To: Our valued Federal Government Customers

From: Symantec Corporation

Re: Accessibility to Software Under Section 508

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 version 2012]

[February 1, 2012]

Software Applications and Operating Systems - Detail		
Criteria	**Supporting Features**	**Remarks and explanations**
1194.21 (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	All functionality is keyboard accessible through the use of the tab key and/or hot keys. See Appendix T; Accessibility and Backup Exec beginning on page 1289 of the Administrators manual for accessibility features and settings.
(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.	▪ Supported	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 interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	▪ Supported	Win32 Components use the standard Windows input focus control.
(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.	▪ Supported	Tested with Narrator screen reader, all information conveyed by images that are also conveyed with 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	Standard Symantec icons are used throughout the application to convey the same kind of control, status indicators, and other elements within the application.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is	▪ Supported	Standard Windows functions are used.

text content, text input caret location, and text attributes.		
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	▪ Supported	The product does not interfere with user selected accessibility settings.
(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	The product does not employ 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.	▪ Supported	Color coding is used throughout the program to indicate state or status, however, textual information and icons are 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.	▪ Limited Support	Application does not allow users to adjust color and contrast settings except through the Operating Systems Accessibility Settings and the custom report banners which allows for color choice only.
(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	Application does not use flashing or blinking technology.
(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.	▪ Supported	Assistive technology can be used to navigate, supply input and submit electronic forms used in the application.

Web-Based Intranet and Internet Information and Applications - Detail		
Criteria	**Supporting Features**	**Remarks and explanations**
1194.22 (a) A text equivalent for every non-text element shall be provided (e.g., via "alt," "longdesc," or in element content).	▪ Optional	Though the product itself is not web-based, some optional features of the product are accessible via references to the Symantec corporate web site (online support, education, purchase, etc.). This comment applies to this entire section.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	▪ Not Applicable	
(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	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	▪ Not Applicable	
(e) Redundant text links shall be provided for each active region of a server-side image map.	▪ Not Applicable	

(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.	▪ Not Applicable	
(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	No markup associates data cells with the appropriate header cell.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	▪ Supported	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.	▪ Not Applicable	No blinking elements are used.
(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.	▪ Not Applicable	
(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	
(o) A method shall be provided that permits users to skip repetitive navigation links.	▪ Not Applicable	
(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**
1194.31 (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	Narrator Screen reader was used to test this.
(b) At least one mode of operation and information	▪ Supported	Compatible with accessibility

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.		features of the Windows operating system. See Appendix T; Accessibility and Backup Exec beginning on page 1289 of the Administrators manual for accessibility features and settings.
(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	User hearing is not required for using this 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.	▪ Not Applicable	Audio information is not important for using this 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.	▪ Not Applicable	User speech is not required for using this 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.	▪ Supported	Product functionality can be accessed via keyboard and/or other alternative input devices not requiring fine motor control.

Information, Documentation, and Support - Detail		
Criteria	**Supporting Features**	**Remarks and explanations**
1194.41 (a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	▪ Supported with some exceptions	Documentation is available in PDF format and therefore the text can be enlarged for on-screen reading. Also note that the application has on-line help and the Administrators Manual provides charts and diagrams in addition of text to ease the understanding of key functionality. Some charts and diagrams are not fully accessible due to lack of text equivalent.
(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	Compatible with accessibility features of the Windows operating system. See Appendix T; Accessibility and Backup Exec beginning on page 1289 of the Administrators manual for accessibility features and settings.

(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	▪ Supported	Technical support and Customer care can be accessed via phone or web. See URL for contact information and services: http://www.symantec.com/business/support/assistance_information.jsp

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