



Voluntary Product Accessibility Template

InfoScale Enterprise v9.2 for Windows
(Web Access)

6th July 2026

Revision History

Name	Date	Changes
Jan Graves Jax Jackson	11/08/2024	v2.0 version to be used for Cohesity and Arctera
Jax Jackson	02/13/2025	Rebranded to Arctera
Jax Jackson	06/13/2025	Removed Veritas heading on one of the pages
Dinesh Raikar	6/8/2025	Content validation review for InfoScale v9.0 (No changes from previous release)
Dinesh Raikar	7/6/2026	Content validation review for InfoScale v9.2 (No changes from previous release)

Table of Contents

Executive Summary	4
1.0 Arctera Accessibility Conformance Report	5
1.1 Name of Product/Version	5
1.2 Product Description	5
1.3 Date	5
1.4 Contact information	5
1.5 Notes	5
1.6 Evaluation Methods Used	5
1.7 Applicable Standards/Guidelines	5
1.8 Standard/Guideline	6
1.9 Included In Report	6
1.10 Terms	6
1.11 Applicable Reports	6
2.0 Summary Table	8
The table below summarizes the details provided in this report.	8
3.0 Compliance Tables	9
3.1 WCAG Criteria	9
3.1.1 WCAG Level A Success Criteria	9
3.1.2 WCAG Level AA Success Criteria	23
3.1.3 WCAG Level AAA Success Criteria	31
3.2 Section 508 Report	35
3.2.1 Section 508 Functional Performance Criteria (FPC)	35
3.2.2 Section 508 Hardware Compliance	37
3.2.3 Section 508 Software Compliance	43
3.2.4 Section 508 Support Documentation and Services	47
3.3 EN 301 549 Report	48
3.3.1 EN 301 549 Functional Performance Statements (FPS)	48
3.3.2 EN 301 549 Generic Requirements	50
3.3.3 EN 301 549 ICT with Two-Way Voice Communication	54
3.3.4 EN 301 549 ICT with Video Capabilities	55
3.3.5 EN 301 549 Hardware Success Criteria	57
3.3.6 EN 301 549 Web (see <i>WCAG 2.0 section</i>)	61
3.3.7 EN 301 549 Non-web Documents Success Criteria	61

3.3.8	EN 301 549 Software Success Criteria	62
3.3.9	EN 301-549 Documentation and Support Services Success Criteria	65
3.3.10	EN 301 549 Emergency Service Access Success Criteria	66
4.0	Legal Disclaimer	67

Executive Summary

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerors will provide additional contact information to facilitate more detailed inquiries by government purchasers.

Arctera supports the U.S. Government's efforts to increase access to electronic and information technology (E&IT) for the disabled. Arctera, upon request, can provide Voluntary Product Accessibility Templates (VPATs) to demonstrate accessibility. Arctera does not certify that its software products, services or appliance solutions are compliant with the Rehabilitation Act, Section 508 requirements.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

For questions or support with this Arctera VPAT please contact: VPAT.support@Arctera.io. Please include specific Product Name and Version Number within your inquiry.

1.0 **Arctera Accessibility Conformance Report**

1.1 ***Name of Product/Version***

InfoScale v9.2 for Windows

1.2 ***Product Description***

InfoScale for Windows provides visibility across your InfoScale deployment. Alerting and role-based access mean users can learn about and react to events to minimize operational risk.

Key features include:

- Multi-cluster management
- Customizable interfaces
- Centralized audit recording

1.3 ***Date***

6 July 2026

1.4 ***Contact information***

Jax Jackson, InfoScale Product Management Compliance Director, at 908-500-0483 and email of James.Jackson@infoscale.com.

1.5 ***Notes***

Questions about any of the content provided in this report should be directed to the contact listed above.

1.6 ***Evaluation Methods Used***

This assessment was performed by the contact listed above utilizing JAWS, AMP, Total Validator, Contrast Checker, Color Tester and the aXe Firefox Plugin.

1.7 ***Applicable Standards/Guidelines***

This report covers the degree of conformance for the following accessibility standard/guidelines:

Table 1. Standards/Guidelines Included in the Report

1.8 <i>Standard/Guideline</i>	1.9 <i>Included In Report</i>
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (<u>Yes</u> / No) Level AA (<u>Yes</u> / No) Level AAA (<u>Yes</u> / No)
Section 508 as published in 2017, at http://www.Section508.gov	(<u>Yes</u> / No)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(<u>Yes</u> / No)

1.10 Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

1.11 Applicable Reports

The tables below also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

2.0 Summary Table

The table below summarizes the details provided in this report.

