

Date: 19 July 2011

Product Name: Recovery Manager for Exchange

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		Recovery Manager for Exchange is not considered to be a telecommunications product.
Section 1194.24: Video and Multi-media Products		Recovery Manager for Exchange does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		Recovery Manager for Exchange is not considered to be a self-contained closed product.
Section 1194.26: Desktop and Portable Computers		Recovery Manager for Exchange 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

Criteria	Supporting features	Remarks and explanations	R
(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 Recovery Manager for Exchange and its help system. Keyboard shortcuts, shortcut keys, and menu commands of Microsoft Management Console (MMC) are readily available. The documentation does not define the keyboard shortcuts.	
(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 Recovery Manager for Exchange 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 Exceptions	Recovery Manager for Exchange supports the accessibility settings of the operating system including StickyKeys, FilterKeys, MouseKeys, High Contrast. Find Dialog is not readable with large fonts. Properties dialog box does not support large font settings. Magnifier should be used to enlarge texts in these cases.	
(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	Recovery Manager for Exchange provides on-screen indication of current focus that moves among interactive interface elements as the input focus changes.	
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported	Recovery Manager for Exchange focus is programmatically exposed through the Microsoft Active Accessibility (MSAA) application programming interface.	
(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	Recovery Manager for Exchange provides information about user interface elements through the MSAA.	
(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.	Supported	Recovery Manager for Exchange does provide tool tips text information on the data represented on user interface elements. Tree elements icons are accompanied with text info.	
(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	Recovery Manager for Exchange Interfaces uses consistent iconography. This iconography is derived from the standard Windows and Exchange/Outlook 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	Recovery Manager for Exchange 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	Recovery Manager for Exchange does not override users selected contrast and color 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	Recovery Manager for Exchange 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.	Not Applicable	Recovery Manager for Exchange does not use color coding.	
(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	Recovery Manager for Exchange does not permit a user to adjust color and contrast settings unless these changes are made to the desktop settings.	

Voluntary Product Accessibility



<p>(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.</p>	<p>Not Applicable</p>	<p>Recovery Manager for Exchange does not use flashing or blinking objects or text in any portion of the application interface.</p>
<p>(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.</p>	<p>Supported with Exceptions</p>	<p>Screen elements are designed using the standard Windows method for labeling controls, setting current focus and consistent tab order. Some Dialog boxes have unnatural keyboard tab order: "Back" precedes "Next".</p>

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	Recovery Manager for Exchange Web Interface pages contain a few graphical elements that are fully described by the accompanying text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Recovery Manager for Exchange does not use multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Not Applicable	Recovery Manager for Exchange does not use color to convey any information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Recovery Manager for Exchange Web Interface pages are readable without an associated style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Recovery Manager for Exchange does not use server-side image maps.
(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	Recovery Manager for Exchange does not use client-side image maps.
(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.	Not Applicable	Recovery Manager for Exchange Web Interface does not use data tables that have two or more logical levels of row or column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	Recovery Manager for Exchange Web Interface does not use frames.
(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	Recovery Manager for Exchange Web Interface pages contain mostly static data.
(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	Recovery Manager for Exchange Web Interface 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	Recovery Manager for Exchange Web Interface 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) through (l).	Supported	
(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	Recovery Manager for Exchange Web Interface 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	Recovery Manager for Exchange Web Interface has a very small number of pages, so the user is not bothered 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	Recovery Manager for Exchange does not require the user to respond within a specified time for any operations.

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	Recovery Manager for Exchange does not have built-in functionality to provide access for blind or visually impaired users, but instead looks to Assistive Technology. Some info cannot be read by Narrator, for example, backup date and store name in the full backup list.
(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	Recovery Manager for Exchange dialogs do not support large font mode. 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	Recovery Manager for Exchange does not require user hearing for access to any application functionality. Recovery Manager for Exchange 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	Recovery Manager for Exchange 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	Recovery Manager for Exchange 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	Recovery Manager for Exchange utilizes MMC Main Window and Console Window Keyboard Shortcuts that provide the user with and alternative to using a mouse.

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.	Not Fully Supported	Recovery Manager for Exchange on-line help documentation has no shortcuts lists or other accessibility guidelines. MMC help article “Accessibility for MMC” should be used instead.
(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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