

# Voluntary Product Accessibility



August 7, 2017

**Product Name:**

KACE Software Management Appliance (K1000)

**Product Version:**

9.0

**Contact for more information:**

<http://www.Quest.com/legal/section-508.aspx>

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## Section 1194.21 Software applications and operating systems

Criteria	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	The functions of the application are keyboard operable with some exceptions. In the "Tasks" area messages cannot be hidden by keyboard alone.
(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	The application does not disrupt or disable activated features of assistive technology.
(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	The application does not disrupt or disable activated features of assistive technology.
(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	The focus is visually discernible and is programmatically exposed to assistive technology.
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	The focus is visually discernible and is programmatically exposed to 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	Sufficient identifying information including name, role, value and state is provided for some controls. Some controls do not provide required identifying information such as name to assistive technology due to the lack of explicit labeling.
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with Exceptions	Sufficient identifying information including name, role, value and state is provided for some controls. Some controls do not provide required identifying information such as name to assistive technology due to the lack of explicit labeling.
(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	Images are consistent throughout the application.
(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	Textual information is provided through operating system functions.  Note: This is a Web/Silverlight application and its displaying of text is the responsibility of the hosting web browser.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	The application honors user display attributes such as Windows High Contrast.
(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 Supported	The "KBOX Getting Started" video does not provide a non-animated version of its content.
(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	Color is not used as the sole means to convey information.

Criteria	Supporting Features	Remarks and explanations
(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	The application does not support this feature.
(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.	Supported	Flashing or Blinking text: Blinking does not occur in the prohibited range.
(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 with Exceptions	Sufficient identifying information including name, role, value and state is provided for some controls. Some controls do not provide required identifying information such as name to assistive technology due to the lack of explicit labeling.

## Section 1194.22 Web-based internet information and applications

Criteria	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 with Exceptions	Some images have ALT text. Some images do not have ALT text, decorative or spacer images need empty ALT attributes.  Graphs (e.g., k1000_corp_kace_com-apache_accesses-week.png) need textual descriptions beyond the ALT text of "Apache accesses."
b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Supported	Captioning is not provided for the "KBOX 1000 Getting Started" video.
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	Color is not used as the sole means to convey information.
d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Documents are readable without the use of style sheets.
e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
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	Server and Client-side image maps are not used.
g) Row and column headers shall be identified for data tables.	Supported with Exceptions	Headers are identified for some data tables. Some data tables do not have headers identified.
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.	Not Applicable	Tables of two or more logical levels are not used.
i) Frames shall be titled with text that facilitates frame identification and navigation	Not Supported	Frames are not titled.
j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	Flashing or Blinking text: Blinking does not occur in the prohibited range.
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	A text -only page cannot be used to represent an interactive web application.
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	Client-side scripting 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	Not Applicable	Plug-ins are not required.

Criteria	Supporting Features	Remarks and explanations
plug-in or applet that complies with §1194.21(a) 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 with Exceptions	Sufficient identifying information including name, role, value and state is provided for some controls. Some controls do not provide required identifying information such as name to assistive technology due to the lack of explicit labeling.
o) A method shall be provided that permits users to skip repetitive navigation links.	Not Supported	Skip navigation links are not provided.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	The application does not timeout.

**Note to 1194.22:** The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

## Section 1194.23 Telecommunications products

Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Not a Telecommunications Product. Does not provide voice communication functionality.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Not a Telecommunications Product. Does not provide voice communication functionality.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not a Telecommunications Product. Does not contain Voice mail, auto-attendant, and interactive voice response telecommunications systems.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Not a Telecommunications Product. Does not contain Voice mail, auto-attendant, and interactive voice response telecommunications systems.
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	Not a Telecommunications Product. Does not contain telecommunications functionality, such as caller ID.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Not a Telecommunications Product or System.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Not a Telecommunications Product or System.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not a Telecommunications Product or System.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Not a Telecommunications Product or System.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	Not a Telecommunications Product or System.
(k.i) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys	Not Applicable	Not a Telecommunications Product or System.

Criteria	Supporting Features	Remarks and explanations
		shall be tactilely discernible without activating the controls or keys.
(k.ii)	Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable Not a Telecommunications Product or System.
(k.iii)	Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable Not a Telecommunications Product or System.
(k.iv)	Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable Not a Telecommunications Product or System.

## Section 1194.24 Video and multimedia products

Criteria	Supporting Features	Remarks and explanations
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.	Not Applicable	This is not a Video or Multi-media product.  Does not have tuner capabilities.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	This is not a Video or Multi-media product.  This product contains no user required multimedia presentations.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not Applicable	This is not a Video or Multi-media product.  This product contains no user required multimedia presentations.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	This is not a Video or Multi-media product.  This product contains no user required multimedia presentations.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	This is not a Video or Multi-media Product.  This product contains no user required multimedia presentations.



## Section 1194.25 Self-contained, closed products

Criteria	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	This product is not a self-contained, closed product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	The application does not timeout.
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	This product is not a self-contained, closed product.
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	This product is not a self-contained, closed product.
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	This product is not a self-contained, closed product.
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	This product is not a self-contained, closed product.
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	This product is not a self-contained, closed product.
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.	Not Applicable	This product is not a self-contained, closed product.
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	This product is not a self-contained, closed product.
(j.i) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable	This product is not a self-contained, closed product.
(j.ii) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less	Not Applicable	This product is not a self-contained, closed product.

Criteria	Supporting Features	Remarks and explanations
behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		
(j.iii) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	This product is not a self-contained, closed product.
(j.iv) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.	Not Applicable	This product is not a self-contained, closed product.

## Section 1194.26 Desktop and portable computers

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k.i) through (iv).	Not Applicable	Product does not use mechanically operated controls.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k.i) through (iv).	Not Applicable	Product does not use touch-operated controls.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	Product does not use biometric forms of user identification or controls.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	Not Applicable	Product is a software application, not hardware.

## 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.	Supported with Exceptions	The application is keyboard operable with some exceptions. Some controls do not have identifying information. Refer to 1194.21 for more information.
(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 application can be used by users with a visual acuity of 20/70 when combined with screen magnification assistive technology.
(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	Supported	Does not require user hearing.
(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.	Supported	Does not require user hearing.
(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.	Supported	Does not require user speech.
(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 with Exceptions	The application is keyboard operable with some exceptions.

## 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	Online help is currently available in Microsoft HTML Help format and in PDF format upon request. Other product documentation is available in PDF format. With a special documentation license, our products support accessibility software that converts .PDF files into speech for the visually challenged.
(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.	Supported	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Quest'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 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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