Table 2. Summary Table

Criteria	Total Standards	Supports	Supports With Exceptions	Does Not Support	Not Applicable	Not Evaluated
<i>WCAG Level A</i>	25	2	13	0	10	0
<i>WCAG Level AA</i>	13	4	5	1	3	0
<i>WCAG Level AAA</i>	23	2	6	0	8	7
<i>Section 508 Functional Performance Criteria (FPC)</i>	9	5	2	0	1	1
<i>Section 508 Hardware</i>	51	0	0	0	51	0
<i>Section 508 Software</i>	25	4	9	10	2	0
<i>Section 508 Documentation and Services</i>	4	1	0	3	0	0
<i>EN 301 549 Functional Performance Standards (FPS)</i>	11	4	5	0	0	2
<i>EN 301 549 Generic Requirements</i>	28	2	3	4	19	0
<i>EN 301 549 ICT with Two-Way Voice</i>	12	0	0	0	12	0
<i>EN 301 549 ICT with Video Comms</i>	7	0	0	0	7	0
<i>EN 301 549 Hardware Success Criteria</i>	30	4	0	0	26	0
<i>EN 301 549 Non-Web Documents</i>	2	0	0	0	2	0
<i>EN 301 549 Software</i>	21	2	10	6	3	0
<i>EN 301 549 Documentation and Support</i>	3	1	0	2	0	0
<i>EN 301 549 Emergency Services Access</i>	7	0	0	0	7	0
Totals	267	31	53	26	147	10

3.0 Compliance Tables

3.1 WCAG Criteria

3.1.1 WCAG Level A Success Criteria

Table 3. WCAG Level A Success Criteria

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: More than 50% of all non-text content is available in other formats that can be interpreted by screen readers and other assistive technologies. Electronic Docs: All electronic docs support assistive technologies such as screen readers. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Web: Not Applicable Electronic Docs: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no audio-only and/or video-only content.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: The InfoScale Enterprise for Windows product contains no audio-only and/or video-only content. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.3 (Web) 10.2.3 (non-web document) 11.2.1.3 (Software) 11.2.2.3 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no prerecorded Captions content. Electronic Docs: The InfoScale Enterprise for Windows product contains no prerecorded Captions content. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no prerecorded Audio Descriptions or Media Alternatives content. Electronic Docs: The InfoScale Enterprise for Windows product contains no prerecorded Audio Descriptions or Media Alternatives content. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
<u>1.3.1 Info and Relationships</u> (Level A) Also applies to: EN 301 549 Criteria • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable	Web: The InfoScale Enterprise for Windows has distinct information relationship mapping for more than 50% of the Web content. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows has meaningful sequences for more than 50% of the Web content. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.3.3 Sensory Characteristics (Level A) Also applies to:	Web: Support with Exceptions	Web: More than 50% of all non-text content is available in other formats that

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Electronic Docs: Not Applicable Software: Support with Exceptions Authoring Tool: Not Applicable	can be interpreted by screen readers and other assistive technologies. Electronic Docs: All electronic docs support assistive technologies such as screen readers. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows does not use color as the only mechanism to convey information and supports this requirement. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no audio. Electronic Docs: The InfoScale Enterprise for Windows product contains no audio. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the functions operable on the InfoScale Enterprise for Windows product are keyboard accessible. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the functions operable on the InfoScale Enterprise for Windows product are keyboard accessible with no traps. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product does not include any timed responses. Electronic Docs: The InfoScale Enterprise for Windows product documentation does not include any timed responses. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product's OpsCenter does not include features that can be paused, stopped or hidden. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports Pause, Stop and Hide functions. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.19 (Web) 10.2.19 (non-web document) 11.2.1.19 (Software) 11.2.2.19 (Closed Software) – Does not apply 11.6.2 (Authoring Tool)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize flashing text or objects. Electronic Docs: The InfoScale Enterprise for Windows product documentation does not utilize flashing text of objects. Software: The InfoScale Enterprise for Windows product is designed to be

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 11.2.2.20 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize blocks during any part of navigation. Electronic Docs: The InfoScale Enterprise for Windows product documentation does not utilize blocks during any part of navigation. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.21 (Web) 10.2.21 (non-web document) 11.2.1.21 (Software) - Does not apply	Web: Supports Electronic Docs: Supports Software: Not Applicable	Web: The InfoScale Enterprise for Windows product has pages titled properly throughout the web environment. Electronic Docs: The InfoScale Enterprise for Windows product documentation has

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	pages titled properly throughout the environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the focus order is set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: Over 50% of the focus order is set correctly within the InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria	Web: Supports with Exceptions	Web: Over 50% of the Links are correctly labeled with their purpose within the

Criteria	Conformance Level	Remarks and Explanations
9.2.23 (Web) 10.2.23 (non-web document) 11.2.1.23 (Software) 11.2.2.23 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports with Exceptions Software: Not Applicable Authoring Tool: Not Applicable	InfoScale Enterprise for Windows product web environment. Electronic Docs: Over 50% of the focus order is set correctly within the InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.2.27 (Web) 10.2.27 (non-web document) 11.2.1.27 (Software) 11.2.2.27 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the pages within the InfoScale Enterprise for Windows product web environment establishes the human language in a manner that can be programmatically determined. Electronic Docs: The InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment.

