



## Voluntary Product Accessibility Template for ActivClient™ 6.1

**Date:** August 2007

**Name of Product:** ActivClient 6.1 (available in 4 editions: ActivClient and ActivClient CAC, each in 32-bit and 64-bit)

**Template source:**

[http://www.gsa.gov/gsa/cm\\_attachments/GSA\\_DOCUMENT/VPAT\\_R2-x26-c\\_0Z5RDZ-i34K-pR.doc](http://www.gsa.gov/gsa/cm_attachments/GSA_DOCUMENT/VPAT_R2-x26-c_0Z5RDZ-i34K-pR.doc)

**Template version:** version 1.2

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

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<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>Compliant with limitations.</p>	<p>Limitations:</p> <ul style="list-style-type: none"> <li>▪ Notification Pops up: the “Unattended Smart card” warning and the “No Reader” warning windows can not be closed with the keyboard only; however the windows close automatically after a configurable time-out (default is 5 seconds)</li> <li>▪ User Console: the standard tool bar is not accessible with the keyboard only; however all items of that tool bar are accessible using keyboard only through the Menus.</li> <li>▪ Advanced Configuration Manager: Settings configurable with the list windows can not be updated with keyboard only; however all the settings in the Advanced Configuration Manager are accessible through Windows Registry Editor as described in ActivClient Customization and Deployment Guide.</li> <li>▪ Advanced Diagnostics: Navigation within the diagnostics report is not accessible with the</li> </ul>

		keyboard only; however the reports can be saved in a file and accessed with the keyboard only.
(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.	Compliant.	ActivClient does not interfere with keyboard accessibility features built into 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.	Compliant with limitations.	<p>The current focus has on-screen indication and is always provided to Assistive Technology with these exceptions:</p> <ul style="list-style-type: none"> <li>▪ In the PIN Change Tool first screen, the focus is visibly on the default button (Next) but it is not spoken by Assistive Technology.</li> <li>▪ Advanced diagnostic dialog: the focus is visibly on the default button (Close) but it is not spoken by Assistive Technology.</li> <li>▪ About, Exit, Login dialogs: The focus is visibly on the default button (OK) but it is not spoken by Assistive Technology.</li> </ul>
(d) Sufficient information about a user interface element including the identity, operation and state of	Compliant with limitations.	See limitations in section 1194.31(a)

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.		
(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.	Compliant.	
(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.	Compliant with limitations.	See limitations in section 1194.31(a)
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Compliant.	
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Compliant.	The user can disable all User Console animations by modifying the setting "Play all the animations in the User Console" with the Advanced Configuration Manager.
(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.	Compliant with limitation.	ActivClient Agent (the system tray icon) goes from blue to red when the smart card is accessed. This status is purely informational and does not require any response from the user.
(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.	
(k) Software shall not use flashing	Compliant.	

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

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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
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Not Applicable.	
(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.	Not Applicable.	
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not Applicable.	
(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	Not Applicable.	

provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.		
(g) Row and column headers shall be identified for data tables.	Not Applicable.	
(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 Applicable.	
(i) Frames shall be titled with text that facilitates frame identification and navigation	Not Applicable.	
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Not Applicable.	
(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 Applicable.	
(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 Applicable.	
(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.	
(n) When electronic forms are designed to be completed on-line,	Not Applicable.	

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.		
(o) A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable.	
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Not Applicable.	

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.

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## Section 1194.23 Telecommunications Products – Detail Voluntary Product Accessibility Template

<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable.	
(b) Telecommunications products	Not Applicable.	

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

provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable.	
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable.	
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable.	
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable.	
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate	Not Applicable.	

shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable.	

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## Section 1194.31 Functional Performance Criteria – Detail

### Voluntary Product Accessibility Template

<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.	Compliant with limitations.	<p>Assistive Technology testing was performed with JAWS 8.0.2107U</p> <p>Limitations:</p> <ul style="list-style-type: none"> <li>▪ PIN Initialization Tool and User Console New Card dialog: <ul style="list-style-type: none"> <li>- Instructions in wizard and PIN policies are not spoken;</li> <li>- Unlock code is not spoken.</li> </ul> </li> <li>▪ PIN Change Tool: <ul style="list-style-type: none"> <li>Instructions in wizard and PIN policies are not spoken</li> </ul> </li> <li>▪ User Console: <ul style="list-style-type: none"> <li>- Menu items are not spoken;</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>- Smart Card Type Manufacturer and serial number are not spoken;</li> <li>- Smart card reader name is not spoken;</li> <li>- View unlock code dialog is not spoken;</li> <li>- Icons in Task view or Tree view are not spoken</li> <li>▪ Troubleshooting Wizard: Analysis in Progress screen is not spoken.</li> <li>▪ Unlock PIN dialog: <ul style="list-style-type: none"> <li>- PIN policies are not spoken;</li> <li>- Error messages are not spoken.</li> </ul> </li> <li>▪ Notifications Popup: Smart Card presence Warning and No Reader alert are not spoken</li> </ul>
<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>Compliant.</p>	<p>ActivClient relies on the Windows Accessibility options to provide Assistive Technology.</p>
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support</p>	<p>Compliant.</p>	

for Assistive Technology used by people who are deaf or hard of hearing shall be provided		
(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.	
(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.	Compliant.	
(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.	Compliant.	

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## **Section 1194.41 Information, Documentation and Support – Detail**

### **Voluntary Product Accessibility Template**

<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Compliant.	The end-user documentation is provided in both Acrobat (.pdf) and online help (.chm) format. ActivClient will provide the documentation in an alternate format upon request at no additional charge, provided that the alternate format can be generated using the Tools that ActivIdentity uses to produce the documentation.
(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.	Compliant.	This document can be provided in an alternate format upon request at no additional charge, provided that the alternate format can be generated using the Tools that ActivIdentity uses to produce the documentation.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Compliant.	Assistance from ActivIdentity Customer Service can be gained from the web, via email, or over the phone.

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