provides descriptive error messages for identified form field errors. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible)  Also applies to:  EN 301 549 Criteria   * 9.3.3.4 (Web) * 11.3.3.4 (Open Functionality Software)   Revised Section 508   * 501 (Web)(Software) | | Web: Not Applicable  Software: Not Applicable | | Web: The Product does not cause legal commitments or financial transactions, and functions that modify or delete user-controllable data can be checked, confirmed, or reversed.  Software: The Product does not cause legal commitments or financial transactions, and functions that modify or delete user-controllable data can be checked, confirmed, or reversed. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(Level AA 2.1 only)  Also applies to:  EN 301 549 Criteria   * 9.4.1.3 (Web) * 11.4.1.3 (Open Functionality Software)   Revised Section 508 – Does not apply | | Web: Partially Supports  Software: Partially Supports | | Web: The Product provides status messages that can be programmatically determined by assistive technologies without receiving focus on most pages.  Examples of exceptions include:   * Several dynamic status messages are not announced by the screen reader, such as the status upon entering invalid input in the License field on the Edit License page in the Horizon Administrator and the Success notification on the Remote Desktop page in Horizon Client.   Software: The Product provides status messages that can be programmatically determined by assistive technologies without receiving focus on most pages except for a couple of instances.  Examples of exceptions include:   * A couple of dynamic status messages are not announced by the screen reader, such as the alert upon changing Preferred Speaker on the Settings page in the Horizon Client. |

### Table 3: Success Criteria, Level AAA

Notes: Not Evaluated

## Revised Section 508 Report

Notes:

### Chapter 3: [Functional Performance Criteria](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#302-functional-performance-criteria) (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 302.1Without Vision | Partially Supports | The Product provides at least one mode of operation that enables users with no vision to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 2.4.7, 3.1.2 and 4.1.3 |
| 302.2 With Limited Vision | Partially Supports | The Product provides at least one mode of operation that enables users with limited vision to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 1.4.3, 1.4.4, 2.4.7 and 3.1.2 |
| 302.3Without Perception of Color | Partially Supports | The Product provides at least one mode of operation that enables users without a perception of color to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 2: 1.4.3 |
| 302.4Without Hearing | Partially Supports | The Product provides at least one mode of operation that enables users without hearing to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.3.3 * Table 2: 3.1.2 |
| 302.5With Limited Hearing | Partially Supports | The Product provides at least one mode of operation that enables users with limited hearing to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.3.3 * Table 2: 3.1.2 |
| 302.6Without Speech | Supports | The Product provides at least one mode of operation that enables users without speech to use its features. |
| 302.7With Limited Manipulation | Partially Supports | The Product features provide at least one mode of operation that does not require user speech. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 2.4.7 |
| 302.8With Limited Reach and Strength | Partially Supports | The Product features provide at least one mode of operation that enables users with limited reach and strength to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2 and 2.4.3 * Table 2: 2.4.7 |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports | The Product provides features that make it simpler and easier to use by individuals with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.4.3 and 4.1.2 * Table 2: 2.4.7, 3.1.2 and 4.1.3 |

