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Product Name: Spotlight® MDK

Product Version: 4

Contact for more information: <http://www.quest.com>

Summary table

Criteria	Supporting features	Remarks and explanations
Section 1194.21: Software Applications and Operating Systems	Partially supported: b, e, f, g, i, j, k, l.	Please see the detailed report.
Section 1194.22: Web-based internet information and applications	Not applicable.	
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	Partially supported: c, d, e.	Please see the detailed report.
Section 1194.41: Information, Documentation and Support	Partially supported.	Please see the detailed report

Spotlight MDK

The MDK (Monitor Development Kit) is used to provide core functionality to Quest's Spotlight products. This VPAT reflects the accessibility of several recent releases of some of Quest's Spotlight suite of solutions, including:

- Spotlight on SQL Server Enterprise (version 6.0 and later)
- Spotlight on SQL Server Desktop (version 7.5 and later)
- Spotlight on MySQL (version 3.0 and later)
- Spotlight on Oracle (version 7.5 and later)
- Spotlight on Unix (version 7.5 and later)
- Spotlight on Windows (version 4.0 and later)

Section 1194.21 Software applications and operating systems

(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.*

The graphical nature of the MDK has resulted in a product that is not fully usable without a mouse. In particular:

- Controls on home pages cannot be selected via the keyboard. The following features are not currently accessible via the keyboard:
 - *What's This?* help
 - Control properties
 - Metric properties
 - Associated drilldowns
 - Snoozing
 - Popup history windows
- The browser list on the left of the console window is not fully usable via the keyboard (the mouse must be used to select pages and to give the window input focus initially).
- Switching between drilldowns using the drilldown tabs requires a mouse.
- Charts cannot be accessed via the keyboard – this includes:
 - Zooming
 - Maximising charts
 - *What's This?* help
 - Control properties
 - Metric properties
 - Series highlighting
 - Category selection
 - Scrolling (vertical bar charts)
- In general, users cannot switch the focus between drilldowns (or between drilldowns and the console) using the keyboard.

(c) *A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.*

MDK does not comply for the same reasons as specified above – many MDK controls do not allow input focus.

(d) *Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.*

Because of the extensive use of graphical images in the MDK, assistive technologies such as the Windows Narrator (that provides a spoken description of what the user is doing) do not provide any information about home page controls.

- (h) *When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.*

Animation is used in several places in *Spotlight* products:

- Some home page controls use animation to indicate rates of flow or utilisation.
- Status indicators such as “connecting”, “disconnecting” and “calibrating”.

Status indicators cannot currently be disabled – they are fairly minor, however, and are not the sole methods used to indicate status (they are always accompanied by textual descriptions). They do not need to be identified to use *Spotlight*.

- (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.*

By default, color coding is used to identify severity levels within *Spotlight*. The user is provided with alternatives, however, such as using flashing or using alarm log rules to play sounds or perform other custom actions.

- (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.*

It is possible for users to modify all colors used in *Spotlight* and save them as a custom color scheme. *Spotlight* allows the user to select any color from the full spectrum available.

- (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.*

By default, *Spotlight* uses flashing to indicate high severity (at a default rate of 3.3 Hz). The flash rate can be adjusted by users to settings of 1.1 Hz, 2.2 Hz or 3.3 Hz, or can be turned off altogether.

Section 1194.31 Functional performance criteria

- (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.*

The MDK does not comply with this requirement.

In addition, many of the standard Delphi components used in the MDK (such as menus, popup menus, check list boxes) as well as the DevExpress grids do not support the Windows Narrator.

- (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.*

MDK supports large font sizes. Text on home pages, however, is scaled to fit the available screen space and cannot be adjusted.

- (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.*

The need for mouse control on *Spotlight* home pages requires a reasonably fine level of motor control to be able to place the cursor over individual controls on the home page (some of which can be fairly small).

Section 1194.41 Information, Documentation and Support

- (a) *Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.*

Spotlight product documentation is currently provided only in electronic form (as CHM help files, PDF files and HTML files).

- (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.*

This information is currently unavailable for *Spotlight* products.

- (c) *Support services for products shall accommodate the communication needs of end-users with disabilities.*

Quest Software's customer support department offers telephone and email support. When necessary and when allowed by the customer, Quest's support staff can connect with the user's system and take control of it in order to facilitate the prompt diagnosis and resolution of a problem.

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