

# Faronics Accessibility Conformance Report

## Revised Section 508 Edition

VPAT® Version 2.3 – December 2018

**Name of Product/Version:** Faronics Deep Freeze Standard & Enterprise

**Product Description:** Deep Freeze is Faronics reboot-to-restore application used to control unauthorized changes to client workstations.

**Date:** February 2019

**Contact information:** support@faronics.com

**Notes:** This report is specific to on-premise hosted versions of Deep Freeze (Standard, Enterprise, Server, and Server Enterprise) and does not pertain to any resources, services, or other products not included as part of the Deep Freeze package delivered to the customer.

**Evaluation Methods Used:** Testing is based on general product knowledge.

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes: Deep Freeze is primarily a client server application and does not contain web based components by default and is not a tool for the generation of user content. Documentation covered in this review is the PDF documentation posted in the Faronics Content Library and does not cover any other materials that may be provided by Faronics from time to time.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Software: Supports Authoring Tool: Supports</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Software: Authoring Tool:</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Deep Freeze documentation does not contain pre-recorded audio or video. Software: Deep Freeze does not contain or use pre-recorded audio or video. Authoring Tool: Deep Freeze is not an authoring tool that would generate pre-recorded audio or video.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable.</p>	<p>Deep Freeze does not make use of pre-recorded audio or video in the product and as such has no media that would require captioning as per this requirement.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not Applicable.</p>	<p>Deep Freeze does not make use of pre-recorded audio or video in the product and as such has no media that would require alternative media as per this requirement.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Supports Software: Does Not Support Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is provided as a standard PDF document Software: Currently the Deep Freeze Console does not support programmatically reading several UI elements.</p>

<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		<p>Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Supports  Software: Does Not Support  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application.  Electronic Docs: Documentation is provided in a industry standard PDF format.  Software: Currently the Deep Freeze Console does not support programmatically reading some UI elements that would be required to providing a meaningful sequence.  Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Supports  Software: Partially Supports  Authoring Tool: Supports</p>	<p>Web: Deep Freeze is not a web based application.  Electronic Docs: Documentation does not rely solely on sensory characteristics.  Software: Software does not rely solely on sensory characteristics, however some text based details cannot be programmatically determined.  Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.4.1 Use of Color</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Supports  Software: Supports  Authoring Tool: Supports</p>	<p>Web: Deep Freeze is not a web based application, however web based resources for the product do not rely solely on color.  Electronic Docs: Documentation does not rely solely on colour for the conveyance of information.  Software: Product does use color to highlight information but the information is not solely being conveyed through the use of color.  Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.4.2 Audio Control</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Not Applicable  Authoring Tool: Not Applicable</p>	<p>Deep Freeze does not make direct use of Audio, any control of the audio output of the system is controlled by the operating system and assistive technologies that are in use by the user.</p>
<p><b>2.1.1 Keyboard</b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Partially Supports  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application.  Electronic Docs: The electronic document does not require keyboard navigation to be readable.  Software: The software does have some keyboard interfaces subject to timing restrictions (password entry screens) however the timeout values are high, and alternative methods to access the functionality that are not subject to this restriction are available.</p>

		Authoring Tool: Deep Freeze is not an authoring tool.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable. Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is a standard PDF file and control of the document is governed by the application reading the document. Software: Deep Freeze respects standard windows behavioural controls when navigating the software. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not applicable Software: Partially Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is a standard PDF File and does not contain any timing values included on it. Software: Deep Freeze contains several features that allow for warnings of activities to be shown, these are configurable by administrators but are Authoring Tool:</p>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based product. Electronic Docs: Documentation does not contain any moving, blinking, or scrolling content. Software: Deep Freeze does not present information in a way that require a user to pause, stop, or hide that information. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable. Electronic Docs: Not Applicable. Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is a standard PDF file and does not contain dynamic information. Software: Software does not contain any web content that flashes in a manner described in the requirements. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Not applicable. Electronic Docs: Not Applicable Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is not web based. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Not Applicable Authoring Tool: Not applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is not provided as a web based application. Software: Deep Freeze does not contain web based content. Authoring Tool: Deep Freeze is not an authoring tool.</p>

<ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is not provided in a web based format. Software: At this time not all Deep Freeze components will provide a consistent tab order, or tab orders may lack context when being used by persons with limited / no vision. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Supports Software: Does Not Support Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Links are contained in the documentation in a standard format that allows the URL to be reviewed. Software: At this time tool-tips and other details are not currently readable programmatically. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Language can be determined from the documentation file name. Software: Software will respect the localization of the operating system if the language is supported, will default to english for non supported languages. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable. Electronic Docs: Supports Software: Supports Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is presented as a PDF and would not initiate a context change without being triggered by the user changing focus (clicking a link for example). Software: When interacting with the software any change of context would be triggered by a change of focus. Authoring Tool:</p>
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Not applicable. Electronic Docs: Not Applicable Software: Partially Supports Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based product. Electronic Docs: Documentation is provided in a non interactive format, any input would be controlled by the application used to display the documentation. Software: Some features will specifically initiate a change in context when selected. These are clearly documented and the behaviour would be expected based on the user input. Deep Freeze however does not advise on the change prior to it occurring. Authoring Tool: Deep Freeze is not an authoring tool.</p>

<p><b><a href="#">3.3.1 Error Identification</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Partially Supports  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based product.  Electronic Docs: Documentation is non interactive and does not have provisions for errors during input.  Software: Data input is checked for validity prior to submission and notification is provided if the data is incorrect. An exception for this is on password dialogs, they do not provide validation of incorrect passwords. Warnings may not be automatically read by assistive technologies.  Authoring Tool:</p>
<p><b><a href="#">3.3.2 Labels or Instructions</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Does not Support  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based application.  Electronic Docs: Documentation does not accept user input.  Software: Product contains proper descriptive labels for text input fields, however such fields cannot be programmatically read.  Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b><a href="#">4.1.1 Parsing</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Supports  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based product.  Electronic Docs: Documentation is implemented in a format that does not make use of markup languages.  Software: Configuration files that make use of markup languages use standard XML files.  Authoring Tool: Deep Freeze is not an authoring tool</p>
<p><b><a href="#">4.1.2 Name, Role, Value</a></b> (Level A)  Also applies to:  Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable  Electronic Docs: Not Applicable  Software: Does not Support  Authoring Tool: Not Applicable</p>	<p>Web: Deep Freeze is not a web based product.  Electronic Docs: Documentation is implemented in a standard format, parsing of the document would be dependent on the reader in use.  Software: Deep Freeze does contain several UI elements that cannot be interacted with or programmatically read. These UI elements may be limited in this manner due to security concerns. Where possible  Authoring Tool:</p>



## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not applicable. Electronic Docs: Not Applicable. Software: Not Applicable. Authoring Tool: Not Applicable.</p>	<p>Deep Freeze as a product does not make use of live audio.</p>
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not applicable. Electronic Docs: Not Applicable. Software: Not Applicable. Authoring Tool: Not Applicable.</p>	<p>Deep Freeze as a product does not make use of pre-recorded video content.</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based product. Electronic Docs: Electronic documentation maintains a contrast ratio in accordance with the guidelines. Software: Deep Freeze maintains a contrast ratio in accordance with the guidelines except for one message shown when workstations are requiring product activation. In that case the contrast ratio falls to approximately a 3:1 ratio. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable Electronic Docs: Not Applicable Software: Does not Support Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Electronic documentation is provided in a PDF format, ability to resize the document will be dependent on the reader being used to access the documentation. Software: Deep Freeze will observe the settings imposed by the operating system, however some dialogs may not display properly outside of a 100% scaling setting depending on screen resolution. Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p>	<p>Web: Not applicable. Electronic Docs: Supports Software: Supports</p>	<p>Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is provided in a text based format. (PDF)</p>

<ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Authoring Tool: Not applicable.	Software: Deep Freeze does not use only images to convey information that can be provided in text format. Authoring Tool: Deep Freeze is not an authoring tool.
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Web: Not applicable. Electronic Docs: Supports Authoring Tool: Not Applicable.	Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is provided as a PDF with appropriate headers included for navigation. Authoring Tool: Deep Freeze is not a authoring tool.
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable. Electronic Docs: Supports Software: Partially Supports Authoring Tool: Not Applicable.	Web: Deep Freeze is not a web based application. Electronic Docs: Electronic documentation is provided in PDF format with appropriate headings and labels included in the document. Software: Appropriate tool tips exist within the product to describe the functionality of the software, however such items may not be readable by all applications and the information may not be accessible to assistive technologies. Authoring Tool: Deep Freeze is not an authoring tool.
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not Applicable Electronic Docs: Not Applicable Software: Supports Authoring Tool: Not applicable.	Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is provided in a PDF format as such controls and their behaviour will be dependent on the the reader application. Software: Deep Freeze uses standard windows controls to indicate focus and selection of items within the user interface. Authoring Tool: Deep Freeze is not an authoring tool.
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	Web: Not applicable Electronic Docs: Partially Supports Software: Partially Supports Authoring Tool: Not Applicable	Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is provided in a number of languages, specific language is indicated by the filename of the document. Software: Product supports a number of languages and will default to the same language as the operating system when launched if that language is supported. If the language is not supported then the software defaults to english. Authoring Tool: Deep Freeze is not an authoring tool.
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web: Not applicable. Electronic Docs: Supports Authoring Tool: Not Applicable	Web: Deep Freeze is not a web based application. Electronic Docs: Documentation is structured in a consistent manner in the PDF file, interpretation of this navigation data will depend on the software being used to read the document.

<ul style="list-style-type: none"> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		Authoring Tool: Deep Freeze is not an authoring tool.
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software) – Does not apply to non-web software</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based application.</p> <p>Electronic Docs: Documentation is not web based.</p> <p>Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not Applicable.</p> <p>Electronic Docs: Not Applicable.</p> <p>Software: Partially Supported</p> <p>Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not an authoring tool.</p> <p>Electronic Docs: Documentation is provided in PDF format and as such does not accept input.</p> <p>Software: Deep Freeze will validate data and will provide feedback if there are validation errors, however in password dialogs validation is not provided as that would provide feedback allowing an attacker to determine the effectiveness of some attack vectors.</p> <p>Authoring Tool: Deep Freeze is not an authoring tool.</p>
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>● 501 (Web)(Software)</li> <li>● 504.2 (Authoring Tool)</li> <li>● 602.3 (Support Docs)</li> </ul>	<p>Web: Not applicable.</p> <p>Electronic Docs: Not Applicable.</p> <p>Software: Supports</p> <p>Authoring Tool: Not Applicable.</p>	<p>Web: Deep Freeze is not a web based application.</p> <p>Electronic Docs: Documentation is provided in PDF format.</p> <p>Software: The only legal commitment created by the use of the product is to abide by the MSLA, this document is clearly displayed during installation and the user is provided the option to decline the agreement prior to installation.</p> <p>Authoring Tool: Deep Freeze is not an authoring tool.</p>

## Table 3: Success Criteria, Level AAA

Notes: Faronics Deep Freeze was not evaluated to this Success Criteria, as such this section is omitted.

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Notes: Assessment is based on product releases as of March 2019.

### Chapter 3: Functional Performance Criteria (FPC)

Notes: Evaluation was performed against Deep Freeze Enterprise, many of the items listed would not directly apply to the Standard version of Deep Freeze as it lacks the management platform included in the Enterprise Product.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Deep Freeze does work with assistive screen readers and other tools however some UI elements are not visible through programmatic means as a security measure. There are alternative methods to access the software in the enterprise version that use the command line.
302.2 With Limited Vision	Partially Supports	Supported with the use of assistive technologies such as screen readers, magnification utilities, or other tools as required.
302.3 Without Perception of Color	Supports	While Deep Freeze does use colour in some aspects it is not the only indicator of any status, condition, or other information that is conveyed to the users.
302.4 Without Hearing	Supports	Deep Freeze does not utilize communications methods that make use of Audio.
302.5 With Limited Hearing	Supports	Deep Freeze does not utilize audio as a method of feedback on the system.
302.6 Without Speech	Supported	Deep Freeze does not explicitly use speech as a method of control.

