

GFI Voluntary Product Accessibility Template (VPAT)

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. GFI remains dedicated to accessibility and will provide additional contact information to facilitate more detailed inquiries.

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.

Date: April, 2013

Product Line: GFI MailEssentials

Contact for More Information: <http://www.gfi.com>

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Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template

<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>Not supported</p>	<p>In the main console of the product, it is not possible to switch between the different nodes in the console tree via keyboard – it is therefore not possible to execute functions exclusively via keyboard. Having said that, product functions can generally be executed via keyboard once the relative tree node has been navigated to via mouse.</p> <p>In the Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, it is generally possible to execute functions via keyboard.</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>Supported with exceptions</p>	<p>Product does not explicitly disrupt or disable accessibility features of other products or the operating system. The product is not tested against assistive technologies, however, so absence of keyboard or display interference cannot be guaranteed.</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>Supported with exceptions</p>	<p>In the main console tree of the product, on-screen indication of current focus is generally provided, but tracking focus changes can be difficult and is not exposed to assistive technology.</p> <p>In the Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, on-screen indication of current focus is generally provided and exposed to assistive technologies based on ease of access technology built into Windows.</p> <p>Not tested with screen readers.</p>
<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>Supported with exceptions</p>	<p>In the main console tree of the product, the identity of a user interface element is generally available in text form in close proximity to the element in question, with the exception of the Email Scanning Timeline graph in the Dashboard node. Identity in text form is not available to assistive technologies. Operation and state of user interface elements are generally not available in text form, nor are they available to assistive technologies. Similarly when an image represents a program element.</p> <p>In the Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, the identity of a user interface element is generally available in text form in close proximity to the element in question. Identity, operation and state of user interface elements are generally available to assistive technologies based on ease of access technology built into Windows. Similarly when an image represents a program element. The only way of discerning that a Disclaimers or Mail Monitoring policy is enabled or disabled is through a visual element (different icon indicating enabled or disabled).</p> <p>Not tested with screen readers.</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>Supported</p>	<p>Images generally maintain meaning throughout the application.</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 input caret location, and text attributes.</p>	<p>Supported with exceptions</p>	<p>The main console of the product is HTML based and requires a web browser to render it and interact with it. The web browsers in common use utilize operating system functions for displaying textual content, rather than using unique schemes for writing text to the screen. This means that text content is generally available to assistive technologies based on ease of access technology built into Windows. Text input caret location and text attributes are not available to assistive technologies.</p> <p>The Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, generally utilize operating system functions for displaying textual content, rather than using unique schemes for writing text to the screen. This means that text content is generally available to assistive technologies based on ease of access technology built into Windows. Text input caret location and text attributes are generally available to assistive technologies.</p> <p>Not tested with screen readers.</p>

<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supported with exceptions</p>	<p>Product does not interfere with contrast schemes selected by user at operating system level, and all product user interface is generally usable in high contrast mode. A few user interface elements are not visible in this mode, but are still selectable and actionable.</p> <p>Product does not interfere with color schemes selected by user at operating system level. The main console of the product, however, is HTML based and requires a web browser to render it and interact with it. Color of text rendered in a browser is dictated by HTML markup rather than operating system color schemes, so color schemes selected by user at operating system level are not reflected in the main console of the product. Product does not offer options to customize user interface color schemes.</p> <p>The Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, are on the other hand developed utilizing Windows and other components which reflect color schemes selected by user at operating system level.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supported</p>	<p>Animation is seldom used in the product. It is used to indicate download of content updates in progress, and a clear text alternative is available.</p>
<p>(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.</p>	<p>Supported with minor exceptions</p>	<p>Product generally does not use color coding as the sole method to convey information, actions, prompting responses or distinguishing visual elements, with the exception of the Email Scanning Timeline graph in the Dashboard node of the main console, where the only way to distinguish between the different lines is through color.</p>

<p>(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.</p>	<p>Not applicable</p>	<p>Product does not permit user to adjust color and contrast settings.</p>
<p>(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.</p>	<p>Supported</p>	<p>Blinking text or objects are generally not used in GFI MailEssentials. The main console of the product is HTML based and requires a web browser to render it and interact with it. One off flickering of the console or elements thereof during refreshing of user interface elements, especially in the Dashboard node, cannot be excluded and are generally beyond the control of product. In any case, the console or elements thereof would generally flicker only once in such occurrences, and will never exceed a frequency of 1 Hz. Product is not explicitly tested for suitability for people suffering from epilepsy.</p>