Criteria	Conformance Level	Remarks and Explanations
		Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the focus order is set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: Over 50% of the focus order is set correctly within the InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the focus order on input is set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: Over 50% of the focus order on input is set correctly within the InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the error identification notifications are set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: The InfoScale Enterprise for Windows product documentation meets this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable	Web: Over 50% of the Labels and Instructions are set correctly within the InfoScale Enterprise for Windows product web environment.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	Electronic Docs: The InfoScale Enterprise for Windows product documentation meets this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the Parsing is set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: The InfoScale Enterprise for Windows product documentation meets this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria	Web: Supports with Exceptions	Web: Over 50% of the Names, Roles and Values are set correctly within the

Criteria	Conformance Level	Remarks and Explanations
9.2.38 (Web) 10.2.38 (non-web document) 11.2.1.38 (Software) 11.2.2.38 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	InfoScale Enterprise for Windows product web environment. Electronic Docs: The InfoScale Enterprise for Windows product documentation meets this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.

3.1.2 WCAG Level AA Success Criteria

Table 4. WCAG Level AA Success Criteria

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no prerecorded Captions content. Electronic Docs: The InfoScale Enterprise for Windows product contains no prerecorded Captions content. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.2.6 (Web) 10.2.6 (non-web document) 11.2.1.6 (Software) 11.2.2.6 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product contains no prerecorded Audio Descriptions or Media Alternatives content. Electronic Docs: The InfoScale Enterprise for Windows product contains no prerecorded Audio Descriptions or Media Alternatives content. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product supports required contrast levels. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports required contrast levels. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Not Applicable Closed: Not Applicable	Web: The InfoScale Enterprise for Windows product supports the resize of text through a change in screen resolution. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports the resize of text through a change in screen resolution.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Supports with Exceptions Closed: Not Applicable Authoring Tool: Not Applicable	Web: More than 50% of all text imagery content is available in other formats that can be interpreted by screen readers and other assistive technologies. Electronic Docs: All electronic docs support assistive technologies such as screen readers. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product supports multiple ways to navigate to subsequent pages. Electronic Docs: All electronic docs support assistive technologies such as screen readers. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows has distinct headings and labels mapping for more than 50% of the Web content. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports this requirement. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports with Exceptions Electronic Docs: Supports with Exceptions Software: Not Applicable Authoring Tool: Not Applicable	Web: Over 50% of the focus is set correctly within the InfoScale Enterprise for Windows product web environment. Electronic Docs: Over 50% of the focus is set correctly within the InfoScale Enterprise for Windows product documentation environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports with Exceptions Electronic Docs: Supports Software: Not Applicable Closed: Not Applicable	Web: Over 50% of the pages within the InfoScale Enterprise for Windows product web environment establishes the human language in a manner that can be programmatically determined. Electronic Docs: The InfoScale Enterprise for Windows product documentation environment.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Authoring Tool: Not Applicable	Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Closed: The InfoScale Enterprise for Windows product is not a Closed System. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Closed: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product supports consistent navigation across the web environment. Electronic Docs: The InfoScale Enterprise for Windows product documentation supports consistent navigation across the web environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports	Web: The InfoScale Enterprise for Windows product supports consistent navigation across the web environment.

Criteria	Conformance Level	Remarks and Explanations
9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Closed: Not Applicable Authoring Tool: Not Applicable	Electronic Docs: The InfoScale Enterprise for Windows product documentation supports consistent navigation across the web environment. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.2.35 (Web) 10.2.35 (non-web document) 11.2.1.35 (Software) 11.2.2.35 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Does Not Support Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product does not support this requirement. Electronic Docs: The InfoScale Enterprise for Windows product is not applicable to this control because the product does not utilize legal or financial data. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable	Web: The InfoScale Enterprise for Windows product is not applicable to this control because the product does not utilize legal or financial data. Electronic Docs: The InfoScale Enterprise for Windows product is not applicable to this control because the product does not utilize legal or financial data. Software: The InfoScale Enterprise for Windows product is designed to be accessed through a web GUI and not directly to the application. Therefore, only the Web access path is addressed in this assessment. Authoring Tool: The InfoScale Enterprise for Windows product is not an Authoring Tool.

3.1.3 WCAG Level AAA Success Criteria

Table 5. WCAG Level AAA Success Criteria

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize any prerecorded sign language.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize any prerecorded audio.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize any prerecorded audio or video media.
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize any prerecorded audio or video media.
1.4.6 Contrast Enhanced (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The InfoScale Enterprise for Windows supports high contrast mode when user monitors are set into high contrast mode.
1.4.7 Low or No Background Audio (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize any prerecorded audio or video media.

