



Accessibility Conformance Report

International Edition

(Based on VPAT[®] Version 2.5 Rev)

Name of Product/Version: Recovery Manager for Active Directory Edition; Recovery Manager for Active Directory Forest Recovery Edition; Recovery Manager for Active Directory Disaster Recovery Edition 10.4

Report Date: February 2026

Product Description: Automate and accelerate Active Directory recovery. Ransomware is today's most disruptive cyber threat, and Active Directory is increasingly in its crosshairs. Recovery Manager for Active Directory Disaster Recovery Edition slashes AD forest recovery time from days or weeks to just hours, giving you peace of mind that an AD disaster will not become a business disaster.

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Evaluation Methods Used: To prepare this document for Quest Recovery Manager for Active Directory, testing was completed based on general product knowledge and criteria was evaluated across multiple components and common functions of the product. The product includes 2 consoles – the Recovery Manager Console, and the Forest Recovery console. Each console was tested and evaluated and a sampling of these screens tested using assistive technology programs. In addition to traditional exploratory testing of the product for each criteria, multiple assistive technology programs were also used. Test was performed using Audio NVDA tool to evaluate a screen reader. Accessibility Insights was used to evaluate a sampling of screens – scans were performed on these screens for issues and Accessibility Insights Contrast was also used. Reports and output of these tests have been retained and were used to document our conformance level for each criteria.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.1	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Web Content Accessibility Guidelines 2.2	Level A (Yes / No) Level AA (Yes / No) Level AAA (Yes / No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes / No)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes / No)

Terms

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

- **Supports:** The functionality has at least one method that meets the criterion without known defects or is equivalent.
- **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.

WCAG 2.x Report

Tables 1 and 2 below also document conformance with:

- EN 301 549:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services

- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.1.1 (Web) ● 10.1.1.1 (Non-web document) ● 11.1.1.1.1 (Open Functionality Software) ● 11.1.1.1.2 (Closed Functionality Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Recovery Manager for Active Directory contains graphical elements that are not fully described by the accompanying text.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.1 (Web) ● 10.1.2.1 (Non-web document) ● 11.1.2.1.1 (Open Functionality Software) ● 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p>		

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.2 (Web) ● 10.1.2.2 (Non-web document) ● 11.1.2.2 (Open Functionality Software) ● 11.1.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.3 (Web) ● 10.1.2.3 (Non-web document) ● 11.1.2.3.1 (Open Functionality Software) ● 11.1.2.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.1 (Web) ● 10.1.3.1 (Non-web document) ● 11.1.3.1.1 (Open Functionality Software) 	<p>Partially Supports</p>	<p>Recovery Manager for Active Directory uses semantically correct markup so that information, structure, and</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.1.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		relationships can be understood independent of presentation. The product is not fully tested according to this requirement.
<p>1.3.2 Meaningful Sequence (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.2 (Web) ● 10.1.3.2 (Non-web document) ● 11.1.3.2.1 (Open Functionality Software) ● 11.1.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Recovery Manager for Active Directory generates semantically correct markup to allow assistive technologies to interpret the meaning of content and controls. The product is not fully tested according to this requirement.
<p>1.3.3 Sensory Characteristics (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.3.3 (Web) ● 10.1.3.3 (Non-web document) ● 11.1.3.3 (Open Functionality Software) ● 11.1.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508	Partially Supports	Recovery Manager for Active Directory does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand the content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.1 (Web) ● 10.1.4.1 (Non-web document) ● 11.1.4.1 (Open Functionality Software) ● 11.1.4.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.2 (Web) ● 10.1.4.2 (Non-web document) ● 11.1.4.2 (Open Functionality Software) ● 11.1.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Recovery Manager for Active Directory does not include audio or video content.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p>		

