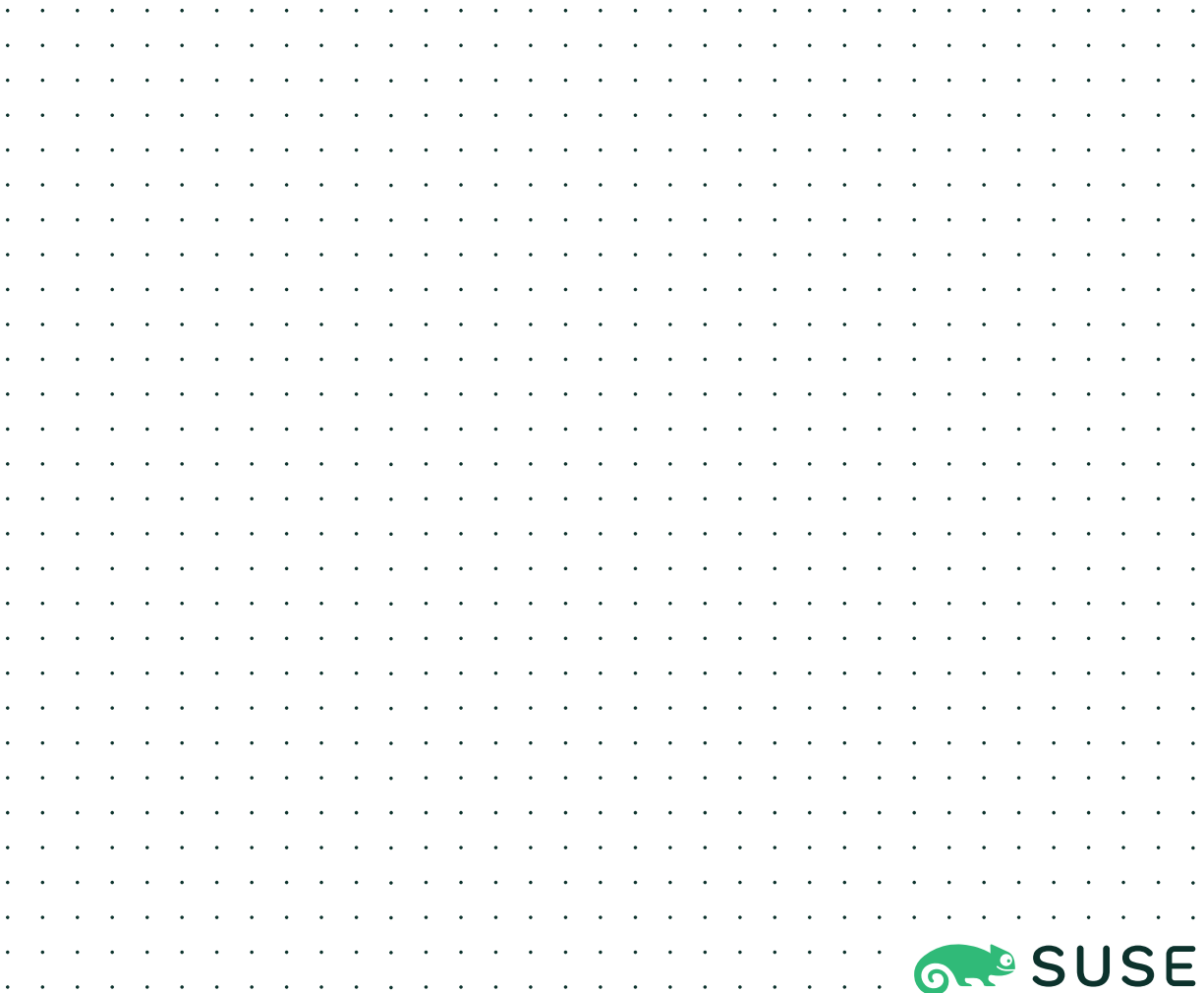


SUSE Manager 4.2 Accessibility Conformance Report

Revised Section 508 Edition

Based on VPAT® Version 2.4



Introduction

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines.

The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

SUSE Manager 4.2 VPAT

Name of Product/Version

SUSE Manager 4.2

Report Date

June 18th, 2021

Product Description

Enterprise Linux system management tool

Contact Information

accessibility@suse.com

Notes

SUSE Manager 4.2 is based on SUSE Linux Enterprise Server 15.

Assistive technologies such as a text reader or speech recognizer are provided as part of SUSE Linux Enterprise Server 15 (VPAT: <https://www.suse.com/products/accessibility/vpat-sles15/>)

Evaluation Methods Used

Conformance Levels were determined using evaluation processes that include proprietary test processes, skilled accessibility testers, accessibility testing tools (namely, the Axe extension and the Orca screen reader), general product knowledge and guidance from DHS Trusted Tester Program.

