

## VMware vCloud Connector 2.7 VPAT©

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June 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	Not Applicable	Not Applicable
Section 1194.22 Web-based Intranet and Internet Information and Applications	<b>Supports With Exceptions</b>	<a href="#">Please refer to the 1194.22 section for details.</a>
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	<b>Supports With Exceptions</b>	<a href="#">Please refer to the 1194.31 section for details.</a>
Section 1194.41 Information, Documentation, and Support	<b>Supports</b>	<a href="#">Please refer to the 1194.41 section for details.</a>

## Support Levels

Support Level	Description
<b>Supports</b>	The product fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions/Minor Exceptions</b>	The product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
<b>Supports through Equivalent Facilitation</b>	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.
<b>Supports when combined with Compatible AT</b>	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.
<b>Does Not Support</b>	The product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	The Criteria does not apply to the specific product.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	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
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p><b>Supports with Exceptions</b></p>	<p>vCloud Connector 2.7 provides textual equivalents to indicate the name, role and state of the majority of images and other non-text elements.</p> <p>Exceptions include the disabled state of toolbar buttons that is indicated visually by dimmed icons, the indication of which page tab is currently selected, the level and state of tree control nodes, icons that indicate success, error or object type, the availability of a simulated menu, the name and state of panel-collapsing pin icons, and the sortability of data tables.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p><b>Not Applicable</b></p>	<p>The vCloud Connector 2.7 does not have multimedia presentations.</p>
<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p><b>Supports with Exceptions</b></p>	<p>Color is frequently used to indicate selection, error, or other information in vCloud Connector 2.7, but redundant textual and visible equivalents are sometimes missing.</p> <p>Exceptions include the dimmed text that indicates unavailable Actions menu options or Browser panel options, the current selection in tree controls, the current page tab, and the indication of errors. In other cases, the information indicated by color is also identified elsewhere in the page, such as the name of the current Copy Wizard step or the name of the object in the Details panel corresponding to a selected row in a data table.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p><b>Supports with Exceptions</b></p>	<p>Style sheets cannot be disabled directly in vCloud Connector 2.7.</p> <p>However, if users enable Windows High Contrast mode or changes an Internet Explorer setting to override the specifications of color, icons rendered as</p>

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		background images via CSS are removed from vCloud Connector pages.
(e) Redundant text links shall be provided for each active region of a server-side image map.	<b>Not Applicable</b>	vCloud Connector 2.7 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.	<b>Not Applicable</b>	vCloud Connector 2.7 does not have client-side image maps.
(g) Row and column headers shall be identified for data tables.	<b>Supports</b>	Data table column headers are properly identified.
(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.	<b>Not Applicable</b>	vCloud Connector 2.7 does not utilize data tables with multiple levels of column or row headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	<b>Not Applicable</b>	vCloud Connector 2.7 does not use frames.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	<b>Supports</b>	vCloud Connector 2.7 does not utilize any content that flashes or blinks.
(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.	<b>Not Applicable</b>	vCloud Connector 2.7 does not utilize text-only pages
(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.	<b>Does Not Support</b>	<p>The majority of active elements in vCloud Connector 2.7 are in the tab order and can be activated or controlled from the keyboard.</p> <p>However, a number of critical-path problems exist that make some of the most important application features inaccessible from the keyboard. Although it is true that assistive technology products such as screen</p>

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		<p>readers can gain focus on elements that are not in the tab order and can simulate a mouse click to activate some of these inaccessible elements, in most cases, the elements' roles and accessible names are not identified to inform a user's decision.</p> <p>In a number of critical-path situations, a row must be selected from a data table before users can select or proceed with the desired operation. However, it is not possible to select a row using the keyboard alone because the data rows have no active elements that gain focus. For instance, in the Copy Wizard's Select Storage step, the inability to select a row prevents users from proceeding to validate and completing the VM copy operation. Also, in data tables such as the Inventory of Virtual Machines, users must select a row before relevant toolbar buttons become enabled such as Copy, Power On or Stretch Deploy. Without the ability to select the desired virtual machine, users are also unable to activate the toolbar buttons.</p> <p>The tree control in the Browser panel is only partially accessible. Using the standard use of arrow keys to navigate the tree, focus only moves to or expands some elements, leaving the rest not focusable or not expandable, which heavily restricts which nodes a user can select. Furthermore, when using the arrow keys the focus order is erratic, and the indication of visible focus and programmatic focus quickly become out of sync, which could easily lead to incorrect selections.</p> <p>A number of other active elements of varying importance are also inaccessible from the keyboard. The elements in the Browser panel beneath the tree control – i.e., Tasks, Search, Content Library and Import – cannot be given focus by the Tab or arrow keys. Since they cannot be selected, the functionality and content they</p>

