

VPAT for IBM FileNet Content Manager 5.2, 5.2.1	
VPAT comments:	For a detailed description of the parent features and benefits, please refer to the following URL: <a href="http://www.ibm.com/software/products/us/en/filecontmana">http://www.ibm.com/software/products/us/en/filecontmana</a>

### VPAT Summary

Criteria	Status	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Supports	Refer to Section 1194.21 in VPAT Details section below.
Section 1194.22 Web-based Internet information & applications	Supports	Refer to Section 1194.22 in VPAT Details section below.
Section 1194.23 Telecommunications Products	Not applicable	Not applicable
Section 1194.24 Video and Multi-media Products	Not applicable	Not applicable
Section 1194.25 Self-Contained, Closed Products	Not applicable	Not applicable
Section 1194.26 Desktop and Portable Computers	Not applicable	Not applicable
Section 1194.31 Functional Performance Criteria	Supports	Refer to Section 1194.31 in VPAT Details section below.
Section 1194.41 Information, Documentation, and Support	Supports	Refer to Section 1194.41 in VPAT Details section below.

### VPAT Details

#### Section 1194.21 Software Applications and Operating Systems - Detail

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: A keyboard can be used to achieve all tasks in the application, allowing blind and mobility-impaired users to access information without the use of the mouse.	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>For the following components, the silent installation application is run as a command line interface, which is only operable with a keyboard.</li> <li>- IBM FileNet Content Manager 5.2:                             <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> </ul> </li> <li>- IBM Content Navigator 2.0.2:                             <ul style="list-style-type: none"> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> <li>For the following components, actions can be performed using only a keyboard.</li> <li>- IBM FileNet Content Manager:                             <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager                                     <ul style="list-style-type: none"> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> </ul> </li> <li>- IBM Content Navigator 2.0.2:                             <ul style="list-style-type: none"> <li>- Microsoft Office integration - Exception: Microsoft provides In-line error text that includes hover help which displays on mouseover. The mouseover text is not accessible via keyboard.</li> <li>- Command Line Interface, Config. and Deploy Tool</li> </ul> </li> </ul> <p>The following component does not apply to this</p>

Criteria	Supporting Features	Remarks and Explanations
		<p>criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Usage Reporter - Keyboard shortcuts provided for most actions. Once users navigate to the named users table, they are unable to navigate away using the keyboard. The Usage Reporter is bundled as a component of FileNet System Dashboard and produces comma-separated data that reports on system resource usage. Users can use an alternative accessible method -- Excel, command line, etc., -- to consume and report on the Usage Reporter data.</li> </ul> </li> </ul>
<p>(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.</p>	<p>Supports: Operating systems provide accessibility features that allow disabled users to customize their preferences. This application preserves those accessibility user preference settings. For example, if Sticky Keys option is selected by a mobility-impaired user, this option will continue to be activated when used with this application.</p>	<p>The following components meet this criterion: Does not interfere with keyboard accessibility features provided by operating system.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
<p>(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.</p>	<p>Supports: When using the application with a keyboard, users can tell where they are on the screen and the information is available to assistive technologies to communicate screen location to visually impaired users.</p>	<p>The following components meet this criterion: A focus indicator is provided and is programmatically exposed to assistive technologies.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: Implemented via commands only. There are no interactive objects.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul>
<p>(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.</p>	<p>Supports: This software application allows a screen reader to describe the user interface environment and controls to a blind user. For example, if you tab through a form and find a radio button, the user would be able to determine it is a radio button and the current selection status of the button.</p>	<p>The following components meet this criterion: Semantic information is available for user interface objects. Labels are available for the controls, objects, icons, and images.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: Has no user interface objects, controls, objects, icons, or images.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
<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>Supports: The meaning assigned to images used in the application is consistent and unique, minimizing confusion of the context of use for those images.</p>	<p>The following components meet this criterion: Labels are available for controls, objects, icons, and images.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: Has no controls, objects, icons, or images.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<p>- Silent Installer for Office Integration</p>
<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>Supports: Text information is accessible so assistive technologies can communicate content, attributes and caret location to blind users.</p>	<p>The following components meet this criterion:</p> <p>For the following components, the silent installation application outputs some information to the command prompt window but most information is written to a log text file.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- IBM Composite Platform Installation Tool</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul> <p>For the following components, output is displayed in the command prompt window using standard text output APIs.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- CFS Export database scripts</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> </ul> </li> </ul> <p>For the following components, text is provided through standard system function calls and can be read by a screen reader.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> </ul> </li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Usage Reporter - The screen reader was able to read the text elements on the screen. However, the screen reader was unable to obtain hover help text from the summary page. The Usage Reporter is bundled as a component of FileNet System Dashboard and produces comma-separated data that reports on system resource usage. Users can use an alternative accessible method. Excel, command line, etc., to consume and report on the Usage Reporter data.</li> </ul> </li> </ul>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	<p>Supports: System settings are inherited by the application so that customized preferences will not need to be continually reset. For example, color contrast settings enhanced for a low vision user would be preserved by the application.</p>	<p>The following components meet this criterion: High contrast, font, size, and color settings are supported, as controlled by the operating system.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> <p>- IBM Content Navigator:</p> <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Usage Reporter - Color was inherited from the operating system high contrast settings. However, white text on a yellow background is difficult to read on the summary page. The Usage Reporter is bundled as a component of FileNet System Dashboard and produces comma-separated data that reports on system resource usage. Users can use an alternative accessible method. Excel, command line, etc., to consume and report on the Usage Reporter data.</li> <li>Setting larger font size in the operating system can make some user interface screens difficult to read for the user. The Usage Reporter is bundled as a component of FileNet System Dashboard and produces comma-separated data that reports on system resource usage. Users can use an alternative accessible method: Excel, command line, etc., to consume and report on the Usage Reporter data.</li> </ul> </li> </ul>
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not applicable	<p>The following components do not apply to this criterion: Animation is not used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
(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: Color is used only as an enhancement, and an alternate means to convey information or indicate an action is available to users with visual impairments.	<p>The following components meet this criterion: There are no instances where color is used as the only way to convey information.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<p>The following components do not apply to this criterion: Output is displayed in a single color text. Color is not used to convey information.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
(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.	Not applicable	<p>The following components do not apply to this criterion: Color customization is not provided.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
(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: The use of blinking text, objects or elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.	<p>The following components meet this criterion: No flashing or blinking text is used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul>
(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>Supports: The application design allows assistive technology access to information, field elements, and functionality required to complete and submit forms.</p>	<p>The following components meet this criterion: The silent installation applications use a response file that contains the settings used during installation. The response file can be edited using a text editor. It contains comments and recommended values for all settings. The command line interfaces have startup inputs controlled by a properties file which is accessible to assistive technologies.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center: Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- IBM Composite Platform Installation Tool</li> <li>- Usage Reporter - Forms for task completion are navigable, give error information as needed and all functionality is available.</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Silent Mode Install</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: Forms are not used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- CFS Export database scripts</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>