302.7 With Limited Manipulation	Supports	Deep Freeze does not have a mode of operation that would require simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Deep Freeze does not have a mode of operation that would be hindered by limited reach or limited strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supported	While steps have been taken to make Deep Freeze simple to learn and use there are potential aspects of the product that could be difficult to utilize with limited cognitive and learning abilities.

## Chapter 4: Hardware

Notes: Deep Freeze is a software product and as such does not contain any hardware. As such this section is omitted.

## Chapter 5: Software

Notes: Evaluation was performed against Deep Freeze Enterprise, many of the items listed would not directly apply to the Standard version of Deep Freeze as it lacks the management platform included in the Enterprise Product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	
502.2.2 No Disruption of Accessibility Features	Partially Supports	Deep Freeze contains some components that will not interpreted programmatically with other products for security reasons. This may have some impact on accessibility features however options to access the product functionality through other means exist in most cases.
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	Deep Freeze contains some components that will not interpreted programmatically with other products for security reasons. This may have some impact on accessibility features however options to access the product functionality through other means exist in most cases.
502.3.2 Modification of Object Information	Partially Supports	While the product can be interacted with using assistive technologies some methods of access are not programmatically determinable and not accessible via assistive technologies. Key functionality will have alternative means of access using command line based utilities.
502.3.3 Row, Column, and Headers	Partially Supports	Deep Freeze makes use of standard controls in the operating system to govern the behaviour

		of assistive technologies. Some assistive technologies may not be able to read column headers in the UI.
502.3.4 Values	Partially Supports	Some values, fields, and headings are not programatically accessible to assistive technologies.
502.3.5 Modification of Values	Supports	Values can be set using assistive technologies.
502.3.6 Label Relationships	Does not Support	Several UI elements are not programmatically determinable using assistive technologies.
502.3.7 Hierarchical Relationships	Does not Support	Several UI containers used to group settings are not programmatically determinable using assistive technologies.
502.3.8 Text	Supports	
502.3.9 Modification of Text	Does Not Support Supports	Currently some UI elements are not programmatically determinable by assistive technologies.
502.3.10 List of Actions	Does not Support	Currently the Deep Freeze Console does not contain descriptive text for the context menus in the console and cannot be programmatically read.
502.3.11 Actions on Objects	Partially Supports	Actions can be triggered using assistive technologies, however as the list of actions cannot be read it is not fully supported.
502.3.12 Focus Cursor	Partially Supports	Deep Freeze uses standard UI controls for text insertion, however some labels are not programmatically determinable making it difficult to practically determine where the focus is in the product.
502.3.13 Modification of Focus Cursor	Partially supports	Focus can be moved through a combination of keyboard commands and assistive technologies, however some UI elements are not addressable outside of mouse driven input.
502.3.14 Event Notification	Partially Supports	Some elements of the UI cannot be read by assistive technology, specifically the context menu. As such changes to the state of a machine will not be readable through this state.

502.4 Platform Accessibility Features	Partially Supports	Deep Freeze relies on the operating system and other assistive technologies to handle input and adjustment of input values.
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Deep Freeze respects user settings in the operating system to determine colour, contrast, font type, size, and cursor focus.
503.3 Alternative User Interfaces	Not Applicable	Deep Freeze does not provide an alternative user interface for the purposes of assistive technologies.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	Deep Freeze does not provide controls for volume adjustment.
503.4.2 Audio Description Controls	Not Applicable	Deep Freeze does not provide controls for audio program selection.
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not Applicable	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	Deep Freeze is not an authoring tool.
504.2.2 PDF Export	Not Applicable	Deep Freeze does not export data in PDF Format.
504.3 Prompts	Not Applicable	Deep Freeze is not an authoring tool.
504.4 Templates	Not Applicable	Deep Freeze is not an authoring tool.



## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does not Support	Currently documentation does not mention accessibility features or the products use with assistive technologies.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Faronics is committed to providing assistance to customers in formats appropriate to address their needs. Customers requiring additional assistance can contact Faronics support team via email or phone for help.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does not Support	Currently the support services do not include information on the accessibility features required in Section 602.2.
603.3 Accommodation of Communication Needs	Supports	Faronics is committed to providing assistance to customers in formats appropriate to address their needs. Customers requiring additional assistance can contact Faronics support team via email or phone for help.

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