

VPAT™
Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, erg., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

Date: June 27,2016

Name of Product: Cylance Protect – Version 1.2.1380

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Section 1194.21 Software Applications and Operating Systems – Detail

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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.	Supports with Exceptions	The application is partially keyboard and mouse operable. Users can click to accept a windows message or click on Cylance protect agent to view incidents in some instances.
(b) 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. 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.	Supports with exceptions	Application in some instances can block or quarantine malware on a machine and can affect function till user acknowledges the windows prompt.
(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.	Supports with exceptions	The endpoint agent can move to the focus area if activated from the task-bar.
(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.	Supports with exceptions	The agent when moved into the main screen from the task bar can provide some functions , including the ability for the enduser to cancel.
(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.	Supports with exceptions	Images are consistent, provided agent is not installed with 'HIDE' option.
(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.	Supports with exceptions	Text information is available in some instances, where supported.

(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with some exceptions	Cylance agent has fixed color selections and not all variations may be available.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Supports with some exceptions	Most cylance agent alerts are displayed in specified screens, Malware displays are beyond the scope, its difficult to predict malware behavior.
(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.	Supports with some exceptions	Cylance agent and management console uses color coding as Green or Red to display severity, however these are accompanied by detailed descriptions.
(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.	Supports with some exceptions	Cylance mostly adjusts to the end users preferences, however native colors might not update in some instances.
(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.	Supports with some exceptions	Cylance agent does not provide flashing or blinking text, however malware protected might have residual objects that can show this behavior.
(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.	Supports with some exception	Cylance agent does not have forms except for install instructions. Some management console screens might have forms – beyond the scope of this assessment.

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Section 1194.22 Web-based Internet information and applications – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exception	Most images have text, Most management interface has suggestive text and context. Endpoint agent does not require user intervention, users do not typically interact with endpoint agent.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not Applicable	Multi media is not used
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exception	Color coding is used in some instances, descriptive text is used in most instances,

(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports with Exception	Management console is out of scope- however uses some sheets for management purpose only. Endpoint agent does not use style sheets and so out of scope.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Supports with Exception	Mostly available, most users will not interact with server side infrastructure.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	Supports with exceptions	Endusers will not interact with client side image maps, however this is possible in Some instances on the management console for administrators only.
(g) Row and column headers shall be identified for data tables.	Supports With Exceptions	All row and columns are identified, Administrators typically interact t with this infrastructure. End users are not expected to use this feature.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports With Exceptions	Markup is seen in administrator portal, correlation data is also provided with context.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports With Exceptions	This feature is generally available for administrators, Endusers are not expected to view frames or pages.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports With Exceptions	Some administrator functions with interactive maps might cause dynamic presentation of results, endusers are not expected to encounter this feature.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	Supports With Exceptions	A help text along with 'how to' is provided in the management console. End users are not expected to interact with the cylance agent, except for acknowledging incident alerts generated as native windows messages.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports With Exceptions	Functional text is provided where possible FOR MANAGEMENT CONSOLE. Client agents do not have interactive scripting on web pages. Exception to endpoint agent, which end users are not expected to be interacting with the read -only PERMISSION agent.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).	Supports With Exceptions	Cylance Agent and Web Management console should not require applet, plug-in or other add on's assuming modern browsers and a fully patched and supported system is used.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and	Supports With Exceptions	Forms may be used for some en rollment, however this is not standard practice and is out of scope.

submission of the form, including all directions and cues.		
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with exception	Multiple malware alerts on end users machines will require users to acknowledge once per incident.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports with exception	Cylance agent does not time out messages, however malware behavior cannot be guaranteed.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.

(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.

(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.	Not Applicable	Not a telecommunication or voice utility solution. This is a silent – malware protection solution for the endpoint.

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Section 1194.24 Video and Multi-media Products – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast,	Not Applicable	This is a malware protection solution for the endpoint.

cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	This is a malware protection solution for the endpoint.
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Not Applicable	This is a malware protection solution for the endpoint. Training is provided in document format. Additional in-person training is provided where needed.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Not Applicable	This is a malware protection solution for the endpoint. Training is provided in document format. Additional in-person training is provided where needed.
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Not Applicable	This is a malware protection solution for the endpoint. Training is provided in document format. Additional in-person training is provided where needed.

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Section 1194.25 Self-Contained, Closed Products – Detail

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<i>Criteria</i>	Supporting Features	Remarks and explanations
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.	Not Applicable	This is a malware protection solution for the endpoint. This is not a self contained – closed product

<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. Does not have timed response.</p>
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>	<p>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. This is not a self contained – closed product</p>
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>	<p>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. This is not a self contained – closed product</p>
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>	<p>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. This is not a self contained – closed product</p>
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>	<p>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. This is not a self contained – closed product</p>
<p>(g) 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>Not Applicable</p>	<p>This is a malware protection solution for the endpoint. Color coding may be used as an additional display means, mostly all those texts have descriptions.</p>
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color</p>	<p>Not Applicable</p>	<p>Users are not able to change display, This is not possible if installed a a hidden agent.</p>

selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	Application does not flicker outside the permitted range.
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.	Not Applicable	This is a malware protection solution for the endpoint.
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.	Not Applicable	This is a malware protection solution for the endpoint.
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.	Not Applicable	This is a malware protection solution for the endpoint.
(j)(4) Products which are freestanding, non-portable, and intended to be used in one	Not Applicable	This is a malware protection solution for the endpoint.

location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		
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Section 1194.26 Desktop and Portable Computers – Detail

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Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Not Applicable	This is a malware protection solution for the endpoint. No mechanical operations or controls.
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	Not Applicable	This is a malware protection solution for the endpoint. No touchscreen operations or controls.
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.	Not Applicable	This is a malware protection solution for the endpoint. No biometric operations or controls.
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Not Applicable	This is a malware protection solution for the endpoint. No expansion slots or controls.

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Section 1194.31 Functional Performance Criteria – Detail

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Criteria	Supporting Features	Remarks and explanations
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<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>Supports with exceptions</p>	<p>Some functions use keyboard and mouse. Some assertive technology might not be available ; depending on platform used.</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>Supports with exceptions</p>	<p>Some deployment options may be used by users with visual acuity of greater than 20/70. many configuration options and screen size are limiting factors.</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>Supports with exceptions</p>	<p>Some windows alerts can be configured to provide windows system alerts. Endpoint agent does not control this behavior, this is a windows native Function.</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 support for assistive hearing devices shall be provided.</p>	<p>Supports with exceptions</p>	<p>Some windows alerts can be configured to provide windows system alerts. Endpoint agent does not control this behavior, this is a windows native Function.</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>Supports with exceptions</p>	<p>Some windows alerts can be configured to provide windows system alerts AND speech response. Endpoint agent does not control this behavior, this is a windows native Function.</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>Supports with exceptions</p>	<p>Some windows alerts can be configured to provide windows system alerts, that may not require fine motor skills. Encpoint agent only protects systems against malware, this is a windows configurable option and not a native feature of the solution provided.</p>

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Section 1194.41 Information, Documentation and Support – Detail

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<i>Criteria</i>	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	Supported	Electronic documents , can be converted, not typically DRM'd/
(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	Electronic documents , can be converted, not typically DRM'd/
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supported	Electronic documents , can be converted, not typically DRM'd, some support is available for users with disabilities.

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