

Client Name: Symantec	
Product Name: Symantec Endpoint Protection Manager Version 12	Date: 3/20/2015

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## Methods and Criteria

### Product Information:

The Symantec Endpoint Protection Manager Console provides an in-depth view of the network's security. It provides a central location from which to manage Symantec Endpoint Protection and Symantec Network Access Control.

Diagnostic testing was performed on a representative sampling of screens and components of the Symantec Endpoint Protection Suite, including the Management Console and the Network Access Center (SNAC). The Java & HTML-based tool has a server/management component, and a client component, the Protection client. It also has a browser-based reporting component, which is also used in the management console. The product as a whole makes use of Java AWT, Java Swing, HTML/DOM, and COM application programming interfaces, which all behave and communicate with the operating system in different ways, and are displayed in different ways to the user, whether on screen (visual) or through API calls (textual). The APIs are MSAA, DOM, and Java Accessibility API via the AccessBridge.

### AT/Testing Tools

In order to obtain the most reliable results from application testing, the Symantec Endpoint Suite was tested using a mix of techniques, all of which were performed manually. Application programming interface (AT) tools, including Java Ferret and the Microsoft Windows MSAA Toolkit 2.0 were used. Non-mouse access was tested using the keyboard using tabbing, available Windows and application shortcuts, and access keys. Also, the AIS Web Accessibility Toolbar was used to evaluate the HTML portions of the application (such as content areas). Where appropriate, references to the proper implementation, per the "IBM Developer Guidelines for Java Accessibility" are noted for the recommended repairs.

### Testing Criteria

The application was tested primarily against the Section 508 of the Rehabilitation Act Standards for software and web applications, due to its mixed use of technology in its products.

- 1194.21 Software Applications & Operating Systems
- 1194.22 Web-based Intranet and Internet Information and Applications
- 1194.31 Functional Performance Criteria.
- Usability Guidelines (based off of general usability heuristic best practices, such as [Nielsen's Heuristic Evaluation Guidelines](#))

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## Executive Summary

The Symantec Endpoint Protection Suite does meet some of the Section 508 compliance and accessibility standards, by use of the Java Swing API, but still fail to meet some of the standards, primarily in the Management Console product. The following issues were found site-wide, and are critical to bringing the product as close to Section 508 technical compliance as possible.

## Results per 1194.21 Software Applications & Operating Systems

### Keyboard Accessibility

Many application functions and areas in the Endpoint Protection Manager Product are not accessible using the keyboard only.

Some areas of the application could not be accessed via the keyboard, and textual information was not visible by the accessibility API inspection tools

### On Screen Focus

The application does not indicate the currently “focused” selection when using the keyboard in many areas throughout the Management Console. Furthermore, the current location of focus was difficult, if not impossible, to discern in some instances using assistive technology.

### Labels and other MSAA Information

Many controls (such as buttons, text fields, objects, and data areas) did NOT have names or roles defined which could not then be relayed to assistive technology tools.

Some controls, such as navigation buttons and information labels, were not accessible, due to the images representing the information not being accessible.

### Form Field Identification

Many of the forms used throughout the application did not have programmatic control/label bindings, which made them unidentifiable to assistive technology.

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## Results per 1194.22 Web-based intranet and Internet information and applications

### Text Equivalents

Many of the application areas (such as graphs and charts) make use of graphics which are not given adequate alternative description. Images including links comprised of images require ALT attributes.

### Tables

The application makes use of some data tables (in both the HTML and Java areas) in which heading cells are not labeled as headings Data tables require proper markup.

### Frame Titles

The application management console uses frames to separate navigation from content, and does not properly provide names for frames

### Form Fields

The form used in some of the content areas did not have proper label/control bindings; labels were not programmatically associated with the form fields.

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## VPAT

Since the VPAT must be comprehensive, all Section 508 issues on all pages must be corrected to achieve compliancy.

