

SUSE Manager 4.3 Accessibility Conformance Report

Revised Section 508 Edition

Based on VPAT® Version 2.4

Introduction

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines.

The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

SUSE Manager 4.3 VPAT

Name of Product/Version

SUSE Manager 4.3

Report Date

December 1st, 2022

Product Description

Enterprise Linux system management tool

Contact Information

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Notes

SUSE Manager 4.3 is based on SUSE Linux Enterprise Server 15.

Assistive technologies such as a text reader or speech recognizer are provided as part of SUSE Linux Enterprise Server 15 (VPAT: <https://www.suse.com/products/accessibility/vpat-sles15/>)

Evaluation Methods Used

Conformance Levels were determined using evaluation processes that include proprietary test processes, skilled accessibility testers, accessibility testing tools (namely, the Axe extension and the Orca screen reader), general product knowledge and guidance from DHS Trusted Tester Program.

Applicable Standards/Guidelines

| Standard/Guideline | Included In Report |
|---|---|
| Web Content Accessibility Guidelines 2.0 | Level A (Yes) Level AA (Yes) Level AAA (No) |
| Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 | Yes |

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes: Aside from the web interface, this ICT includes command-line interface tools, and a programmatic API. All three methods offer the same functionality. The WCAG 2.0 Report section of this VPAT only refers to the web interface.

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| 1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | ICT does not include pre-recorded audio or video. |
| 1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | ICT does not include video. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | ICT does not include video. |
| 1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 1.3.2 Meaningful Sequence (Level A) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| <p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | Some features of the web interface expect the user to click with a mouse. Screen reader users will sometimes need to simulate mouse clicks and/or use the command-line interface. |
| <p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Timing is not used. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Moving content is not used. |
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Flashing is not used |
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs | Does Not Support | |
| <p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| <p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Does Not Support | The footer links appear after the navigation links but before the main content. (This applies to the SUSE Manager web interface, not to the documentation). |
| <p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | Some links do not have text labels. |
| <p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | | |
| 3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 3.2.2 On Input (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| 4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Partially Supports | Some buttons do not have text. Some form elements do not have labels. |

Table 2: Success Criteria, Level AA

Notes:

| | Criteria | Conformance Level | Remarks and Explanations |
|--|---|-------------------|--|
| | <p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | ICT does not include video content |
| | <p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | ICT does not include video content |
| | <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | Several themes are available for the web interface, including a high-contrast theme. |
| | <p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| | <p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) | Supports | |
| | <p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs | | |
| <p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | ICT does not include pages with text in multiple languages. |
| <p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | Supports | |
| <p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs | Supports | |
| <p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | |

| | Criteria | Conformance Level | Remarks and Explanations |
|--|--|-------------------|--------------------------|
| | <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| | <p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | |

Table 3: Success Criteria, Level AAA

Notes:

| | Criteria | Conformance Level | Remarks and Explanations |
|--|--|--------------------|--------------------------|
| | <p>1.2.6 Sign Language (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.2.7 Extended Audio Description (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.2.8 Media Alternative (Prerecorded) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.2.9 Audio-only (Live) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.4.6 Contrast (Enhanced) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.4.7 Low or No Background Audio (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.4.8 Visual Presentation (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>1.4.9 Images of Text (No Exception) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |
| | <p>2.1.3 Keyboard (No Exception) (Level AAA)</p> <p>Revised Section 508 – Does not apply</p> | Web: Not Evaluated | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--------------------------|
| 2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.4.8 Location (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.3.5 Help (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |
| 3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply | Web: Not Evaluated | |

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------|---|
| 302.1 Without Vision | Supports | <p>All functionality is available through a command line interface (which can be used together with a screen reader), and it is also programmatically available through an API.</p> <p>Alternatively, a web interface is provided. In the web UI, some links and form elements are not labeled, and a few links also expect the user to click with a mouse.</p> |
| 302.2 With Limited Vision | Partially Supports | <p>All functionality is available through a command line interface (which can be used together with a screen reader), and it is also exposed programmatically through an API.</p> <p>The web interface meets the guidelines for color contrast after switching the default low-contrast theme to the high-contrast theme included in the product.</p> |
| 302.3 Without Perception of Color | Supports | All functionality is available through a command line interface (which can be used together with a screen |

