Date: November 10, 2016
Name of Product: Cisco Identity Services Engine (ISE) v2.2
Contact for more information: accessibility@cisco.com

The following testing was done on a Windows 10 with Freedom Scientific's JAWs screen reader v17, Microsoft Accessibility Options (Filter keys and Display/Contrast settings), and standard Keyboard.

This VPAT covers the following portals: Sponsor Portal, My Device Portal, Sponsored Guest Portal, Hotspot Portal, Client Provisioning Portal, MDM Portal, BYOD Portal, Certificate Provisioning Portal and Administration Interface.

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	User portals
W3C WCAG 2.0 Checkpoints	Included	User portals
Section 1194.22 Web-based internet information and applications	Included	Administration Interface
W3C WCAG 2.0 Checkpoints	Included	Administration Interface
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

Identity Services
Engine

Version **2.2.0.351**
Product Identifier (PID) **ISE-VM-K9**
Version Identifier (VID) **V01**
Serial Number (SN) **I6M2H9BJLOP**
ADE-OS Version **3.0.2.191**

Provide Feedback

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

Cisco Identity Services Engine (ISE) v2.2 - User portals

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 contents do not have alternative text.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The portals do 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	
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	The portals do not have server-side 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	The portals do not have server-side image maps.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports with Exceptions	Some data tables do not fully support 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.	Not Applicable	The portals do not have complex table structure.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Some frames do not fully support screen reader software.

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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	The portals do 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	The portals do not have text-only pages.
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 pages with scripting languages do not fully support screen reader software.
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	The portals do not have applet or plug-in content.
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.	Supports with Exceptions	Some forms do not fully support screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Not Applicable	The portals do not have navigation links.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	The portals do not have a feature which allows the user to adjust or change the timeout session.

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W3C WCAG 2.0 Checkpoints – Detail

Cisco Identity Services Engine (ISE) v2.2 – User portals

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text content does not fully support screen reader software.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no multimedia content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no multimedia content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some form elements and data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	There are no sensory characteristics of components.
1.4.1 (A)	Use of Color	Supports	
1.4.2 (A)	Audio Control	Not Applicable	There is no audio control.
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some texts do not meet the contrast ratio minimum requirement. 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	There is no image of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not accessible with keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	

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2.2.1 (A)	Timing Adjustable	Does Not Support	Session times out without allowing user to turn off or adjust the time limit.
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	There is no moving, blinking, scrolling, or auto-updating information object.
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	There are no flashing objects.
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	Some frames do not have TITLE attribute.
2.4.2 (A)	Page Titled	Supports	
2.4.3 (A)	Focus Order	Supports with Exceptions	Some elements do not maintain a logical focus order.
2.4.4 (A)	Link Purpose (In Context)	Supports	
2.4.5 (AA)	Multiple Ways	Not Applicable	The portal have a small number of pages.
2.4.6 (AA)	Headings and Labels	Supports	
2.4.7 (AA)	Focus Visible	Supports with Exceptions	Some elements do not have visible focus.
3.1.1 (A)	Language of Page	Supports	
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple languages.
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 with Exceptions	Screen reader does not announce the instruction for some form controls.
3.3.3 (AA)	Error Suggestion	Supports	
3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Not Applicable	There is no legal or financial information.

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4.1.1 (A)	Parsing	Supports with Exceptions	Some elements have same ID attribute on a page.
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	Some widgets do not have corrected Name, Role and Value.

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

Cisco Identity Services Engine (ISE) v2.2 – Administration Interface

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 contents do not have alternative text.
1194.22(b)	Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	The product 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	Data chart uses only color to convey the information.
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	The product does not have server-side 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	The product does not have server-side image maps.
1194.22(g)	Row and column headers shall be identified for data tables.	Supports with Exceptions	Some data tables do not fully support 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.	Not Applicable	The product does not have complex table structure.
1194.22(i)	Frames shall be titled with text that facilitates frame identification and navigation.	Does Not Support	Some frames do not fully support screen reader software.

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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	The product 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	The product does not have text-only pages.
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 pages with scripting languages do not fully support screen reader software.
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	The product does not have applet or plug-in content.
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.	Supports with Exceptions	Some forms do not fully support screen reader software.
1194.22(o)	A method shall be provided that permits users to skip repetitive navigation links.	Does Not Support	The product does not have a method to skip repetitive navigation links.
1194.22(p)	When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does Not Support	The product does not have a feature which allows the user to adjust or change the timeout session.

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W3C WCAG 2.0 Checkpoints – Detail

Cisco Identity Services Engine (ISE) v2.2 – Administration Interface

Checkpoint	Description	Status	Remarks and Explanations
1.1.1 (A)	Non text content	Supports with Exceptions	Some non-text content does not fully support screen reader software.
1.2.1 (A)	Audio-only and Video-only (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.2 (A)	Captions (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.3 (A)	Audio Description or Media Alternative (Prerecorded)	Not Applicable	There is no multimedia content.
1.2.4 (AA)	Captions (Live)	Not Applicable	There is no multimedia content.
1.2.5 (AA)	Audio Description (Prerecorded)	Not Applicable	There is no multimedia content.
1.3.1 (A)	Info and Relationships	Supports with Exceptions	Some form elements and data tables do not fully support screen reader software.
1.3.2 (A)	Meaningful Sequence	Supports	
1.3.3 (A)	Sensory Characteristics	Not Applicable	There are no sensory characteristics of components.
1.4.1 (A)	Use of Color	Supports with Exceptions	Data chart uses only color to convey the information.
1.4.2 (A)	Audio Control	Not Applicable	There is no audio control.
1.4.3 (AA)	Contrast (Minimum)	Supports with Exceptions	Some texts do not meet the contrast ratio minimum requirement. 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	There is no image of text.
2.1.1 (A)	Keyboard	Supports with Exceptions	Some elements are not accessible with keyboard.
2.1.2 (A)	No Keyboard Trap	Supports	

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2.2.1 (A)	Timing Adjustable	Does Not Support	Session times out without allowing user to turn off or adjust the time limit.
2.2.2 (A)	Pause, Stop, Hide	Not Applicable	There is no moving, blinking, scrolling, or auto-updating information object.
2.3.1 (A)	Three Flashes or Below Threshold	Not Applicable	There are no flashing objects.
2.4.1 (A)	Bypass Blocks	Supports with Exceptions	Some frames do not have TITLE attribute. The product does not have a method to skip repetitive navigation links.
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	Does Not Support	The product does not have at least 2 ways to locate a webpage.
2.4.6 (AA)	Headings and Labels	Supports with Exceptions	The product does not have headings.
2.4.7 (AA)	Focus Visible	Supports with Exceptions	Some elements do not have visible focus.
3.1.1 (A)	Language of Page	Supports with Exceptions	Some pages do not have LANG attribute.
3.1.2 (AA)	Language of Parts	Not Applicable	There are no multiple languages.
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 with Exceptions	Screen reader does not announce the instruction for some form controls.
3.3.3 (AA)	Error Suggestion	Supports	

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3.3.4 (AA)	Error Prevention (Legal, Financial, Data)	Not Applicable	There is no legal or financial information.
4.1.1 (A)	Parsing	Supports with Exceptions	Some elements have same ID attribute on a page.
4.1.2 (A)	Name, Role, Value	Supports with Exceptions	Some widgets do not have corrected Name, Role and Value.

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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) (g) (i) (l) (n) (o) (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.	Supports with Exceptions	For exceptions see remarks for 1194.22 (c) (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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