### Supporting Features (second column on VPAT)

<b>Supports</b>	Use this language when you determine the product fully meets the letter and intent of the Criteria.
<b>Supports with Exceptions</b>	Use this language when you determine the product does not fully meet the letter and intent of the Criteria, but provides some level of access relative to the Criteria.
<b>Supports through Equivalent Facilitation</b>	Use this language when you have identified an alternate way to meet the intent of the Criteria or when the product does not fully meet the intent of the Criteria.
<b>Supports when combined with Compatible AT</b>	Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible AT. For example, many software programs can provide speech output when combined with a compatible screen reader (commonly used assistive technology for people who are blind).
<b>Does not Support</b>	Use this language when you determine the product does not meet the letter or intent of the Criteria.
<b>Not Applicable</b>	Use this language when you determine that the Criteria do not apply to the specific product.
<b>Not Applicable - Fundamental Alteration Exception Applies</b>	Use this language when you determine a Fundamental Alteration of the product would be required to meet the Criteria (see the access board standards for the definition of "fundamental alteration").

### 1194.21 Software applications and operating systems

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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	Supports with Exceptions	Some functions cannot be accessed via the keyboard.

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discerned textually.		
(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.	Supports	The Symantec Endpoint Manager and its console do not interfere with assistive technology.
(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.	Supports with Exceptions	The focus is not track-able in some areas.
(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.	Supports with Exceptions	Some controls do not provide <i>Name</i> , <i>Role</i> and other identifying information to assistive technology.
(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.	Supports	Icon meaning is consistent throughout application
(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.	Supports with Exceptions	Textual information is not available in some areas.
(g) Applications shall not override user selected contrast and color selections	Does Not Support	The screens within the application did not respect user selected font

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and other individual display attributes.		size and color adjustments via Windows Accessibility features.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports	Product does not make use of animation
(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	Application also uses text to convey meaning of information presented with color
(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.	Supports	Application does not provide inherent tools to product color changes
(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.	Supports	Application does not make use of blinking text or 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.	Supports with Exceptions	Some controls do not provide <i>Name</i> , <i>Role</i> and other identifying information to assistive technology.

## 1194.22 Web-based Internet information and applications

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Does Not Support	Images do not have text equivalents.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	Multimedia is not used in the application
(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	Information presented in color is also conveyed through text

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(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports	Application does not make use of server-side 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.	Supports	Application does not make use of client-side image maps
(g) Row and column headers shall be identified for data tables.	Does Not Support	Row and column headings are not identified.
(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.	Supports	Application does not make use of data tables with two or more logical levels
(i) Frames shall be titled with text that facilitates frame identification and navigation	Does Not Support	Frame titles are not provided.
(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	
(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	
(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.	Supports with exceptions	Some interface elements are not available to 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	Not Applicable	



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with §1194.21(a) through (l).		
(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	Form fields are not programmatically labeled in a way assistive technology can determine the labels.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	No repetitive navigation links are used in the application
(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 by user

### 1194.31 Functional performance criteria

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(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 with Exceptions	The application does not fully support the use of assistive technology. Reference 1194.21 and 1194.22 for details.
(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.	Supports with Exceptions	The application does not fully support the use of assistive technology. Reference 1194.21 and 1194.22 for details.
(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.	Supports	
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall	Supports	Application does not make use of audio.

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be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		
(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.	Supports	
(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.	Supports with Exceptions	Some functions are not accessible via the keyboard.

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## Accessibility Report

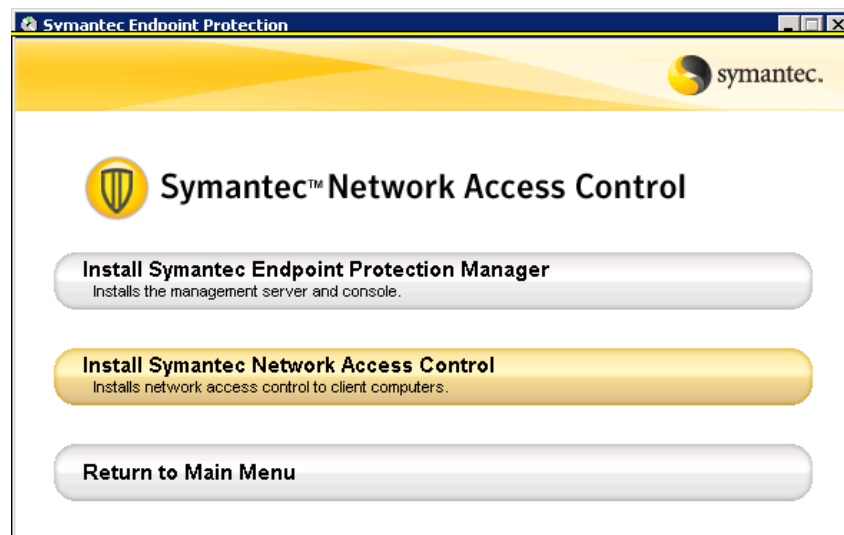
### Results per 1194.21 Software Applications & Operating Systems

#### Installation

##### Section 508

**1194.21(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.

Menu buttons are not keyboard accessible.