### Chapter 4: [Hardware](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#401-general)

Notes: Not Applicable

### Chapter 5: [Software](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#501-general)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | See WCAG 2.x section | See information in WCAG 2.1 section |
| [***502 Interoperability with Assistive Technology***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#502-interoperability-assistive-technology) | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | The Product does not offer any accessibility features. |
| 502.2.2 No Disruption of Accessibility Features | Not Applicable | The Product does not disrupt any accessibility features provided by the host operating system. |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Not Applicable | The Product does not provide a user interface that contains objects to inspect for information. |
| 502.3.2 Modification of Object Information | Not Applicable | The Product does not provide a user interface that contains objects that are modified. |
| 502.3.3 Row, Column, and Headers | Not Applicable | The Product is not implemented with a markup language that can specify semantic rows, columns, and headers for tabular information. |
| 502.3.4 Values | Not Applicable | The Product does not provide user interface components that can set or store values. |
| 502.3.5 Modification of Values | Not Applicable | The Product does not provide user interface components that can store data and allow it to be modified. |
| 502.3.6 Label Relationships | Not Applicable | The Product does not present form elements, so it does not use labels. |
| 502.3.7 Hierarchical Relationships | Not Applicable | The Product does not present hierarchical data |
| 502.3.8 Text | Supports | The Product output content can be read using Screen Readers. |
| 502.3.9 Modification of Text | Not Applicable | The Product outputs text to standard output but does not support modification of the text. |
| 502.3.10 List of Actions | Supports | The Product provides a list of actions with the ‘--help’ command. |
| 502.3.11 Actions on Objects | Not Applicable | The Product does not provide a user interface of objects that can be acted upon by the user. |
| 502.3.12 Focus Cursor | Not Applicable | The Product provides its own focus cursor and does not interfere with the host operating system’s focus cursor. |
| 502.3.13 Modification of Focus Cursor | Not Applicable | The Product provides its own focus cursor and does not interfere with the host operating system’s focus cursor, nor does it allow for modification of the operating system’s focus indicator. |
| 502.3.14 Event Notification | Supports | The Product outputs text to standard output based on user input. |
| 502.4 Platform Accessibility Features | Supports | The Product does not interfere with platform accessibility features. |
| [***503 Applications***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#503-applications) | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Supports | The Product does not interfere with user preferences. |
| 503.3 Alternative User Interfaces | Not Applicable | The Product does not provide alternative user interfaces. |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | The Product does not present multimedia content. |
| 503.4.2 Audio Description Controls | Not Applicable | The Product does not present multimedia content. |
| [***504 Authoring Tools***](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#504-authoring-tools) | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not Applicable | See information in WCAG 2.x section. |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | The Product is not an authoring tool; therefore, this criterion does not apply. |
| 504.2.2 PDF Export | Not Applicable | The Product is not an authoring tool; therefore, this criterion does not apply. |
| 504.3 Prompts | Not Applicable | The Product is not an authoring tool; therefore, this criterion does not apply. |
| 504.4 Templates | Not Applicable | The Product is not an authoring tool; therefore, this criterion does not apply. |

### Chapter 6: [Support Documentation and Services](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines#601-general)

Notes: Not Evaluated

## EN 301 549 Report

Notes:

### Chapter 4: [Functional Performance Statements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A38%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D) (FPS)

Notes:

| Criteria | | Conformance Level | | Remarks and Explanations |
| --- | --- | --- | --- | --- |
| **4.2.1 Usage without vision** | Partially Supports | | The Product provides at least one mode of operation that enables users with no vision to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 3.1.2 and 4.1.3 | |
| **4.2.2 Usage with limited vision** | Partially Supports | | The Product provides at least one mode of operation that enables users with limited vision to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 1.4.3, 1.4.4, 1.4.10, 1.4.11, 1.4.12, 1.4.13, 2.4.7 and 3.1.2 | |
| **4.2.3 Usage without perception of colours** | Partially Supports | | The Product provides at least one mode of operation that enables users without a perception of color to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 2: 1.4.3 and 1.4.11 | |
| **4.2.4 Usage without hearing** | **Partially Supports** | | The Product provides at least one mode of operation that enables users without hearing to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.3.3 * Table 2: 3.1.2 | |
| **4.2.5 Usage with limited hearing** | **Partially Supports** | | The Product provides at least one mode of operation that enables users with limited hearing to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.3.3 * Table 2: 3.1.2 | |
| 4.2.6 Usage with no or limited vocal capability | Supports | | The Product provides at least one mode of operation that enables users without speech to use its features. | |
| **4.2.7 Usage with limited manipulation or strength** | Partially Supports | | The Product features provide at least one mode of operation that enables users with limited reach and strength to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1, 2.1.2, 2.4.3 and 4.1.2 * Table 2: 1.4.13 and 2.4.7 | |
| **4.2.8 Usage with limited reach** | Partially Supports | | The Product features provide at least one mode of operation that enables users with limited reach and strength to use its features. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 2.1.1 2.1.2 and 2.4.3 * Table 2: 1.4.13 and 2.4.7 | |
| **4.2.9 Minimize photosensitive seizure triggers** | **Supports** | | The Product provides at least one mode of operation that minimizes the potential for triggering photosensitive seizures. | |
| **4.2.10 Usage with limited cognition, language, or learning** | Partially Supports | | The Product provides features that make it simpler and easier to use by individuals with limited language, cognitive, and learning abilities. A few challenges may occur while accessing the application as disclosed in:   * Table 1: 1.1.1, 1.3.1, 1.3.3, 2.1.1, 2.4.3 and 4.1.2 * Table 2: 1.4.12, 2.4.7, 3.1.2 and 4.1.3 | |
| **4.2.11 Privacy** | **Supports** | | The Product exposes the user’s personal information. | |

