

Voluntary Product Accessibility Template (VPAT) for Citrix Desktop Director 2.0

VPAT Version: 1.0

This Voluntary Product Accessibility Template (VPAT) assists Federal officials in assessing the accessibility of Desktop Director. The document contains two parts. The first part lists the features of Desktop Director that comply with Section 508 of the Rehabilitation Act and those features that do not comply. For the compliant features, the second part of the document provides more detail about how the requirements of Section 508 are met and lists any exceptions.

This VPAT is an addendum to Voluntary Product Accessibility Template (VPAT) for Citrix Desktop Director 1.0.

Date:	July 12, 2012
Name of product(s):	Citrix XenDesktop 5.5: Desktop Director 2.0
Contact for more information:	http://support.citrix.com/

Compliant Features

Desktop Director is Section 508 compliant subject to the exceptions detailed in this document.

Compliance Details

The first table summarizes Section 508 requirements as defined by subsections in the Act and states in general terms the level of support provided by the compliant features of the product. Subsequent tables state in greater detail the level of support provided by the product for each paragraph in the Act.

Additional remarks and explanations regarding accessibility are given where appropriate in the last column of the table along with descriptions of any exceptions.

Note that for this release the following Assistive Technology was used to verify accessibility:
JAWS version 13.0.

Summary Table					
VPAT Summary	Total Standards	Total Applicable Standards	Supports	Exceptions	Remarks
Section 1194.21 Software Applications and Operating Systems	12	10	5	5	Applicable. See table 1194.21.
Section 1194.22 Web-based Internet Information and Applications	16	10	4	6	Applicable. See table 1194.22.
Section 1194.23 Telecommunications Products	14	0	0	0	XenDesktop is not a product of this type.
Section 1194.24 Video and Multimedia Products	5	0	0	0	XenDesktop is not a product of this type.
Section 1194.25 Self-Contained, Closed Products	13	2	2	0	Applicable. See table 1194.25.
Section 1194.26 Desktop and Portable Computers	4	0	0	0	XenDesktop is not a product of this type.
Section 1194.31 Functional Performance Criteria	6	6	4	2	Applicable. See table 1194.31.
Section 1194.41 Information, Documentation and Support	3	3	3	0	Applicable. See table 1194.41.
Total	73	31	18	13	

Section 1194.21 Software Applications and Operating Systems -- Detail

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Some functions can be executed via the keyboard. Some functions, such as expanding and collapsing tables, selecting and deselecting items in trees, and selecting and deselecting some checkboxes are not keyboard operable.</p> <p>On the landing page (for support of multiple XenDesktop sites), the XenDesktop sites are not in the TAB order.</p> <p>The rows in the HDX panel are not individually selectable with the keyboard.</p> <p>On the XenApp server page, the TAB order is incorrect. Also, menus on this page are not keyboard operable.</p>
<p>(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.</p>	<p>Supports</p>	<p>Desktop Director does not disrupt or disable activated accessibility features of other applications or the operating system.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface</p>	<p>Supports with Exceptions</p>	<p>On both the landing page (for support of multiple XenDesktop sites) and the XenApp server page, focus rectangle is sometimes hard to see; sometimes, focus</p>

Section 1194.21 Software Applications and Operating Systems -- Detail

Criteria	Supporting Features	Remarks and explanations
elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		is not visible at all.
(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 with Exceptions	Some user interface elements provide the required information including name, role and state to assistive technology. Some controls do not provide identifying information to 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	The meaning of images is consistent.
(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	Operating system functions are used for displaying text.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The application does not override user selected display settings on some screens. When display is set to high contrast, some information on some screens is lost. When display is set to high contrast, the

Section 1194.21 Software Applications and Operating Systems -- Detail

Criteria	Supporting Features	Remarks and explanations
		<p>background of some pop-up menus is not opaque, so menu text is displayed directly on text of invoking page.</p> <p>When system font is enlarged, scroll bars do not appear on the new landing page (for support of multiple XenDesktop sites).</p>
(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	Animation is not used.
(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	Color coding is not used as the sole means of conveying information.
(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 application does not contain functionality to support the changing of display attributes.
(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	Blinking and flashing do not occur in the prohibited range.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field	Supports with Exceptions	Some user interface elements provide the required information, including name, role and state, to assistive technology. Some controls do not provide identifying

Section 1194.21 Software Applications and Operating Systems -- Detail		
Criteria	Supporting Features	Remarks and explanations
elements, and functionality required for completion and submission of the form, including all directions and cues.		information to assistive technology.