*Figure 1*

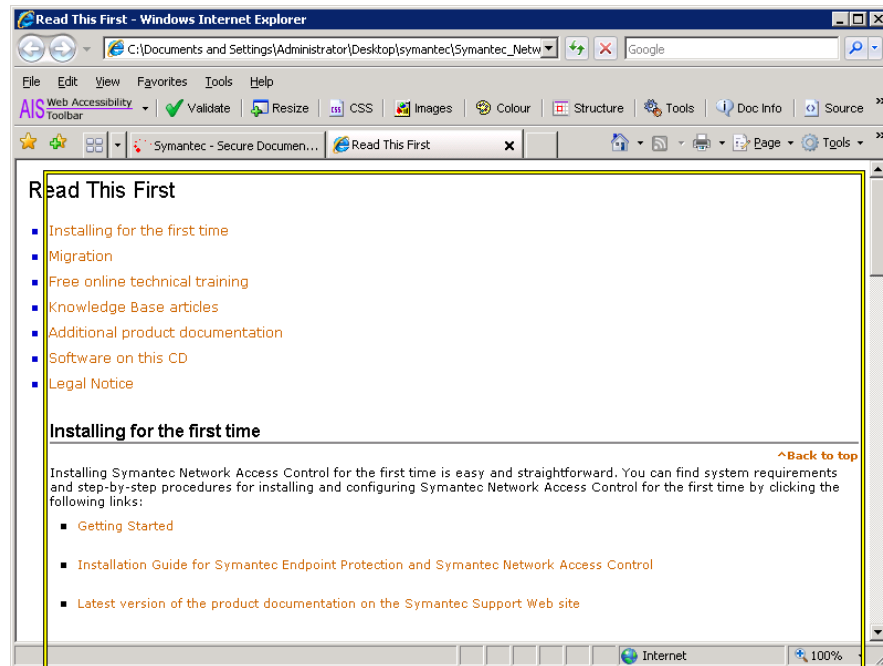
#### Recommendations

Enable keyboard support to allow the user to activate the functions via the keyboard. More information on accessibility and keyboard support for Java can be found at <http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#2.1>.

**1194.21(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.

'Help' page scripting did not provide a logical tab or reading order to the assistive technology tools.

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**Figure 2**

## Recommendations

Assistive technology depends on the tab order to determine the linearization of content. This way the information can be read to the user in the correct order so that it will be comprehensible.