<p>(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.</p>	<p>Not supported</p>	<p>The main console of the product is HTML based and requires a web browser to render it and interact with it. Keyboard alternatives, though contrived, are generally available, with exceptions - see (g) above. All elements of a form are generally labeled with text located in close proximity to the field that is to be completed, but HTML <LABEL> tags are not utilized, so a form element will probably not be associated with its corresponding label by a screen reader.</p> <p>In the Email Management Tools and Anti-Spam Synchronization Agent consoles, as well as Switchboard and Troubleshooter applications, keyboard alternatives are generally available. All elements of a form are generally labeled with text located in close proximity to the field that is to be completed, and a form element will generally be associated with its corresponding label by a screen reader.</p>
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Section 1194.22 Web-based Internet Information and Applications - Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and Explanations
<i>Please note that this section applies only to the main console of the product, since it is a web-based application.</i>		
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not supported	Text equivalent for every non-text element is not provided.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	Multimedia (audio/video) not utilized in product user interface.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supported with minor exceptions	Product generally does not use color coding as the sole method to convey information, actions, prompting responses or distinguishing visual elements, with the exception of the Email Scanning Timeline graph in the Dashboard node of the main console, where the only way to distinguish between the different lines is through color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not supported	The main console of the product is a web-based application (not a document) – it relies heavily on the use of associated style sheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Product does not make use of 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.	Not applicable	Product does not make use of image maps.
(g) Row and column headers shall be identified for data tables.	Not supported	Row and column headers are not identified for data tables.
(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	Markup is not used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.

(i) Frames shall be titled with text that facilitates frame identification and navigation	Not supported	Frames are generally not titled with text that facilitates frame identification and navigation.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supported	<p>Blinking text or objects are generally not used in GFI MailEssentials.</p> <p>One off flickering of the main console or elements thereof during refreshing of user interface elements, especially in the Dashboard node, cannot be excluded and are generally beyond the control of product. In any case, the console or elements thereof would generally flicker only once in such occurrences, and will never exceed a frequency of 1 Hz.</p> <p>Product is not explicitly tested for suitability for people suffering from epilepsy.</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.	Not supported	A text-only page with equivalent information or functionality is not provided when compliance cannot be accomplished in any other way. Since the main console is a web-application (not a document), its user interface and data cannot readily be represented and maintained in a text-only page.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Not supported	Scripting languages are used to display content and to create interface elements, but the information provided by the script is not identified with functional text that can be read by Assistive Technology.
(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	Product does not require applets, plug-ins or other applications to be present on the client system to interpret page content.
(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	Not supported	In the main console of the product keyboard alternatives, though contrived, are generally available, with exceptions - see 1194.21 (g) above. All elements of a form are generally labeled with text located in close proximity to the field that is to be completed, but HTML

form, including all directions and cues.		<LABEL> tags are not utilized, so a form element will probably not be associated with its corresponding label by a screen reader.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not supported	The main console of the product is a web-based application which allows one to navigate through it via a navigational tree in the left “pane” of the console – the nodes in this tree are effectively navigational links equivalent to the navigational links routinely placed in websites, often across the top, bottom, or side of a page. A method that permits users to skip these navigation links is not provided.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supported with exceptions	In a sense all responses in the main console of the product are timed responses, since the user will get logged out for security purposes if the console is not used for a period of time. The latter time period is however sufficient for someone utilizing assistive technology to provide responses without getting logged out. There is no alert when the user is logged out and there is no opportunity to indicate that more time is required. When this happens, the login screen is displayed again on the first user response, and user will need to log in again.

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**Section 1194.31 Functional Performance Criteria – Detail
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<i>Criteria</i>	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.	Supported with exceptions	Operation for users with lack of vision can only be achieved through Assistive Technologies with exceptions as outlined in sections 1194.21 and 1194.22 above.
(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	Screen magnifiers can be used.
(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	Product does not require user hearing for its operation.
(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	Product does not utilize audio information as part of its operation.

(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	Product does not require user speech for its operation.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supported with exceptions	The parts of the product that cannot be operated using the keyboard alone generally have significantly large target areas that would not cause problems for people with fine motor control limitations or limited reach and strength. See sections 1194.21 and 1194.22 above for exceptions in keyboard-only operation.

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Section 1194.41 Information, Documentation and Support - Detail
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<i>Criteria</i>	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	Supported	Documentation can be made available in text or audio format by request.
(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.	Supported	Further information about the accessibility and compatibility features of the product can be made available by request.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Technical support is available via audio (telephone) and text (chat or email).

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