### Chapter [5: Generic Requirements](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A45%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | | **Conformance Level** | | **Remarks and Explanations** |
| --- | --- | --- | --- | --- |
| ***5.1 Closed functionality*** | Heading cell – no response required | | Heading cell – no response required | |
| ***5.1.2 General*** | Heading cell – no response required | | Heading cell – no response required | |
| ***5.1.2.1 Closed functionality*** | See 5.2 through 13 | | See information in 5.2 through 13 | |
| ***5.1.2.2 Assistive technology*** | See 5.1.3 through 5.1.6 | | See information in 5.1.3 through 5.1.6 | |
| ***5.1.3 Non-visual access*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.1.3.1 Audio output of visual information | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.2 Auditory output delivery including speech | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.3 Auditory output correlation | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.4 Speech output user control | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.5 Speech output automatic interruption | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.6 Speech output for non-text content | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.7 Speech output for video information | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.8 Masked entry | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.9 Private access to personal data | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.10 Non-interfering audio output | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.11 Private listening volume | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.12 Speaker volume | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.13 Volume reset | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.14 Spoken languages | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.15 Non-visual error identification | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.3.16 Receipts, tickets, and transactional outputs | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.4 Functionality closed to text enlargement | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.5 Visual output for auditory information | **Not Applicable** | | **This Product is not closed functionality software.** | |
| ***5.1.6 Operation without keyboard interface*** | Heading cell – no response required | | Heading cell – no response required | |
| ***5.1.6.1 Closed functionality*** | **See 5.1.3.1 through 5.1.3.16** | | **See information in 5.1.3.1 through 5.1.3.16** | |
| 5.1.6.2 Input focus | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.1.7 Access without speech | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.2 Activation of accessibility features | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.3 Biometrics | **Not Applicable** | | **This Product is not closed functionality software.** | |
| 5.4 Preservation of accessibility information during conversion | **Not Applicable** | | **This Product is not closed functionality software.** | |
| ***5.5 Operable parts*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.5.1 Means of operation | **Not Applicable** | | **The Product does not have operable parts that require grasping, pinching, or twisting of the wrist to operate.** | |
| 5.5.2 Operable parts discernibility | **Not Applicable** | | **The Product does not have operable parts that require grasping, pinching, or twisting of the wrist to operate.** | |
| ***5.6 Locking or toggle controls*** | Heading cell – no response required | | Heading cell – no response required | |
| 5.6.1 Tactile or auditory status | **Not Applicable** | | **The Product does not provide** locking or toggle controls. | |
| 5.6.2 Visual status | **Not Applicable** | | **The Product does not provide** locking or toggle controls. | |
| 5.7 Key repeat | **Not Applicable** | | The Product does not provide key repeat functionality. | |
| 5.8 Double-strike key acceptance | **Not Applicable** | | **The Product does not provide** double-strike key acceptance. | |
| 5.9 Simultaneous user actions | **Not Applicable** | | **The Product does not** use simultaneous user actions for its operation. | |

