Accessibility Conformance Report

VPAT® Version 2.4

Citrix Session Recording: Web Player

Citrix Systems, Inc.
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Fort Lauderdale, FL 33309

Name of Product/Version

Name of Product: Citrix Session Recording: Web Player
Version: 2203

Product Description

The Citrix Session Recording Web Player is used to play videos from recorded sessions; it also contains functionality for searching for specific events in a recording.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Citrix Session Recording: Web Player** as of **May 12, 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 3.1, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox 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)	Partially Supports	Some images have ALT text. Some images, as well as graphical buttons (e.g., Play/Pause, Rewind 7 seconds), do not have ALT 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	The videos that are played by the application are silent video recordings of user sessions; these are not considered multimedia.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The videos that are played by the application are silent video recordings of user sessions; these are not considered multimedia.
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	The videos that are played by the application are silent video recordings of user sessions; these are not considered multimedia.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Most data tables contain structural markup. The table in the "Screen time" tab is missing structural markup. Heading tags are not used in the application. Some controls (e.g., checkboxes, dropdown menus, text boxes) are not explicitly labeled.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, correct reading sequences can be programmatically determined. In some areas, correct reading sequences cannot 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 some areas, color is not used as the sole means of conveying information.
		
		In some areas, color is used as the sole focus or selection indicator; color is used as the sole means to distinguish bars in the File Transfers graph.

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 602.3 (Support Docs)
	Not Applicable	No videos with sound 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 elements (e.g., main menu items, date/time controls, buttons, tooltips) are not keyboard operable. Some functionality (e.g., sorting/filtering on tables) is not keyboard operable.

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	Supports	One-character shortcuts are not used.

Criteria	Conformance Level	Remarks and Explanations
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.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	When the user saves a setting in the Storage page, a message ("Your changes were saved"). When the user triggers the "Share Current Playback" under the video, a message appears. Both messages appear and quickly disappear; there is no method to pause or stop the animation.
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	Does Not Support	The application does not contain a method to skip repetitive navigational links.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	All pages have a page title. Some page titles are not specific to the main menu item that is loaded.

Criteria	Conformance Level	Remarks and Explanations

2.4.3 Focus Order (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 602.3 (Support Docs)
	Partially Supports	In some areas, the application can be navigated in an order that preserves meaning and operability.
		
		In some areas, tab order does not follow reading order. When some pop-ups open, focus stays in the parent page; the user must tab through all controls in the parent until focus lands in the pop-up.

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 each link can be determined from the link text 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.
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In some areas, pointer functionality is not triggered by down-events. The main menu items are triggered by down-events.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	For some user interface components, the accessible name contains the visible text. For some user interface components, the accessible name does not contain the visible text.
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.

Criteria	Conformance Level	Remarks and Explanations
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)	Not Applicable	Input errors are ignored.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, labels are provided for input fields. In some areas, labels are not provided for input fields (e.g., dropdown menus, text boxes).
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application shows parsing errors when running a markup validation service.

Criteria	Conformance Level	Remarks and Explanations
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 user interface components. The application does not provide name, role, state, and value information to assistive technology for some user interface components (e.g., checkboxes, dropdown menus, date/time fields, buttons, slider controls, tabstrips, text boxes).

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.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Supports	The application does not restrict content to a single orientation.
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.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, the application meets the required contrast ratio. In some areas, the application does 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 used, but they are considered essential (e.g., logo).
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	Some pages reflow for some zoom and screen sizes up to approximately 120%. The video pane is vertically truncated as magnification increases.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	Some icons, graphs, graphical buttons, form fields, and focus indicators do not 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	No loss of content occurs by setting style properties to meet the text spacing requirement.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Partially Supports	In some areas, hover content (e.g., tooltips) allows for dismissal or hovering of the popup content. In some areas, hover content (e.g., tooltips) does not allow for dismissal or hovering of the popup content.

Criteria	Conformance Level	Remarks and Explanations
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 (e.g., search).
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)	Partially Supports	Focus is clearly visible when it lands on some controls. No focus indicator appears when focus lands on some controls (e.g., buttons, checkboxes, tabstrips). Focus is not clearly visible when it lands on some controls (e.g., dropdown menus, list items, slider controls).
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)
	Not Applicable	Input errors are ignored.

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	Does Not Support	Status messages are not announced by 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 does not provide name, role, state, and value information to assistive technology for some user interface components (e.g., checkboxes, dropdown menus, date/time fields, buttons, slider controls, tabstrips, text boxes).

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	The application is partially keyboard operable. The application does not provide name, role, state, and value information to assistive technology for some user interface components (e.g., checkboxes, dropdown menus, date/time fields, buttons, slider controls, tabstrips, text boxes). The application can be used by users with low visual acuity when combined with screen magnification assistive technology. Some areas of the application have low contrast ratios.
302.3 Without Perception of Color	Partially Supports	In some areas, color is not used as the sole means of conveying information. In some areas, color is used as the sole focus or selection indicator; color is used as the sole means to distinguish bars in the File Transfers graph.
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

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
602 Support Documentation	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 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)

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