

Bunnyfoot

Voluntary Product Accessibility
Template (VPAT)

Sophos – Pure Message for
Unix 6.0



Summary Table

Voluntary Product Accessibility Template

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Name of Product: Sophos Pure Message for Unix 6.0

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Summary of approach: Sophos Pure Message for Unix 6.0 can be accessed through a graphical user interface (GUI) and command line interface. This VPAT concentrates on the GUI version of the software. Please note that the command line interface is by far the most frequent way of accessing the software, as its users tend to be web administrators with advanced software skills. Command line interfaces are inherently accessible as they are text-based, and therefore easy to access, manipulate and customise, either visually or through alternative output such as Braille or screen reading.

Criteria	Supporting Feature	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Not Applicable	
Section 1194.22 Web-based internet information and applications	Level of Support Varies by Individual Requirement	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Level of Support Varies by Individual Requirement	
Section 1194.41 Information, Documentation and Support	Level of Support Varies by Individual Requirement	

Section 1194.21 Software Applications and Operating Systems - Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Not Applicable</p>	
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Not Applicable</p>	
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Not Applicable</p>	

Criteria	Supporting Feature	Remarks and Explanations
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Not Applicable	
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Not Applicable	
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Not Applicable	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Not Applicable	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Not Applicable	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Not Applicable	

Criteria	Supporting Feature	Remarks and Explanations
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Not Applicable	

Section 1194.22 Web-based Internet information and applications – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Supports with exceptions</p>	<p>Supports:</p> <p>Web Admin Interface:</p> <p>Generally, information was conveyed through text with the use of images to support that textual information.</p> <p>Alt text was present in some images, in others the image was coded as a part of the text link (e.g. Help icon, plus/create icon).</p> <p>Similarly, save, cancel and other buttons have empty alt text as images are used to support text labels.</p> <p>Sophos logo has appropriate alt text alt='Sophos'.</p> <p>Quarantine Size and other graphs in 'Reports' don't have a text alternative but they can be exported as an Excel file (so they support through 'equivalent facilitation').</p> <p>End User Interface:</p> <p>Buttons (configuration, reports, etc) have alt text.</p> <p>Doesn't support:</p> <p>Web Admin Interface:</p> <p>Arrows that indicate parent/child relationships don't have alt attributes.</p> <p>Main navigation alt text wasn't the same as the name of the categories visually.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Not Applicable</p>	<p>No multimedia found.</p>

Criteria	Supporting Feature	Remarks and Explanations
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports through equivalent facilitation	<p>Web Admin Interface and End User Interface:</p> <p>Graphs have a legend that relies purely on colour but accessibility is supported through equivalent facilitation as graphs are available as Excel tables when the user chooses to Export.</p> <p>Light green on white colour contrast is slightly low (4.09:1). The incidence of this colour combination is low.</p>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Doesn't support	<p>Web Admin Interface and End User Interface:</p> <p>Basic semantic mark up like headings, lists, emphasis effects were not implemented.</p> <p>However, some pages are still navigable as they are essentially tables. Some lists were used to mark up items (e.g. Left navigation and table headers in End User Interface).</p>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Doesn't support	<p>Web Admin Interface:</p> <p>In the 'Reports' section images were the only links to more information about a graph. No redundant text link was provided.</p> <p>'Delete', 'Move up', 'Move' down and 'Help' icons in 'Policy' > individual rules do not have alt attributes or textual equivalent.</p> <p>End User Interface: No image maps found</p>
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not Applicable	<p>Web Admin Interface and End User Interface: No image maps found</p>

Criteria	Supporting Feature	Remarks and Explanations
(g) Row and column headers shall be identified for data tables.	Does not support	<p>Web Admin Interface:</p> <p>None of the tables had headers identified as <th> with the appropriate 'scope' attribute in its html. Instead formatting effects were used to present table headers as visually different from the rest.</p> <p>End User Interface:</p> <p>Supports this through the use of <th> tag, although not the scope attribute which informs users whether a header is a row or column header.</p>
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Does not support	<p>Web Admin Interface:</p> <p>None of the tables had headers identified as <th> with the appropriate 'scope' attribute in its html. Instead formatting effects were used to present table headers as visually different from the rest.</p> <p>End User Interface:</p> <p>Doesn't support this as no 'scope' attribute which informs users whether a header is a row or a column.</p>
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable	<p>Web Admin Interface and End User Interface: No frames found.</p>
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	<p>Web Admin Interface and End User Interface: No flickering.</p>
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports	<p>Web Admin Interface and End User Interface: Equivalent functionality is available through the use of command line interface, where users (admins) can access all the functionality. According to Sophos, most users do access the software through command line interface.</p>

Criteria	Supporting Feature	Remarks and Explanations
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supported	Web Admin Interface and End User Interface: Scripting doesn't interfere with assistive technology. All content is keyboard-accessible.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not Applicable	Web Admin Interface and End User Interface: No plug-ins required
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Does not support	Web Admin Interface and End User Interface: None of the forms properly associated the label to the respective input field using "label for" / "input id" associations.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Does not support	Web Admin Interface and End User Interface: There was no way to skip repetitive links.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported	Web Admin Interface and End User Interface: There was no time out.

Section 1194.23 Telecommunications Products – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	

Criteria	Supporting Feature	Remarks and Explanations
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	

Criteria	Supporting Feature	Remarks and Explanations
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	

Section 1194.24 Video and Multi-media Products – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	
<p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>	<p>Not Applicable</p>	

Criteria	Supporting Feature	Remarks and Explanations
<p>(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.</p>	<p>Not Applicable</p>	
<p>(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.</p>	<p>Not Applicable</p>	

Section 1194.25 Self-Contained, Closed Products – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable	
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.	Not Applicable	

Criteria	Supporting Feature	Remarks and Explanations
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	
<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Not Applicable</p>	
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>	<p>Not Applicable</p>	
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not Applicable</p>	
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>	<p>Not Applicable</p>	

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

Section 1194.26 Desktop and Portable Computers – Detail

Voluntary Product Accessibility Template

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

Section 1194.31 Functional Performance Criteria – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supported through equivalent facilitation	Web Admin Interface and End User Interface: There is an alternative version of the applications that is text-only, accessed through a command line.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supported through equivalent facilitation	Web Admin Interface and End User Interface: Graphical version of the software would be hard to use with screen reading software because of the lack of structural mark up like headings and form labels. Built-in browser zoom functionality is supported. An alternative command line version of the application is available for access with screen readers.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not Applicable	Application does not require hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Not Applicable	No audio.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not Applicable	No speech input required.

Criteria	Supporting Feature	Remarks and Explanations
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supported through equivalent facilitation</p>	<p>Web Admin Interface and End User Interface: Target areas on the graphical user interface part of the application (e.g. links) are small. However, command line interface can be accessed by people with fine motor difficulties.</p>

Section 1194.41 Information, Documentation and Support – Detail

Voluntary Product Accessibility Template

Criteria	Supporting Feature	Remarks and Explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports with exceptions	<p>Web Admin Interface: Help not available in alternative formats but the link to contact and request help is easily found through Support > Send Support request.</p> <p>End User Interface: Help not available in alternative formats and there was no clear way to contact Sophos.</p>
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Not Supported	<p>Web Admin Interface and End User Interface: We couldn't find any evidence of there being a description of accessibility features provided within the application. This is typically to be expected under Help > Accessibility.</p>
(c) Support services for products shall accommodate the communication needs of end-users with disabilities	Not applicable	<p>Web Admin Interface and End User Interface: Support for accessible communication with the customer should be investigated as part of a wider company accessibility policy.</p>