

Voluntary Product Accessibility



Date: 5 April 2012
Product Name: Quest® SQL Optimizer for SQL Server (Referred as “QSOSS”)
Product Version: 8.0.0
Contact for more information: <http://www.quest.com>

Summary table

Criteria	Supporting features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Supported. Please refer to the attached VPAT.	
Section 1194.22: Web-based internet information and applications		QSOSS is not considered a Web-based product.
Section 1194.23: Telecommunications Products		QSOSS is not considered a telecommunications product.
Section 1194.24: Video and Multi-media Products		QSOSS does not use multimedia.
Section 1194.25: Self-Contained, Closed Products		QSOSS is not a self-contained, closed product.
Section 1194.26: Desktop and Portable Computers		QSOSS is software as defined under section 1194.21.
Section 1194.31: Functional Performance Criteria	Supported. Please refer to the attached VPAT.	
Section 1194.41: Information, Documentation and Support	Supported. Please refer to the attached VPAT.	

Section 1194.21 Software applications and operating systems

Criteria	Supporting features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	Partially supported with exceptions: All functions in the QSOSS are included in the popup menus of the application. User can use keyboard to show the popup menus in most part of the application.	Some areas of QSOSS do not support keyboard navigation properly, and users cannot navigate / focus on them by keyboard. The following areas in QSOSS do not support showing the popup menus by using keyboard: 1. All docking windows in Optimize SQL, Scan SQL and Manage Plan Guides modules. 2. Task tree view in Scan SQL module
(b.i) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.	Supported: QSOSS 8.0.0 supports most accessibility settings of other products and in no case disrupts or disables any of their accessibility features.	
(b.ii) Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	Supported: QSOSS 8.0.0 supports most accessibility settings of the operating system and in no case disrupts or disables any accessibility features of the operating system.	
(c.i) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes.	Supported: QSOSS 8.0.0 supports on-screen indication of the current focus.	
(c.ii) The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	Supported: QSOSS 8.0.0 supports technologies that make computer programs more accessible to people who use Assistive Technology. QSOSS 8.0.0 fully supports Windows Appearance Properties to provide visual on-screen focus and tracking throughout.	
(d.i) Sufficient information about a user interface element including the identity, operation and state	Supported: QSOSS 8.0.0 supports technologies that make computer programs more	

<p>of the element shall be available to Assistive Technology.</p>	<p>accessible to people who use Assistive Technology.</p> <p>All the User Interface elements include menu bars, toolbars, check boxes, grids, SQL text editors, tree list, buttons, etc, all have named as their identity.</p>	
<p>(d.ii) When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supported: The information conveyed by the images in the application is also available in text.</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supported with minor exceptions: QSOSS 8.0.0 uses images that assigned consistent meanings throughout the application, except minor exceptions.</p>	<p>The following buttons uses images that are already used in other buttons with different meaning assigned.</p> <p>Buttons Caption (Hints) - Meaning in other buttons of application</p> <p><u>Optimize SQL module</u></p> <ul style="list-style-type: none"> • "Create Session"(Create a new SQL Rewrite or Plan Control session lab) - Implies "Scan SQL from" and "Add Scanner Job" in Scan SQL module. <p><u>Scan SQL module</u></p> <ul style="list-style-type: none"> • "Scanner" node (root node in Task tree view) – Implies "Search" in Search Bar
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	<p>Supported: QSOSS 8.0.0 uses standard system functions to send textual information to the operating system in all cases.</p>	
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Partially Supported with exceptions: QSOSS 8.0.0 supports the Cursor Options properties set in OS.</p> <p>QSOSS 8.0.0 only supports large font settings of Microsoft Window in all title bars, docking windows bars, toolbars, and in some dialogs.</p>	<p>QSOSS 8.0.0 does not supports the High Contrast settings in the following areas:</p> <ul style="list-style-type: none"> • Application Headers (including modules selection tabs, Connection, Options, and Help, Support Bundles, Abort Window) • Optimize SQL Module • Scan SQL Module • Manage Plan Guides
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supported: QSOSS 8.0.0 allows user to show animated execution plan steps (right-click Execution Plan and select Animate Plan Steps). To disable the animated presentation mode, user can uncheck the popup menu Animate Plan Steps.</p>	

<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supported with minor exception: QSOSS 8.0.0 does not use color coding as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Exception appeared in the Optimize SQL Module → Alternatives docking window → Comparison graphs in the grid: The comparison graphs use colors to distinguish the improvement performance of the execution results, but do not provide any other means (texts) to describe the graphs.</p> <p>Here are the meanings for the comparison bar colors: Orange: Original SQL Grey: No improvement Green: Best improvement Blue color: Scenario with improvement.</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Supported: QSOSS 8.0.0 permits users to adjust colors and contrast settings for the Execution Plan (Options → General → Execution Plan). The application provides a variety of color selections and contrast levels as well as supporting operating system settings.</p>	
<p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not applicable: QSOSS 8.0.0 does not use flashing or blinking objects or text in any portion of the application interface.</p>	
<p>(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Not applicable: QSOSS 8.0.0 does not use any electronic forms.</p>	

Section 1194.31 Functional performance criteria

Criteria	Supporting features	Remarks and explanations
<p>(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>	<p>Supported: QSOSS 8.0.0 supports technologies that make computer programs more accessible to people who use Assistive Technology.</p> <p>Commonly-used Assistive Technology may be used with QSOSS 8.0.0 Users of AT should contact their AT vendor to assess the compatibility of their product</p> <p>QSOSS 8.0.0 supports the Microsoft Windows accessibility features also assists people who are visually impaired to use the QSOSS: the Magnifier is available to magnify text, and the Narrator provides text-to-speech functionality for users as a basic screen readers.</p>	
<p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p>	<p>Supported: QSOSS 8.0.0 supports technologies that make computer programs more accessible to people who use Assistive Technology.</p> <p>QSOSS 8.0.0 supports the Microsoft Windows accessibility features also assists people who are visually impaired to use the QSOSS: the Magnifier is available to magnify text, and the Narrator provides text-to-speech functionality for users as a basic screen readers.</p> <p>QSOSS 8.0.0 supports large fonts of the Microsoft Windows settings in all title bars, docking windows bars, toolbars, and in some dialogs. Users can reads rest of the unsupported large font areas by using the Magnifier of the Microsoft Windows accessibility features.</p>	
<p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>	<p>Not applicable: QSOSS 8.0.0 does not require user hearing for access to any application functionality.</p> <p>QSOSS 8.0.0 does not use any form of audio cues.</p>	
<p>(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</p>	<p>Not applicable: QSOSS 8.0.0 does not require user hearing for access to any application functionality.</p>	

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<p>support for assistive hearing devices shall be provided.</p>		
<p>(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.</p>	<p>Not available: QSOSS 8.0.0 does not require speech recognition</p>	
<p>(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.</p>	<p>Supported</p>	

Section 1194.41 Information, Documentation and Support

Criteria	Supporting features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	<p>Supported: QSOSS 8.0.0 provides Installation Guide, Release Notes and Online Help in digital, compressed HTML / PDF format.</p> <p>The help document is completely accessible using the help application supplied with Microsoft Windows.</p> <p>PDF format of the documentations will also be provided upon request, at no additional charge.</p>	
(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.	Supported	
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	<p>Quest Software's Support Services is familiar with such features as keyboard access and other options important to people with disabilities.</p> <p>For technical assistance in the United States, you can contact Quest Software Support Services on a text telephone at (800) 306-9329 between 5:00 A.M. and 5:00 P.M. Pacific Time, Monday through Friday, excluding holidays.</p>

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