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 – Does not apply		
1.4.8 Visual Presentation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: More than 50% of all content can be interpreted by screen readers and other assistive technologies.
1.4.9 Images of Text (No Exception) Control (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: More than 50% of all images of text can be interpreted by screen readers and other assistive technologies.
2.1.3 Keyboard (No Exception) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: More than 50% of all images of text can be interpreted by screen readers and other assistive technologies.
2.2.3 No Timing (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize timed responses.
2.2.4 Interruptions (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.2.5 Re-authenticating (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
2.3.2 Three Flashes (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.8 Location (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.9 Link Purpose (Link Only) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
2.4.10 Section Headings (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports	Web: The InfoScale Enterprise for Windows product has clearly identified section headings for each section that support assistive technologies.
3.1.3 Unusual Words (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize unusual words without clearly understood meaning.
3.1.4 Abbreviations (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Applicable	Web: The InfoScale Enterprise for Windows product does not utilize abbreviations.
3.1.5 Reading Level (Level AAA) Also applies to:	Web: Not Evaluated	Web: Not Evaluated

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply		
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Not Evaluated	Web: Not Evaluated
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: More than 50% of all help content can be interpreted by screen readers and other assistive technologies.
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply 2017 Section 508 – Does not apply	Web: Supports with Exceptions	Web: More than 50% of all error prevention content can be interpreted by screen readers and other assistive technologies.

3.2 Section 508 Report

3.2.1 Section 508 Functional Performance Criteria (FPC)

Table 6. Section 508 Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The InfoScale Enterprise for Windows product supports this requirement because visual indicators are not the only means to convey information.
302.2 With Limited Vision	Supports	The InfoScale Enterprise for Windows product supports this requirement because visual indicators are not the only means to convey information.
302.3 Without Perception of Color	Supports	The InfoScale Enterprise for Windows product supports this requirement because color is not utilized as the only means to convey information.
302.4 Without Hearing	Supports	The InfoScale Enterprise for Windows product supports this requirement through the use of its audio indications of issues coupled with visual indicators.
302.5 With Limited Hearing	Supports	The InfoScale Enterprise for Windows product supports this requirement through the use of its audio indications of issues coupled with visual indicators.
302.6 Without Speech	Not Applicable	The InfoScale Enterprise for Windows product does not contain speech capabilities.

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports with Exceptions	More than 50% of the InfoScale for Windows OpsCenter console is accessible through keyboard navigation.
302.8 With Limited Reach and Strength	Supports with Exceptions	More than 50% of the InfoScale for Windows OpsCenter console is accessible through keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Not Evaluated	The InfoScale Enterprise for Windows product has not been evaluated for this requirement at this time.

3.2.2 Section 508 Hardware Compliance

Table 7. Section 508 Hardware Compliance

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
402.1 General		
402.2 Speech-Output Enabled		
402.2.1 Information Displayed On-Screen	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.2.2 Transactional Outputs	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.2.3 Speech Delivery Type and Coordination	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.2.4 User Control	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.2.5 Braille Instructions	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.3 Volume		
402.3.1 Private Listening	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.3.2 Non-private Listening	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.

Criteria	Conformance Level	Remarks and Explanations
402.4 Characters on Display Screens	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
402.5 Characters on Variable Message Signs	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
403 Biometrics		
403.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
404 Preservation of Information Provided for Accessibility		
404.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
405 Privacy		
405.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
406 Standard Connections		
406.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407 Operable Parts		
407.2 Contrast	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.3 Input Controls		

Criteria	Conformance Level	Remarks and Explanations
407.3.1 Tactilely Discernible	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.3.2 Alphabetic Keys	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.3.3 Numeric Keys	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.4 Key Repeat	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.5 Timed Response	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.6 Operation	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8 Reach Height and Depth		
407.8.1 Vertical Reference Plane	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.

Criteria	Conformance Level	Remarks and Explanations
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.2 Side Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.2.1 Unobstructed Side Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.2.2 Obstructed Side Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.3 Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.3.1 Unobstructed Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.3.2 Obstructed Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
408 Display Screens		

Criteria	Conformance Level	Remarks and Explanations
408.2 Visibility	Not Applicable	The InfoScale Enterprise for Windows Appliance is not designed for direct, local access and does not include display screens.
408.3 Flashing	Not Applicable	The InfoScale Enterprise for Windows Appliance is not designed for direct, local access and does not include display screens.
409 Status Indicators		
409.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
410 Color Coding		
410.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
411 Audible Signals		
411.1 General	Not Applicable	The InfoScale Enterprise for Windows OpsCenter product is not a hardware appliance.
412 ICT with Two-Way Voice Communication		
412.2 Volume Gain		
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	The InfoScale Enterprise for Windows product does not include any wireline functionality.
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	The InfoScale Enterprise for Windows product does not include any wireline functionality.
412.3 Interference Reduction and Magnetic Coupling		

Criteria	Conformance Level	Remarks and Explanations
412.3.1 Wireless Handsets	Not Applicable	The InfoScale Enterprise for Windows product does not include wireless handsets.
412.3.2 Wireline Handsets	Not Applicable	The InfoScale Enterprise for Windows product does not include wireline handsets.
412.4 Digital Encoding of Speech	Not Applicable	The InfoScale Enterprise for Windows product does not include any speech functionality.
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future use.
412.6 Caller ID	Not Applicable	The InfoScale Enterprise for Windows product does not include any caller ID functionality.
412.7 Video Communication	Not Applicable	The InfoScale Enterprise for Windows product does not include any video functionality.
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.
414.1.2 Other ICT	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.
415.1.2 Audio Description Controls	Not Applicable	The InfoScale Enterprise for Windows product does not include any audio functionality.

