

Voluntary Product Accessibility



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Product Name: AppAssure Backup and Recovery

Product Version: 5.4.3

Contact for more information: <http://www.quest.com/legal/section-508.aspx>

Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Supported, with minor exception	Exception: The use of application buttons requires mouse usage.
Section 1194.22: Web-based internet information and applications	Supported	
Section 1194.23: Telecommunications Products	NA	
Section 1194.24: Video and Multimedia Products	NA	
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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 minor exception	The AppAssure application allows for the navigation of menu options via the [Tab] key and any of the arrow keys, with The addition of shortcut keys that are used in conjunction with the keyboard [Alt] key. Exception: The usage of application buttons requires mouse usage. However, all functionality is accessible through the application menu and/or screen menus.
(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	AppAssure software does not disrupt, disable, or interfere with any features of any other product or operating system accessibility features.
(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	AppAssure software does not disrupt, disable, or interfere with any features of any other product or operating system accessibility features.
(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	AppAssure software uses a series of wizards to guide the user through the use of the software.
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	
(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	AppAssure has a web based console (graphical user interface) that is compatible with all major internet browser applications (IE, Chrome), which support Assistive Technology.
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	
(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	Icons or bitmaps maintain their meanings 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 descriptions (text content, text input caret location, and text attributes) for displaying text are provided for applications that adhere to standard Windows Application Program Interfaces (APIs).
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported	User selected color and contrast schemes and other individual display attributes set through Microsoft Windows are maintained while running AppAssure software.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at	Supported	Animation is not the only means of conveying information.

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(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 with exception	Machine Status is indicated in GUI using single icon with differing colors.
(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	NA	AppAssure software does not have any color or contrast controls.
(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	AppAssure software does not use 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	The only form-type screens are screens within the individual functional wizards that may require manual input of information that extends beyond activating a radio button or checkbox. AppAssure has a web based console (graphical user interface) that is compatible with all major internet browser applications (IE, Chrome), which support Assistive Technology.

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	LP uses alt tags for the Dell icon; Icons that are links contain icons and text.
b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	NA	
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 with Exception	Status values are colored circles. They have alt text to discriminate, but nothing visible when shown in a grid – in the detail view the text of the status is shown alongside the circle.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	
(e) Redundant text links shall be provided for each active region of a server-side image map.	NA	
(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.	NA	
(g) Row and column headers shall be identified for data tables.	Supported	
(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	The only place this applies is the Downloads and Installers grids. The have clarifying markup.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supported with Exceptions	Our customer visible frames have good titles, some of the internal pages do not. The audience size for these pages is ~10 users.
(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	We don't have flickering/blinking in the LP. The rest is up to the browser and OS.
(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 textonly page shall be updated whenever the primary page changes.	Supported	We comply, so do not need text only alternatives.
(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, not validated	E.g., the Download button is javascript, but it is contained in a table row that describes what would be downloaded and it has a text value, "Download". However, we do not test with 508 testing tools or assistive technologies.

Criteria	Supporting Features	Remarks and explanations
(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).	NA	
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, not validated	Similar to the (l) above, forms are generally designed to work with assistive technologies. But we do not validate them.
o) A method shall be provided that permits users to skip repetitive navigation links.	Supported	Once logged in LP URLs provide direct navigation. So for example, one could bookmark their organizations Dashboard, Group, Core or Machine page.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Supported	I don't believe there are any timed responses in the LP, except for the user's session time out. The session time out is not monitored or warned for, but it is quite long.

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.	NA	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer nonproprietary standard TTY signal protocols.	NA	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	NA	
(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.	NA	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	NA	
(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.	NA	
(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.	NA	
(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.	NA	
(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.	NA	

(j)	Products that transmit or conduct information or communication, shall pass through cross-manufacturer, nonproprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the	NA
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Criteria	Supporting Features	Remarks and explanations
		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.
(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.	NA
(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.	NA
(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.	NA
(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.	NA

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.	NA	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	NA	
(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.	NA	
(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.	NA	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	NA	

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.	NA	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	NA	
(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).	NA	
(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.	NA	
(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.	NA	
(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.	NA	
(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.	NA	
(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.	NA	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	NA	

(j.i)	Products which are freestanding, nonportable, 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	NA	
Criteria	Supporting Features	Remarks and explanations	
controls.			
(j.ii)	Products which are freestanding, nonportable, 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.	NA	
(j.iii)	Products which are freestanding, nonportable, 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.	NA	
(j.iv)	Products which are freestanding, nonportable, 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.	NA	

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).	NA	
(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).	NA	
(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.	NA	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.	NA	

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.	NA	
(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.	NA	
(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	NA	
(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.	NA	
(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.	NA	
(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.	NA	

NA

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.		
(c)	Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Quest Software's Support Services are familiar with such features as keyboard access and other options important to people with disabilities.

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