Applicable Standards/Guidelines

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected 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 Revised Section 508:

- 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: Aside from the web interface, this ICT includes command-line interface tools, and a programmatic API. All three methods offer the same functionality. The WCAG 2.0 Report section of this VPAT only refers to the web interface.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ICT does not include pre-recorded audio or video.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ICT does not include video.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ICT does not include video.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.1 Use of Color (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.2 Audio Control (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.1.1 Keyboard (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Some features of the web interface expect the user to click with a mouse. Screen reader users will sometimes need to simulate mouse clicks and/or use the command-line interface.
<p>2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Timing is not used.
<p>2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Moving content is not used.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p>	Supports	Flashing is not used

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	The footer links appear after the navigation links but before the main content. (This applies to the SUSE Manager web interface, not to the documentation).
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Some links do not have test labels.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
3.2.2 On Input (Level A) Also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	Some buttons do not have text. Some form elements do not have labels.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	ICT does not include video content

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ICT does not include video content
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Several themes are available for the web interface, including a high-contrast theme.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	ICT does not include pages with text in multiple languages.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.4.8 Visual Presentation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.2.3 No Timing (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.2.4 Interruptions (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.2.5 Re-authenticating (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.3.2 Three Flashes (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.4.8 Location (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
2.4.10 Section Headings (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.1.3 Unusual Words (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.1.4 Abbreviations (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
3.1.5 Reading Level (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.1.6 Pronunciation (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.2.5 Change on Request (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.3.5 Help (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA) Revised Section 508 – Does not apply	Web: Not Evaluated	

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Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	All functionality is available through a command line interface (which can be used together with a screen reader), and it is also programmatically available through an API. Alternatively, a web interface is provided. In the web UI, some links and form elements are not labeled, and a few links also expect the user to click with a mouse.
302.2 With Limited Vision	Partially Supports	All functionality is available through a command line interface (which can be used together with a screen

Criteria	Conformance Level	Remarks and Explanations
		<p>reader), and it is also exposed programmatically through an API.</p> <p>The web interface meets the guidelines for color contrast after switching the default low-contrast theme to the high-contrast theme included in the product.</p>
302.3 Without Perception of Color	Supports	<p>All functionality is available through a command line interface (which can be used together with a screen reader), and it is also exposed programmatically through an API.</p> <p>Color is used only to complement information already available on screen (e. g. red/yellow/green to highlight results).</p>
302.4 Without Hearing	Supports	ICT does not utilize audio feedback
302.5 With Limited Hearing	Supports	ICT does not utilize audio feedback
302.6 Without Speech	Supports	ICT does not utilize speech input
302.7 With Limited Manipulation	Supports	<p>All functionality is available with limited manipulation through a command line interface that can be used in conjunction with a screen reader and speech recognition software to substitute input/output text from keyboard and screen.</p> <p>Alternatively, a web interface is provided. In the web UI, a few links expect the user to click</p>

Criteria	Conformance Level	Remarks and Explanations
		with a mouse, which could create a challenge for users who cannot use a mouse.
302.8 With Limited Reach and Strength	Supports	All functionality is available with limited manipulation through a command line interface that can be used in conjunction with a screen reader and speech recognition software to substitute input/output text from keyboard and screen. Alternatively, a web interface is provided. In the web UI, a few links expect the user to click with a mouse, which could create a challenge for users who cannot use a mouse.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Users who are not fluent in English, Japanese, Korean or Simplified Chinese would likely have difficulty using the product. Users with learning or cognitive disabilities may also find the material to be difficult to understand, depending on the particular disability.

Chapter 4: Hardware

Notes: This ICT product is a software-only product. No Hardware components included in SKU and all Chapter 4 has been marked as Not Applicable.

Criteria	Conformance Level	Remarks and Explanations
<i>402 Closed Functionality</i>	Heading cell – no response required	Heading cell – no response required
<i>402.1 General</i>	Heading cell – no response required	Heading cell – no response required
<i>402.2 Speech-Output Enabled</i>	Heading cell – no response required	Heading cell – no response required
402.2.1 Information Displayed On-Screen	Not Applicable	
402.2.2 Transactional Outputs	Not Applicable	
402.2.3 Speech Delivery Type and Coordination	Not Applicable	
402.2.4 User Control	Not Applicable	
402.2.5 Braille Instructions	Not Applicable	
<i>402.3 Volume</i>	Heading cell – no response required	Heading cell – no response required
402.3.1 Private Listening	Not Applicable	
402.3.2 Non-private Listening	Not Applicable	
402.4 Characters on Display Screens	Not Applicable	
402.5 Characters on Variable Message Signs	Not Applicable	
<i>403 Biometrics</i>	Heading cell – no response required	Heading cell – no response required
403.1 General	Not Applicable	
<i>404 Preservation of Information Provided for Accessibility</i>	Heading cell – no response required	Heading cell – no response required
404.1 General	Not Applicable	
<i>405 Privacy</i>	Heading cell – no response required	Heading cell – no response required
405.1 General	Not Applicable	
<i>406 Standard Connections</i>	Heading cell – no	Heading cell – no