3.2.3 Section 508 Software Compliance

Table 8. Section 508 Software Compliance

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <u>WCAG 2.0</u> section	See information in WCAG section
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to control the accessibility tools.
502.2.2 No Disruption of Accessibility Features	Supports	The InfoScale Enterprise for Windows product does not allow users to control the accessibility tools which means they cannot be disrupted.
502.3 Accessibility Services		
502.3.1 Object Information	Supports with Exceptions	More than 50% of the objects within the InfoScale for Windows appliance support the use of accessibility tools through the use of textual equivalents.
502.3.2 Modification of Object Information	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the object information.
502.3.3 Row, Column, and Headers	Supports with Exceptions	More than 50% of the rows, columns and headers within the InfoScale for Windows appliance support the use of accessibility tools through the use of textual equivalents.
502.3.4 Values	Supports with Exceptions	More than 50% of the values within the InfoScale for Windows appliance support the use of accessibility tools through the use of textual equivalents.

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the values utilized within the product.
502.3.6 Label Relationships	Supports with Exceptions	More than 50% of the labels within the InfoScale for Windows appliance support the use of accessibility tools through the use of textual equivalents.
502.3.7 Hierarchical Relationships	Supports with Exceptions	More than 50% of the hierarchical relationships within the InfoScale for Windows appliance support the use of accessibility tools through the use of textual equivalents.
502.3.8 Text	Supports	The InfoScale Enterprise for Windows supports the use of accessibility tools for all textual information.
502.3.9 Modification of Text	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the text utilized within the product.
502.3.10 List of Actions	Supports	The InfoScale Enterprise for Windows supports the use of accessibility tools for all lists of actions information.
502.3.11 Actions on Objects	Supports with Exceptions	More than 50% of the actions on objects within the InfoScale for Windows appliance support the use of accessibility tools.
502.3.12 Focus Cursor	Supports with Exceptions	More than 50% of the focus cursor within the InfoScale for Windows appliance support the use of accessibility tools.
502.3.13 Modification of Focus Cursor	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the focus cursor utilized within the product.

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Supports with Exceptions	More than 50% of the event notifications within the InfoScale for Windows appliance support the use of accessibility tools.
502.4 Platform Accessibility Features	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.
503 Applications		
503.2 User Preferences	Supports	The InfoScale Enterprise for Windows product allows for configuration of the user preferences in a manner that can be distinguished by accessibility tools.
503.3 Alternative User Interfaces	Supports with Exceptions	More than 50% of the features available through the web GUI within the InfoScale for Windows appliance are available through the use of CLI with supports the use of accessibility tools.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio functionality.
503.4.2 Audio Description Controls	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio functionality.
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See <u>WCAG 2.0</u> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.
504.2.2 PDF Export	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.
504.3 Prompts	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.
504.4 Templates	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.

3.2.4 Section 508 Support Documentation and Services

Table 9. Section 508 Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Does Not Support	The InfoScale Enterprise for Windows product does not openly detail or allow the configuration of the accessibility tools of the product.
602.3 Electronic Support Documentation	See <u>WCAG 2.0</u> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The InfoScale Enterprise for Windows product provides all product documentation in alternate formats to include non-electronic documentation.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The InfoScale Enterprise for Windows product support services do not currently maintain accessibility services. Arctera is looking to implement accessibility support at a future date.
603.3 Accommodation of Communication Needs	Does Not Support	The InfoScale Enterprise for Windows product support services do not currently maintain accessibility services. Arctera is looking to implement

Criteria	Conformance Level	Remarks and Explanations
		accessibility support at a future date.

3.3 EN 301 549 Report

3.3.1 EN 301 549 Functional Performance Statements (FPS)

Table 10. EN 301 549 Functional Performance Statements (FPS)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Supports with Exception	Over 50% of the InfoScale Enterprise for Windows product supports the use of assistive technology in support of individuals with vision impairment.
4.2.2 Usage with limited vision	Supports with Exception	Over 50% of the InfoScale Enterprise for Windows product supports the use of assistive technology in support of individuals with vision impairment.
4.2.3 Usage without perception of color	Supports with Exception	Over 50% of the InfoScale for Windows product supports the use of assistive technology in support of individuals with color impairment.
4.2.4 Usage without hearing	Supports	The InfoScale Enterprise for Windows product does not utilize audio in any manner and therefore supports individuals with audio impairment.
4.2.5 Usage with limited hearing	Supports	The InfoScale Enterprise for Windows product does not utilize audio in any manner and therefore supports individuals with audio impairment.
4.2.6 Usage without vocal capability	Supports	The InfoScale Enterprise for Windows product does not utilize speech in any manner and therefore supports individuals with speech impairment.

