

Voluntary Product Accessibility Template

The purpose of the Voluntary Product Accessibility Template is to assist Federal contracting officials in making preliminary assessments regarding the availability of commercial Electronic and Information Technology products and services with features that support accessibility. It is assumed that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, "e.g., equivalent facilitation." The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: 5/1/2009

Name of Product: Adobe Content Server 4

Contact for more Information: access@adobe.com

Guideline	Applicable	Compliance
§1194.21 - Software Applications and Operating Systems	Applicable	Supports with Exceptions
§1194.22 – Web-based Intranet and Internet Information and Systems	Applicable	Supports with Exceptions
§1194.23 - Telecommunications Products	Not Applicable	-
§1194.24 - Video and Multimedia Products	Not Applicable	-
§1194.25 – Self-Contained, Closed Products	Not Applicable	-
§1194.26 - Desktop and Portable Computers	Not Applicable	-
§1194.31 - Functional Performance Criteria	Applicable	Supports with Exceptions
§1194.41 - Information, Documentation, Support	Applicable	Supports



Section 1194.21 Software Applications and Operating Systems - Detail

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Content Server 4 utilizes text-based configuration files and command line utilities, which fully support the keyboard.</p> <p>Configuration files may be viewed and modified using any text editor.</p> <p>Content Server 4 also utilizes a Java graphical user interface for the ACS Operator Client which fully supports the keyboard.</p> <p>The Flash-based Administration Console cannot be fully used with the keyboard alone. For example, some buttons in the Administration Console interface cannot be activated via the keyboard.</p>

<p>(b) 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. 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.</p>	<p>Supports with Exceptions</p>	<p>Content Server 4 does not disable or disrupt activated accessibility features of other products including Sticky Keys, Toggle Keys, Serial Keys, and Filter Keys with the following exceptions:</p> <p>Cursor width and blink rate are overridden in the ACS Operator Client and the Administration Console.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports with Exceptions</p>	<p>Most user interface elements in the Content Server 4 interface provide a clear visual indication of focus with the following exceptions:</p> <p>Focus is not tracked by Assistive Technology in the ACS Operator Client.</p>

<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Does Not Support</p>	<p>The command line utilities do not utilize user interface elements. The user can utilize the text editor of their choice to edit configuration text files and view output files and logs with the following exceptions:</p> <p>The ACS Operator Client graphical user interface does not provide any information to Assistive Technology.</p>
<p>(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.</p>	<p>Supports</p>	<p>Toolbars and other icons and images are consistent within the application.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Most textual information in Content Server 4 is available to Assistive Technology.</p> <p>However, textual information in the ACS Operator Client is not available to Assistive Technology.</p>

<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Does Not Support</p>	<p>Content Server 4 does not support High Contrast Mode in the ACS Operator Client and the Administration Console.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Not Applicable</p>	<p>Content Server 4 does not use animation in the user interface</p>
<p>(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.</p>	<p>Supports</p>	<p>The Content Server 4 user interface does not use color as the only means of conveying information.</p>
<p>(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.</p>	<p>Not Applicable</p>	<p>Content Server 4 does not permit the user to adjust color and contrast settings.</p>
<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>Supports</p>	<p>Content Server 4 does not use flashing or blinking text, objects, or other elements in the user 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>Does Not Support</p>	<p>Most dialogs in the Content Server 4 Administration Console can be completed using Assistive Technology with the following exceptions:</p> <p>Some controls within the Administration Console do not allow users of Assistive Technologies to access all information.</p> <p>For example, the “More” button in the Administration Console can receive focus but can only be activated using the mouse.</p> <p>The ACS Operator Client provides no identity, role or state information to Assistive Technology.</p>
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Section 1194.22 Web-based Internet information and applications - Detail

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).	Supports with Exceptions	Some graphical elements in the Administration Console interface do not have alternate text descriptions. For example, the delete icon does not have a text description.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Content Server 4 does not utilize 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.	Supports	Content Server 4 does not use color as the only means of conveying information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable	Content Server 4 output does not utilize a style sheet.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Content Server 4 does not utilize 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	Content Server 4 does not utilize client-side image maps.
(g) Row and column headers shall be identified for data tables.	Does Not Support	The Administration Console includes a data grid in which row and column information is not available to Assistive Technology.

<p>(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.</p>	<p>Does Not Support</p>	<p>The Administration Console includes a data grid in which row and column information is not available to Assistive Technology.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Not Applicable</p>	<p>Content Server 4 does not create frames.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Content Server 4 does not use flashing or blinking text, objects, or other elements in the user interface.</p>
<p>(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.</p>	<p>Not Applicable</p>	
<p>(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.</p>	<p>Not Applicable</p>	
<p>(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).</p>	<p>Supports</p>	<p>Content Server 4 uses Adobe Flash and a link is provided to install the plug-in.</p>

<p>(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.</p>	<p>Does Not Support</p>	<p>Some controls within the Administration Console do not allow users of Assistive Technologies to access all information.</p> <p>For example, the “More” button in the Administration Console can receive focus but can only be activated using the mouse.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Not Applicable</p>	
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	

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 1194.31 Functional Performance Criteria - Detail

Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Some controls and inputs in the Content Server 4 user interface are not accessible to screen readers. For example, retrieving information about user interface elements in the ACS Operator Client is not supported by Assistive Technology.</p>
<p>(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.</p>	<p>Does Not Support</p>	<p>The ACS Operator Client does not provide a programmatic indication of current focus.</p>
<p>(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</p>	<p>Supports</p>	<p>Content Server 4 does not require user hearing.</p>



<p>(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.</p>	<p>Supports</p>	
<p>(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.</p>	<p>Supports</p>	
<p>(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.</p>	<p>Supports</p>	

Section 1194.41 Information, Documentation, and Support - Detail

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.	Supports	Adobe provides electronic versions of all product support documentation
(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.	Supports	Adobe provides information on accessibility features in the documentation. Electronic versions of all product support documentation are provided.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Product support for Adobe products is available in a variety of formats and from a number of online sources available from Adobe Systems.