

Citrix, a business unit of Cloud Software Group – Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: NetScaler 14.1

Report Date: November 2025

Product Description: NetScaler Application Delivery Controller.

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Notes: N/A

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. Level Access (AA) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- NVDA/Chrome

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
Web Content Accessibility Guidelines 2.2	Level A - Yes Level AA - Yes Level AAA - 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 Level AAA.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Web: Partially Supports	<p>Web: Most non-text content presented to the user in the product has text alternatives that serve the equivalent purpose.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Images with insufficiently descriptive textual equivalent such as "System overview chart" & "NetScaler logo" on the pages "Reporting" & "Login". • There is a chart without descriptive textual equivalent present on the page "Dashboard". • There are decorative font icons that are exposed to screen readers present on the page "Dashboard".
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain prerecorded audio-only or video-only media.
1.2.2 Captions (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Web: Supports	Web: The product does not contain any prerecorded video media that requires audio descriptions or a media alternative.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A)	Web: Partially Supports	<p>Web: In some instances, the product ensures that information, structure, and relationships conveyed through presentation can also be determined programmatically or through text.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> There are data tables that do not have a caption present on the page "Dashboard". There is content that functions as a heading but does not use heading markup, such as "Dashboard" present on the page "Create NetScaler Gateway Wizard flow". There are visually grouped form controls that are not programmatically grouped such as "Use existing certificate", "Install certificate", etc. present on the page "Create NetScaler Gateway Wizard flow".
1.3.2 Meaningful Sequence (Level A)	Web: Partially Supports	<p>Web: In most instances, the product ensures that a correct reading order can be programmatically determined for content whose presentation sequence affects its meaning.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> The reading order provided to content "NetScaler Gateway Wizard", "Form edit" & "NetScaler Gateway Settings" is not meaningful on the page "Create NetScaler Gateway Wizard flow".
1.3.3 Sensory Characteristics (Level A)	Web: Supports	<p>Web: The product does not contain instructions that rely solely on sensory characteristics such as shape, size, visual location, or sound.</p>

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Web: Partially Supports	<p>Web: In most instances, the product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • Inline link text such as "More details on statsystem" relies on color to communicate it is a link present on the page "Dashboard". • Error messages rely on red to communicate when an error has occurred in edit field "Gateway FQDN" present on the page "Create NetScaler Gateway Wizard flow".
1.4.2 Audio Control (Level A)	Web: Supports	<p>Web: The product does not include audio that plays automatically for more than 3 seconds.</p>
2.1.1 Keyboard (Level A)	Web: Partially Supports	<p>Web: In most instances, the product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • There are interactive controls that cannot be navigated and operated with the keyboard alone such as "GETs (Rate)", "POSTs (Rate)", etc. present on the pages "Dashboard" & "Create NetScaler Gateway Wizard flow". • There is a scrollable region that is not accessible by keyboard present on the page "Create NetScaler Gateway Wizard flow". • There are splitter that cannot be accessible with the keyboard alone present on the page "Dashboard".