| Criteria | Conformance Level | Remarks and Explanations |
|---------------------------------------|-------------------|---|
| | | <p>reader), and it is also exposed programmatically through an API.</p> <p>Color is used only to complement information already available on screen (e.g. red/yellow/green to highlight results).</p> |
| 302.4 Without Hearing | Supports | ICT does not utilize audio feedback |
| 302.5 With Limited Hearing | Supports | ICT does not utilize audio feedback |
| 302.6 Without Speech | Supports | ICT does not utilize speech input |
| 302.7 With Limited Manipulation | Supports | <p>All functionality is available with limited manipulation through a command line interface that can be used in conjunction with a screen reader and speech recognition software to substitute input/output text from keyboard and screen.</p> <p>Alternatively, a web interface is provided. In the web UI, a few links expect the user to click with a mouse, which could create a challenge for users who cannot use a mouse.</p> |
| 302.8 With Limited Reach and Strength | Supports | All functionality is available with limited manipulation through a command line interface that can be used in conjunction with a screen reader and speech |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| | | recognition software to substitute input/output text from keyboard and screen. Alternatively, a web interface is provided. In the web UI, a few links expect the user to click with a mouse, which could create a challenge for users who cannot use a mouse. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Users who are not fluent in English, Japanese or Simplified Chinese would likely have difficulty using the product. Additional languages will be provided in Q1 2021. Users with learning or cognitive disabilities may also find the material to be difficult to understand, depending on the particular disability. |

Chapter 4: Hardware

Notes: This ICT product is a software-only product. No Hardware components included in SKU and all Chapter 4 has been marked as Not Applicable.

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|-------------------------------------|
| 402 Closed Functionality | Heading cell – no response required | Heading cell – no response required |
| 402.1 General | Heading cell – no response required | Heading cell – no response required |
| 402.2 Speech-Output Enabled | Heading cell – no response required | Heading cell – no response required |
| 402.2.1 Information Displayed On-Screen | Not Applicable | |
| 402.2.2 Transactional Outputs | Not Applicable | |
| 402.2.3 Speech Delivery Type and Coordination | Not Applicable | |
| 402.2.4 User Control | Not Applicable | |
| 402.2.5 Braille Instructions | Not Applicable | |
| 402.3 Volume | Heading cell – no response required | Heading cell – no response required |
| 402.3.1 Private Listening | Not Applicable | |
| 402.3.2 Non-private Listening | Not Applicable | |
| 402.4 Characters on Display Screens | Not Applicable | |
| 402.5 Characters on Variable Message Signs | Not Applicable | |
| 403 Biometrics | Heading cell – no response required | Heading cell – no response required |
| 403.1 General | Not Applicable | |
| 404 Preservation of Information Provided for Accessibility | Heading cell – no response required | Heading cell – no response required |
| 404.1 General | Not Applicable | |
| 405 Privacy | Heading cell – no | Heading cell – no |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| | response required | response required |
| 405.1 General | Not Applicable | |
| 406 Standard Connections | Heading cell – no response required | Heading cell – no response required |
| 406.1 General | Not Applicable | |
| 407 Operable Parts | Heading cell – no response required | Heading cell – no response required |
| 407.2 Contrast | Not Applicable | |
| 407.3 Input Controls | Heading cell – no response required | Heading cell – no response required |
| 407.3.1 Tactilely Discernible | Not Applicable | |
| 407.3.2 Alphabetic Keys | Not Applicable | |
| 407.3.3 Numeric Keys | Not Applicable | |
| 407.4 Key Repeat | Not Applicable | |
| 407.5 Timed Response | Not Applicable | |
| 407.6 Operation | Not Applicable | |
| 407.7 Tickets, Fare Cards, and Keycards | Not Applicable | |
| 407.8 Reach Height and Depth | Heading cell – no response required | Heading cell – no response required |
| 407.8.1 Vertical Reference Plane | Not Applicable | |
| 407.8.1.1 Vertical Plane for Side Reach | Not Applicable | |
| 407.8.1.2 Vertical Plane for Forward Reach | Not Applicable | |
| 407.8.2 Side Reach | Not Applicable | |
| 407.8.2.1 Unobstructed Side Reach | Not Applicable | |
| 407.8.2.2 Obstructed Side Reach | Not Applicable | |
| 407.8.3 Forward Reach | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 407.8.3.1 Unobstructed Forward Reach | Not Applicable | |
| 407.8.3.2 Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not Applicable | |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not Applicable | |
| 408 Display Screens | Heading cell – no response required | Heading cell – no response required |
| 408.2 Visibility | Not Applicable | |
| 408.3 Flashing | Not Applicable | |
| 409 Status Indicators | Heading cell – no response required | Heading cell – no response required |
| 409.1 General | Not Applicable | |
| 410 Color Coding | Heading cell – no response required | Heading cell – no response required |
| 410.1 General | Not Applicable | |
| 411 Audible Signals | Heading cell – no response required | Heading cell – no response required |
| 411.1 General | Not Applicable | |
| 412 ICT with Two-Way Voice Communication | Heading cell – no response required | Heading cell – no response required |
| 412.2 Volume Gain | Heading cell – no response required | Heading cell – no response required |
| 412.2.1 Volume Gain for Wireline Telephones | Not Applicable | |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not Applicable | |
| 412.3 Interference Reduction and Magnetic Coupling | Heading cell – no response required | Heading cell – no response required |
| 412.3.1 Wireless Handsets | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------------------------|-------------------------------------|
| 412.3.2 Wireline Handsets | Not Applicable | |
| 412.4 Digital Encoding of Speech | Not Applicable | |
| 412.5 Real-Time Text Functionality | Reserved for future | Reserved for future |
| 412.6 Caller ID | Not Applicable | |
| 412.7 Video Communication | Not Applicable | |
| 412.8 Legacy TTY Support | Heading cell – no response required | Heading cell – no response required |
| 412.8.1 TTY Connectability | Not Applicable | |
| 412.8.2 Voice and Hearing Carry Over | Not Applicable | |
| 412.8.3 Signal Compatibility | Not Applicable | |
| 412.8.4 Voice Mail and Other Messaging Systems | Not Applicable | |
| 413 Closed Caption Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 413.1.1 Decoding and Display of Closed Captions | Not Applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not Applicable | |
| 414 Audio Description Processing Technologies | Heading cell – no response required | Heading cell – no response required |
| 414.1.1 Digital Television Tuners | Not Applicable | |
| 414.1.2 Other ICT | Not Applicable | |
| 415 User Controls for Captions and Audio Descriptions | Heading cell – no response required | Heading cell – no response required |
| 415.1.1 Caption Controls | Not Applicable | |
| 415.1.2 Audio Description Controls | Not Applicable | |