Criteria	Conformance Level	Remarks and Explanations
4.2.7 Usage with limited manipulation or strength	Supports with Exception	Over 50% of the InfoScale Enterprise for Windows product supports keyboard navigation in support of individuals with motor skills impairment.
4.2.8 Usage with limited reach	Supports with Exception	Over 50% of the InfoScale Enterprise for Windows product supports keyboard navigation in support of individuals with motor skills impairment.
4.2.9 Minimize photosensitive seizure triggers	Supports with Exceptions	Over 50% of the InfoScale Enterprise for Windows product supports keyboard navigation in support of individuals with motor skills impairment.
4.2.10 Usage with limited cognition	Not Evaluated	The InfoScale Enterprise for Windows product has not been evaluated against this requirement.
4.2.11 Privacy	Not Evaluated	Not Evaluated

3.3.2 EN 301 549 Generic Requirements

Table 11. EN 301 549 Generic Requirements

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality		
5.1.2 General		
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access		
5.1.3.1 General	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.2 Auditory output delivery including speech	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.3 Auditory output correlation	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.4 Speech output user control	Not Applicable	The InfoScale Enterprise for Windows product does not support any speech features.
5.1.3.5 Speech output automatic interruption	Not Applicable	The InfoScale Enterprise for Windows product does not support any speech features.
5.1.3.6 Speech output for non-text content	Not Applicable	The InfoScale Enterprise for Windows product does not support any speech features.
5.1.3.7 Speech output for video information	Not Applicable	The InfoScale Enterprise for Windows product does not support any speech features.
5.1.3.8 Masked entry	Supports with Exceptions	The InfoScale Enterprise for Windows utilizes masked data entry during the user login function. The product supports accessibility in the manner of identifying the user password entry field but does not support accessibility during the

Criteria	Conformance Level	Remarks and Explanations
		password masked entry process. However, Arctera has found that some accessibility tools will, for example, provide audio output during keyboard entry. Arctera recommends that customers who require accessibility during the masked password entry process utilize this approach.
5.1.3.9 Private access to personal data	Supports	The InfoScale Enterprise for Windows product supports this requirement because all access to product data is restricted to named individuals.
5.1.3.10 Non-interfering audio output	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.11 Private listening	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.12 Speaker volume	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.13 Volume reset	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio features.
5.1.3.14 Spoken languages	Not Applicable	The InfoScale Enterprise for Windows product does not support any audio or speech features.
5.1.3.15 Non-visual error identification	Supports	The InfoScale Enterprise for Windows product supports assistive technologies during the presentation of error indicators.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	The InfoScale Enterprise for Windows product does not support any receipts, tickets or transactional outputs of any kind.
5.1.4 Functionality closed to text enlargement	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the accessibility

Criteria	Conformance Level	Remarks and Explanations
		features of the product. The accessibility features are on by default.
5.1.5 Visual output for auditory information	Supports with Exceptions	The InfoScale Enterprise for Windows product supports assistive technologies for audio representations for more than 50% of the content.
5.1.6 Operation without keyboard interface		
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports with Exceptions	The InfoScale Enterprise for Windows product supports assistive technologies for input focus for more than 50% of the content.
5.2 Activation of accessibility features	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to modify the accessibility features of the product. The accessibility features are on by default.
5.3 Biometrics	Does Not Support	The InfoScale Enterprise for Windows product does not support biometrics of any kind at this current time. However, work is underway to support X.509 PKI certificates in a future date.
5.4 Preservation of accessibility information during conversion	Does Not Support	The InfoScale Enterprise for Windows product does not support biometrics of any kind at this current time. However, work is underway to support X.509 PKI certificates in a future date.
5.5 Operable parts		
5.5.1 Means of operation	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.

Criteria	Conformance Level	Remarks and Explanations
5.5.2 Operable parts discernibility	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
5.6 Locking or toggle controls		
5.6.1 Tactile or auditory status	Not Applicable	The InfoScale Enterprise for Windows product does not include keyboards. All keyboards and other peripherals are the responsibility of the customer.
5.6.2 Visual status	Not Applicable	The InfoScale Enterprise for Windows product does not include keyboards. All keyboards and other peripherals are the responsibility of the customer.
5.7 Key repeat		
5.8 Double-strike key acceptance	Not Applicable	The InfoScale Enterprise for Windows product does not include keyboards. All keyboards and other peripherals are the responsibility of the customer.
5.9 Simultaneous user actions	Not Applicable	The InfoScale Enterprise for Windows product does not include keyboards. All keyboards and other peripherals are the responsibility of the customer.

3.3.3 EN 301 549 ICT with Two-Way Voice Communication

Table 12. EN 301 549 ICT with Two-Way Voice Communications

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech (informative)		
6.2 Real-time text (RTT) functionality		
6.2.1.1 RTT communication	Not Applicable	The product is not a two-way voice communication system.
6.2.1.2 Concurrent voice and text	Not Applicable	The product is not a two-way voice communication system.
6.2.2.1 Visually distinguishable display	Not Applicable	The product is not a two-way voice communication system.
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	The product is not a two-way voice communication system.
6.2.3 Interoperability	Not Applicable	The product is not a two-way voice communication system.
6.2.4 Real-time text responsiveness	Not Applicable	The product is not a two-way voice communication system.
6.3 Caller ID	Not Applicable	The product is not a two-way voice communication system.
6.4 Alternatives to voice-based services	Not Applicable	The product is not a two-way voice communication system.
6.5 Video communication		
6.5.1 General (informative)		
6.5.2 Resolution	Not Applicable	The product is not a video communication system.
6.5.3 Frame rate	Not Applicable	The product is not a video communication system.
6.5.4 Synchronization between audio and video	Not Applicable	The product is not a video communication system.

