Accessibility Conformance Report

VPAT® Version 2.4

Citrix Scout

Citrix Systems, Inc.
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Name of Product/Version

Name of Product: Citrix Scout
Version: 2203.0

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 **April 15, 2022** 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 2022, NVDA 2021.3, Freedom Scientific ZoomText 2022, The Paciello Group's Colour Contrast Analyser 2.5, Accessibility Insights for Windows, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Windows Server 2022.

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)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	Yes
[EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe](#), - V3.1.1 (2019-11)	No

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.x 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.x 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: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Images and graphical buttons have alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	There are no audio-only or video-only recordings in the application.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	There are no audio-only or video-only recordings in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	There are no audio-only or video-only recordings in the application.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	User interface controls have programmatically determined, descriptive names. The Health Check Report is missing an HTML heading tag on each issue being reported.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Correct reading sequences can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised 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: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	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.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No videos or audio recordings launch automatically when a window opens.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some functions of the application are keyboard operable. Some tooltip information is not available via keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	No keyboard traps were observed.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Keyboard shortcuts using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters are not used.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The application does not require a timed response.

Criteria	Conformance Level	Remarks and Explanations

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Not Applicable	The application does not contain automatically scrolling or updating content.

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised 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:
Revised Section 508
  • 501 (Web)(Software) – Does not apply to non-web software
  • 602.3 (Support Docs) – Does not apply to non-web docs
	Not Applicable	The application is non-web software.

2.4.2 Page Titled (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	Windows throughout the application contain descriptive titles.
		
		The Citrix Health Check Report has a descriptive title.

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	The application can be navigated in an order that preserves meaning and operability.

2.4.4 Link Purpose (In Context) (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	The purpose of links can be determined from the label together with context.

2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Multipoint or path-based gestures are not used.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Pointer functionality does not contain down-events.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	User interface components with labels contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	The application does not contain device or user motion functionality.

3.1.1 Language of Page (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	The default human language can be determined in the application and the Health Check Report.

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	Putting focus on components does not initiate a change of context.

3.2.2 On Input (Level A)
Also applies to:
Revised 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.

3.3.1 Error Identification (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Supports	When input errors are identified, error messages are displayed.

Criteria	Conformance Level	Remarks and Explanations

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Supports	Labels are provided for input fields.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Not Applicable	The software compiles and runs.

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Partially Supports	The application provides name, role, state, and value information to assistive technology for some components.
		
		The application does not provide accurate name, role, state, and value information for some controls (e.g., status messages).

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations

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

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The application supports the system-level orientation setting.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	User personal information is not requested.

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
  • 501 (Web)(Software)
  • 602.3 (Support Docs)
	Partially Supports	Some user interface elements meet the required contrast ratio.
		
		Some user interface elements (e.g., links, placeholders) do not meet the required contrast ratio.

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

1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Not Applicable	Software application does not allow for the user to adjust text.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	User interface elements meet the minimum contrast ratio of 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	Software application does not allow for the user to adjust text. No loss of content occurs by setting style properties to meet the text spacing requirement in the Health Check Report.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Does Not Support	Hover content (e.g., tooltips) does not allow for dismissal or hovering of the popup content.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised 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 some functions throughout the application.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Focus is well defined when it lands on a control.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The default human language can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised 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: Revised 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.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	When input errors are identified, error messages are displayed.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised 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.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	Status messages are not announced by the screen readers in the bottom banner of the application. Some status messages are given with popups that are announced to screen readers.

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. 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.
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 WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	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.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	The application provides name, role, state, and value information to assistive technology for some components. The application does not provide accurate role information for some controls (e.g., status messages).
502.3.2 Modification of Object Information	Supports	The application can be operated by assistive technology.
502.3.3 Row, Column, and Headers	Supports	Table headers are associated with their corresponding data cells.
502.3.4 Values	Supports	Assistive technology can operate the user interface to determine values.
502.3.5 Modification of Values	Supports	Assistive technology can operate the user interface to set values.
502.3.6 Label Relationships	Supports	The application provides label information to assistive technology.
502.3.7 Hierarchical Relationships	Supports	Parent-child relationships can be determined programmatically.
502.3.8 Text	Supports	Assistive technology can operate the user interface to read text.
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	Actions on objects are programmatically available.

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Supports	Actions on objects are programmatically available.
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.
502.4 Platform Accessibility Features	Not Applicable	The application is not an operating system.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Windows High Contrast settings are partially supported.
503.3 Alternative User Interfaces	Not Applicable	The application does not provide an alternative user interface and is not assistive technology.
503.4 User Controls for Captions and Audio Description	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.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 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
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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 WCAG 2.0 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.
603 Support Services	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)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Scout** as of **April 15, 2022** and is only valid for the version and date it was tested.

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