



VPAT™

Voluntary Product Accessibility Template®

Version 1.3

To: Our valued Federal Government Customers

From: Symantec Corporation

Re: Accessibility to Software Under Section 508

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On June 25, 2001, new federal standards were finalized by the Architectural and Transportation Barriers Compliance Board, the "Access Board" that is responsible for regulating the information technology used by the Federal Government. These specifications, codified in 36 C.F.R Part 1194, outline the Electronic and Information Technology (EIT) Accessibility Standards under Section 508 of the Rehabilitation Act of 1973.

Our Federal Government customers are a vital part of Symantec's business and we are committed to helping you meet requirements with respect to the Section 508 EIT Accessibility Standards. Symantec has assessed the technical capabilities of its software products against the compliance criteria set forth by the Access Board ("Criteria"). Based on the information presently available and known industry standards, the software product described in the attached Symantec Product Accessibility Template ("Product") substantially complies with the Criteria, solely to the extent described therein. This statement is based on the following assumptions: (1) the Product is used in accordance with its accompanying software license and associated documentation, (2) any assistive technology used with the Product complies with the Criteria, and (3) all products (e.g. hardware, software, firmware) used in combination with the Product are compliant (Symantec cannot warrant any third party products' compliance with the Criteria). However, please note that even applying generally accepted tests existing at this time, accessibility problems may still arise in software products. Should any such problems arise, the remedies available shall be subject solely to those terms and limitations (including those relating to warranty duration) defined in the applicable end user license agreements for such Products.

At Symantec, we are committed to meeting the needs of our Federal Government customers and look forward to continuing our valued relationship.



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Accessibility Features for [Symantec Backup Exec™ Management Plug-in 1.1 for Kaseya®]

[May 3, 2012]

Applicable* Section 508 Standards:

- Software Applications and Operating Systems
- Web-Based Intranet and Internet Information and Applications
- Functional Performance Criteria
- Information, Documentation, and Support

* Note that [Product] is an administrator-only product and therefore may not be subject to the Electronic Accessibility Standards under Section 508 of the Rehabilitation Act.

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Software Applications and Operating Systems - Detail		
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.	<ul style="list-style-type: none">▪ Supports with exceptions	Majority of the functionality is keyboard accessible through the use of the tab key and/or hot keys.
(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.	<ul style="list-style-type: none">▪ Supports	Application does not disrupt or disable accessibility features of other products or the operating system
(c) A well-defined on-screen indication of the current focus shall be provided that moves among	<ul style="list-style-type: none">▪ Supports	Standard Windows input focus controls are used.

interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.		
(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.	<ul style="list-style-type: none"> ▪ Supports with exceptions 	Alternate text is not present for all the images.
(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.	<ul style="list-style-type: none"> ▪ Supports 	
(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.	<ul style="list-style-type: none"> ▪ Supports 	Standard Windows functions are used.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	<ul style="list-style-type: none"> ▪ Supports with exceptions 	The product does not interfere with user selected keyboard accessibility settings but may not work well with high contrast feature of the operating system.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	<ul style="list-style-type: none"> ▪ Not applicable 	The product does not employ any animation to present information.
(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.	<ul style="list-style-type: none"> ▪ Supports 	Color coding is used throughout the program to indicate state or status, however, textual/numeric information is also provided to the customer.
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	Product does not support modifications in color coding. Operating System contrast settings can be done.
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	Application does not use flashing or blinking objects/content.
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	No electronic forms are used in the application

Web-Based Intranet and 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).	<ul style="list-style-type: none"> ▪ Supports with exceptions 	The textual equivalent are not present for every non-textual elements.

(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	▪ Not applicable	No multimedia presentation present in the application
(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	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	▫ Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	▪ Not applicable	No active region with any images present in the application
(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	
(g) Row and column headers shall be identified for data tables.	▫ Supports	Tables have well defined headers for data columns
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels or row or column headers.	▫ Not applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation.	▪ Supports	Frames are titled with text that facilitates frame identification and navigation.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	▪ Supports	Blinking/flicker will not happen beyond the said frequency limits
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provision 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	
(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.	▪ Supports	
(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).	▪ Not applicable	
(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.	▪ Not applicable	No forms are present in the application to be filled by the users
(o) A method shall be provided that permits users to skip repetitive navigation links.	▪ Not applicable	No repetitive links present in the application
(p) When a time response is required, the user shall be alerted and given sufficient time to indicate more time is required.	▪ Not applicable	

Functional Performance Criteria – Detail		
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.	<ul style="list-style-type: none"> ▪ Supports with exceptions 	Windows Narrator will be able to read most of the data/information in the web pages.
(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.	<ul style="list-style-type: none"> ▪ Supports 	Works with Screen Magnifier
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	No audio content present in the application
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	No audio content present in the application
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	No audio input required by the application.
(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.	<ul style="list-style-type: none"> ▪ Not applicable 	

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.	<ul style="list-style-type: none"> ▪ Supports with exceptions 	Documentation is available in PDF and HTML format.
(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.	<ul style="list-style-type: none"> ▪ Supports with exceptions 	Windows accessibility tools/features are supported with exceptions. The description for the same would be applicable.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	<ul style="list-style-type: none"> ▪ Supports 	Technical support and Customer care can be accessed via phone or web. See URL for contact information and services: http://www.symantec.com/busin

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