

VPAT™

Voluntary Product Accessibility Template®

Version 1.4

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Product Name: Axway MailGate SC 5.4.1

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Section 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports with exceptions</p>	<p>The Axway MailGate SC Solution provides a web-based user interface consisting of a combination of graphical and textual elements. All functions can be discerned textually. Responses can be discerned textually as well.</p> <p>In the administration user interface, all functions can be accessed via the keyboard except (not all listed):</p> <ul style="list-style-type: none"> • Graphical design for reports and dashboards • Custom edit buttons <p>In the end user interface, some functions cannot be accessed via the keyboard (not all listed):</p> <ul style="list-style-type: none"> • Custom drop-down menus • Custom buttons. They can be accessed only by functionality provided by some screen readers.
<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</p>	<p>Supports</p>	<p>The Solution is operated and configured via a standard web browser. As long as the selected browser is supported by third-party accessibility options, there is no known interference with such accessibility features.</p>

<p>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>(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>Supports with exceptions</p>	<p>This is standard among standard web-browser interfaces.</p> <p>In the administration user interface, the indication of the current focus is well-defined. In the end user interface, some inputs cannot be focused (not all listed):</p> <ul style="list-style-type: none"> • Custom drop-down menus • Custom buttons • Tabs used for folders and messages
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports with exceptions</p>	<p>Graphical elements are almost always displayed with either embedded text or text directly above, below, or on the side of the graphical element.</p> <p>Exceptions are custom Collapse/Expand controls where the current state cannot be observed.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Axway implements unique and consistent graphic or bitmap for available functions within the solution.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text</p>	<p>Support with exceptions</p>	<p>The solution is managed via a standard web browser. As such, almost all textual information is accessible. Some exceptions are (not all listed):</p> <ul style="list-style-type: none"> • Help tooltip trigger controls

input caret location, and text attributes.		<ul style="list-style-type: none"> • Custom table used in Audit Log report.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The solution does not override user selected display attributes, including contrast, color or other.
(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.	Supports	All information is displayed as textual or a combination of graphic/textual. Color only is used to enhance text or a graphic, but never in place of text or a unique graphic.
(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	The solution is operated and configured via a standard web browser.
(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	There are no flashing elements or blinking objects.
(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.	Support with exceptions	<p>The solution is operated and configured via a standard web browser.</p> <p>Some fields are not programmatically associated with labels.</p>

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Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with exceptions	There are no non-text elements on a screen that do not have associated text at the same location, or an associated tooltip. An exception is few graphical designs for reports and dashboards.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	Color is never used as a primary indicator.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not applicable	The solution is not a document-based solution.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Not applicable	
(g) Row and column headers shall be identified for data tables.	Not supported	Some tables do not contain the TH attribute.

<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Supports with exceptions</p>	<p>The solution provides a streamlined and efficient presentation of the data.</p> <p>The usage of multi-level tables is avoided. An exception is the Connection Summary Report on the administrative user interface.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supports with exceptions</p>	<p>The usage of frames is avoided.</p> <p>In the end user interface there is one exception. A frame used to render rich formatted messages is not correctly labeled. As alternative, the MailGate SC administrator can turn off the rendering of such messages.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not applicable</p>	<p>There are no flickering screens or text areas.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Not applicable</p>	<p>There are no text-only pages.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports with exceptions</p>	<p>In the administration user interface, only a small number of page elements are rendered via client side scripting, and these have an associated title.</p> <p>Some exceptions are (not all listed):</p> <ul style="list-style-type: none"> • Help tooltip trigger controls • Custom table used in Audit Log report. <p>In the end user interface, all functions are labeled with text.</p>

(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Not applicable	All pages are rendered in HTML or HTML5.
(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.	Supports with exceptions	The solution is operated and configured via a standard web browser. All elements are logically ordered. Some fields are not programmatically associated with labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	All pages are accessible with a single click.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports	No timed responses are required. There is only a session timeout, but this is generally set to 30 minutes.

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Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	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.	Supports	The solution is operated and configured via a standard web browser. As long as the selected browser is supported by third-party accessibility options, visually impaired users can access the application with assistance from the third-party accessibility framework.

<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supports</p>	<p>Graphical and textual elements can be increased in size by the user within the browser. However, audio representations would have to come from third-party accessibility tools.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Not applicable</p>	<p>There are no audio components to the solution.</p>
<p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Not applicable</p>	
<p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>	<p>Not applicable</p>	
<p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>	<p>Supports</p>	<p>Simple text input and general mouse control is all that is required to manage the application via the web-based user interface.</p>

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Section 1194.41 Information, Documentation and Support

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	The product documentation is provided in PDF format. The documentation can be converted to alternate formats such as text by using readily available conversion applications.
(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.	Supports with exceptions	A specific topic documenting the accessibility features of the product and documentation will be delivered.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Axway Support services provide several methods (email, phone, and website) by which trouble tickets can be communicated and resolved.

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