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.1 (Web) ● 10.2.1.1 (Non-web document) ● 11.2.1.1.1 (Open Functionality Software) ● 11.2.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Recovery Manager for Active Directory supports standard keyboard navigation and input functions for most of our screens. There are some exceptions for some screens available in the product where this can be improved.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.2 (Web) ● 10.2.1.2 (Non-web document) ● 11.2.1.2 (Open Functionality Software) ● 11.2.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Supports</p>	<p>Recovery Manager for Active Directory supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.1.4 (Web) ● 10.2.1.4 (Non-web document) ● 11.2.1.4.1 (Open Functionality Software) ● 11.2.1.4.2 (Closed Software) 	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.1 (Web) ● 10.2.2.1 (Non-web document) ● 11.2.2.1 (Open Functionality Software) ● 11.2.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	Users cannot adjust or extend a session limit by any action.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.2.2 (Web) ● 10.2.2.2 (Non-web document) ● 11.2.2.2 (Open Functionality Software) ● 11.2.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Recovery Manager for Active Directory does not include moving, blinking, scrolling. But the content in product lists and tables is updated periodically by software when a user requested operation on it. The information update can be stopped if the user stops the updating operation.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.3.1 (Web) ● 10.2.3.1 (Non-web document) ● 11.2.3.1 (Open Functionality Software) ● 11.2.3.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>Recovery Manager for Active Directory does not use flashing interface elements.</p>
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.1 (Web) ● 10.2.4.1 (Non-web document) – Does not apply ● 11.2.4.1 (Open Functionality Software) – Does not apply ● 11.2.4.1 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <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 	<p>Not Applicable</p>	<p>Recovery Manager for Active Directory does not have a structural markup to skip repeatable blocks.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.2 (Web) ● 10.2.4.2 (Non-web document) 		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.2.4.2 (Open Functionality Software) - Does not apply ● 11.2.4.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	Recovery Manager for Active Directory has description titles that indicate a name of the product but do not indicate a topic of a page.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.3 (Web) ● 10.2.4.3 (Non-web document) ● 11.2.4.3 (Open Functionality Software) ● 11.2.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Recovery Manager for Active Directory uses a logical tab order through interactive elements such as links and form controls. RMAD also uses semantically correct markup, ensuring that markup matches the visual presentation of content on the page. This product is not fully tested according to this requirement.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.4 (Web) ● 10.2.4.4 (Non-web document) ● 11.2.4.4 (Open Functionality Software) ● 11.2.4.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) 	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) 		
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.5.1 (Web) ● 10.2.5.1 (Non-web document) ● 11.2.5.1 (Open Functionality Software) ● 11.2.5.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	There are no multipoint or path-based gestures in Recovery Manager for Active Directory.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.5.2 (Web) ● 10.2.5.2 (Non-web document) ● 11.2.5.2 (Open Functionality Software) ● 11.2.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Cancellations in RMAD require multiple pointers (left-click/right-click)
<u>2.5.3 Label in Name</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.5.3 (Web) ● 10.2.5.3 (Non-web document) ● 11.2.5.3.1 (Open Functionality Software) ● 11.2.5.3.2 (Closed Software) 	Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply		Using assistive technology basic operations were read out-loud for most controls. It is noted by testing that some drop down menus do not read correctly.
<p>2.5.4 Motion Actuation (Level A 2.1 and 2.2)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.5.4 (Web) ● 10.2.5.4 (Non-web document) ● 11.2.5.4 (Open Functionality Software) ● 11.2.5.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.1.1 (Web) ● 10.3.1.1 (Non-web document) ● 11.3.1.1.1 (Open Functionality Software) ● 11.3.1.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.2.1 (Web) 		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 10.3.2.1 (Non-web document) ● 11.3.2.1 (Open Functionality Software) ● 11.3.2.1 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.2.2 (Web) ● 10.3.2.2 (Non-web document) ● 11.3.2.2 (Open Functionality Software) ● 11.3.2.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Supports	
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.1 (Web) ● 10.3.3.1 (Non-web document) ● 11.3.3.1.1 (Open Functionality Software) 	Partially Supports	Recovery Manager for Active Directory automatically detects errors in most of the inputs but not all.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.3.3.1.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.2 (Web) ● 10.3.3.2 (Non-web document) ● 11.3.3.2 (Open Functionality Software) ● 11.3.3.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Partially Supports	The RMAD console and FE console do provide some information that has already been entered but re-authentication may be needed in some areas
<p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.1 (Web) ● 10.4.1.1 (Non-web document) ● 11.4.1.1.1 (Open Functionality Software) 		For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 11.4.1.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.4.1.2 (Web) ● 10.4.1.2 (Non-web document) ● 11.4.1.2.1 (Open Functionality Software) ● 11.4.1.2.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Recovery Manager for Active Directory uses standard UI controls.