Criteria	Conformance Level	Remarks and Explanations
	response required	response required
406.1 General	Not Applicable	
407 Operable Parts	Heading cell – no response required	Heading cell – no response required
407.2 Contrast	Not Applicable	
407.3 Input Controls	Heading cell – no response required	Heading cell – no response required
407.3.1 Tactilely Discernible	Not Applicable	
407.3.2 Alphabetic Keys	Not Applicable	
407.3.3 Numeric Keys	Not Applicable	
407.4 Key Repeat	Not Applicable	
407.5 Timed Response	Not Applicable	
407.6 Operation	Not Applicable	
407.7 Tickets, Fare Cards, and Keycards	Not Applicable	
407.8 Reach Height and Depth	Heading cell – no response required	Heading cell – no response required
407.8.1 Vertical Reference Plane	Not Applicable	
407.8.1.1 Vertical Plane for Side Reach	Not Applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not Applicable	
407.8.2 Side Reach	Not Applicable	
407.8.2.1 Unobstructed Side Reach	Not Applicable	
407.8.2.2 Obstructed Side Reach	Not Applicable	
407.8.3 Forward Reach	Not Applicable	
407.8.3.1 Unobstructed Forward Reach	Not Applicable	
407.8.3.2 Obstructed Forward Reach	Not Applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not Applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
408 Display Screens	Heading cell – no response required	Heading cell – no response required
408.2 Visibility	Not Applicable	
408.3 Flashing	Not Applicable	
409 Status Indicators	Heading cell – no response required	Heading cell – no response required
409.1 General	Not Applicable	
410 Color Coding	Heading cell – no response required	Heading cell – no response required
410.1 General	Not Applicable	
411 Audible Signals	Heading cell – no response required	Heading cell – no response required
411.1 General	Not Applicable	
412 ICT with Two-Way Voice Communication	Heading cell – no response required	Heading cell – no response required
412.2 Volume Gain	Heading cell – no response required	Heading cell – no response required
412.2.1 Volume Gain for Wireline Telephones	Not Applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not Applicable	
412.3 Interference Reduction and Magnetic Coupling	Heading cell – no response required	Heading cell – no response required
412.3.1 Wireless Handsets	Not Applicable	
412.3.2 Wireline Handsets	Not Applicable	
412.4 Digital Encoding of Speech	Not Applicable	
412.5 Real-Time Text Functionality	Reserved for future	Reserved for future
412.6 Caller ID	Not Applicable	
412.7 Video Communication	Not Applicable	
412.8 Legacy TTY Support	Heading cell – no response required	Heading cell – no response required
412.8.1 TTY Connectability	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
412.8.2 Voice and Hearing Carry Over	Not Applicable	
412.8.3 Signal Compatibility	Not Applicable	
412.8.4 Voice Mail and Other Messaging Systems	Not Applicable	
<i>413 Closed Caption Processing Technologies</i>	Heading cell – no response required	Heading cell – no response required
413.1.1 Decoding and Display of Closed Captions	Not Applicable	
413.1.2 Pass-Through of Closed Caption Data	Not Applicable	
<i>414 Audio Description Processing Technologies</i>	Heading cell – no response required	Heading cell – no response required
414.1.1 Digital Television Tuners	Not Applicable	
414.1.2 Other ICT	Not Applicable	
<i>415 User Controls for Captions and Audio Descriptions</i>	Heading cell – no response required	Heading cell – no response required
415.1.1 Caption Controls	Not Applicable	
415.1.2 Audio Description Controls	Not Applicable	

Chapter 5: Software

Notes: Aside from the web interface (which is designed to work well with assistive technologies), this ICT includes command-line interface tools (whose output can be programmatically processed), and a programmatic Application Programming Interface (API). All three methods offer the same functionality.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 section
<i>502 Interoperability with Assistive Technology</i>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	ICT is not Platform Software

Criteria	Conformance Level	Remarks and Explanations
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Partially Supports	Some notifications may not be directly available on the web interface but received by e-mail or written to log files.
502.4 Platform Accessibility Features	Not Applicable	ICT is not a Platform or Platform Software
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Not Applicable for command-line tools
503.3 Alternative User Interfaces	Not Applicable	Not Applicable for command-line tools
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Not Applicable	ICT does not utilize audio
503.4.2 Audio Description Controls	Not Applicable	ICT does not utilize audio
<i>504 Authoring Tools</i>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	ICT is not an authoring tool
504.2.2 PDF Export	Not Applicable	ICT is not an authoring tool
504.3 Prompts	Not Applicable	ICT is not an authoring tool
504.4 Templates	Not Applicable	ICT is not an authoring tool

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>	Heading cell – no response required	Heading cell – no response required
<i>602 Support Documentation</i>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	ICT does not include specific accessibility features.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supported	Documentation is only provided in electronic form, both as HTML and PDF.
<i>603 Support Services</i>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	ICT is not a support service
603.3 Accommodation of Communication Needs	Supports	Support is available by calling 1-800-971-3100 and also through live chat via https://www.suse.com

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