### Chapter [6: ICT with Two-Way Voice Communication](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A60%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [7: ICT with Video Capabilities](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A70%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [8: Hardware](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A74%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

### Chapter [9: Web](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A113%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: See [**WCAG 2.x section**](#_WCAG_2.x_Report)

### Chapter [10: Non-Web Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B%7B%22num%22%3A127%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| ***10.0 General (informative)*** | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See [WCAG 2.x](#_WCAG_2.x_Report) section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable | The Product does not contain synchronized media. |
| 10.6 Audio description timing | Not Applicable | The Product does not contain synchronized media. |

### Chapter [11: Software](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A149%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- |
| 11.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See [WCAG 2.x](#WCAG) section | See information in WCAG 2.x section | |
| 11.5 Interoperability with assistive technology | Heading cell – no response required | Heading cell – no response required | |
| 11.5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required | |
| 11.5.2 Accessibility services | Heading cell – no response required | Heading cell – no response required | |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 | |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 | |
| 11.5.2.3 Use of accessibility services | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.4 Assistive technology | Not Applicable | The Product is not assistive technology. | |
| 11.5.2.5 Object information | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.6 Row, column, and headers | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.7 Values | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.8 Label relationships | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.9 Parent-child relationships | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.10 Text | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.11 List of available actions | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.12 Execution of available actions | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.13 Tracking of focus and selection attributes | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.14 Modification of focus and selection attributes | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.15 Change notification | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.16 Modifications of states and properties | Not Applicable | The Product does not provide a user interface. | |
| 11.5.2.17 Modifications of values and text | Not Applicable | The Product does not provide a user interface. | |
| 11.6 Documented accessibility usage | Heading cell – no response required | Heading cell – no response required | |
| 11.6.1 User control of accessibility features |  |  | |
| 11.6.2 No disruption of accessibility features |  |  | |
| 11.7 User preferences | Not Applicable | The Product does not provide a user interface. | |
| 11.8 Authoring tools | Heading cell – no response required | Heading cell – no response required | |
| 11.8.1 Content technology | Heading cell – no response required | Heading cell – no response required | |
| 11.8.2 Accessible content creation | Not Applicable | Heading cell – no response required | |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | The Product is not an authoring tool. | |
| 11.8.4 Repair assistance | Not Applicable | The Product is not an authoring tool. | |
| 11.8.5 Templates | Not Applicable | The Product is not an authoring tool. | |

### Chapter [12: Documentation and Support Services](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf" \l "%5B%7B%22num%22%3A187%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Evaluated

### Chapter [13: ICT Providing Relay or Emergency Service Access](https://www.etsi.org/deliver/etsi_en/301500_301599/301549/03.01.01_60/en_301549v030101p.pdf#%5B%7B%22num%22%3A191%2C%22gen%22%3A0%7D%2C%7B%22name%22%3A%22XYZ%22%7D%2C54%2C747%2C0%5D)

Notes: Not Applicable

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E202.2 Legacy ICT. Any component or portion of existing ICT that complies with an earlier standard issued pursuant to Section 508 of the Rehabilitation Act of 1973, as amended (as republished in Appendix D), and that has not been altered on or after January 18, 2018, shall not be required to be modified to conform to the Revised 508 Standards.

VMware defers to [www.microsoft.com](https://nam04.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.microsoft.com%2F&data=02%7C01%7Cdinesht%40vmware.com%7C88c3073df30644f5c4be08d800759f25%7Cb39138ca3cee4b4aa4d6cd83d9dd62f0%7C0%7C0%7C637259852475396425&sdata=1C5KZpS5CpvfZNG0tEn0GHe6VDCvZvHWBjgXr%2FbEwXo%3D&reserved=0) for Windows and Windows application VPATs.

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