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>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.4 (Web) ● 10.1.2.4 (Non-web document) ● 11.1.2.4 (Open Functionality Software) ● 11.1.2.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.2.5 (Web) ● 10.1.2.5 (Non-web document) ● 11.1.2.5 (Open Functionality Software) ● 11.1.2.5 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	<p>Not Applicable</p>	
<p>1.3.4 Orientation (Level AA 2.1 and 2.2)</p>		

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.4 (Web) ● 10.1.3.4 (Non-web document) ● 11.1.3.4 (Open Functionality Software) ● 11.1.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Since there is no RMAD console app for mobile phone/tablet, the only way to access RMAD is with a Mobile Remote Desktop app. Users would be at the limitations of RDP apps orientation settings, which should function similar to operating a computer with a Monitor in portrait mode</p>
<p><u>1.3.5 Identify Input Purpose</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.3.5 (Web) ● 10.1.3.5 (Non-web document) ● 11.1.3.5.1 (Open Functionality Software) ● 11.1.3.5.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Does Not Support</p>	<p>RMAD does not contain programmatically determined fields that auto-populate during user input</p>
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.3 (Web) ● 10.1.4.3 (Non-web document) ● 11.1.4.3 (Open Functionality Software) ● 11.1.4.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.4 (Web) ● 10.1.4.4 (Non-web document) ● 11.1.4.4.1 (Open Functionality Software) ● 11.1.4.4.2 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Partially Supports	Product supports standard zoom capabilities, but some control may not be able to be sized up to 200 percent without loss of content.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.5 (Web) ● 10.1.4.5 (Non-web document) ● 11.1.4.5.1 (Open Functionality Software) ● 11.1.4.5.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Not Applicable	
<p>1.4.10 Reflow (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p>		

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.10 (Web) ● 10.1.4.10 (Non-web document) ● 11.1.4.10 (Open Functionality Software) ● 11.1.4.10 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	The Recovery Manager for Active Directory MMC Console and Forest Recovery Console do not have the ability to Zoom.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.11 (Web) ● 10.1.4.11 (Non-web document) ● 11.1.4.11 (Open Functionality Software) ● 11.1.4.11 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Many controls correctly use contrast ratio. The Recovery Manager Console does contain some non-text contrast failures from the icons design at the top level RMAD node.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.1.4.12 (Web) ● 10.1.4.12 (Non-web document) ● 11.1.4.12 (Open Functionality Software) ● 11.1.4.12 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.1.4.13 (Web) ● 10.1.4.13 (Non-web document) ● 11.1.4.13 (Open Functionality Software) ● 11.1.4.13 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>The Recovery Manager Forest Recovery Console has minimal support.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.5 (Web) ● 10.2.4.5 (Non-web document) – Does not apply ● 11.2.4.5 (Open Functionality Software) – Does not apply ● 11.2.4.5 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <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 	<p>Not Applicable</p>	
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.2.4.6 (Web) ● 10.2.4.6 (Non-web document) ● 11.2.4.6 (Open Functionality Software) ● 11.2.4.6 (Closed Software) ● 11.8.2 (Authoring Tool) 	<p>Partially Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 		
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.2.4.7 (Web) ● 10.2.4.7 (Non-web document) ● 11.2.4.7 (Open Functionality Software) ● 11.2.4.7 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p><u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
<p><u>2.5.7 Dragging Movements</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The current product does not support a web version.
<p><u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only)</p> EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The current product does not support a web version.
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> Also applies to: EN 301 549 Criteria		

