



*Imaging*  
Total Document Solutions

EMC Corporation

**EMC ApplicationXtender  
Document Manager v. 6.5  
Voluntary Product Accessibility Template  
June 2011**

**Overview**

The information contained within this Voluntary Product Accessibility Template (VPAT) is the result of a third-party, SSB BART Group, performing a high-level audit. The high-level audit tested the compliance of the EMC ApplicationXtender Document Manager application ("Document Manager", version 6.50.124.0) with the requirements of Section 508 of the Rehabilitation Act of 1973 as Amended (1998). The testing methodology included extensive manual testing techniques and testing by users who are blind or have low vision with the leading assistive technologies, such as the JAWS screen reader.

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**Compliance Summary**

Criteria	Supported
<u>Section 1194.21 Software Applications and Operating Systems</u>	<b>Level of Support Varies by Individual Requirement. Please reference details in 1194.21.</b>
Section 1194.22 Web-based Intranet and Internet Information and Applications	Not Applicable
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
<u>Section 1194.31 Functional Performance Criteria</u>	<b>Level of Support Varies by Individual Requirement. Please reference details in 1194.31.</b>
Section 1194.41 Information, Documentation, and Support	Not Tested

## §1194.21 Software Applications and Operating Systems

Criteria	Support Level	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><b>Does Not Support</b></p>	<p>Document Manager is inaccessible from the keyboard, for a wide variety of reasons.</p> <p>The application does not support keyboard navigation between its various application panes, neither by tabbing nor by standard keyboard shortcuts such as F6. This problem presents a fundamental barrier to the successful use of a wide variety of Document Manager functionality by keyboard users. A related problem is that when user action triggers the display of a new panel, programmatic focus is not moved to the new panel.</p> <p>A number of major problems also occur where elements cannot be triggered or controlled from the keyboard. For instance, in the Search Results Set tab, while keyboard users can use the arrow keys to highlight the desired document, pressing Enter does not open the document. Also, standard keyboard commands to navigate between the two Search page tabs do not work, and other standard Windows keyboard shortcuts are not supported, either.</p> <p>Document Manager also uses context menus in several critical-path components, for which the context menu options are not duplicated in the standard menu bar or by other redundant methods. But these context menus cannot be triggered from the keyboard because their activation is tied to the position of the mouse pointer, not to the element that has keyboard focus.</p> <p>Finally, Document Manager's extensive set of Annotation options require the use of a mouse, either by moving the pointer to the desired location over the document view and clicking, or by a drag &amp; drop operation.</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</p>	<p><b>Supports with Exceptions</b></p>	<p>In some components, Document Manager overrides the user's selected color settings. This can make text or other elements difficult or impossible to discern visually.</p>

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documented by the manufacturer of the operating system and is available to the product developer.		
(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.	<b>Supports with Exceptions</b>	<p>A number of significant issues related to the movement and tracking of focus occur in Document Manager.</p> <p>Within the "properties" panel used in the Document Index pane and the Search tab, as users navigate through the panel from the keyboard, programmatic focus cannot be tracked by Assistive Technology products such as screen readers.</p> <p>When user action triggers the display of a new panel, programmatic focus is not moved to that panel. Also, if the user moves to another Windows application, upon returning to Document Manager, focus is not reliably restored to the last-focused element.</p> <p>Other focus-related issues also occur, particularly involving the Search and Results Set page tabs.</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.	<b>Supports with Exceptions</b>	<p>Document Manager provides accessible names for many form controls. However, in many cases, accessible names are not provided, which sometimes renders entire forms inaccessible.</p> <p>Also, the role of the "properties" panel that is used in the Document Index pane and the Search tab is not identified.</p> <p>A small number of additional problems also occur.</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.	<b>Supports</b>	All bitmap images present in Document Manager are used in a consistent fashion.
(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.	<b>Supports</b>	Document Manager provides all text through standard operating system functions.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<b>Supports with Exceptions</b>	In some components, Document Manager overrides the user's selected color settings. This can make text, images, or other elements difficult or impossible to discern visually.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	<b>Supports</b>	Document Manager does not display animation.

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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.	<b>Supports</b>	Document Manager does not use color to indicate information.
(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.	<b>Not Applicable</b>	Document Manager does not permit a user to adjust color and contrast settings.
(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.	<b>Supports</b>	Document Manager does not use any blinking or flashing elements.
(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.	<b>Supports with Exceptions</b>	<p>Document Manager provides accessible names for many form controls. However, in many cases, accessible names are not provided, which sometimes renders entire forms inaccessible.</p> <p>Also, the role of the "properties" panel that is used in the Document Index pane and the Search tab is not identified. A small number of additional problems also occur.</p> <p>A number of significant issues related to the movement and tracking of focus within forms occur in Document Manager. For more information, refer to §1194.21(c).</p>

Criteria	Support Level	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.	<b>Does Not Support</b>	<p>The screen readers that are used by persons who are blind are completely dependent on the ability to navigate and control application components via the keyboard. But Document Manager is inaccessible from the keyboard, for a wide variety of reasons that are described in §1194.21(a).</p> <p>Users who are blind are also very dependent on the reliable, predictable movement of programmatic focus, and on the application providing accessible names, roles, etc. for its controls. However, Document Manager has a number of major problems in these areas. For more information, refer to §1194.21(c) and (d).</p> <p>The most severe and widespread accessibility problems have been described in the technical paragraphs of §1194.21. An additional accessibility requirement that is more functional than technical in nature is that the tab order within a small number of Document Manager dialogs is incorrect.</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.	<b>Supports with Exceptions</b>	<p>In some components, Document Manager overrides the user's selected color settings. This can make text, images, or other elements difficult or impossible to discern visually.</p> <p>Also, users of screen magnification software depend on the reliable, predictable movement and tracking of programmatic focus within applications. But a number of significant issues related to focus occur in Document Manager. For more information, refer to §1194.21(c).</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	<b>Supports</b>	Document Manager does not produce sound.
(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.	<b>Supports</b>	Document Manager does not produce sound.
(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	<b>Supports</b>	Document Manager does not require speech input.

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provided.		
(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.	<b>Does Not Support</b>	<p>Document Manager is inaccessible from the keyboard, for a wide variety of reasons that are described in §1194.21(a).</p> <p>Also, the speech input products that are used by many users with mobility impairments are users are very dependent on the reliable, predictable movement of programmatic focus, and on the application providing accessible names, roles, etc. for its controls. However, Document Manager has a number of major problems in these areas. For more information, refer to §1194.21(c) and (d).</p>