

Voluntary Product Accessibility Quest

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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	<p>Desktop Authority uses HTML and Javascript to provide all end-user interfaces in the web consoles. Accessibility to product functions via keyboard is dependent on the browser and operating system used. Internet Explorer and Firefox have been tested and work correctly. Desktop Authority has no known interference with operating system accessibility features such as StickyKeys, FilterKeys, ToggleKeys, High Contrast, MouseKeys, Magnifier, Sound Sentry, OnScreen Keyboard.</p> <p>Keyboard shortcuts, accelerator keys and menu commands are provided; but not all specialized shortcut features such as right click menus are accessible via the keyboard. A point input device such as a mouse is recommended to be used.</p> <p>Desktop Authority also includes windows console applications (reporting tool, installer and admin tool) which support the above.</p>
(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	No accessibility features in the operating system or within other third party applications are known to be disrupted by Desktop Authority.
(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	No accessibility features in the operating system or within other third party applications are known to be disrupted by Desktop Authority.
(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	<p>Desktop Authority uses HTML and Javascript to provide all end-user interfaces in the web consoles. Support for a well-defined on-screen indication of the focus is provided but may be dependent on the browser used. Internet Explorer and Firefox have been tested and work correctly.</p> <p>Desktop Authority also includes windows console applications (reporting tool, installer and admin tool) which provide on-screen focus change indicators.</p>
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	<p>Desktop Authority uses HTML and Javascript to provide all end-user interfaces in the web console. Programmatic exposure of the focus is dependent on the browser used but data elements are tagged. Internet Explorer and Firefox have been tested and work correctly.</p> <p>Desktop Authority also includes windows console applications (reporting tool, installer and admin tool) which also include on screen focus indications.</p> <p>The on screen focus is programmatically exposed so assistive technology can track focus and focus changes.</p>
(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	<p>Desktop Authority uses HTML and Javascript to provide all end-user interfaces. Availability of user interface information to Assistive Technology is dependent on the browser used. Internet Explorer and Firefox have been tested and work correctly.</p> <p>The on screen focus is programmatically exposed so assistive technology can track focus and focus changes.</p>

Criteria	Supporting Features	Remarks and explanations
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	For all end user interfaces, Desktop Authority uses ALT attributes to provide a textual alternative to any image displayed.
(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	The meaning of each image is used consistently 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 in Desktop Authority using HTML and Javascript. Internet Explorer and Firefox have been tested and work correctly.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	Desktop Authority does not override user selected contrast and color selections and other individual display attributes as configured in the operating system.
(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	Desktop Authority does not use any animation in the web or windows consoles.
(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 coding is not used as the only way to convey 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	Supported	Desktop Authority does not include any color or contrast setting features and does not interfere with any of the operating system display features.
(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	Desktop Authority does not use any flashing or blinking text.
(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	Desktop Authority uses HTML and Javascript to provide all end-user interfaces. Availability of user interface information, including form headings, to assistive Technology is dependent on the browser and operating system used. Internet Explorer and Firefox have been tested and work correctly

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	Desktop Authority user interfaces include textual descriptions via alt descriptions or element content
b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Desktop Authority does not use multimedia so this does not apply.
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	Desktop Authority does not use color coding as the sole means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Desktop Authority uses style sheets for formatting text and to improve presentation appearance, but if not applied the text is still displayed in a readable format
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Desktop Authority does not use image maps so this does not apply.
(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	Desktop Authority does not use image maps so this does not apply.
(g) Row and column headers shall be identified for data tables.	Supported	Row and column headers are identified where tables are used or grids are displayed in Desktop Authority.
(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	Desktop Authority does not use multi-row column or row headers so this does not apply.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported	Frames include titles and textual descriptions and can be navigated with alt-tab.
(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	Desktop Authority pages do not auto-refresh or flicker.
(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	Desktop Authority meets compliance provisions so this does not apply.
(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	Desktop Authority uses HTML and Javascript to provide all end-user interfaces. Availability of user interface information, including form headings, to Assistive Technology is dependent on the browser and Operating System used. Desktop Authority has no known interference with operating system accessibility features such as StickyKeys, FilterKeys, ToggleKeys, High Contrast, MouseKeys, Magnifier, Sound Sentry, OnScreen Keyboard.
(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) through (l).	Supported	Desktop Authority does not use applets or third party plugins for delivering page content.

Criteria	Supporting Features	Remarks and explanations
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	Desktop Authority does not have forms based interfaces.
o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	Desktop Authority web console functions are selectable via several different methods.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	Desktop Authority does not have time sensitive responses.

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	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(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	
(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	
(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	
(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	
(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	
(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	
(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	
(k.i) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	
(k.ii) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be	Not Applicable	

Criteria	Supporting Features	Remarks and explanations
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.		
(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	
(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	

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	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	
(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	
(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	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	

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	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(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	
(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	
(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	
(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	
(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	
(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	
(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	
(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	
(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 behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable	

Criteria	Supporting Features	Remarks and explanations
(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	
(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	

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	
(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	
(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	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	Not Applicable	

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	Desktop Authority does not have built in functionality to provide access for blind or visually impaired users, but has been developed to conform to the applicable technical provisions of the 508 standards and works in conjunction with Assistive technologies, with any exceptions noted in this document.
(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	Desktop Authority does not have built in functionality to provide access for blind or visually impaired users, but has been developed to conform to the applicable technical provisions of the 508 standards and works in conjunction with Assistive technologies such as the operating system onscreen magnifier application
(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	Desktop Authority does not require hearing for any application functionality.
(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	Desktop Authority does not require hearing for any application functionality so this does not apply
(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	Desktop Authority does not require speech recognition for any application functionality
(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	Desktop Authority uses HTML and Javascript to provide all end user interfaces. Support for Assistive Technology for people with such disabilities is dependent on the browser and operating capabilities. Desktop Authority provides users the ability to use the tab key or shortcut keys for many common functions, but not all specialized features.

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	Dell 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 Dell 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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