

VPAT for SteelCentral AppInternals

SteelCentral AppInternals 10.14

Riverbed Technical Marketing

Section 508 VPATs for Riverbed Products

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Riverbed Technology, Inc. uses Voluntary Product Accessibility Template (VPAT) as a way to assist U.S. Federal agencies and other customers in determining how Riverbed software solutions support the “Electronic and Information Accessibility Standards” set forth in regulations of the US Architectural and Transportation Barriers Compliance Board (36 CFR Part 1194), which implements Section 508 of the Rehabilitation Act (29 USC 794d), as amended by P.L. No. 106-246 (July 13, 2000).

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Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
(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.	Partially supported	The user interface is Web-based. As with most such interfaces, little functionality is accessible via a keyboard. However, users can navigate among form fields via the TAB key.
(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.	Supported	The user interfaces do not attempt to disrupt or disable accessibility features of other products or the operating system.
(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.	Partially supported	The user interface is Web-based. As with most such interfaces, little functionality is accessible via a keyboard. However, users can navigate among form fields via the TAB key and most display a distinctive “glow” when focused.
(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.	Partially supported	The primary user interface is Web-based and where possible, good faith attempts are made to provide alt-text, tooltips, and titles for image elements.
(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.	Supported	Images identifying user interface elements are generally used consistently throughout the product. Any inconsistencies would be considered a bug.
(f) Textual information shall be provided through operating system	Not supported	The software does not make extensive use of text attributes.

functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		When it does, it is not provided through operating system functions for displaying text.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Partially supported	The user interface is Web-based. As with most such interfaces, little functionality is accessible via a keyboard. However, users can navigate among form fields via the TAB key.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supported	Where animation is used in the software (graphs and charts that update automatically), users can pause motion.
(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.	Partially supported	Looking at other information and attributes can also derive most visual information that is color-coded. However, some displays (certain dashboard instruments) do not provide alternative interpretation devices.
(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.	N/A	Other than settings available as Web browser options, the product does not permit users to adjust color and contrast settings.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supported	Software does not generate flashing text or objects other than the secondary effects of updating screen displays. The frequency of these updates is determined by CPU speed and processing rate as opposed to any specific hard-coded display frequency.
(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 supported	Where the software uses forms, they are not accessible to most standard Windows-based Assistive Technology applications.

Section 1194.22 Web-based Internet information and applications - Detail Voluntary Product Accessibility Template

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).	Partially supported	The product makes extensive use of charts and graphs, which do not lend themselves to any textual description. Information represented by other images is sometimes but not always conveyed through tooltips, or TITLE and ALT text.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	The software does not produce web pages containing multimedia presentations.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Partially supported	Looking at other information and attributes can also derive most visual information that is color-coded. However, some displays (certain dashboard instruments) do not provide alternative interpretation devices.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supported	Web pages use external style sheets and will not override user-defined style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	The user interface does not rely on image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A	The user interface does not rely on image maps.
(g) Row and column headers shall be identified for data tables.	Supported	Tabular presentations use HTML table markup tags and provide column (but not row) headers.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Not supported	Tabular presentations do not use scope attributes in their markup.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Supported	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Unknown	This has not been tested.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of	Not Supported	

<p>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>(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>	Not supported	
<p>(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>	N/A	
<p>(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.</p>	Not Supported	Web pages use external style sheets and will not override user-defined style sheets.
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	Partially Supported	The user interface is a web application and most features have unique Universal Resource Locator (URL) which the user can use a web browser to bookmark specific features of interest.
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	N/A	There are no timeouts in the user interface.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

Section 1194.23 Telecommunications Products - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
<p>(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.</p>	N/A	
<p>(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.</p>	N/A	
<p>(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.</p>	N/A	
<p>(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.</p>	N/A	
<p>(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.</p>	N/A	
<p>(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>	N/A	
<p>(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.</p>	N/A	
<p>(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.</p>	N/A	
<p>(i) Interference to hearing technologies (including hearing aids,</p>	N/A	

cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	

Section 1194.24 Video and Multi-media Products - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and explanations
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.	N/A	
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	N/A	
(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.	N/A	
(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.	N/A	
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	N/A	

Section 1194.25 Self-Contained, Closed Products - Detail Voluntary Product Accessibility Template		
Criteria	Supporting Features	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.	N/A	
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	
(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).	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	
(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.	N/A	

Section 1194.26 Desktop and Portable Computers - Detail Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	N/A	
(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).	N/A	
(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.	N/A	
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	N/A	

Section 1194.31 Functional Performance Criteria - Detail Voluntary Product Accessibility Template

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.	Not supported	The application involves the display, manipulation, and analysis of large amounts of data presented through charts and graphs. Operation and information retrieval which is mainly textual is not practical.
(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.	Partially supported	There is no built-in feature to address this criterion. However, operating system technologies such as magnification of screen regions allow users to magnify portions of the application windows to allow proper operation. In addition, user-defined style sheets allow users to increase the display size of text in the user interface.
(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	N/A	The user interface does not rely on audible signals or interaction of any sort.
(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.	N/A	The user interface does not rely on audible signals or interaction of any sort.
(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.	N/A	The user interface does not rely on audible signals or interaction of any sort.
(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.	N/A	The only motor control required is for operation of the mouse. In this case, assistive technologies from the underlying operating system can be used to enable users without fine motor control to still use the mouse pointer effectively.

Section 1194.41 Information, Documentation, and Support - Detail Voluntary Product Accessibility Template

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.	Not supported	Documentation is provided only in soft copy (PDF, HTML) format which assistive technology should be able to interpret, but not provided in alternative formats.
(b) End-users shall have access to a description of the accessibility	Not supported	There is no such description available.

and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.		
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Email and phone support are available to accommodate the needs of end-users with disabilities.

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