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 9.3.1.2 (Web) ● 10.3.1.2 (Non-web document) ● 11.3.1.2 (Open Functionality Software) – Does not apply ● 11.3.1.2 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Does Not Support	
<p>3.2.3 Consistent Navigation (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.2.3 (Web) ● 10.3.2.3 (Non-web document) – Does not apply ● 11.3.2.3 (Open Functionality Software) – Does not apply ● 11.3.2.3 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <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 	Partially Supports	The product is not fully tested according to this requirement; some inconsistent navigation mechanisms could be found from the sampling that was evaluated.
<p>3.2.4 Consistent Identification (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> ● 9.3.2.4 (Web) ● 10.3.2.4 (Non-web document) – Does not apply ● 11.3.2.4 (Open Functionality Software) – Does not apply ● 11.3.2.4 (Closed Software) – Does not apply ● 11.8.2 (Authoring Tool) 	Partially Supports	The product is not fully tested according to this requirement; some inconsistent identifications may appear.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) Revised Section 508 <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 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.3 (Web) ● 10.3.3.3 (Non-web document) ● 11.3.3.3 (Open Functionality Software) ● 11.3.3.3 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) ● 602.3 (Support Docs) 	Supports	
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> ● 9.3.3.4 (Web) ● 10.3.3.4 (Non-web document) ● 11.3.3.4 (Open Functionality Software) ● 11.3.3.4 (Closed Software) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> ● 501 (Web)(Software) ● 504.2 (Authoring Tool) 	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	
<p>4.1.3 Status Messages (Level AA 2.1 and 2.2)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Partially Supports	Some status messages are not read correctly using assistive technology.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Active Directory does not include audio or video content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Active Directory does not include audio or video content.
1.2.8 Media Alternative (Prerecorded) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Active Directory does not include audio or video content.
1.2.9 Audio-only (Live) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Active Directory does not include audio or video content.
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The current product does not support a web version.
1.4.6 Contrast (Enhanced) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
1.4.7 Low or No Background Audio (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	Recovery Manager for Active Directory does not include audio or video content.
1.4.8 Visual Presentation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	Users cannot modify the usable appearance of the product.
1.4.9 Images of Text (No Exception) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.3 Keyboard (No Exception)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Partially Supports	Recovery Manager for Active Directory supports standard keyboard navigation and input functions for most of our screens. There are some exceptions for some screens available in the product where this can be improved.
<p><u>2.2.3 No Timing</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	
<p><u>2.2.4 Interruptions</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	
<p><u>2.2.5 Re-authenticating</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	The current product does not support a web version.
<p><u>2.2.6 Timeouts</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	
<p><u>2.3.2 Three Flashes</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	Recovery Manager for Active Directory does not use flashing interface elements.
<p><u>2.3.3 Animation from Interactions</u> (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	
<p><u>2.4.8 Location</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	Dropdowns are available for orientation.
<p><u>2.4.9 Link Purpose (Link Only)</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	
<p><u>2.4.10 Section Headings</u> (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.4.13 Focus Appearance (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
2.5.5 Target Size (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The current product does not support a web version.
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The product is a console-based application with only two input modalities i.e. Mouse and Keyboard.
3.1.3 Unusual Words (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.4 Abbreviations (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.5 Reading Level (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	
3.1.6 Pronunciation (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	
3.2.5 Change on Request (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	The RMAD and FE consoles display dynamic information except for user defined data.
3.3.5 Help (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Partially Supports	Confirmations/Validations options are provided in most of the areas.

Criteria	Conformance Level	Remarks and Explanations
3.3.6 Error Prevention (All) (Level AAA) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	The current product does not support a web version.
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	Alternative methods like captcha, security key, biometric recognition, or a simple question-and-answer challenge are not supported.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	People who are blind cannot use this application due to the issues that are noted in the WCAG tables above.
302.2 With Limited Vision	Partially Supports	People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above.
302.3 Without Perception of Color	Supports	People who do not have color perception can use the product.
302.4 Without Hearing	Supports	People without hearing can use the product.
302.5 With Limited Hearing	Supports	People with limited hearing can use the product.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	For people who cannot speak can use the application.
302.7 With Limited Manipulation	Partially Supports	People with limited manipulation can use this application. If they cannot use the mouse they will have barriers with the menu tree views.
302.8 With Limited Reach and Strength	Supports	There are no barriers for people with limited Reach and Strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	There are no barriers for people with limited Language, Cognitive, and Learning Abilities.

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	Does Not Support	Product does not document accessibility and compatibility features.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Upon request, accessible PDF can be provided.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Quest partners provide support services.
603.3 Accommodation of Communication Needs	Not Applicable	Quest partners provide support services.

EN 301 549 Report

Notes:

Clause [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Does Not Support	People who are blind cannot use this application due to the issues that are noted in the WCAG tables above.
4.2.2 Usage with limited vision	Partially Supports	People who are visually impaired can use this application but not if they require speech output and due to the issues noted in the WCAG tables above.
4.2.3 Usage without perception of colour	Supports	People who do not have color perception can use the product.
4.2.4 Usage without hearing	Supports	People without hearing can use the product.
4.2.5 Usage with limited hearing	Supports	People with limited hearing can use the product.
4.2.6 Usage with no or limited vocal capability	Supports	For people who cannot speak can use the application.
4.2.7 Usage with limited manipulation or strength	Partially Supports	People with limited Manipulation can use this application. People who cannot use a mouse will face barriers with tree views.
4.2.8 Usage with limited reach	Supports	There are no barriers for people with limited reach.
4.2.9 Minimize photosensitive seizure triggers	Supports	There are no barriers for people with photosensitive seizure triggers.
4.2.10 Usage with limited cognition, language or learning	Supports	There are no barriers for people with limited cognition, language or learning.