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Web: Supports	Web: Where a component can receive keyboard focus, the product allows focus to be moved away using only the keyboard and/or advises users of any non-standard methods required to do so.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Web: Supports	Web: The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Web: Supports	Web: The product does not contain time-limited or time-dependent content.
2.2.2 Pause, Stop, Hide (Level A)	Web: Supports	Web: The product does not contain content that moves, blinks, scrolls, or auto-updates.
2.3.1 Three Flashes or Below Threshold (Level A)	Web: Supports	Web: The product does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Web: Partially Supports	<p>Web: In some instances, the product provides skip links and other mechanisms to bypass blocks of content repeated on multiple pages.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> There is no mechanism provided for skipping past all repetitive content.
2.4.2 Page Titled (Level A)	Web: Supports	Web: Pages of the product provide titles that adequately describe their topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
2.4.3 Focus Order (Level A)	Web: Partially Supports	<p>Web: In most instances, pages of the product can be navigated sequentially with a focus order that matches the logical reading order.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> After selecting the tab control "System information" focus does not move to the newly revealed content "Tab panel" on the page "Configuration tab". After closing a dialog, focus does not return to the element that opened the dialog on the page "Reporting". The tab focus moves to disabled element, that should not receive focus due to its state present on the page "Create NetScaler Gateway Wizard flow".
2.4.4 Link Purpose (In Context) (Level A)	Web: Partially Supports	<p>Web: In most instances, the product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> There is a link with insufficiently descriptive accessible name such as "Open docs citrix com", "Stc iframe", etc. present on the pages "Documentation", "Dashboard", "Header", etc.
2.5.1 Pointer Gestures (Level A 2.1 only)	Web: Supports	Web: The product does not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Web: Supports	Web: The product ensures that functionality on pointer down-event is completed only when the user releases the pointer or allows the user to abort and/or undo the action.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 only)	Web: Partially Supports	<p>Web: In some instances, the product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> There are controls whose accessible names do not include the text of their visual labels, such as "Username" and "Password" present on the page "Login".
2.5.4 Motion Actuation (Level A 2.1 only)	Web: Supports	Web: The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Web: Partially Supports	<p>Web: In most instances, the default human language used on each page of the product can be programmatically determined.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> Page such as "Create NetScaler Gateway Wizard flow" does not specify the language of the page.
3.2.1 On Focus (Level A)	Web: Supports	Web: The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Web: Supports	Web: The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action such as activation of a button or link unless the user has been advised of this behavior before use.
3.2.6 Consistent Help (Level A 2.2 only)	Web: Supports	Web: The product does not contain help mechanisms.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Web: Supports	Web: Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Web: Partially Supports	<p>Web: In most instances, where user input is required, the product presents adequate labels or instructions for successfully providing that input.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> There are mandatory form fields such as "Username" and "Password" that are visually or programmatically are not indicated present on the page "Login". There are form fields without persistent visual labels such as "Primary authentication method" present on the page "Create NetScaler Gateway Wizard flow".
3.3.7 Redundant Entry (Level A 2.2 only)	Web: Supports	Web: The product does not request redundant user-entered information in multi-step processes.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Web: Partially Supports	<p>Web: In most instances, the product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value, where applicable, can be programmatically set.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> • There are tabs without appropriate role and no state information such as "System information", "System Sessions", etc. present on the page "Configuration tab". • There are buttons such as "Refresh", "You have unsaved configuration(s). Click here to save", etc. without appropriate role information present on the pages "Configuration tab", "Reporting", "Dashboard", etc. • There is combo box without appropriate role and no state information such as "Partition" present on the page "Header".

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Web: Supports	Web: The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Web: Supports	Web: The product does not contain any prerecorded synchronized media (video with audio) that requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 only)	Web: Supports	Web: The product does not restrict its view and operation to a single display orientation, such as portrait or landscape unless a specific orientation is essential.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Web: Supports	Web: The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA)	Web: Partially Supports	<p>Web: In most instances, the visual presentation of text and images of text in the product provides a contrast ratio of at least 4.5:1 against adjacent colors.</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Placeholder text in most of the form fields lack sufficient color contrast with the background present on the page "Create NetScaler Gateway Wizard flow". The interactive elements such as "Reporting" when it is in the hover state does not have sufficient color contrast with the background on the page "Dashboard" across the product. Error text such as "Please enter username" has a contrast of 3.051:1 with its background does not meet contrast minimums present in the page "Login".
1.4.4 Resize text (Level AA)	Web: Supports	Web: The product allows text to be resized without assistive technology up to 200 percent without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Web: Supports	Web: Except for logos, the product uses text instead of images of text.