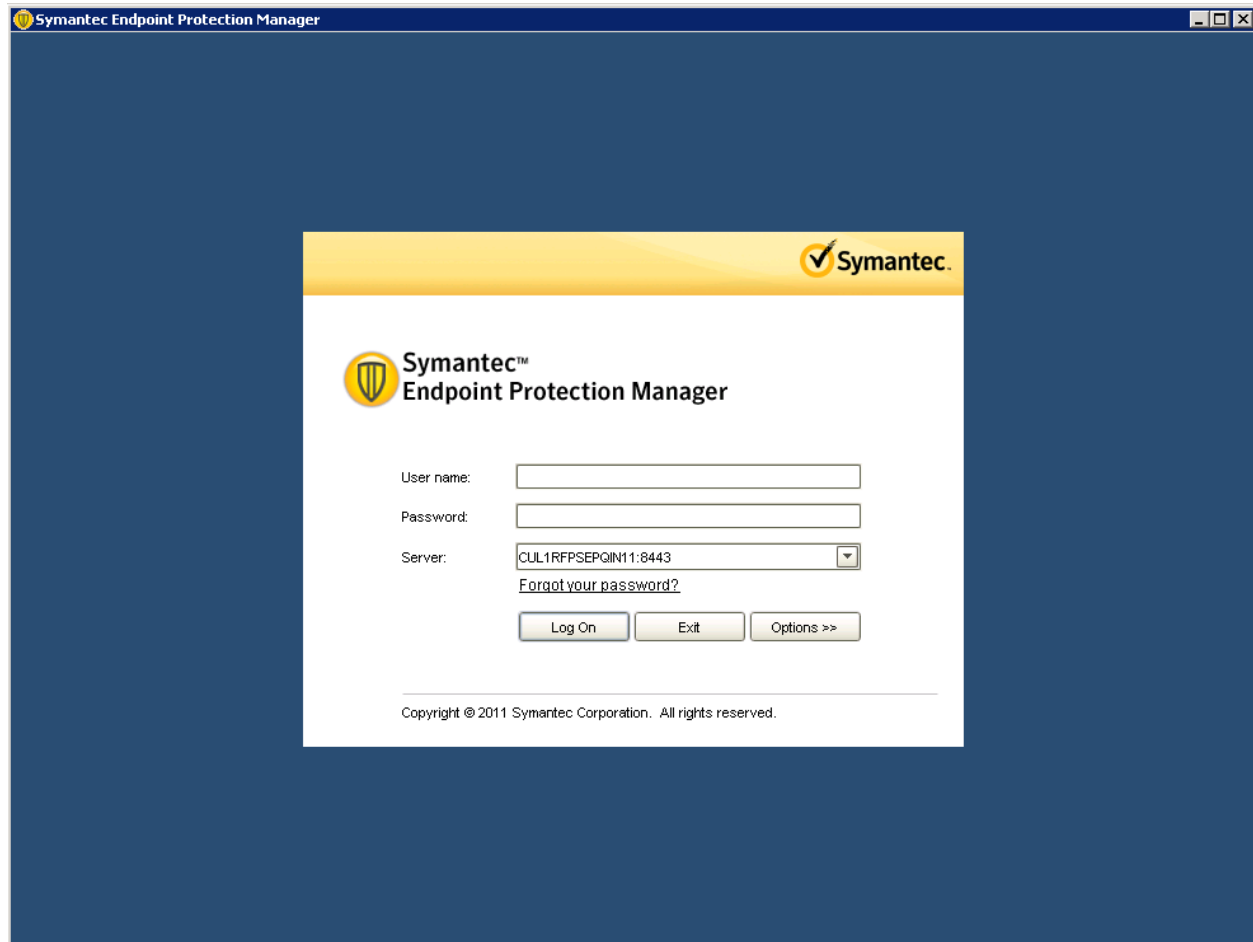
## Login

### Section 508

**1194.21(I) 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.**

Login, Password, and Server text fields are not accessible. The text boxes are not programmatically bound to the labels displayed next to the items, and therefore cannot be accessed reliably and consistently using assistive technology. LogOn and Exit buttons, however, do have proper naming, and are accessible to the accessibility APIs.

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**Figure 3**

## Recommendations

Form fields and labels (such as login and password fields) should be repaired, per the recommendations at ([http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#\\_LabelComp](http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#_LabelComp)

## Management Console

### Site Wide<sup>1</sup> Section 508

**1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.**

The screens within the application did not respect user selected font size and color adjustments via Windows Accessibility features.

## Recommendations

Ensure that the application does not override user settings.

<sup>1</sup> Issue is present on every screen.

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## Section 508

**1194.21(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.**

The Microsoft Operating System API (MSAA) or the Java Accessibility API does not receive adequate information about the content area, highlighted with a yellow box. The navigation, however, does properly read out the button names (e.g., “Home, Monitors”), as illustrated by the screenshot of Java Ferret detecting the button names. Graphs and charts are also in use, and not described textually.

The Management Console also makes use of data rows and headings, which are not correctly identified.

## Recommendations

Text, information about user interface controls, and descriptions for graphics all need to be provided. In Java this is done through the accessibility API's for Swing. More information on specific accessibility techniques using Swing can be found at <http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html> .

