

Date: 24 October 2005

Product Name: Quest Self-Service Manager for Exchange (SSME)

Product Version: 5.0

Contact for more information: <http://www.quest.com>

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Section 1194.21: Software Applications and Operating Systems	Supported. Please refer to the VPAT later in this document	
Section 1194.22: Web-based internet information and applications	Supported. Please refer to the VPAT later in this document	
Section 1194.23: Telecommunications Products		SSME is not considered to be a telecommunications product.
Section 1194.24: Video and Multi-media Products		SSME does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		SSME is not considered to be a self-contained closed product.
Section 1194.26: Desktop and Portable Computers		SSME is software as defined under section 1194.21
Section 1194.31: Functional Performance Criteria	Supported. Please refer to the VPAT later in this document	
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Section 1194.21 Software applications and operating systems

<i>Criteria</i>	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.	Supported with Exceptions	Keyboard access is provided throughout SSME and its help system. Keyboard access through shortcut keys is derived from Internet Browser features. Some elements are inaccessible without mouse.
(b.i) 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.	Supported	Testing of SSME has not indicated that the product will disrupt or disable accessibility features of other products.
(b.ii) 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 developer.	Supported with minor Exceptions	SSME supports the accessibility settings of the operating system including StickyKeys, FilterKeys, MouseKeys, High Contrast. Large font setting does not apply on some dialogs. Magnifier should be used to enlarge texts.
(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.	Supported	SSME provides well-defined on-screen indication of the current focus
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	SSME GUI elements in focus have text descriptions that are accessible by Assistive Technology
(d.i) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology.	Supported with Exceptions	SSME provides sufficient info about most of GUI elements. Some combo-box items are not read by Narrator
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	SSME utilizes tool-tip text when hovering over an icon. In other cases text accompanied graphics.
(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.	Supported	SSME interface uses consistent iconography. This iconography is derived from the standard Windows and Exchange display.
(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.	Supported	SSME uses standard system functions to send textual information to the operating system in all cases.
(g) Applications shall not override user selected contrast and color selections	Supported	SSME does not override users selected contrast and color selections and other individual display attributes

	and other individual display attributes.		selections and other individual display attributes.
(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	SSME does not use animation.
(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.	Supported	SSME does not use color as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element
(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.	Not Applicable	SSME does not permit a user to adjust color and contrast settings unless these changes are made to the desktop or Explorer settings.
(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.	Not Applicable	SSME does not use flashing or blinking objects or text in any portion of the application interface.
(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.	Supported	SSME electronic forms are designed by means of web page technology see <u>Section 1194.22 (n)</u> .

Section 1194.22 Web-based internet information and applications

<i>Criteria</i>	Supporting features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supported	SSME provides text information on the data represented on web elements
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	SSME does not use multimedia presentation.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported	SSME user is allowed to adjust the appearance of the web page color and resolution through the according Internet Explorer features.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not fully Supported	SSME pages without an associated style sheet have several visual defects.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	SSME does not use a server-side image map
(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.	Not Applicable	SSME does not use a server-side image map
(g) Row and column headers shall be identified for data tables.	Supported	SSME tables have row and column headers
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supported	SSME reports that are represented by tables with two logical levels use markup for association of cell headers and cell data
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	SSME frames have texts that facilitate their identification
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	SSME does not use moving, blinking, or auto-updating objects
(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	SSME does not operate with elements that have no textual representation or use special visual effects
(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.	Supported	SSME scripts provide texts that 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)	Not Applicable	SSME does not use applets or other applications on the client system.

through (l).		
(n) When electronic forms are designed to be completed on-line, 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.	Supported	SSME forms use standard HTML controls, and therefore are accessible. Tab order is logical in most places. SSME provides text instructions to assist the user to process the request.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	SSME has not so much pages, so its user is not bothering by repetitive navigation links
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	SSME suggests no timed responses

Section 1194.31 Functional performance criteria

Criteria	Supporting features	Remarks and explanations
(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.	Not Fully Supported	SSME does not have built-in functionality to provide access for blind or visually impaired users, but instead look to Assistive Technology.
(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 used by people who are visually impaired shall be provided.	Supported	The operating system magnifier application is available to magnify text.
(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	Not Applicable	SSME does not require user hearing for access to any application functionality. SSME does not use any form of audio cues.
(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.	Not Applicable	SSME does not use audio information.
(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.	Not Applicable	SSME does not require speech recognition.
(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.	Supported	SSME utilizes Internet Explorer Keyboard Shortcuts that provide a user with alternative of mouse using

Section 1194.41 Information, Documentation and Support

Criteria	Supporting features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supported	SSME on-line help documentation is provided in digital, compressed HTML format. This documentation is completely accessible by Internet Explorer. SSME user and installation guides are available in PDF format and are shipped with the product.
(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.	Not fully Supported	SSME on-line help documentation has no shortcuts lists or other accessibility guidelines. Internet Explorer help article "Using accessibility features" should be used.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Quest Software's Support Services is familiar with such features as keyboard access and other options important to people with disabilities. For technical assistance in the United States, you can contact Quest Software Support Services on a text telephone at (800) 306-9329 between 5:00 A.M. and 5:00 P.M. Pacific Time, Monday through Friday, excluding holidays.

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