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1.4.10 Reflow (Level AA 2.1 only)	Web: Partially Supports	<p>Web: In most instances, pages of the product allow for resizing to a minimum width of 320 CSS pixels or vertical height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions except where scrolling is required for content usage such as tables or diagrams.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> There is content that is too small when the page has a viewport width of 320 CSS pixels present on the pages "Configuration tab", "Reporting", "Documentation", etc.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Web: Partially Supports	<p>Web: In most instances, the visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).</p> <p>Exceptions include:</p> <ul style="list-style-type: none"> Border outline of the elements such as "Port", "Virtual server name", etc. on the page "Create NetScaler Gateway Wizard flow". Sorting icons such as "Username", "Group", etc on the page "Create NetScaler Gateway Wizard flow". Active focus outline of the element "Dashboard" on the page "Header".
1.4.12 Text Spacing (Level AA 2.1 only)	Web: Partially Supports	<p>Web: In most instances, the product supports user changes in text style properties, such as line height or text spacing, without loss of content or functionality.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> There is content that is cut off when viewing the page "Reporting" with custom text spacing.

Criteria	Conformance Level	Remarks and Explanations
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Web: Supports	Web: Content in the product that is triggered by hover or focus remains visible while triggered, remains visible while moving the pointer over it, and can be dismissed without moving the pointer or changing focus if it obscures other content.
2.4.5 Multiple Ways (Level AA)	Web: Supports	Web: The product provides multiple ways to navigate through pages in the product except where pages are sequential steps in a process.
2.4.6 Headings and Labels (Level AA)	Web: Partially Supports	Web: The product uses headings and labels that describe their topic or purpose in most instances. Exception includes: <ul style="list-style-type: none"> There are elements with insufficiently descriptive accessible name such as "Select value" present on the page "Create NetScaler Gateway Wizard flow".
2.4.7 Focus Visible (Level AA)	Web: Partially Supports	Web: In most instances, the product provides a visible indication of keyboard focus for elements on each page. Exception includes: <ul style="list-style-type: none"> There is an interactive control such as "Use existing certificate" without a visible keyboard focus indicator present on the page "Create NetScaler Gateway Wizard flow".
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Web: Supports	Web: When user interface components receive keyboard focus, they are, at minimum, partially visible.

Criteria	Conformance Level	Remarks and Explanations
2.5.7 Dragging Movements (Level AA 2.2 only)	Web: Does Not Support	<p>Web: When dragging movement is needed for operation the product does not allow the functionality to be accomplished by a single pointer without dragging.</p> <p>Example includes:</p> <ul style="list-style-type: none"> There is functionality such as "Resize column" that uses a dragging movement with no other single-pointer trigger present on page "Create NetScaler Gateway Wizard flow".
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The size of targets in the product meets the requirements of this criterion.
3.1.2 Language of Parts (Level AA)	Web: Supports	Web: Pages of the product present content in a single language.
3.2.3 Consistent Navigation (Level AA)	Web: Supports	Web: The product ensures that navigational mechanisms repeated across the product are presented consistently and in the same relative order.
3.2.4 Consistent Identification (Level AA)	Web: Supports	Web: The product ensures that components with the same functionality are identified consistently across pages of the product.
3.3.3 Error Suggestion (Level AA)	Web: Supports	Web: Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Web: Supports	Web: The product does not cause legal commitments, process financial transactions, or modify or delete user-controllable data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Web: Supports	Web: The product provides assistance by allowing users to paste data and by properly applying autocomplete attributes on appropriate input fields to identify the input purpose.

Criteria	Conformance Level	Remarks and Explanations
4.1.3 Status Messages (Level AA 2.1 only)	Web: Partially Supports	<p>Web: In most instances, the product provides status messages that can be presented to assistive technologies without receiving focus.</p> <p>Exception includes:</p> <ul style="list-style-type: none"> The error message displayed but is not announced by the screen reader on the pages "Create NetScaler Gateway Wizard flow" & "Login".

Table 3: Success Criteria, Level AAA

Not Evaluated

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.