

Avaya Aura®

Appliance Virtualization Platform 7

Solution Deployment Manager

Voluntary Product Accessibility Template (VPAT)

Avaya Aura Appliance Virtualization Platform 7 is the virtualization hypervisor for Avaya Aura applications running on Avaya-provided servers.

Installation of the Avaya Aura Appliance Virtualization Platform requires the use of a supplied Microsoft Excel spreadsheet to enter customer-specific IP addresses and other network settings. This process creates an installation configuration file, which is saved onto a USB flash drive and then used as a kickstart file to perform an unattended install of the Appliance Virtualization Platform. After the unattended installation of the Appliance Virtualization Platform, the End-User License Agreement must be accepted via an SSH connection to the host. After the installation of the Appliance Virtualization Platform and the acceptance of the End-User License Agreement, all management of the Appliance Virtualization Platform and lifecycle management of the applications (virtual machines) is performed via the Solution Deployment Manager.

The statements in this document refer to the Solution Deployment Manager user interface, running as part of Avaya Aura System Manager or as a Solution Deployment Manager Client running locally on the administrator's PC. This interface is utilized only by administrators and is never accessed by end users.

Support Levels

Support Level	Description
Supports	Appliance Virtualization Platform fully meets the letter and intent of the criterion.
Supports with Exceptions/Minor Exceptions	Appliance Virtualization Platform does not fully meet the letter and intent of the criterion, but provides some level of access relative to the criterion.
Supports through Equivalent Facilitation	Appliance Virtualization Platform provides an alternate way to meet the intent of the criterion.
Supports when combined with Compatible Assistive Technology	Appliance Virtualization Platform fully meets the letter and intent of the criterion when used in combination with compatible assistive technology.
Does Not Support	Appliance Virtualization Platform does not meet the letter or intent of the criterion.
Not Applicable	The criterion does not apply.
Not Applicable – Fundamental Alteration Exception Applies	A fundamental alteration of Appliance Virtualization Platform is required to meet the criterion.

Compliance Summary

Criteria	Support Levels
Section 1194.21 Software Applications and Operating Systems	Does Not Support
Section 1194.22 Web-based Intranet and Internet Information and Applications	Does Not Support
Section 1194.23 Telecommunications Products	Not Applicable
Section 1194.24 Video and Multi-media Products	Not Applicable
Section 1194.25 Self-Contained, Closed Products	Not Applicable
Section 1194.26 Desktop and Portable Computers	Not Applicable
Section 1194.31 Functional Performance Criteria	Supports with Exceptions
Section 1194.41 Information, Documentation and Support	Supports

§ 1194.21 Software Applications and Operating Systems

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
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.	Supports with Exceptions	Not all product functional functions can be executed via the keyboard. Not all functions provide text feedback when executed.
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 for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supports	The Appliance Virtualization Platform interfaces do not disrupt or disable the accessibility features of operating systems, nor do they disrupt or disable the features or settings of other software applications.
1194.21(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	On some pages there is an automatic refresh every ten seconds. If a user accesses a function on this screen by “tabbing” to it, and then fails to execute the function prior to the automatic refresh, the function that had been selected by the user will no longer have focus.

<p>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.</p>	<p>Supports with Exceptions</p>	<p>Some of the Appliance Virtualization Platform pages have sub-menus that do not comply.</p>
<p>1194.21(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>Bitmap images have the same meaning throughout.</p>
<p>1194.21(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>Supports with Minor Exceptions</p>	<p>One of the Appliance Virtualization Platform pages presents graphs in which text is embedded within images.</p>
<p>1194.21(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports</p>	<p>Appliance Virtualization Platform does not override the contrast, color, or individual display attributes that are selectable via the operating system preferences or via the browser preferences.</p> <p>(Note: The operating system and browser preference settings apply only to text and not to images, such as the graphs that are presented by Appliance Virtualization Platform.)</p>
<p>1194.21(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>Does Not Support</p>	<p>The Appliance Virtualization Platform web pages use an animated progress indicator. This mode of presentation cannot be disabled by the user.</p>
<p>1194.21(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>Supports</p>	<p>In all cases where color is used for conveying information, it is accompanied by a change in the image that is discernible without color vision.</p>
<p>1194.21(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>1194.21(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>Supports</p>	

<p>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.</p>	<p>Does Not Support</p>	<p>While the majority of Appliance Virtualization Platform's form fields are explicitly labeled, its forms have a number of significant accessibility issues that can lead to errors and confusion.</p>
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§ 1194.22 Web-based Intranet and Internet Applications

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>1194.22(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Does Not Support</p>	<p>Appliance Virtualization Platform does not utilize images extensively. When images and other non-text elements are used, text equivalents are not provided in the majority of cases.</p> <p>Within the navigation tree control on the left side of pages, the level and state information is not indicated in an accessible manner. Within the image links that visually indicate level and state, the enclosed image elements have both alt and title attributes. Although the title attributes include meaningful textual equivalents, for image links, assistive technologies utilize the alt attribute, which is merely "Avaya" in these images. Further, the use of the identical h3 structural heading element for every element, regardless of level, misrepresents their level.</p> <p>When pages visually render links to serve as "page tabs", their role as tabs and the selection state is indicated visually, but without proper text equivalents. Also, these page tabs are preceded by a series of links whose name and purpose are not identified. They are not displayed visually because they have no link text, but browsers still include them in the tab order and assistive technologies will still attempt to describe them to users.</p> <p>A variety of data tables offer sortable column headers, but the sortability and sort direction action of these links is not indicated textually.</p> <p>Also, Appliance Virtualization Platform will dynamically display an alert icon and message link at the top of the page in response to certain user actions. However, when subsequent user action or circumstances render the alert no longer applicable, the alert icon and message is not dynamically removed from the page.</p>
<p>1194.22(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Not Applicable</p>	<p>Appliance Virtualization Platform does not use multimedia presentations.</p>