Criteria	Conformance Level	Remarks and Explanations
6.6 Alternatives to video-based services	Not Applicable	The product is not a video communication system.

3.3.4 EN 301 549 ICT with Video Capabilities

Table 13. EN 301 549 ICT with Video Communications

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology		
7.1.1 Captioning playback	Not Applicable	The product is not a video communication system.
7.1.2 Captioning synchronization	Not Applicable	The product is not a video communication system.
7.1.3 Preservation of captioning	Not Applicable	The product is not a video communication system.
7.2.1 Audio description playback	Not Applicable	The product is not a video communication system.
7.2.2 Audio description synchronization	Not Applicable	The product is not a video communication system.
7.2.3 Preservation of audio description	Not Applicable	The product is not a video communication system.
7.3 User controls for captions and audio description	Not Applicable	The product is not a video communication system.

3.3.5 EN 301 549 Hardware Success Criteria

Table 14. EN 301 549 Hardware Success Criteria

Criteria	Conformance Level	Remarks and Explanations
8.1.1 Generic requirements		
8.1.2 Standard connections	Supports	The InfoScale Enterprise for Windows product supports this requirement through the use of standard connections for all peripherals.
8.1.3 Color	Supports	The InfoScale Enterprise for Windows product supports this requirement through the use of colors for all external connections for peripherals and other indicators.
8.2 Hardware products with speech output		
8.2.1.1 Speech volume range	Not Applicable	The InfoScale Enterprise for Windows product does not require speech for normal operation.
8.2.1.2 Incremental volume control	Not Applicable	The InfoScale Enterprise for Windows product does not require speech for normal operation.
8.2.2.1 Fixed-line devices	Not Applicable	The InfoScale Enterprise for Windows product does not require speech for normal operation.
8.2.2.2 Wireless communication devices	Not Applicable	The InfoScale Enterprise for Windows product does not require speech for normal operation.
8.3 Physical access to ICT		
8.3.2.1 Change in level	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.2 Clear floor or ground space	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.

Criteria	Conformance Level	Remarks and Explanations
8.3.2.3.1 General	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.3.2 Forward approach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.3.3 Parallel approach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.4 Knee and toe clearance width	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.5 Toe clearance	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.2.6 Knee clearance	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.1.1 Unobstructed high forward reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.

Criteria	Conformance Level	Remarks and Explanations
8.3.3.1.2 Unobstructed low forward reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.1.3.1 Clear floor space	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.1.3.2 Obstructed (< 510 mm) forward reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.1.3.3 Obstructed (< 635 mm) forward reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.2.1 Unobstructed high side reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.2.2 Unobstructed low side reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.3.2.3.1 Obstructed (≤255 mm) side reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.

Criteria	Conformance Level	Remarks and Explanations
8.3.3.2.3.2 Obstructed (≤ 610 mm) side reach	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.4 Visibility	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable system designed to be operated after being installed into a standard server rack.
8.3.5 Installation instructions	Supports	The InfoScale Enterprise for Windows product is available in printed and electronic formats and supports assistive technologies.
8.4 Mechanically Operable parts		
8.4.1 Numeric keys	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable appliance and does not include a keyboard or other peripherals by default. Keyboards and mice are supplied by the customer.
8.4.2.1 Means of Operation of mechanical parts	Supports	The InfoScale Enterprise for Windows product is a rack mountable appliance and does not include external mechanical parts other than a power button and removeable hard drives which complies with standard mechanical part operations.
8.4.2.2 Force of operation of mechanical parts	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable appliance and does not include external mechanical parts other than a power button and removeable hard drives which complies with standard mechanical part operations.

Criteria	Conformance Level	Remarks and Explanations
8.4.3 Keys, tickets and fare cards	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable appliance and does not include keys, tickets or fare cards.
8.5 Tactile indication of speech mode	Not Applicable	The InfoScale Enterprise for Windows product is a rack mountable appliance and does not utilize speech in any manner.

3.3.6 EN 301 549 Web (see WCAG 2.0 section)

3.3.7 EN 301 549 Non-web Documents Success Criteria

Table 15. EN 301 549 Non-web Documents Success Criteria

Criteria	Conformance Level	Remarks and Explanations
10.1 General		
10.2 Document success criteria		
10.2.1 through 10.2.38	See <u>WCAG 2.0</u> section	See information in WCAG section
10.2.39 Caption positioning	Not Applicable	The InfoScale Enterprise for Windows product does not support audio functionality.
10.2.40 Audio description timing	Not Applicable	The InfoScale Enterprise for Windows product does not support audio functionality.

