



Section 508 Conformance Audit

Voluntary Product Accessibility Template

Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the:

Name of Product: Symantec Critical System Protection (SCSP) 5.2

The current version of the **Symantec Critical System Protection** was tested for conformance with Section 508 of the Rehabilitation Act, specifically, the U.S. Access Board's Technical Requirements. This product was tested as of **September, 2011** and is only valid for the version and date it was tested.

VPAT™ Summary Table Voluntary Product Accessibility Template®				
VPAT Summary	Total Standards	Total Applicable Standard	Supports	Exceptions
Section 1194.21 Software Applications and Operating Systems	12	11	10	2
Section 1194.22 Web-based Internet Information and Applications	16	15	11	1
Section 1194.23 Telecommunications Products	14	0	0	0
Section 1194.24 Video and Multi-media Products	5	0	0	0
Section 1194.25 Self-Contained, Closed Products	13	0	0	0
Section 1194.26 Desktop and Portable Computers	4	0	0	0
Section 1194.31 Functional Performance Criteria	6	5	5	0
Section 1194.41 Information, Documentation and Support	3	3	3	0
Total	73	34	29	3

<p align="center">Section 1194.21 Software Applications and Operating Systems -- Detail VPAT™ Voluntary Product Accessibility Template®</p>		
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>Supported with Exceptions</p>	<p>The product UIs are not end-user interfaces. Rather they are administrative interfaces only used by a small set of network administrators.</p> <p>The administrative UIs (Console and Authoring Tool) are primarily textual. Graphics provide alternate visual indications, but never the only indication of a function.</p> <p>Some administrative functions cannot be accessed via the keyboard.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>Supported</p>	<p>The product is a security product designed to block undesired behavior by applications or OS components</p> <p>The security policies supplied by the product allow all normal behavior, including that of accessibility features. In the event that policy defect is found that does block an accessibility feature, the product provides methods for the product administrator to configure the policy to allow the behavior.</p>
<p>(c) A well-defined on-screen indication of the current focus</p>	<p>Supported</p>	<p>The product uses industry-standard techniques (distinctive shading, bolding) to</p>

<p>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>indicate the current focus. The administrative UIs use standard operating system calls to set the attributes.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>Supported</p>	<p>Text is the primary method of displaying information in the administrative UIs. Graphics are used as an alternate method in some cases, but never as the only method.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>Supported</p>	<p>Bitmaps used for button icons and status indicators are used consistently throughout the products UIs.</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>Supported</p>	<p>The administrative UIs use standard operating system calls to display text content and caret location and to set the text attributes.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Not Supported</p>	<p>The administrative UIs do override contrast and color attributes set by the user outside of the application.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</p> <p>The screens within the application do not respect user selected font size and color adjustments via Windows Accessibility features</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>Supported</p>	<p>The administrative UIs use animation sparingly, and always as an additional indicator to text or static graphics.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</p> <p>Since animation is never the sole indicator of the information, there is no option available to turn it off.</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>Supported</p>	<p>Color coding is used sparingly in the administrative UIs, and always as an additional indicator to text or unique graphic.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>N/A: The administrative UIs do not allow user adjustment of color or contrast settings.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>Supported</p>	<p>N/A: The administrative UIs do not use flashing or blinking text.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</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>The administrative UIs use standard operating system calls to display input screens.</p> <p>There is no end-user UI in the product. See notes at the top of the table.</p> <p>Some controls do not provide <i>Name</i>, <i>Role</i> and other identifying information to assistive technology.</p>

<p align="center">Section 1194.22 Web-based Internet information and applications -- Detail VPAT™ Voluntary Product Accessibility Template®</p>		
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).	Does Not Support	Images do not have text equivalents.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Multimedia is not used 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	Information presented in color is also conveyed through text
(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.	Supports	Application does not make use of 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	Image maps not used
(g) Row and column headers shall be identified for data tables.	Supports	Application does not make use of client-side image maps

<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>Supports</p>	<p>Application does not make use of data tables with two or more logical levels</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Does Not Support</p>	<p>Frame titles are not provided.</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>No blinking, moving, or flickering content</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>Supports</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>Supports with Exceptions</p>	<p>Some interface elements are not available to assistive technology</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>Not applicable</p>	<p>Applets and plug-ins not used</p>
<p>(n) When electronic forms are</p>	<p>Does Not</p>	<p>Form fields are not programmatically</p>

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.	Support	labeled in a way assistive technology can determine the labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	No repetitive navigation links are used in the application
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed responses are required by user

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 1194.23 Telecommunications Products – Detail VPAT™ Voluntary Product Accessibility Template®		
Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	

<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	<p>Not Applicable</p>	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	<p>Not Applicable</p>	
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	<p>Not Applicable</p>	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	<p>Not Applicable</p>	
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	<p>Not Applicable</p>	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	

<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.</p>	<p>Not Applicable</p>	
<p>(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p>	<p>Not Applicable</p>	
<p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>	<p>Not Applicable</p>	
<p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and</p>	<p>Not Applicable</p>	

<p>shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>		
<p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>	<p>Not Applicable</p>	
<p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>	<p>Not Applicable</p>	

<p align="center">Section 1194.24 Video and Multi-media Products – Detail VPAT™ Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets</p>	<p>Not Applicable</p>	

<p>with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>		
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not Applicable</p>	
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not Applicable</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Not Applicable</p>	

<p>Section 1194.25 Self-Contained, Closed Products – Detail VPAT™ Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>

<p>(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>	<p>Not Applicable</p>	
<p>(b) 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>	
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient</p>	<p>Not Applicable</p>	

<p>noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		
<p>(g) 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>Not Applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	

<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>	<p>Not Applicable</p>	
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>	<p>Not Applicable</p>	

<p>Section 1194.26 Desktop and Portable Computers – Detail VPAT™ Voluntary Product Accessibility Template®</p>		
<p>Criteria</p>	<p>Supporting Features</p>	<p>Remarks and explanations</p>
<p>(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	

<p>(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	
<p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	
<p>(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards</p>	<p>Not Applicable</p>	

**Section 1194.31 Functional Performance Criteria – Detail
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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>Supported</p>	<p>The administrative UIs use standard operating system calls for all display and input functions, thus supporting assistive technology. There is no end-user UI in the product. See notes at the top of the previous table.</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</p>	<p>Supported</p>	<p>The administrative UIs use standard operating system calls for all display and input functions, thus supporting assistive technology. There is no end-user UI in the product. See notes at the top of the previous table.</p>

<p>together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</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>Supported</p>	<p>N/A: The product does not require user hearing in any way.</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>Not applicable</p>	<p>N/A: The product does not require user hearing in any way</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>Supported</p>	<p>N/A: The product does not require user speech in any way.</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>Supported</p>	<p>The primary methods of using the product do not require fine motor control or simultaneous actions.</p> <p>Shortcut methods of using certain features do require simultaneous actions, but the primary methods of using the same features do not.</p>

Section 1194.41 Information, Documentation and Support – Detail
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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	Documentation is available online in PDF format. Manuals are included as part of the standard product. The PDF supports accessibility as described in section 1194.21
(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	This document is provided as the description of accessibility and compatibility features for Symantec Critical System Protection.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Technical support can be accessed via phone or web. Symantec customer care supports calls that are relayed in from the Federal Relay Service.