

**Date:** April 25, 2017

**Name of Product:** Cisco Email Security Appliance v11.0

**Contact for more information:** [accessibility@cisco.com](mailto:accessibility@cisco.com)

The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v18, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

### Summary Table - Voluntary Product Accessibility Template

| Criteria                                                        | Supporting Features | Remarks and Explanations |
|-----------------------------------------------------------------|---------------------|--------------------------|
| Section 1194.21 Software Applications and Operating Systems     | Not Applicable      |                          |
| Section 1194.22 Web-based internet information and applications | Included            |                          |
| W3C WCAG 2.0 Checkpoints                                        | Included            |                          |
| 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                 | Included            |                          |
| Section 1194.41 Information, Documentation and Support          | Included            |                          |

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## **Version of the Product**

Cisco Email Security Appliance v11.0

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## Section 1194.22: Web-based Internet information and applications – Detail

| Clause     | Criteria                                                                                                                                                 | Status                   | Remarks and Explanations                                                                                                                  |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| 1194.22(a) | A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                                     | Supports with Exceptions | Some non-text elements do not have equivalent textual description.                                                                        |
| 1194.22(b) | Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.                                                     | Not Applicable           | Web site does not have multimedia content.                                                                                                |
| 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 Exceptions | Some information is conveyed through the use of color.                                                                                    |
| 1194.22(d) | Documents shall be organized so they are readable without requiring an associated style sheet.                                                           | Supports with Exceptions | Equivalent Facilitation is provided to support low vision users in high contrast. Some elements are not visible in high contrast schemes. |
| 1194.22(e) | Redundant text links shall be provided for each active region of a server-side image map.                                                                | Not Applicable           | Web site does not have server-side image map.                                                                                             |
| 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           | Web site does not have client-side image map.                                                                                             |
| 1194.22(g) | Row and column headers shall be identified for data tables.                                                                                              | Supports with Exceptions | Some simple data tables are not fully supported by screen reader software.                                                                |
| 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.             | Supports with Exceptions | Some complex data tables are not fully supported by screen reader software.                                                               |
| 1194.22(i) | Frames shall be titled with text that facilitates frame identification and navigation.                                                                   | Not Applicable           | Web site does not have frames.                                                                                                            |

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|            |                                                                                                                                                                                                                                                                                              |                          |                                                               |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|---------------------------------------------------------------|
| 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.                                                                                                                                                                      | Not Applicable           | Web site does not have flashing content.                      |
| 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 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. | Does not Support         | No text-only page provided.                                   |
| 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.                                                                        | Supports with Exceptions | Some elements are not fully accessible by keyboard.           |
| 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).                                                             | Not Applicable           | Web site does not have applet or plug-in content.             |
| 1194.22(n) | When electronic forms are designed to be completed online, 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 forms are not fully supported by screen reader software. |
| 1194.22(o) | A method shall be provided that permits users to skip repetitive navigation links.                                                                                                                                                                                                           | Does not Support         | A method to skip repetitive navigation links is not provided. |
| 1194.22(p) | When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.                                                                                                                                                                    | Not Applicable           | Web site does not require a timed response.                   |

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## W3C WCAG 2.0 Checkpoints – Detail

| Checkpoint | Description                                          | Status                   | Remarks and Explanations                                                                                       |
|------------|------------------------------------------------------|--------------------------|----------------------------------------------------------------------------------------------------------------|
| 1.1.1 (A)  | Non text content                                     | Supports with Exceptions | Some images do not have a full text equivalent.                                                                |
| 1.2.1 (A)  | Audio-only and Video-only (Prerecorded)              | Not Applicable           | No audio or video content                                                                                      |
| 1.2.2 (A)  | Captions (Prerecorded)                               | Not Applicable           | No audio or video content                                                                                      |
| 1.2.3 (A)  | Audio Description or Media Alternative (Prerecorded) | Not Applicable           | No audio or video content                                                                                      |
| 1.2.4 (AA) | Captions (Live)                                      | Not Applicable           | No audio or video content                                                                                      |
| 1.2.5 (AA) | Audio Description (Prerecorded)                      | Not Applicable           | No audio or video content                                                                                      |
| 1.3.1 (A)  | Info and Relationships                               | Supports with Exceptions | Some forms and tables are not fully supported by screen reader software.                                       |
| 1.3.2 (A)  | Meaningful Sequence                                  | Supports                 |                                                                                                                |
| 1.3.3 (A)  | Sensory Characteristics                              | Not Applicable           | No use of sensory characteristics                                                                              |
| 1.4.1 (A)  | Use of Color                                         | Supports with Exceptions | Some information is conveyed through the use of color.                                                         |
| 1.4.2 (A)  | Audio Control                                        | Not Applicable           | No audio content                                                                                               |
| 1.4.3 (AA) | Contrast (Minimum)                                   | Supports with Exceptions | Some text does not meet the minimum contrast ratio.<br>Some elements are not visible in high contrast schemes. |
| 1.4.4 (AA) | Resize Text                                          | Supports                 |                                                                                                                |
| 1.4.5 (AA) | Images of Text                                       | Not Applicable           | No images of text                                                                                              |
| 2.1.1 (A)  | Keyboard                                             | Supports with Exceptions | Some elements are not keyboard accessible.                                                                     |
| 2.1.2 (A)  | No Keyboard Trap                                     | Supports                 |                                                                                                                |
| 2.2.1 (A)  | Timing Adjustable                                    | Not Applicable           | No time limits used                                                                                            |
| 2.2.2 (A)  | Pause, Stop, Hide                                    | Not Applicable           | No moving or scrolling content                                                                                 |

