

Client Name: VMware	
Product Name: VMware – View Server 3.1.0	Date: 06/30/09

## **VPAT™**

### **VMware – ThinApp 4.0.2**

Prepared By:



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## VPAT

**Product:** VMware – ThinApp 4.0.2

**Components covered:** VMware – ThinApp 4.0.2

**Contact for more information:** <http://www.VMware.com>

**Date:** June 2009

<b>Summary of Voluntary Product Accessibility Template</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and Explanations</b>
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	Please reference the included 1194.21 section.
Section 1194.22 Web-based Internet Information and Applications	Not Applicable	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multimedia Products	Not Applicable	
Section 1194.25 Self-contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Supports with Exceptions	Please reference the Included 1194.31 section.
Section 1194.41 Information, Documentation and Support	Supports	Please reference the included 1194.41 section.

### **Supporting Features (second column on VPAT)**

<b>Supports</b>	Use this language when you determine the product fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions</b>	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.

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<b>Supports through Equivalent Facilitation</b>	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.
<b>Supports when combined with Compatible AT</b>	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
<b>Does not Support</b>	Use this language when you determine the product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	Use this language when you determine that the Criteria do not apply to the specific product.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

<b>1194.21 Software Applications and Operating Systems</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	The Windows based graphical user interface (GUI) does allow keyboard access to all screens and all functions.
(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	Supports with Exceptions	The Windows based GUI does honor or extend some Windows high contrast settings but does not allow large font settings.

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programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.		
(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.	Supports	The Windows based GUI does provide accurate indicators of focus on the current screen.
(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	The Windows based GUI does provide accurate information to the user of Assistive Technology.
(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	Bitmap images are used 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	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The Windows based GUI does honor or extend some Windows high contrast settings but does not allow large font settings.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation	Not Applicable	There is no animation in the application

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mode at the option of the user.		
(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	This product does not use color coding as the only means to convey information, indicating an action, prompting responses or distinguishing visual elements.
(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	The Windows based application does not permit a user to adjust color or contrast settings.
(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	No flashing or blinking text is used in this product.
(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	When using the Windows based GUI 4.0 all form fields are accessible to Assistive Technology (AT).

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### 1194.31 Functional performance criteria

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	The Windows based GUI accessed through the VMware vSphere client Does not provide total support for AT.  The Web based GUI accessed through the VMware View Web Admin Client Does not provide total support for AT.
(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	Screen magnification users can use SSH to access the server from an accessible computer.  The Windows based GUI accessed through the VMware vSphere client allows use of screen magnification software.  The Web based GUI accessed through the VMware VI Web Access Client allows use of screen magnification software.
(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	User hearing is not required.
(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	Audio information is not used.
(e) At least one mode of operation and information retrieval that does	Supports	User speech is not required.

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not require user speech shall be provided, or support for assistive technology used by people with disabilities shall be provided.		
(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	Fine motor control is not required to use the application.

<b>1194.41 Information, Documentation and Support -Detail</b>		
<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	Support is available online and via telephone. Persons with communications disorders may use the Federal Relay Service to converse with VMware representatives.