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		<p>expose are also inaccessible from the keyboard. Other elements not in the tab order include the panel-collapsing pin buttons, the screen reload button, and the Clear links in the Tasks panel. In addition, certain rollover tooltips can only be triggered using a mouse. Finally, the Actions menu cannot be triggered from the keyboard, but its options are duplicated in the adjacent toolbar buttons.</p> <p>A number of focus management problems related to dynamic content occur in which focus is not moved to the location of new content. For instance, in the Copy Wizard, after activating the Next button to advance to the next wizard step, focus remains on the Next button instead of being moved to either the new step's content or to an error message on the current step. This can create the incorrect impression that the Next button was not activated, and also forces users to navigate backward to the beginning of the new wizard step content or error message. In addition, when simulated dialogs are triggered or dismissed, focus is not moved to the most appropriate location.</p> <p>Finally, near the end of the Copy Wizard and again after its final step, important feedback appears about the validation or copy process. However, this textual progress feedback is not announced to or readily discoverable by users who are blind.</p>
(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).	<b>Not Applicable</b>	vCloud Connector 2.7 does not require additional 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	<b>Supports with Exceptions</b>	Most of the modest number of form fields used in vCloud Connector 2.7 provide accessible labels, with isolated exceptions such as the Search field.

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functionality required for completion and submission of the form, including all directions and cues.		<p>Error messages are not conveyed in an accessible manner.</p> <p>A number of severe keyboard accessibility issues that impact the ability to proceed through and complete the multiple-step form in the Copy Wizard have been discussed above in §1194.22 paragraph (l).</p>
(o) A method shall be provided that permits users to skip repetitive navigation links.	<b>Does Not Support</b>	Assistive technology 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.	<b>Supports</b>	Timed responses are not required.

*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
<p>(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.</p>	<p><b>Supports with Exceptions</b></p>	<p>Most of the accessibility issues in vCloud Connector 2.7 that impact users who are blind have already been discussed in the Technical paragraphs of <a href="#">§1194.22</a>.</p> <p>Regarding the severe keyboard accessibility problems described in <a href="#">§1194.22</a> paragraph (I), screen readers such as JAWS are able to gain focus on elements that are not in the tab order and simulate a mouse click, thereby allowing users to avoid most of the critical issues such as the inability to select a data table row. However, since the relevant clickable content appears to be static text, users who are blind may not realize they are active elements that they could attempt to activate.</p> <p>Two additional issues of a more functional nature also occur.</p> <p>The primary content panels in vCloud Connector 2.7, including Browser, Tasks, Inventory and Search, are rendered as bold black text on a gray bar that, along with the visual layout, clearly imply their role as headings. However, no structural heading elements are utilized to facilitate page navigation and comprehension by users who are blind.</p> <p>In addition, the tab order includes inactive toolbar buttons that, along with their failure to textually indicate their disabled state, makes it impossible for users who are blind to recognize which of these data table action buttons are currently enabled.</p>



Criteria	Support Level	Remarks and Explanations
<p>(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.</p>	<p><b>Supports with Exceptions</b></p>	<p>Most of the accessibility issues in vCloud Connector 2.7 that impact users who have low vision or are colorblind have already been discussed in the Technical paragraphs of <a href="#">§1194.22</a>.</p> <p>Many users of screen magnification software have a strong preference for utilizing the keyboard instead of the mouse in various situations. However, the active elements in vCloud Connector 2.7 fail to display any visible keyboard focus other than for textboxes, comboboxes and checkboxes, making it highly problematic to discern which control has keyboard focus. Combined with the severe keyboard accessibility issues discussed in <a href="#">§1194.22</a> paragraph (l), screen magnification software users would need to use the mouse almost exclusively except for entering data in textboxes.</p> <p>Isolated cases of poor contrast also occur.</p>
<p>(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</p>	<p><b>Supports</b></p>	<p>vCloud Connector 2.7 does not require hearing for information retrieval and operations.</p>
<p>(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.</p>	<p><b>Supports</b></p>	<p>vCloud Connector 2.7 does not have audio information.</p>
<p>(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</p>	<p><b>Supports</b></p>	<p>vCloud Connector 2.7 does not require speech for information retrieval or operations. Support for assistive technologies may be provided.</p>

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disabilities shall be provided.		
<p>(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.</p>	<p><b>Supports with Exceptions</b></p>	<p>Most of the accessibility issues in vCloud Connector 2.7 that impact users who have mobility impairments, who use the keyboard exclusively in lieu of a mouse, or who utilize speech input software have already been discussed in the Technical paragraphs of <a href="#">§1194.22</a>, particularly paragraph (I).</p> <p>Because of those problems as well as the predominant lack of visible keyboard focus on active elements, keyboard-only users are effectively unable to use critical functionality in vCloud Connector 2.7.</p> <p>Speech input software users could avoid some of those problems by issuing voice commands based on the desired element's name or role. But in a variety of other cases, users would need to utilize cumbersome functionality that gradually moves the mouse pointer over the desired table row, clickable text, etc. before invoking a mouse click.</p>

## § 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	<b>Supports</b>	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.	<b>Supports</b>	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.	<b>Supports</b>	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.