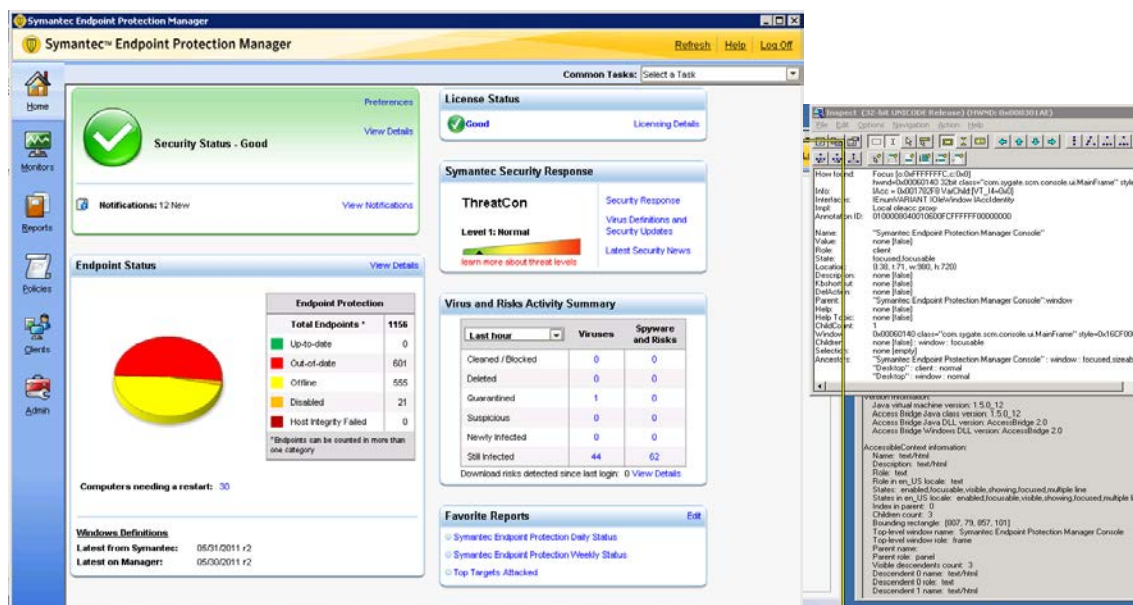


Figure 4

**1194.21(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**

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for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. The Management console is using different Java graphics APIs (using SunAWT instead of Swing), as illustrated in Figure 6 -- Java Ferret screen. This may cause assistive technology to continuously switch API calls, and may present an inconsistent, non-usable interface flow.

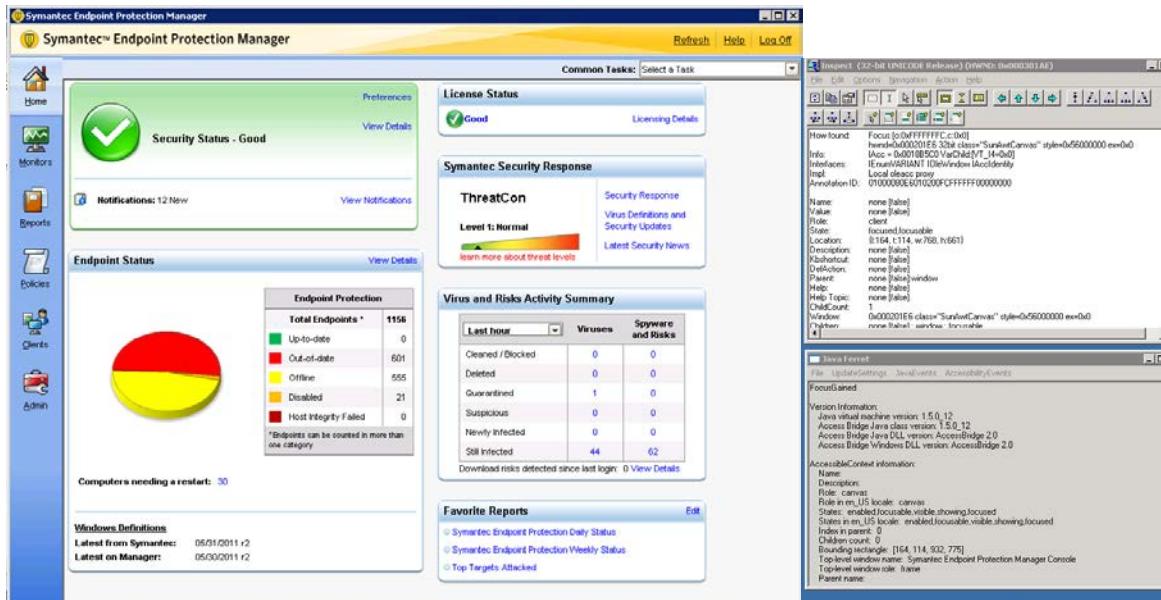


Figure 5

In Figure 7, Java Ferret is detecting the HTML/DOM API, which again causes different object models to be detected by assistive technology, causing a seamed user experience.

