



Section 508 Conformance Audit

Voluntary Product Accessibility Template

Citrix NetScaler

Citrix Systems, Inc.
851 West Cypress Creek Road
Fort Lauderdale, FL 33309

Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of Citrix NetScaler as of 8/30/2011.

Name of Product: Citrix NetScaler
Version: 9.3

The current version of **Citrix NetScaler** was tested for conformance with Section 508 of the Rehabilitation Act, specifically, the U.S. Access Board's Technical Requirements. This product was tested as of **August 30, 2011** and is only valid for the version and date it was tested.

VPAT™ Summary Table
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VPAT Summary	Total Standards	Total Applicable Standard	Supports	Exceptions	Remarks
Section 1194.21 Software Applications and Operating Systems	12	11	5	6	Applicable. See included 1194.21 table
Section 1194.22 Web-based Internet Information and Applications	16	10	6	4	Applicable. See included 1194.22 table
Section 1194.23 Telecommunications Products	14	0	0	0	NetScaler is not a product of this type.
Section 1194.24 Video and Multimedia Products	5	0	0	0	NetScaler is not a product of this type.
Section 1194.25 Self-Contained, Closed Products	13	4	2	2	Applicable. See included 1194.25 table
Section 1194.26 Desktop and Portable Computers	4	0	0	0	NetScaler is not a product of this type.
Section 1194.31 Functional	6	6	4	2	Applicable. See included 1194.31

VPAT Summary	Total Standards	Total Applicable Standard	Supports	Exceptions	Remarks
Performance Criteria					table
Section 1194.41 Information, Documentation and Support	3	3	3	0	Applicable. See included 1194.41 table
Total	73	34	20	14	

Section 1194.21 Software Applications and Operating Systems -- Detail VPAT™ 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.	Supports with Exceptions	Some functions can be executed via the keyboard. Some functions, such as manipulating some checkboxes in the Configuration Utility, expanding the menu of available reports, and sorting data of some tabular views, cannot be done 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	Supports	NetScaler does not disrupt or disable activated accessibility features of other applications or the operating system.

<p>developer.</p>		
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>There exists a clear indication of current visual focus. Assistive technology can track focus programmatically on some screens. Programmatic focus is lost when the "Manage Certificates / Keys / CSRs" dialog is opened in the Configuration Utility.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>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.</p>
<p>(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.</p>	<p>Supports</p>	<p>The meaning of images is consistent.</p>
<p>(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.</p>	<p>Supports</p>	<p>Operating system functions are used for displaying text.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports with Exceptions</p>	<p>The application does not override user-selected display settings on some screens (e.g., dialog boxes). Some screens only partially adhere to user-selected Windows High Contrast settings by adjusting to either the foreground or background contrast schemes (e.g., Navigation Tree).</p>

		Some screens do not adhere at all (e.g., Refresh, Help buttons, etc.)
(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 with Exceptions	Color is not used as the sole means of conveying information on some screens. Color is used as the sole means of conveying information in the Reports Customization area.
(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.	Supports	The Configuration Utility supports the changing of display attributes inside the utility.
(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 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.

**Section 1194.22 Web-based Internet information and applications -- Detail
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Criteria	Supporting	Remarks and explanations
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	Features	
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	Some images have Title attributes but not the required Alt attributes for providing equivalent text. NetScaler has the ability to export data that is used to generate charts and the user can view this data in other accessible applications such as a spreadsheet.
(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 with Exceptions	Color is not used as the sole means of conveying information on some screens. Color is used as the sole means of conveying information in the Reports Customization area.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	The web pages are readable without using a style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Image map links are not used.
(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.	Supports	Client-side image maps are used to create charts. The data can be exported for viewing by other applications.
(g) Row and column headers shall be identified for data tables.	Supports	Column headers are identified for data tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two	Not Applicable	Data tables with multiple logical levels are not used.

or more logical levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not applicable	Frames are not used.
(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 primary page changes.	Not Applicable	A text-only page cannot be substituted for an interactive application.
(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).	Not applicable	Plug-ins are not used.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to	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

access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.		information to assistive technology. Form fields are not explicitly labeled.
(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 alerted and given sufficient time to indicate more time is required.	Supports with exceptions	The user is logged out after a specified length of inactivity. The amount of time is configurable on the login screen. A message is not displayed when the time expires.

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 VPAT™ Voluntary Product Accessibility Template®		
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.	Supports with Exceptions	The user is logged out after a specified length of inactivity. The amount of time is configurable on the login screen. A message is not displayed when the time expires.

<p>(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).</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</p>
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	<p>This product is not a self-contained, closed product.</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 with Exceptions</p>	<p>Color is not used as the sole means of conveying information on some screens. Color is used as the sole means of conveying information in the Reports Customization area.</p>

<p>(h) When a product permits a 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>Supports</p>	<p>The Configuration Utility supports the changing of display attributes inside the utility.</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 minimum above the floor.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>

<p>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.</p>		
<p>(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.</p>	<p>Not Applicable</p>	<p>This product is a software application and is not a self-contained, closed product.</p>

Section 1194.31 Functional Performance Criteria – Detail
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Criteria	Supporting Features	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>Supports with Exceptions</p>	<p>Some features of the application work when combined with screen reader assistive technology. Some functions are not keyboard operable. Some images do not have alternative text. Chart data can be exported for viewing in other applications such as a spreadsheet.</p>
<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</p>	<p>Supports</p>	<p>The application may be used without visual acuity greater than 20/70 when combined with screen magnification assistive technology.</p>

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	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 control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports with Exceptions	Some functions are keyboard operable. Some functions of the application are not keyboard operable.

<p>Section 1194.41 Information, Documentation and Support – Detail VPAT™ Voluntary Product Accessibility Template®</p>		
Criteria	Supporting Features	Remarks and explanations

<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</p>	<p>Supports</p>	<p>Product documentation is available in accessible electronic format.</p>
<p>(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.</p>	<p>Supports</p>	<p>Product documentation is available in accessible electronic format.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports</p>	<p>Citrix offers phone, online and email support.</p>