4.2.11 Privacy	Supports	Users are not required to enter any personal information into the Avaya Infinity Admin system. Username and password fields are accessible.
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Clause [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.2 Auditory output delivery including speech	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.3 Auditory output correlation	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.4 Speech output user control	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.5 Speech output automatic interruption	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.6 Speech output for non-text content	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.7 Speech output for video information	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.8 Masked entry	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.9 Private access to personal data	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.10 Non-interfering audio output	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.11 Private listening volume	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.12 Speaker volume	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.13 Volume reset	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.14 Spoken languages	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.15 Non-visual error identification	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.3.16 Receipts, tickets, and transactional outputs	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.4 Functionality closed to text enlargement	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.1.5 Visual output for auditory information	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.1.7 Access without speech	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.2 Activation of accessibility features	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.3 Biometrics	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.4 Preservation of accessibility information during conversion	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.5.2 Operable parts discernibility	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.6.2 Visual status	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.7 Key repeat	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.
5.8 Double-strike key acceptance	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Criteria	Conformance Level	Remarks and Explanations
5.9 Simultaneous user actions	Not Applicable	RMAD does not have closed functionality and allows the use of an outside or add-on screen reader to provide audio output of visual information.

Clause [6: ICT with Two-Way Voice Communication](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
6.1 Audio bandwidth for speech	Not Applicable	Recovery Manager for Active Directory (RMAD) does not have two-way voice communication.
6.2 Real-time text (RTT) functionality	Heading cell – no response required	Heading cell – no response required
6.2.1.1 RTT communication	Not Applicable	RMAD does not have two-way voice communication.
6.2.1.2 Concurrent voice and text	Not Applicable	RMAD does not have two-way voice communication.
6.2.2.1 Visually distinguishable display	Not Applicable	RMAD does not have two-way voice communication.
6.2.2.2 Programmatically determinable send and receive direction	Not Applicable	RMAD does not have two-way voice communication.
6.2.2.3 Speaker identification	Not Applicable	RMAD does not have two-way voice communication.
6.2.2.4 Visual indicator of Audio with RTT	Not Applicable	RMAD does not have two-way voice communication.
6.2.3 Interoperability	Not Applicable	RMAD does not have two-way voice communication.
6.2.4 RTT responsiveness	Not Applicable	RMAD does not have two-way voice communication.

6.3 Caller ID	Not Applicable	RMAD does not have two-way voice communication.
6.4 Alternatives to voice-based services	Not Applicable	RMAD does not have two-way voice communication.
6.5 Video communication	Heading cell – no response required	Heading cell – no response required
6.5.1 General (informative)	Heading cell – no response required	Heading cell – no response required
6.5.2 Resolution	Not Applicable	RMAD does not have video communication.
6.5.3 Frame rate	Not Applicable	RMAD does not have video communication.
6.5.4 Synchronization between audio and video	Not Applicable	RMAD does not have voice or video communication.
6.5.5 Visual indicator of audio with video	Not Applicable	RMAD does not have voice or video communication.
6.5.6 Speaker identification with video (sign language) communication	Not Applicable	RMAD does not have voice or video communication.
6.6 Alternatives to video-based services (advisory only)	Advisory – no response required	Advisory – no response required

Clause [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Not Applicable	Recovery Manager for Active Directory (RMAD) does not support video.
7.1.2 Captioning synchronization	Not Applicable	RMAD does not support video.
7.1.3 Preservation of captioning	Not Applicable	RMAD does not support video.
7.1.4 Captions characteristics	Not Applicable	RMAD does not support video.
7.1.5 Spoken subtitles	Not Applicable	RMAD does not support video.
7.2.1 Audio description playback	Not Applicable	RMAD does not support video.
7.2.2 Audio description synchronization	Not Applicable	RMAD does not support video.

7.2.3 Preservation of audio description	Not Applicable	RMAD does not support video.
7.3 User controls for captions and audio description	Not Applicable	RMAD does not support video.

