



## Citrix Accessibility Conformance Report

*VPAT® Version 2.3 (Revised)*

*Citrix Scout*

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## Name of Product/Version

**Name of Product:** Citrix Scout

**Version:** 1912

## Product Description

The Citrix Scout application collects diagnostics and runs health checks on machines in a Citrix Virtual Apps and Desktops deployment.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Scout** as of **January 30, 2020**, and is only valid for the version and date it was tested.

## Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2020, NVDA 2019.1, Freedom Scientific ZoomText 2019, Microsoft Accessibility Insights for Windows 1.1, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed on Windows Server 2016.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	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 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 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](#).

**Table 1: Success Criteria, Level A**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some graphical buttons have alternative text. Some graphical buttons do not have alternative text.</p> <p>In the Health Check Report, the Citrix logo is missing the ALT attribute.</p>
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	There are no audio-only or video-only recordings in the application.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some user interface controls have programmatically determined, descriptive names.</p> <p>Some user interface controls (e.g., text boxes, checkboxes, radio buttons, dropdown menus, table cells) do not have programmatically determined, descriptive names.</p> <p>The Health Check Report is missing an HTML heading tag on each issue being reported.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Correct reading sequences can be programmatically determined.
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In the application, color is not used as the sole means of conveying information.</p> <p>In the Health Check Report, color is used to identify links inside a paragraph.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No videos or audio recordings launch automatically when a window opens.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some functions of the application are keyboard operable.</p> <p>Some controls (e.g., checkboxes, tabstrips) are partially keyboard operable. Some controls (e.g., tooltips) are not keyboard operable.</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)            Also applies to:            2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard traps were observed.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The application does not require a timed response.
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The application does not contain automatically scrolling or updating content.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Flashing or blinking does not occur in the prohibited range.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Not Applicable	The application is non-web software.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Windows throughout the application contain descriptive titles.</p> <p>The Citrix Health Check Report has a descriptive title.</p>
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some areas, the application can be navigated in an order that preserves meaning and operability.</p> <p>After the “Proxy Settings” window closes, focus does not return to the calling control.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Interactive interface elements, including buttons and links, indicate their purpose.
<p><b><u>3.1.1 Language of Page</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be determined in the application and the Health Check Report.
<p><b><u>3.2.1 On Focus</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Putting focus on components does not initiate a change of context.
<p><b><u>3.2.2 On Input</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Changing the setting of user interface components does not automatically cause a change of context.
<p><b><u>3.3.1 Error Identification</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When input errors are identified, error messages are displayed.
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Labels are provided for input fields.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>4.1.1 Parsing</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The software compiles and runs.
<p><b><u>4.1.2 Name, Role, Value</u></b> (Level A)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state, and value information to assistive technology for some user interface components.</p> <p>The application does not provide name, role, state, and value information to assistive technology for some user interface components (e.g., text boxes, checkboxes, radio buttons, dropdown menus, table cells).</p>

**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No live presentations hosted.



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some user interface elements meet the required contrast ratio.</p> <p>Some user interface elements (e.g., buttons, tables, links, placeholders) do not meet the required contrast ratio.</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized without loss of content or functionality.
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Images of text are not used.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	The product is an application, and usage depends on following the steps in each wizard.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels describe topic or purpose.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>In some areas, focus is well defined when it lands on a control.</p> <p>In some areas, focus is not visible when it is on a control (e.g., checkboxes, tabs in tabstrip).</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The default human language can be programmatically determined.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent navigation occurs throughout the application.
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent identification occurs throughout the application.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	When input errors are identified, error messages are displayed.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)                      Also applies to:                      2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.

**Table 3: Success Criteria, Level AAA**

Notes: Product was not tested to WCAG 2.0 AAA level.

## Revised Section 508 Report

### Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application is partially keyboard operable.
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable.  The application can be used by users with low visual acuity when combined with screen magnification assistive technology.
302.3 Without Perception of Color	Partially Supports	In the application, color is not used as the sole means of conveying information.  In the Health Check Report, color is used to identify links inside a paragraph.
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application does not require user hearing.
302.6 Without Speech	Supports	The application does not require user speech.
302.7 With Limited Manipulation	Partially Supports	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Partially Supports	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

### Chapter 4: Hardware

Notes: This product is not hardware and therefore this section is not applicable to the product.

## Chapter 5: [Software](#)

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b><a href="#">502 Interoperability with Assistive Technology</a></b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The application is not an operating system (platform software).
502.2.2 No Disruption of Accessibility Features	Supports	The application does not interfere with operating system accessibility features.
<b><a href="#">502.3 Accessibility Services</a></b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	<p>The application provides name, role, state, and value information to assistive technology for some user interface components.</p> <p>The application does not provide name, role, state, and value information to assistive technology for some user interface components (e.g., text boxes, checkboxes, radio buttons, dropdown menus, table cells).</p>
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	<p>Some table headers are associated with their corresponding data cells.</p> <p>Some table headers are not associated with their corresponding data cells.</p>
502.3.4 Values	Partially Supports	<p>In some areas, assistive technology can operate the user interface to determine values.</p> <p>Assistive technology cannot determine values of some table cells and dropdown menus.</p>
502.3.5 Modification of Values	Supports	Assistive technology can operate the user interface to set values.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Partially Supports	<p>The application provides label information to assistive technology for some components.</p> <p>For some components (e.g., text boxes, column headers, dropdown menus, radio buttons), the label information is missing or inaccurate.</p>
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Partially Supports	<p>In some areas, assistive technology can operate the user interface to read text.</p> <p>Assistive technology cannot operate the user interface to read the text in some table cells.</p>
502.3.9 Modification of Text	Supports	Assistive technology can operate the user interface to modify text.
502.3.10 List of Actions	Partially Supports	<p>In some areas, objects provide their roles, and the actions may be programmatically determined.</p> <p>In the tables, if the user puts focus on a checkbox with the arrow key, the checkbox does not provide its role.</p>
502.3.11 Actions on Objects	Partially Supports	<p>In some areas, objects provide their roles, and the actions may be programmatically determined.</p> <p>In the tables, if the user puts focus on a checkbox with the arrow key, the checkbox does not provide its role.</p>
502.3.12 Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.13 Modification of Focus Cursor	Supports	Edit fields are compatible with assistive technology.
502.3.14 Event Notification	Supports	Controls provide change in state information to screen readers.

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Not Applicable	The application is not an operating system.
<b><u>503 Applications</u></b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	In some areas, Windows High Contrast settings are supported. In some areas, Windows High Contrast settings are not supported.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.
<b><i>503.4 User Controls for Captions and Audio Description</i></b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Multimedia is not used.
503.4.2 Audio Description Controls	Not Applicable	Multimedia is not used.
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Application is not an Authoring Tool.
504.2.2 PDF Export	Not Applicable	Application is not an Authoring Tool.
504.3 Prompts	Not Applicable	Application is not an Authoring Tool.
504.4 Templates	Not Applicable	Application is not an Authoring Tool.

## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b><i>601.1 Scope</i></b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
<b><u>603 Support Services</u></b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The application does not provide documentation on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

## Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Scout** as of **January 30, 2020**, and is only valid for the version and date it was tested.

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