## Section 1194.22 Web-based Internet information and applications - Detail

Criteria	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).	<p>Supports: The application design provides text equivalents for all images so that assistive technology can describe those images to blind users.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Dojo defect: "Hyper links must contain text or an image with alt text." and "Each form control must have associated text."</li> <li>- CFS Admin Tool - Appropriate text is provided for images</li> </ul> </li> <li>- Information Center - Does not include any animations and images include ALT text.</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Text alternative is provided for all images.</li> </ul> </li> </ul>
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Not applicable	<p>The following component does not apply to this criterion: No audio or video elements are used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li> </ul> <ul style="list-style-type: none"> <li>- Information Center</li> </ul> <ul style="list-style-type: none"> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Web application</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	<p>Supports: Color is used only as an enhancement, and an alternate means to convey information or indicate an action is available to users with visual impairments.</p>	<p>The following components meet this criterion: Does not use color as the only visual means of conveying information</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application</li> </ul> </li> </ul>
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	<p>Supports: Web page content is readable without the use of a pre-defined style sheet, allowing low vision users to enable their own style sheets that enhance their viewing preferences.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - This application relies on cascading style sheets in order to render properly and be usable. However, the application provides equivalent facilitation for low-vision users by utilizing the users system display settings, including high contrast mode. Users may also control the font sizes using the browser settings.</li> <li>- CFS Admin Tool - FedAdmin is readable without CSS.</li> </ul> </li> <li>- Information Center - Usable without its style-sheets.</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - This application relies on cascading style sheets in order to render properly and be usable. However, the application provides equivalent facilitation for low-vision users by utilizing the users system display settings, including high contrast mode. Users may also control the font sizes using the browser settings.</li> </ul> </li> </ul>
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	<p>The following components do not meet this criterion: No image maps used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> </ul> </li> <li>- Information Center</li> </ul>



Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- IBM Content Navigator:</li> <li>- Web application</li> </ul>
(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.	Not applicable	<p>The following components do not meet this criterion: No image maps used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application</li> </ul> </li> </ul>
(g) Row and column headers shall be identified for data tables.	<p>Supports: The application is designed to identify row and column headers for blind users so the location and context of the table cell are clear and can be communicated by a screen reader.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Dojo defect "For a data table, identify headers for the table rows and columns."</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Tables cells and the relationship between them can be programmatically determined.</li> </ul> </li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- Information Center - No tables are used.</li> </ul>
(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.	<p>Supports: Complex tables are designed with additional attributes for blind users so the location and context of the table cell are clear and can be communicated by a screen reader.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Dojo defect "For a data table, identify headers for the table rows and columns."</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Tables cells and the relationship between them can be programmatically determined.</li> </ul> </li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- Information Center - No tables are used.</li> </ul>
(i) Frames shall be titled with text that facilitates frame identification and navigation.	<p>Supports: Meaningful text titles are used to describe the purpose of frames so blind users can easily navigate to the desired area.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Dojo defect "Frames and IFrames must have a non-empty title attribute."</li> </ul> </li> <li>- Information Center - Frames are titled for identification and navigation purposes.</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Frames have titles and contain accessible source.</li> </ul> </li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- CFS Admin Tool - Frames are not used when the accessibility mode is turned on.</li> </ul> </li> </ul>
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz	<p>Supports: The use of blinking text, objects or</p>	<p>The following components meet this criterion: No flashing or blinking content.</p>

Criteria	Supporting Features	Remarks and Explanations
and lower than 55 Hz.	elements has been avoided, reducing risk of seizures for users with photosensitive epilepsy.	<ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application</li> </ul> </li> </ul>
(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.	Not applicable	<p>The following components do not apply to this criterion: Already accessible, text-only pages are not necessary.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application</li> </ul> </li> </ul>
(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: Alternatives to scripting language are provided, allowing users access to the content via keyboard and assistive technology.	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Scripts are keyboard accessible.</li> </ul> </li> <li>- Information Center - If the content affected by scripting is not accessible, an alternative is provided.</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - The scripts are keyboard accessible.</li> </ul> </li> </ul> <p>The following component does not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- CFS Admin Tool - Does not utilize scripts</li> </ul> </li> </ul>
(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: An alternative to inaccessible applets or plug-ins is provided for efficient use by disabled users.	<p>The following component meets this criterion:</p> <ul style="list-style-type: none"> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - A keyboard accessible alternative is provided for the drag and drop function by using the Add Folder and Add Document wizards.</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: no applets, plugins, and non-HTML content used.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- Information Center</li> </ul>
(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 submission of the form, including all directions and cues.	Supports: The application design allows assistive technology access to information, field elements, and functionality required to complete and submit forms.	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - Dojo defect" Each form control must have associated text." and "Label 'For' attribute does not reference an appropriate form control."</li> <li>- CFS Admin Tool - Tables are accessible.</li> </ul> </li> <li>- Information Center - Forms in the Information Center framework, the fields are implemented in HTML and viewed through the browser. Each form</li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<p>field is identified with LABEL and navigable through standard browser (assistive tech) controls.</p> <ul style="list-style-type: none"> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Labels are not explicitly associated with form fields.</li> </ul> </li> </ul>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports: Web pages are designed so that repetitive navigation links can be skipping over, and blind users can navigate to the main content of the page more easily.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- CFS Admin Tool - Skip to main content link is provided.</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - Methods are provided to skip to main content.</li> </ul> </li> </ul> <p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - has only one main content page. There are</li> </ul> </li> <li>- Information Center - HTML of content frame is not provided.</li> </ul>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Supports: When a timed response is required, an option to request more time to complete the action is provided to the user.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- ACCE (Admin Console for CE, includes System Health Dashboard) - User can adjust the time limit</li> </ul> </li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application - An auto-dismiss feature is available to dismiss the progress page after a defined period of time. By default the system is shipped with this feature disabled, so there are no timed response issues for the users.</li> </ul> </li> </ul> <p>The following components do not apply to this criterion: No timed responses.</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>