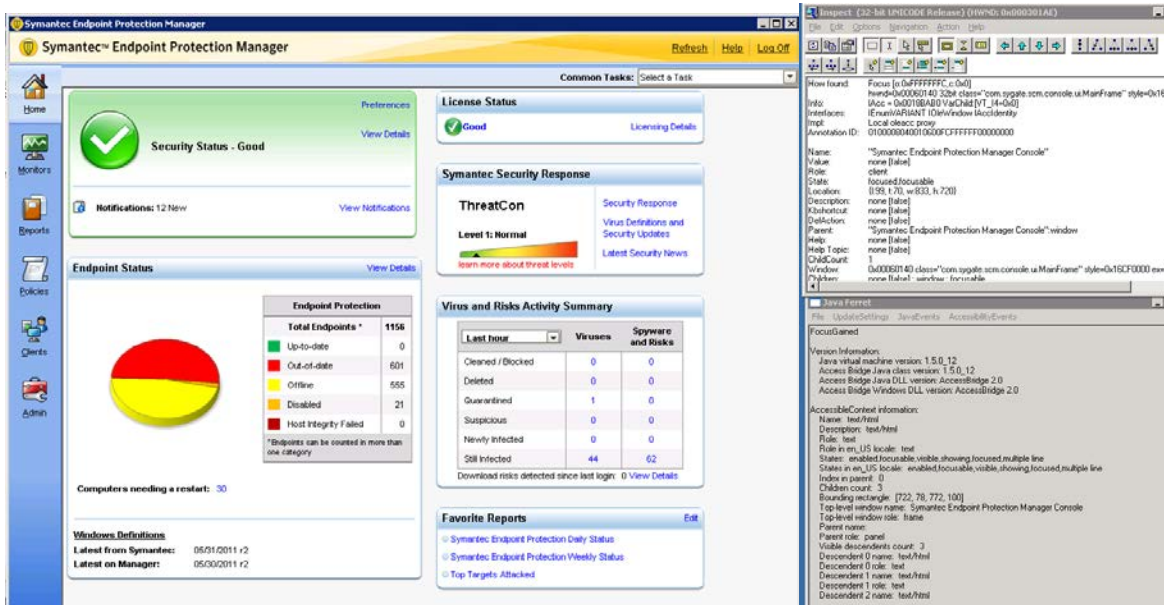


Figure 6



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## Recommendations

AWT does not support assistive technology. Swing and HTML do support assistive technology and likewise assistive technology supports them. To ensure an accessible experience, accessible technologies should be used.

**1194.21(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.**

Using the keyboard, switching between the content and navigation areas is not straightforward or possible.

## Recommendations

The use of access keys for different areas may alleviate this issue.

## Console > Policies

This section does not use the HTML structure that the other pages in the console did, but instead uses Swing and SunAWT. This mix of technology may cause some unpredictable results when using some assistive technologies, and should be monitored.

## Section 508

**1194.21(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.**

Some form fields are properly associated with labels. However, many form fields are NOT properly associated with labels in most screens and pop-up dialogs

## Recommendations

Content-area Form fields should be associated with respective tables, per the guidelines at ([http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#\\_LabelComp](http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#_LabelComp)). Ensure all text areas and form controls are keyboard accessible and can gain focus manually

**1194.21(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.**

Tree view did not correctly pass name and state information of tree elements to the Java Access Bridge.

## Recommendations

Name, role and state information needs to be provided for each user interface control through the accessibility API to enable assistive technology to work with the control and relay necessary information to the user. Swing does provide a tree component that has



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accessibility built in that can be used; using this component is the easiest way to gain accessibility.

**1194.21(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.**

Adding & modifying policies is not accessible via keyboard in some dialog windows.

### Recommendations

Ensure that functions can be accessed and used via the keyboard.

## Clients

This section does not use the HTML structure that the other pages in the console did, but instead uses Swing and SunAWT. This mix of technology MAY cause some unpredictable results when using some assistive technologies, and should be monitored.

### Section 508

**1194.21(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.**

Many form fields are NOT properly associated with labels in most screens and pop-up dialogs. Tables are not associated with proper headers.

### Recommendations

Associate labels with user interface controls and associate data cells with their corresponding header cells in data tables.

**1194.21(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.**

Tree view did not correctly pass name and state information of tree elements to the Java Access Bridge.

### Recommendations

Implement accessibility for the tree. The easiest method is to use the tree component available in Swing which has accessibility included.