Clause [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Clause [10: Non-Web Documents](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Clause [11: Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17

Criteria	Conformance Level	Remarks and Explanations
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Partially Supports	Recovery Manager for Active Directory exposes some but not all interactive elements, states, roles, and values through platform accessibility APIs. Some content is detectable and operable by assistive technologies such as screen readers, screen magnifiers, speech recognition software, and alternative input devices.
11.5.2.5 Object information	Partially Supports	Some user interface components provide programmatic object information including role, name, state, and value through accessibility APIs so assistive technologies can accurately identify and announce each control.
11.5.2.6 Row, column, and headers	Supports	For all tabular data, row and column relationships and header associations are programmatically defined and exposed to assistive technologies, enabling users of screen readers to understand data structure and context.
11.5.2.7 Values	Supports	All user-modifiable controls expose their current values, ranges, and states programmatically to assistive technologies and update dynamically as values change.
11.5.2.8 Label relationships	Partially Supports	Some form fields, buttons, and controls have programmatically associated labels or accessible names that are exposed

Criteria	Conformance Level	Remarks and Explanations
		through accessibility APIs. There are many cases where the form labels are not read by screen readers.
11.5.2.9 Parent-child relationships	Partially Supports	The hierarchical relationships between user interface elements (such as groups, lists, trees, and nested controls) are programmatically defined and exposed to assistive technologies. There are many examples of group labels that are not programmatically associated
11.5.2.10 Text	Supports	All text content is exposed to assistive technologies in a programmatic, readable form.
11.5.2.11 List of available actions	Partially Supports	Not all interactive control exposes its available actions (such as activate, expand, collapse, select, edit, or delete) through accessibility APIs.
11.5.2.12 Execution of available actions	Partially Supports	Not all actions exposed to assistive technologies can be executed through the accessibility interface using keyboard, assistive technology commands, or alternative input methods.
11.5.2.13 Tracking of focus and selection attributes	Partially Supports	The application programmatically tracks and exposes focus, selection, and active states to assistive technologies in real time. Except in the tree view.
11.5.2.14 Modification of focus and selection attributes	Partially Supports	Assistive technologies can move focus, change selection, and activate controls using standard platform accessibility mechanisms. Except in the tree view.

Criteria	Conformance Level	Remarks and Explanations
11.5.2.15 Change notification	Partially Supports	Dynamic changes to content, state, value, or focus are programmatically communicated to assistive technologies using accessibility event notifications. Except where noted above in WCAG section.
11.5.2.16 Modifications of states and properties	Partially Supports	All changes to control states (e.g., expanded, checked, disabled, selected) and properties are exposed to assistive technologies as they occur. Except where noted above in WCAG section.
11.5.2.17 Modifications of values and text	Partially Supports	All updates to values and text content are programmatically exposed to assistive technologies so users receive timely and accurate feedback. Except where noted above in WCAG section.
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Supports	Users can enable and adjust accessibility features such as screen reader support, keyboard navigation, zoom, and system accessibility settings without interference from the application.
11.6.2 No disruption of accessibility features	Supports	The application does not disable, override, or interfere with platform or assistive technology accessibility features.
11.7 User preferences	Supports	The application respects and supports user-defined accessibility preferences including text size, contrast, input methods, color schemes, and assistive technology settings.

Criteria	Conformance Level	Remarks and Explanations
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter “Not Applicable”)	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Supports	When content is imported, exported, or transformed, existing accessibility information such as labels, structure, and alternative text is preserved where supported by the format.
11.8.4 Repair assistance	Supports	Where applicable, the application provides guidance or validation to help users identify and correct accessibility issues in supported content.
11.8.5 Templates	Supports	Where templates are provided, they are designed to support accessible structure, proper labeling, and compatibility with assistive technologies.

Clause [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Does Not Support	Documentation does not document any accessibility or compatibility features.
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Not Applicable	Quest Partners provide support services.
12.2.3 Effective communication	Not Applicable	Quest Partners provide support services.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Clause [13: ICT Providing Relay or Emergency Service Access](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
13.1 Relay services requirements	Heading cell – no response required	Heading cell – no response required
13.1.2 Text relay services	Not Applicable	Recovery Manager for Active Directory (RMAD) tool does not provide emergency service access.
13.1.3 Sign relay services	Not Applicable	RMAD tool does not provide emergency service access.
13.1.4 Lip-reading relay services	Not Applicable	RMAD tool does not provide emergency service access.
13.1.5 Captioned telephony services	Not Applicable	RMAD tool does not provide emergency service access.
13.1.6 Speech to speech relay services	Not Applicable	RMAD tool does not provide emergency service access.
13.2 Access to relay services	Not Applicable	RMAD tool does not provide emergency service access.
13.3 Access to emergency services	Not Applicable	RMAD tool does not provide emergency service access.

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