VPAT for View 5.1 Client Documentation and Online Help

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	**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	Use this language when you determine the product fully meets the letter and intent of the Criteria.
Supports with Exceptions/Minor Exceptions	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
Supports through Equivalent Facilitation	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
Supports when combined with Compatible AT	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology ("AT"). For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used AT for people who are blind).
Does Not Support	Use this language when you determine the product does not meet the letter or intent of the Criteria.
Not Applicable	Use this language when you determine the Criteria does not apply to the specific product.
Not Applicable - Fundamental Alteration Exception Applies	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board's standards for the definition of "fundamental alteration").

§ 1194.22 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 comprehend content and to aid in navigation with some exceptions. Tree node images, which show link status, have inappropriate null `alt` attributes. Tabs do not reveal their role (e.g. tab) or state (e.g. selected) to screen reader users.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	**Not Applicable**	VMware View 5.1 Client Help does not use multimedia.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	**Does Not Support**	When color conveys information, text or programmatically implemented equivalents are not provided. The selected tab is color-conveyed without a text equivalent.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	**Supports**	Webpages are readable when stylesheets are disabled or with user-defined stylesheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	**Not Applicable**	VMware View 5.1 Client Help does not have server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	**Not Applicable**	VMware View 5.1 Client Help does not have client-side image maps.
(g) Row and column headers shall be identified for data tables.	**Does Not Support**	Data tables, such as the one on the Switch Desktop page, do not have structural markup for its column headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical	**Not Applicable**	VMware View 5.1 Client Help does not have data tables that have multi-level columns or rows.

Criteria	Support Level	Remarks and Explanations
levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation	**Supports with Exceptions**	Most frames do not have `title` attributes so screen reader users can identify them.
(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**	Webpages do not have content that flash or blink 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**	Text-only pages are provided since compliance cannot be met any other way, or are not required.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	**Supports**	Assistive technology and keyboard users can access scripted interfaces. Accessing scripted interfaces includes identifying, reaching, activating and selecting interactive elements.
(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).	**Not Applicable**	VMware View 5.1 Client Help does not have content that requires applets or plug-ins.
(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.	**Supports with Exceptions**	Assistive technologies, such as screen readers, may not identify or navigate to all form elements in order to enable users to complete and submit forms online. The edit box under the Search tab does not have explicit labeling or a `title` attribute so screen reader users can identify it.

Criteria	Support Level	Remarks and Explanations
(o) A method shall be provided that permits users to skip repetitive navigation links.	**Does Not Support**	AT and keyboard users cannot bypass repetitive navigation links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	**Not Applicable**	VMware View 5.1 Client Help does not require timed responses.

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

§1194.31 Functional Performance Criteria

Criteria	Support Level	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	**Supports with Exceptions**	Please refer to § 1194.22 above. Implicit headings are not structured as such so screen reader users can identify them. Numbered list items, such as those for the Connect USB Devices topic, are not structured as ordered lists. Bullet items are not structured as unordered lists. JAWS cannot identify the special emphasis of boldface content.
(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**	Some information retrieval processes and/or operations require vision acuity greater than 20/70 and may not provide support for assistive technologies. Content in all frames cannot be resized using Internet Explorer's Text Resize option.
(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 View 5.1 Client Help does not require hearing to access content.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	**Not Applicable**	VMware View 5.1 Client Help does not have audio content.
(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 View 5.1 Client Help does not require speech to access content.

Criteria	Support Level	Remarks and Explanations
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	**Supports with Exceptions**	VMware View 5.1 Client Help does not require fine motor control or simultaneous actions. Persons with dexterity impairments can perform product operations with some exceptions. Although frames are inactive elements, users still can tab to them.

§ 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.