Section 1194.22 Web-based Internet information and applications -- Detail		
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).	Does Not Support	Images do not have alternative text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multimedia is not used.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color is not used as the sole means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exceptions	The web pages are mostly readable without using the included style sheet. Some pages use background images to convey information and this information is lost when the included style sheet is not used.
(e) Redundant text links shall be	Not	Image map links are not used.

Section 1194.22 Web-based Internet information and applications -- Detail

Criteria	Supporting Features	Remarks and explanations
provided for each active region of a server-side image map.	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	Client and server-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Does Not Support	Column headers are not identified for data tables.
(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	Data tables with multiple logical levels are not used.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does Not Support	Frames are not titled.
(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	Flickering does not occur in the prohibited range.
(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	Not Applicable	A text-only page cannot be substituted for an interactive web application.

Section 1194.22 Web-based Internet information and applications -- Detail

Criteria	Supporting Features	Remarks and explanations
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.	Supports	Interface elements can be read by assistive technology.
(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).	Supports with Exceptions	Flash objects provide the required link for downloading the Adobe Flash plug-in. The Flash-based buttons are not keyboard accessible and do not have accessible names.
(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	Some user interface elements provide the required information, including name, role and state, to assistive technology. Some controls do not provide identifying information to assistive technology. Form fields are not explicitly labeled. When JAWS is running, the TAB order and keyboard functionality are altered in some pages.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The web interface uses components that allow for navigation menus to be skipped.
(p) When a timed response is required, the user shall be	Not Applicable	A timed response is not required.

Section 1194.22 Web-based Internet information and applications -- Detail

Criteria	Supporting Features	Remarks and explanations
alerted and given sufficient time to indicate more time is 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.

Section 1194.25 Self-Contained, Closed Products – Detail

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	This product is not a self-contained, closed product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	A timed response is not required.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	This product is not a self-contained, closed product.
(d) When biometric forms of user identification or control are used,	Not Applicable	This product is not a self-contained, closed product.

Section 1194.25 Self-Contained, Closed Products – Detail

Criteria	Supporting Features	Remarks and explanations
<p>an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports</p>	<p>Color coding is not used as the sole means of conveying information</p>
<p>(h) When a product permits a</p>	<p>Not</p>	<p>The application does not contain</p>

Section 1194.25 Self-Contained, Closed Products – Detail

Criteria	Supporting Features	Remarks and explanations
<p>user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Applicable</p>	<p>functionality support for the changing of color and contrast settings.</p>
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Blinking and flashing do not occur in the prohibited range.</p>
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>

Section 1194.25 Self-Contained, Closed Products – Detail

Criteria	Supporting Features	Remarks and explanations
minimum above the floor.		
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	This product is a software application and is not a self-contained, closed product.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	This product is a software application and is not a self-contained, closed product.

Section 1194.31 Functional Performance Criteria – Detail

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.	Supports with Exceptions	Some features of the application work when combined with screen reader assistive technology. Some functions are not keyboard operable. Images do not have alternative text.

Section 1194.31 Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks and explanations
(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	The application may be used without visual acuity greater than 20/70 when combined with screen magnification assistive technology.
(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	Does not require user hearing to operate or for information retrieval.
(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.	Supports	Does not require user hearing to operate or for information retrieval.
(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	User speech is not required for operations.
(f) At least one mode of operation and information retrieval that does not require fine motor	Supports with Exceptions	Some functions are keyboard operable. Some functions of the application are not keyboard operable.

Section 1194.31 Functional Performance Criteria – Detail

Criteria	Supporting Features	Remarks and explanations
control or simultaneous actions and that is operable with limited reach and strength shall be provided.		

Section 1194.41 Information, Documentation and Support – Detail

Criteria	Supporting Features	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	Product documentation is available in accessible electronic format.
(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	Product documentation is available in accessible electronic format.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Citrix offers phone, online and email support.