

**Date:** September 29, 2005

**Product Name:** Spotlight on Exchange / Spotlight on Exchange Web Reports

**Product Version:** 5.1.1

**Contact for more information:** <http://www.quest.com>

**Summary table**

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
Section 1194.21: Software Applications and Operating Systems	Quest Spotlight on Exchange / Spotlight on Exchange Web Reports supported with exceptions - Please refer to the VPAT later in this document.	
Section 1194.22: Web-based internet information and applications	Quest .Spotlight on Exchange Reports supported with exceptions- Please refer to the VPAT later in this document	
Section 1194.23: Telecommunications Products	Not Applicable	Quest Spotlight on Exchange is not considered to be a telecommunications product.
Section 1194.24: Video and Multi-media Products	Not Applicable	Quest Spotlight on Exchange is not considered to be a video and multimedia product
Section 1194.25: Self-Contained, Closed Products	Not Applicable	Quest Spotlight on Exchange is not considered to be a self-contained closed product.
Section 1194.26: Desktop and Portable Computers	Not Applicable	Quest Spotlight on Exchange is software as defined under section 1194.21
Section 1194.31: Functional Performance Criteria	Supported with exceptions. Please refer to the VPAT later in this document	
Section 1194.41: Information, Documentation and Support	Not Supported. Please refer to the VPAT later in this document.	

**Section 1194.21 Software applications and operating systems**

<b>Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
<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>Standard menus and submenus for all levels have shortcuts</p> <ol style="list-style-type: none"> <li>1. ALT &lt;Letter&gt;</li> <li>2. Shift</li> <li>3. CTR</li> </ol> <p>Drilldowns buttons in Diagnostic Console have keyboard shortcuts.</p> <p>Web Reports Keyboard can be used in Subscription Wizard and when creating a customized report only.</p>	<p>Spotlight on Exchange - Topology summary panel is not navigable Some controls have not been included in navigation when using tab. For example, I was not able to navigate between tabs (Server details Tab, Diagnostic Test Results Tab) in Topology Summary panel.</p> <p>Unable to get to Assistant panel or shortcuts menu to schedule diagnostic tests, No navigation or focus to be set on getting started page links on Spotlight on Exchange.</p> <p>No alternatives are provided for accessing diagnostic tests</p> <p>Diagnostic Console Home Pages are not navigable</p>
<p>(b.i) 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.</p>	<p>Supported</p>	
<p>(b.ii) 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>Quest Spotlight on Exchange has no known interference with Windows 2000 accessibility features including: StickyKeys, FilterKeys, ToggleKeys, SoundSentry, High Contrast, MouseKeys, Magnifier, On-Screen Keyboard.</p>
<p>(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.</p>	<p>Supported with exceptions</p>	<p>No navigation or focus can be set for getting started page links on Spotlight on Exchange.</p> <p>Diagnostic Console Drilldown buttons do not get focus</p>
<p>(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supported with exceptions</p>	<p>No navigation or focus can be set for getting started page links on Spotlight on Exchange.</p> <p>Unable to set focus on Topology Summary panel tabs (Server details Tab, Diagnostic Test Results)</p> <p>navigation on dialog pages displayed from using menus are supported</p>
<p>(d.i) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology.</p>	<p>Supported</p>	
<p>(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supported with exceptions</p>	<p>Diagnostic console: OS subsystem panel shows CPU, memory usage details in text. Home pages contain images that are accompanied by textual descriptions and values, but pages are not navigable and there is no way to get to a drilldown to investigate further.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning</p>	<p>Supported.</p>	

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	assigned to those images shall be consistent throughout an application's performance.		
(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.	Supported.	
(g)	Applications shall not override user selected contrast and color selections and other individual display attributes.	Supported.	
(h)	When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported with exceptions	There are textual descriptions and values for graphic displays of measured parameters, however there is no way to go to drilldowns to pursue investigation
(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.	The color coding is not the only way of conveying information. Client could still be alerted (if counter exceeds threshold value and etc) by email OR be paged OR by running a third party external executable.
(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.	Not supported	Unable to customize the fonts and color contrast
(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	Both flash rate and intensity can be set to ensure the rate does not fall between 2 and 55Hz
(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 with exceptions	There is inconsistency between Spotlight Diagnostic console and Spotlight on Exchange. Some buttons on the forms (Save, Cancel, Help) are activated when clicking Enter key when focus is on them. Example: Metrics dialog box in Diagnostic console. Others dialogs like Credentials Management in Spotlight on Exchange (Edit->Diagnostic Test credentials) are not closed/saved..etc by pressing Enter button when focus is on the buttons.

**Section 1194.22 Web-based internet information and applications**

<b>A. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not supported	No <alt> tags for images or other non text elements in web reports
(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.	Supported with exceptions	Color is not widely used in Web Reports to convey information However color is used in Data Collection, when different counters used for graphs will have different colors to indicate a state. Visually impaired person would not be able to differ between graphs.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not supported	Disabled css via registry HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\Use StyleSheets  Was not able to get reports with proper graphs.
(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.	Supported	
(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.	Not Applicable	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	Web reports do not contain any flashing images.
(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.	Not supported	No alternative content for browsers which do not support iframe is provided
(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 supported	SCRIPT elements that occur within the BODY are not followed by a NOSCRIPT section to provide a text equivalent for every non-text element
(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 supported	
(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	Supported	

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<p>directions and cues.</p> <p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Not supported</p>	<p>For example, a page with filter settings contains one button 'Apply Filters' at the bottom. Some 508 aware programs implement two identical buttons: at the top and bottom'. If a user wants to go with default settings or makes only one change for the parameter at the top, he does not have to go all the way through other controls to apply these changes</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>	

**Section 1194.23 Telecommunications products**

<b>B. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(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.		Quest Spotlight on Exchange is not considered to be a telecommunications product.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(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.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(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.		
(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.		
(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.		
(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.		
(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.		
(k.i) 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.		

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<p>(k.ii) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and 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.iii) 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>(k.iv) 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>		

**Section 1194.24 Video and multimedia products**

<b>C. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(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 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.		Quest Spotlight on Exchange is not considered to be a Video or multimedia product.
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(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.		
(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.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

**Section 1194.25 Self-contained, closed products**

<b>D. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(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.		Not Applicable as Quest Spotlight on Exchange is not a self-contained, closed product.
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(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).		
(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.		
(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.		
(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 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.		
(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.		
(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.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(j.i) 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.		
(j.ii) 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.		
(j.iii) Products which are freestanding, non-portable, and intended to be used in one		

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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.		
(j.iv) 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.		

**Section 1194.26 Desktop and portable computers**

<b><i>E. Criteria</i></b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) All mechanically operated controls and keys shall comply with §1194.23 (k.i) through (iv).		Not applicable as Quest Spotlight on Exchange is a software application.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k.i) through (iv).		
(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.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.		

**Section 1194.31 Functional performance criteria**

<b>F. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(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.	Not supported	
(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.	Supported with exceptions	No ability to enlarge fonts and drilldown graphs
(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	Supported	
(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 Supported	
(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.	Supported	
(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	There are small color images on the drilldown graphs that when right clicked have a drop down menu with Maximize and other options

**Section 1194.41 Information, Documentation and Support**

<b>G. Criteria</b>	<b>Supporting features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Not Supported	Online help is currently available in Microsoft HTML Help format and in PDF format upon request. Other product documentation is available in PDF 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.	Not supported	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Not supported	