

Date: 31 October 2005

Product Name: Availability Manager for Exchange

Product Version: 1.0

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

Summary table

Criteria	Supporting features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Supported with exceptions. Please refer to the attached VPAT.	
Section 1194.22: Web-based internet information and applications		Availability Manager is not considered a Web-based product.
Section 1194.23: Telecommunications Products		Availability Manager is not considered a telecommunications product.
Section 1194.24: Video and Multi-media Products		Availability Manager does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		Availability Manager is not a self-contained product.
Section 1194.26: Desktop and Portable Computers		Availability Manager is software as defined under section 1194.21.
Section 1194.31: Functional Performance Criteria	Supported. Please refer to the attached VPAT.	
Section 1194.41: Information, Documentation and Support	Supported. Please refer to the attached VPAT.	

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: Keyboard access is provided throughout Availability Manager and its help system. Keyboard shortcuts, shortcut keys, and menu commands are readily available. Availability Manager also supports the on-screen keyboard access.	Minor exceptions in Availability Manager involve limited number of commands for which the hot-keys are defined. Most of these occurrences are often solved by minor workarounds like selecting a command from a global menu.
(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: Availability Manager is not known to disrupt any other products features that are identified as 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 with minorexception: Availability Manager does not supports large font mode in some dialogs.	The operating system magnifier application is available to magnify all dialog 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: Availability Manager supports Windows Appearance Properties to provide visual on-screen focus and tracking throughout.	
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported: Availability Manager fully supports Windows Appearance Properties to provide visual on-screen focus and tracking throughout.	
(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: Availability Manager User Interface elements include only standard controls like menu bars, toolbars, check boxes and buttons.	
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported with minor exceptions: Some of the Availability Manager User Interface image elements do not have a tooltip text.	
(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: Availability Manager utilizes standard and consistent images throughout. All Availability Manager User Interface elements have a consisted meaning throughout an application's performance.	
(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: Availability Manager 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 and other individual display attributes.	Supported with minor exceptions: High contrast settings are not supported in some dialogs.	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported: Availability Manager does not use animation to display critical information to the user.	
(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: Availability Manager does not use color as the only means to convey information, indicating an action or prompting a response.	
(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: Availability Manager does not allow changing colors and contrasting levels. However it supports the operating system settings as described in 1194.21(g).	
(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: Availability Manager does not use flashing or blinking objects or text in any portion of the application interface.	

Voluntary Product Accessibility



<p>(1) 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.</p>	<p>Supported: Availability Manager does not use any electronic forms.</p>	
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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 minor exceptions: Availability Manager supports technologies that make computer programs more accessible to people who use Assistive Technology. Availability Manager supports the use of screen readers to access user interface information.	Commonly-used Assistive Technology may be used with Availability Manager. Users of AT should contact their AT vendor to assess the compatibility of their product. The operating system magnifier application is available to magnify both images and texts displayed in all wizards' dialogs.
(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 with minor exceptions: Availability Manager supports the use of screen readers to access user interface information. Availability Manager does not support large font mode in some dialogs. Refer to 1194.21(b.ii) for more details.	
(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: Availability Manager does not require user hearing for access to any application functionality. Availability Manager 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.	Supported: Availability Manager does not require user hearing for access to any application functionality.	
(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: Availability Manager 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 with minor exceptions: Availability Manager supports some operating system tools such as StickyKeys and FilterKeys as well as other Assistive Technologies. When the StickyKeys feature is on, the user can press a modifier key (SHIFT, CTRL, or ALT) and then another key in sequence rather than at the same time, to enter shifted (modified) characters and other key combinations. Pressing a modifier key once <i>latches</i> the key down until the user presses a non-modifier key or clicks a mouse button. Pressing a modifier key twice <i>locks</i> the key until the user presses the key a third time. The FilterKeys accessibility feature allows the user to set the keyboard repeat rate, acceptance delay and bounce rate.	

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: Availability Manager documentation is provided in PDF format. Additional documentation is completely accessible using the Help application supplied with Microsoft Windows.	
(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 with minor exceptions: Availability Manager documentation includes complete information on product navigation. However, it does not include system and user-defined shortcut keys.	
(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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