## Admin

This section does NOT use the HTML structure that the other pages in the console did, but instead uses Swing and SunAWT. This mix of technology MAY cause some unpredictable results when using some assistive technologies, and should be monitored.

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## Section 508

**1194.21(I) 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.**

Some form fields and sliders are properly associated with labels. However, many form fields are NOT properly associated with labels in most screens and pop-up dialogs.

## Results per 1194.22 Web-based intranet and Internet information and applications

### Help

#### Section 508

**1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.**

The frames do not have descriptive titles.

#### Recommendations

Title the frames using the HTML Title attribute.

**1194.22(g) Row and column headers shall be identified for data tables.**

The tables do not denote their header cells.

#### Recommendations

Mark the header cells of data tables by placing the headers in TH tags.

### Console Home page

Mixed technology: Java Swing frame containing main application navigation (tabs) and content area within HTML/Internet Explorer Browser underneath each tab. May present unpredictable results with assistive technology, as Swing areas will be using the Java Access Bridge to expose itself to accessibility, whereas the content area will be communicating with assistive technology via the Document Object Model and the MSAA directly. Optimal solution would be to provide a uniform technology solution. In general, it is difficult for the user to tab between the navigation area (Java-based) and the content area (HTML) without a mouse. Shortcut keys or other keyboard aids need to be implemented to facilitate with this. Careful monitoring of this will be required with each release.

#### Section 508

**1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).**

The header icon does not have accessible name and description.

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## Recommendations

Provide a description by using an Alt attribute.

### **1194.22(g) Row and column headers shall be identified for data tables.**

Home (tab):Action Summary by Detection Count – table does not describe headers.

## Recommendations

Mark up header cells by using TH tags in HTML.

### **1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).**

Symantec Threatcon icon, as well as charts and graphs, do not have descriptive ALT attribute defined.

## Recommendations

Java-based graphics may be repaired per the guidelines at ([http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#\\_DescribelandG](http://www-03.ibm.com/able/guidelines/java/snsjavagessential.html#_DescribelandG))

### **1194.22(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.**

(All Tabs): Labels were not properly associated with the form fields.

## Recommendations

Content-area Form fields should be associated with respective labels, per the guidelines at (<http://www.webaim.org/techniques/forms/controls.php>)

### **1194.22(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.**

Color is the only indicator in pie charts

## Recommendations

Provide other reporting options which do not force the user to rely on color to discern information from graphs and charts.

## Console > Monitors

### Section 508

### **1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).**

Charts and graphs do not have descriptive ALT attribute defined.

## Recommendations

Provide a textual description.

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**1194.22(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.**

Labels were not properly associated with the form fields.

#### **Recommendations**

Content-area Form fields should be associated with respective labels, per the guidelines at (<http://www.webaim.org/techniques/forms/controls.php>)

## **Console > Reports**

### **Section 508**

**1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).**

Charts and graphs, do not have descriptive ALT attribute defined.

#### **Recommendations**

Provide text descriptions or other text-based methods such as tables to convey the information.

**1194.22(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.**

Labels were not properly associated with the form fields.

#### **Recommendations**

Content-area Form fields should be associated with respective labels, per the guidelines at (<http://www.webaim.org/techniques/forms/controls.php>)

**1194.22(g) Row and column headers shall be identified for data tables.**

Table does not describe headers.

#### **Recommendations**

Tables should use proper headings, per guidelines at (<http://www.webaim.org/techniques/tables/>).

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## Understanding the TecAccess Reports

### Executive Summary

The Executive Summary is a preview of the main points of our testing results; its goal is to provide a condensed version of the longer report's content. This report should help determine the key results of our findings.

### Accessibility Report

The Accessibility Report is a compilation of explanations of Section 508 standards and Worldwide Web Consortium Web Accessibility Guidelines (WCAG) that specifically pertain to the testing of your product. Each explanation offers techniques on how the standard can be applied and provides specific examples that are taken from our test cases on your product.

Additionally, we generally offer usability recommendations as a by-product of our assessments and audits. These Issues are broken down into two categories:

The Accessibility Report for your product is organized as the following:

1. General issue
2. Section 508, WCAG, or Usability
3. If Section 508 or WCAG, then the standard is quoted in bold.
4. Page(s) that issues are located
5. Specific issue
6. Recommendations to resolve the issue

### Section 508 Standards

All Section 508 issues are considered critical. Therefore, they must be remediated to achieve compliance with the Section 508 Technical Standards.