Citrix Accessibility Conformance Report

VPAT® Version 2.3 (Revised)

Citrix Virtual Apps and Desktops: Director

Citrix Systems, Inc.
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Name of Product/Version

Name of Product: Citrix Virtual Apps and Desktops: Director
Version: 1912

Product Description

The Director web application is a management console that allows administrators to monitor virtual desktops and applications, troubleshoot issues, and perform support tasks for end users.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Virtual Apps and Desktops: Director** as of **December 2, 2019**, 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 2019, NVDA 2019.1, Freedom Scientific ZoomText 2019, The Paciello Group's Colour Contrast Analyser 2.5, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox 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
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	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
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Images do not have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some user interface controls have programmatically determined names; some user interface controls do not have programmatically determined names. On some pages, header cells in data tables are programmatically determinable. On some pages, header cells in data tables are not programmatically determinable. Some columns are missing headers. Heading tags are not used in the application.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, correct reading sequences can be programmatically determined. On the Dashboard page, the correct sequence cannot be programmatically determined in the License Server pane.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, color is not used as the sole means of conveying information. On some pages, color is the only means used to relay information (e.g., links, focus). In some line graphs, the only difference between the lines is color.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application does not use audio.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some functions of the application are keyboard operable. Some controls (e.g., menu items, tooltips, checkboxes, radio buttons, tabstrips) are not keyboard operable.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Keyboard traps were observed in some custom dropdown menus on the Trends and Configuration pages.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	A session timeout dialog appears, allowing the user to keep the session active.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Some information messages disappear a few seconds after being displayed. Some pages refresh automatically.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Flashing or blinking does not occur in the prohibited range.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	The application does not have a keyboard method to skip repetitive navigation links.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Descriptive titles are not used on any page in the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, components can be navigated in an order that preserves meaning and operability. On some pages, components cannot be navigated in an order that preserves meaning and operability. In addition, there are tab stops on some non-interactive controls. When some dialogs open, focus remains in the parent page. Some disabled controls remain in the tab order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The purpose of each link can be determined from the link text together with context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Moving focus to components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Changing the setting of user interface components does not automatically cause a change of context.

Criteria	Conformance Level	Remarks and Explanations

3.3.1 Error Identification (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	Error messages are displayed when required fields are empty or incorrectly formatted, but the messages are not specific.

3.3.2 Labels or Instructions (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	Labels are provided for input fields.
		
		Some field labels are located in close proximity to the associated field; some field labels are not located in close proximity to the associated field.

4.1.1 Parsing (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	The application shows parsing errors when running a markup validation service.

4.1.2 Name, Role, Value (Level A)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	The application provides name, role, state or value information to assistive technology for some components.
		
		Many components (i.e., dropdown menus, links, buttons, radio buttons, accordion controls, checkboxes, tabstrips, tooltips, and text boxes) do not provide name, role, state, or value information to assistive technology.
		
		Some elements that are not visible on the page are still detectable by assistive technology.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Not Applicable	No time-based media present.

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Not Applicable	No time-based media present.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.

1.4.4 Resize text (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Supports	Text can be resized without loss of content or functionality.

1.4.5 Images of Text (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Supports	Images of text are not used.

2.4.5 Multiple Ways (Level AA)
Also applies to:
2017 Section 508
   • 501 (Web)(Software) – Does not apply to non-web software
   • 602.3 (Support Docs) – Does not apply to non-web docs
	Supports	There are multiple ways to perform various functions throughout the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, headings and labels describe topic or purpose. The "User" and "Machine" pages have a "Maintenance Mode" toggle button; the user must open a tooltip to see the state (on/off).
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Where keyboard operability exists, the visual focus is well defined on some components, but does not appear on some components (e.g., links, buttons, list items, radio buttons, checkboxes).
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent navigation occurs throughout the application.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent identification occurs throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Error messages are displayed when required fields are empty or incorrectly formatted, but the messages are not specific.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	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.

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components. The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet required contrast ratios in some areas.
302.3 Without Perception of Color	Partially Supports	Color is not used as the sole means of conveying information in some areas. In some areas, color is the only means used to indicate errors, the currently selected item, or the presence of a link.
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
302.6 Without Speech	Supports	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: <u>Software</u>

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

Chapter 6: <u>Support Documentation and Services</u>

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	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 <u>WCAG 2.0</u> 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.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
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)

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