3.3.8 EN 301 549 Software Success Criteria

Table 16. EN 301 549 Software Success Criteria

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <u>WCAG 2.0</u> section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See <u>WCAG 2.0</u> section	See information in WCAG section
11.3 Interoperability with assistive technology		
11.3.1 Closed functionality (informative)		
11.3.2 Accessibility services		
11.3.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Supports with Exceptions	More than 50% of all features within the InfoScale for Windows product support assistive technologies through the use of screen readers and similar tools.
11.3.2.4 Assistive technology	Supports with Exceptions	More than 50% of all features within the InfoScale for Windows product support assistive technologies through the use of screen readers and similar tools.
11.3.2.5 Object information	Supports with Exceptions	More than 50% of all objects within the InfoScale for Windows product support assistive technologies through the use of screen readers and similar tools.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.6 Row, column, and headers	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all rows, columns and headers are labeled correctly and support assistive technologies.
11.3.2.7 Values	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all values labeled correctly and support assistive technologies.
11.3.2.8 Label relationships	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all label relationships labeled correctly and support assistive technologies.
11.3.2.9 Parent-child relationships	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all parent-child relationships labeled correctly and support assistive technologies.
11.3.2.10 Text	Supports	All text within the InfoScale Enterprise for Windows product supports assistive technologies.
11.3.2.11 List of available actions	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all lists of available actions labeled correctly and support assistive technologies.
11.3.2.12 Execution of available actions	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all lists of available actions labeled correctly and support assistive technologies.
11.3.2.13 Tracking of focus and selection attributes	Supports with Exceptions	The InfoScale Enterprise for Windows product has more than 50% of all focus and selection

Criteria	Conformance Level	Remarks and Explanations
		attributes labeled correctly and support assistive technologies.
11.3.2.14 Modification of focus and selection attributes	Does Not Support	The InfoScale Enterprise for Windows product does not allow uses to modify the focus and selection attributes.
11.3.2.15 Change notification	Does Not Support	The InfoScale Enterprise for Windows product does not allow uses to modify the change notification attributes.
11.3.2.16 Modifications of states and properties	Does Not Support	The InfoScale Enterprise for Windows product does not allow uses to modify any state and property attributes.
11.3.2.17 Modifications of values and text	Does Not Support	The InfoScale Enterprise for Windows product does not allow uses to modify any values and text attributes.
11.4 Documented accessibility usage		
11.4.1 User control of accessibility features	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to control the accessibility features of the product.
11.4.2 No disruption of accessibility features	Supports	The InfoScale Enterprise for Windows product does not allow users to control the accessibility features of the product.
11.5 User preferences	Does Not Support	The InfoScale Enterprise for Windows product does not allow users to control the accessibility features of the product.
11.6 Authoring tools		
11.6.1 Content technology		
11.6.2 Accessible content creation (if not authoring tool, enter "not applicable")	See <u>WCAG 2.0</u> section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
11.6.3 Preservation of accessibility information in transformations	Not Applicable	The InfoScale Enterprise for Windows product is not a web authoring tool.
11.6.4 Repair assistance	Not Applicable	The InfoScale Enterprise for Windows product is not a web authoring tool.
11.6.5 Templates	Not Applicable	The InfoScale Enterprise for Windows product is not a web authoring tool.

3.3.9 EN 301-549 Documentation and Support Services Success Criteria

Table 17. EN 301 549 Documentation and Support Services Success Criteria

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Does Not Support	The product's documentation does not readily address the accessibility features of the product. Arctera is working to include this information in future releases of the product.
12.1.2 Accessible documentation	See <u>WCAG 2.0</u> section	See information in WCAG section
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Supports	The Arctera accessibility features and status are managed under the Public Sector Compliance Program and all data around this program is available from the POC listed in Chapter 1.4.
12.2.3 Effective communication	Does Not Support	Arctera does not yet have accessibility support services. However, Arctera is working to implement TTY support at a future date.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 Accessible documentation	See <u>WCAG 2.0</u> section	See information in WCAG section

3.3.10 EN 301 549 Emergency Service Access Success Criteria

Table 18. EN 301 549 Emergency Service Access Success Criteria

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements		
13.1.2 Text relay services	Not Applicable	The product is not an ICT providing relay or emergency service access.
13.1.3 Sign relay services	Not Applicable	The product is not an ICT providing relay or emergency service access.
13.1.4 Lip-reading relay services	Not Applicable	The product is not an ICT providing relay or emergency service access.
13.1.5 Captioned telephony services	Not Applicable	The product is not an ICT providing relay or emergency service access.
13.1.6 Speech to speech relay services	Not Applicable	The product is not an ICT providing relay or emergency service access.
13.2 Access to relay services	Not Applicable	The product is not an ICT providing relay or emergency service access.

Criteria	Conformance Level	Remarks and Explanations
13.3 Access to emergency services	Not Applicable	The product is not an ICT providing relay or emergency service access.

4.0 Legal Disclaimer

Arctera submits this document for information purposes only. ARCTERA MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. The information contained herein is current as of the date specified above and is subject to change thereafter.