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.	Supports with Minor Exceptions	Some Appliance Virtualization Platform pages utilize page tabs that do not contain proper textual equivalents to indicate their role and state.
1194.22(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Minor Exceptions	In the Appliance Virtualization Platform "welcome" page, the visual order and the actual reading order of the three primary columnar sections are different.
1194.22(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Appliance Virtualization Platform does not contain image maps.
1194.22(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	Appliance Virtualization Platform does not contain image maps.
1194.22(g) Row and column headers shall be identified for data tables.	Does Not Support	Appliance Virtualization Platform utilizes sub-tables inside its data table header elements. The use of sub-tables makes the association between header cells and data cells unreliable. Also, Appliance Virtualization Platform does not identify the cells that serve as row headers.
1194.22(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	Appliance Virtualization Platform does not utilize complex data tables.
1194.22(i) Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Appliance Virtualization Platform utilizes inline frames to render the main content of most of its pages, as well as for other needs such as changing one's password. However, these frames fail to provide title attributes to identify them.
1194.22(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	Appliance Virtualization Platform does not cause the screen to flicker.
1194.22(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of these standards, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Does Not Support	There are no equivalent text-only pages.

<p>1194.22(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by assistive technology.</p>	<p>Support with Exceptions</p>	<p>Appliance Virtualization Platform uses scripting to dynamically display new form controls and alerts in response to user actions. However, the location or even the existence of this new content is not properly conveyed to assistive technology users.</p> <p>For example, some pages contain a table with a “Filter: Enable” link whose activation causes new text boxes to appear later in the table. Focus should be moved to the first newly-displayed field for the user to immediately recognize and use, but instead, focus is thrown to the beginning of the inline frame. Assistive technology users may not even recognize that new controls appeared, and would need to locate them manually. This issue also occurs in other pages.</p> <p>Also, Appliance Virtualization Platform will dynamically display an alert icon and message link at the top of the current inline frame if user actions warrant it. However, assistive technology users are not made aware of the alert's appearance in an accessible manner, which could lead to avoidable errors and confusion. Further, when subsequent user action or changed circumstances render the alert scenario no longer relevant, the alert is not dynamically removed from the page, which could also create confusion.</p>
<p>1194.22(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>	<p>Not Applicable</p>	<p>Appliance Virtualization Platform does not require the use of applets or plug-ins.</p>
<p>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.</p>	<p>Does Not Support</p>	<p>While the majority of Appliance Virtualization Platform's form fields are explicitly labeled, its forms have a number of significant accessibility issues that can lead to errors and confusion.</p>
<p>1194.22(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Does Not Support</p>	<p>The Appliance Virtualization Platform does not have skip links. Because it uses inline frames to render the main content unique to each page, the frame navigation commands offered by assistive technologies and browsers could serve as an acceptable method of skipping repetitive navigation links. However, because these inline frames do not provide title attributes, this requirement is not met.</p>
<p>1194.22(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Does Not Support</p>	<p>Appliance Virtualization Platform uses a time-based session that offers no warning or option to extend the session.</p>

§ 1194.31 Functional Performance Criteria

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
<p>1194.31(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.</p>	<p>Does Not Support</p>	<p>Most of the accessibility issues that directly impair the use of Appliance Virtualization Platform by users who are blind or visually impaired have been discussed in the technical paragraphs above. For details, please refer to §1194.22 paragraphs (a), (g), (h), (i), (l), (n), (o), and (p).</p> <p>Some additional problems occur that are more functional in nature. The most common problem is the lack of structural heading elements within the main content frame of pages. This significantly reduces screen reader users' ability to reliably comprehend and quickly navigate through pages.</p> <p>Also, in some pages, screen readers detect and will attempt to describe links that have no text. These links are not displayed visually and presumably have no purpose, but their appearance in the tab and reading order of pages causes confusion.</p>
<p>1194.31(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for assistive technology used by people who are visually impaired shall be provided.</p>	<p>Supports with Exceptions</p>	<p>In most respects, Appliance Virtualization Platform supports the needs of low-vision users and use with screen magnification software.</p> <p>One exception relates to insufficient color contrast in a few areas: active link text in the sidebar tree control, link text on active navigation tabs and the headings in the page content area.</p> <p>The lack of proper movement of focus when new content is dynamically displayed, coupled with the inappropriate movement of focus to the top of the frame in these same situations, can create problems for screen magnification users.</p>
<p>1194.31(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for assistive technology used by people who are deaf or hard of hearing shall be provided.</p>	<p>Supports</p>	<p>User hearing is not required in order to operate the product.</p>
<p>1194.31(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>	<p>Not Applicable</p>	

1194.31(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	User speech is not required in order to operate the product.
1194.31(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	Appliance Virtualization Platform provides good keyboard support for its controls and does not require fine motor control.

§ 1194.41 Information, Documentation and Support

<i>Criteria</i>	<i>Support Levels</i>	<i>Remarks and Explanations</i>
1194.41(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	Will provide upon request.
1194.41(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Avaya's point-of-contact for accessibility-related issues: Dr. Paul R. Michaelis Voice: 303-538-4101 TTY: 303-538-3740 prmichaelis@avaya.com

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Updated July 27, 2015