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>Supports: See the following for supporting features: - 1194.21 a, b, c, d, e, f, h, i, l - 1194.22 all</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Web application</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
<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 what are visually impaired shall be provided.</p>	<p>Supports: See the following for supporting features: - 1194.21 c, g, i, j, l - 1194.22 n</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li> </ul> </li> <li>- Information Center</li> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Web application</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>
<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: See the following for supporting features: - 1194.22 b, m</p>	<p>The following component meets this criterion:</p> <ul style="list-style-type: none"> <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Web application</li> </ul> </li> </ul> <p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li>   <li>- Information Center</li>   <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> </ul> </li> <li>- Silent Mode Install</li> <li>- Silent Installer for Office Integration</li> </ul>
(d) Where audio information is important for the use of the 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.	Not applicable	<p>The following components do not apply to this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> </ul> </li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li>   <li>- Information Center</li>   <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> </ul> </li> <li>- Silent Mode Install</li> <li>- Web application</li> <li>- Silent Installer for Office Integration</li> </ul>
(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.	Not applicable	
(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>Supports:</p> <p>See the following for supporting features:</p> <ul style="list-style-type: none"> <li>- 1194.21 a, b</li> <li>- 1194.22 l, p</li> </ul>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Content Engine Client: Silent installer</li> <li>- Content Engine Server: Silent installer</li> <li>- Content Search Services (server): Silent installer</li> </ul> </li> <li>- CFS: Silent installer</li> <li>- P8 Platform Information Center - Silent installer</li> <li>- System Dashboard for ECM: Silent installer</li> <li>- CFS Export database scripts</li> <li>- IBM Composite Platform Installation Tool</li> <li>- IBM FileNet Content Consistency Checker</li> <li>- System Dashboard for Enterprise Content Manager</li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		<ul style="list-style-type: none"> <li>- Usage Reporter</li> <li>- Bulk Import Tool</li> <li>- Deployment Manager command line version</li> <li>- ACCE (Admin Console for CE, includes System Health Dashboard)</li> <li>- CFS Admin Tool</li> <li>- Configuration Manager command line version</li>   <li>- Information Center</li>   <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Microsoft Office integration</li> <li>- Command Line Interface, Config. and Deploy Tool</li> <li>- Silent Mode Install</li> <li>- Web application</li> <li>- Silent Installer for Office Integration</li> </ul> </li> </ul>

**Section 1194.41 Information, Documentation, and Support - Detail**

Criteria	Supporting Features	Remarks and Explanations
<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.</p>	<p>Supports: Product support documentation is provided in at least one accessible format.</p>	<p>The following components meet this criterion:</p> <ul style="list-style-type: none"> <li>- IBM FileNet Content Manager: <ul style="list-style-type: none"> <li>- Excel spreadsheet (for installation) - Information, structure, and relationship for documentation components can be determined programmatically. Color is not used to convey meaning. Document reading order is defined. Table cells and their relationships are defined. No flashing or blinking content is used. The primary language of the documentation/topic content is identified with the necessary attributes.</li> <li>Worksheet does not contain non-text content or forms. Worksheet is not to be read top to bottom. Excel provides many features to organize, hide, rearrange, and display what you want to see.</li> </ul> </li>   <li>- P8 Platform documentation: Information Center - Long descriptions are provided for applicable images. Short descriptions are provided in the alt attribute for images. The Search form, which is the only form in P8 help, is compliant. Table cells and their relationships are defined. If CSS is disabled, pages are still readable. Color is not used to convey meaning. P8 help contains no flashing or blinking content. Fast methods for skipping over navigation links to get to main content are provided for the documentation components. Frame titles are provided and all frames are accessible.</li> <li>P8 help does not use image maps, audio or video content, live multimedia, time limits, application plug-ins or non-HTML content. No text-only pages are needed.</li>   <li>- Information Center - Documentation available in HTML.</li>   <li>- IBM Content Navigator: <ul style="list-style-type: none"> <li>- Help-Lightweight - Alt text has been provided for images. Links to a viewlet in the main product information, and the landing page from which users access the viewlet includes a clearly labeled link to the accessible version of the viewlet script. Table cells and relationships can be determined. Web pages are readable without requiring style sheets. Color is not the only means of conveying information. Documentation contains no flashing or blinking content. Navigation and content are provided in separate panes. Titled frames to assist navigation are provided for the documentation components.</li> <li>No image maps are included in the lightweight</li> </ul> </li> </ul>

Criteria	Supporting Features	Remarks and Explanations
		help. No multimedia used. No forms, scripts, or application plug-ins used. No time limits on documentation access. No content that is not accessible.
(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.	Supports: Documentation includes a description of accessibility and compatibility features that make it easier for people with disabilities to use the product. Those descriptions are available in alternate formats upon request.	The following components meet this criterion: Documentation is provided on accessibility features including keyboard access.  - IBM FileNet Content Manager: - Excel spreadsheet (for installation) - P8 Platform documentation: Information Center  - Information Center  - IBM Content Navigator: - Help-Lightweight
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports: In addition to standard IBM help desk and support Web sites, IBM has established a TTY telephone service for use by deaf or hard of hearing customers to access sales and support services.	

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Online Information Centers have been replaced by the IBM Knowledge Center - Hosted Edition service. To request the current accessibility status for the IBM Knowledge Center - Hosted Edition service, visit the IBM Product Accessibility information web page ( <a href="https://www-03.ibm.com/research/accessibility/requests/accvpat.nsf/bidxjs?OpenForm">https://www-03.ibm.com/research/accessibility/requests/accvpat.nsf/bidxjs?OpenForm</a> ) and select the entry for IBM Knowledge Center - Hosted Edition.