Chapter 5: Software

Notes: Aside from the web interface (which is designed to work well with assistive technologies), this ICT includes command-line interface tools (whose output can be programmatically processed), and a programmatic Application Programming Interface (API). All three methods offer the same functionality.

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|-------------------------------------|
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 502 Interoperability with Assistive Technology | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | ICT is not Platform Software |
| 502.2.2 No Disruption of Accessibility Features | Supports | |
| 502.3 Accessibility Services | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Supports | |
| 502.3.2 Modification of Object Information | Supports | |
| 502.3.3 Row, Column, and Headers | Supports | |
| 502.3.4 Values | Supports | |
| 502.3.5 Modification of Values | Supports | |
| 502.3.6 Label Relationships | Supports | |
| 502.3.7 Hierarchical Relationships | Supports | |
| 502.3.8 Text | Supports | |
| 502.3.9 Modification of Text | Supports | |
| 502.3.10 List of Actions | Supports | |
| 502.3.11 Actions on Objects | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------------------------|---|
| 502.3.12 Focus Cursor | Supports | |
| 502.3.13 Modification of Focus Cursor | Supports | |
| 502.3.14 Event Notification | Partially Supports | Some notifications may not be directly available on the web interface but received by e-mail or written to log files. |
| 502.4 Platform Accessibility Features | Not Applicable | ICT is not a Platform or Platform Software |
| 503 Applications | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Not Applicable | Not Applicable for command-line tools |
| 503.3 Alternative User Interfaces | Not Applicable | Not Applicable for command-line tools |
| 503.4 User Controls for Captions and Audio Description | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | ICT does not utilize audio |
| 503.4.2 Audio Description Controls | Not Applicable | ICT does not utilize audio |
| 504 Authoring Tools | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not Applicable | ICT is not an authoring tool |
| 504.2.2 PDF Export | Not Applicable | ICT is not an authoring tool |
| 504.3 Prompts | Not Applicable | ICT is not an authoring tool |
| 504.4 Templates | Not Applicable | ICT is not an authoring tool |

Chapter 6: Support Documentation and Services

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|---|
| 601.1 Scope | Heading cell – no response required | Heading cell – no response required |
| 602 Support Documentation | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features | Not Applicable | ICT does not include specific accessibility features. |
| 602.3 Electronic Support Documentation | See WCAG 2.0 section | See information in WCAG 2.0 section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supported | Documentation is only provided in electronic form, both as HTML and PDF. |
| 603 Support Services | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Not Applicable | ICT is not a support service |
| 603.3 Accommodation of Communication Needs | Supports | Support is available by calling 1-800-971-3100 and also through live chat via https://www.suse.com |

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