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|            |                                           |                          |                                                                                  |
|------------|-------------------------------------------|--------------------------|----------------------------------------------------------------------------------|
| 2.3.1 (A)  | Three Flashes or Below Threshold          | Not Applicable           | No flashing content                                                              |
| 2.4.1 (A)  | Bypass Blocks                             | Supports with Exceptions | A method to bypass blocks is not provided.                                       |
| 2.4.2 (A)  | Page Titled                               | Supports                 |                                                                                  |
| 2.4.3 (A)  | Focus Order                               | Supports                 |                                                                                  |
| 2.4.4 (A)  | Link Purpose (In Context)                 | Supports                 |                                                                                  |
| 2.4.5 (AA) | Multiple Ways                             | Supports with Exceptions | Some pages only have one method of being navigated to.                           |
| 2.4.6 (AA) | Headings and Labels                       | Supports                 |                                                                                  |
| 2.4.7 (AA) | Focus Visible                             | Supports with Exceptions | Some elements do not have visible navigational focus.                            |
| 3.1.1 (A)  | Language of Page                          | Supports with Exceptions | Some pages do not declare the language attributes.                               |
| 3.1.2 (AA) | Language of Parts                         | Not Applicable           | Only one language used.                                                          |
| 3.2.1 (A)  | On Focus                                  | Supports                 |                                                                                  |
| 3.2.2 (A)  | On Input                                  | Supports                 |                                                                                  |
| 3.2.3 (AA) | Consistent Navigation                     | Supports                 |                                                                                  |
| 3.2.4 (AA) | Consistent Identification                 | Supports                 |                                                                                  |
| 3.3.1 (A)  | Error Identification                      | Supports                 |                                                                                  |
| 3.3.2 (A)  | Labels or Instructions                    | Supports                 |                                                                                  |
| 3.3.3 (AA) | Error Suggestion                          | Supports                 |                                                                                  |
| 3.3.4 (AA) | Error Prevention (Legal, Financial, Data) | Not Applicable           | No legal or financial data                                                       |
| 4.1.1 (A)  | Parsing                                   | Supports with Exceptions | Some elements have the same ID attribute.                                        |
| 4.1.2 (A)  | Name, Role, Value                         | Supports with Exceptions | Name and role of some elements are not announced correctly by the screen reader. |

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## Section 1194.31: Functional Performance Criteria – Detail

| Clause     | Criteria                                                                                                                                                                                                                                                                                                | Status                   | Remarks and Explanations                                        |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------------------------------------|
| 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.                                                                                  | Supports with Exceptions | For exceptions see remarks for 1194.22 (a)(c)(g)(h)(k)(l)(n)(o) |
| 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. | Supports with Exceptions | For exceptions see remarks for 1194.22 (d)                      |
| 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                                                                                     | Supports                 |                                                                 |
| 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.                                                                  | Supports                 |                                                                 |
| 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                 |                                                                 |
| 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                 |                                                                 |

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## Section 1194.41: Information, Documentation and Support - Detail

| Clause     | Criteria                                                                                                                                                                                  | Status   | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1194.41(a) | Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge                                                    | Supports | Accessible documentation is available through Cisco TAC 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 | Accessible documentation is available through Cisco TAC upon request.                                                                                                                                                                                                                                                                                                                                                                         |
| 1194.41(c) | Support services for products shall accommodate the communication needs of end-users with disabilities.                                                                                   | Supports | Cisco conforms through equal facilitation. Customers may reach Cisco Technical Assistance Center (TAC) via Phone, Email or Web Form. All cases open through email or web are opened as Priority 3 cases. All Priority 1 or Priority 2 case can only be opened via the telephone. TTY users must call the Text Relay Service (TRS) by dialing 711 or their state Video Relay Service (VRS) and have the TRS agent contact Cisco TAC via voice. |

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## Supporting Feature (Status) Terminology

The result of "Accessibility Testing" assists in the determination of the Supporting Features.

| Supporting Features or Status                               | Description                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Supports                                                    | Use this language when you determine the product fully meets the letter and intent of the Criteria.                                                                                                                                                                                                                                                                                                                  |
| Supports with Exceptions                                    | 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. Please document the exception in the "Remarks and Explanations" column.                                                                                                                                                                      |
| Supports through Equivalent Facilitation                    | 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. Please document the exception in the "Remarks and Explanations" column.                                                                                                                                                                           |
| Supports when combined with Compatible Assistive Technology | Use this language when you determine the product fully meets the letter and intent of the Criteria when used in combination with Compatible Assistive Technology. 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). Please document the exception in the "Remarks and Explanations" column. |
| Does not Support                                            | Use this language when you determine the product does not meet the letter or intent of the Criteria. Please document the reason in the "Remarks and Explanations" column.                                                                                                                                                                                                                                            |
| Not Applicable                                              | Use this language when you determine that the Criteria do not apply to the specific product. For example, many web applications don't have video content the "Not Applicable" can be used. Please state "The application does not have any video content" in the "Remarks and Explanations" column. Please document the reason in the "Remarks and Explanations" column.                                             |

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