Date: **12/2/2005**
Name of Product: VMware VirtualCenter
Component Covered: VirtualCenter, online Help, VirtualCenter
Users Guide in HTML format, VirtualCenter
Installation (automatic)
Contact for more Information: http://www.vmware.com

Summary Table
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supported with exceptions.	Please refer to the attached VPAT
Section 1194.22 Web-based internet information and applications	Supported with documentation exceptions.	Please refer to the attached VPAT
Section 1194.23 Telecommunications Products		VMware VirtualCenter is not considered a telecommunications product.
Section 1194.24 Video and Multi-media Products		VMware VirtualCenter is not considered a multimedia product.
Section 1194.25 Self-Contained, Closed Products		VMware VirtualCenter is not considered a self-contained product.
Section 1194.26 Desktop and Portable Computers		VMware VirtualCenter is not considered a desktop computer
Section 1194.31 Functional Performance Criteria		See Section 1194.21, 22, and 41
Section 1194.41 (a) Information, Documentation and Support	Supported with minor exceptions.	Please refer to the attached VPAT

Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Supported with minor exceptions	Keyboard access is built into the application including tab, shift+tab, shortcut keys, and accelerator keys. Currently, sorting columns in lists, the forward and back buttons, the export events radio buttons, and show active tasks buttons can not be activated via the keyboard.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported	
(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.	Supported	
(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.	Supported with exceptions	In general, visual text based labels are in close proximity to controls and images/percent bars have textual equivalents. However, 3 lists contain a column with graphics that do not have textual descriptions. Several fields in alarm properties > triggers do not have visual labels that are in proximity to the control. Several links in the details pane have grouping text that is not associated with the

		links. Several controls in the Guest Customization Wizard do not have onscreen labels.
(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.	Supported	
(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.	Supported	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported with exceptions	The tab controls and many wizard dialog windows are not viewable with high-contrast settings. List and tree views do not follow the contrast settings of the OS.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(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.	Supported with a minor exception	The activate page tab in the details pane is shown through color alone. However, the user can re-activate the control if he/she is unsure of which screen he/she is on.
(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	
(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.	Supported	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality	Supported with exceptions	See findings for 1194.21(a) and 1194.21(d).

required for completion and submission of the form, including all directions and cues.		

Section 1194.22 Web-based Internet information and applications - Detail
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported with exceptions in documentation	The majority of images/screen shots have descriptive text explaining the image. However, several images/charts/diagrams do not have sufficient alternative text describing the chart.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	
(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	
(g) Row and column headers shall be identified for data tables.	Supported	Several tables in VirtualCenter help are not marked up properly.
(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.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	
(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	Not Applicable	

Criteria	Supporting Features	Remarks and explanations
accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.		
(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.	Supported	
(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	
(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.	Not Applicable	
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	

http://www.itic.org/policy/VPT.html
Section 1194.31 Functional Performance Criteria - Detail
Voluntary Product Accessibility Template

Criteria	Supporting Features	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.	⇩Supported with exceptions: VirtualCenter supports some features for use with assistive technology.	Exceptions noted in section 1194.21.
(b) At least one mode of operation and information retrieval that does not require	Supported	

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.		
(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	Not Applicable	
(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	
(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.	Not Applicable	
(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.	Supported	

Section 1194.41 Information, Documentation, and Support - Detail
Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supported with exceptions	The online help included with VirtualCenter contains violation to 1194.22. See the attached VPAT.
Section 1194.41 (b) Accessibility and Compatibility Features. 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.	Supported	
1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities.	Supported with limitations	Currently there is not a TTY/TDD number. VMware.com website contains many support options for those who are hearing impaired. Customers that use TDD can call through a national relay service and gain support using that option.