



Overland Storage
 4820 Overland Ave
 San Diego, Ca 92123

Snap Servers® models 110, 210, 410, 520, 620, 650 Section 508 Report

**Snap Server®
 Models 110, 210, 410, 520, 620, 650**

Section 508 Compliance Review

October 8, 2009

Section 508 Evaluation Template

Date: This Voluntary Product Accessibility Template provides guidance on the accessibility characteristics of the Snap Server® models 110, 210, 410, 520, 620, 650 as of October 8, 2009.

Summary Table		
Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Supports with Exceptions	foreground and background colors are fixed.
Section 1194.22 Web-based internet information and applications	Supports with Exceptions	foreground and background colors are fixed. Our pages are dependent on our style sheets Redundant links not provided. Only Server-side image maps provided.
Section 1194.23 Telecommunications Products	Supports with exceptions	See section 1194.23 for specific details.
Section 1194.24 Video and Multi-media Products	N/A	Not a Video or Multi Media product - is a File Server Product which can serve many types of files.
Section 1194.25 Self-Contained, Closed Products	N/A	Questions do not pertain to Snap Server Platforms
Section 1194.26 Desktop and Portable Computers	Supports with exceptions	See section 1194.26 for specific details.
Section 1194.31 Functional Performance Criteria	Supports with exceptions	See section 1194.31 for specific details.
Section 1194.41 Information, documentation, and support.	Supports	See section 1194.41 for specific details.

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and explanations
<p>(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.</p>	<p align="center">Supports</p>	<p>The GuardianOS™ Operating System is managed from an administrative Web UI accessed through a Client's standard web browser. Supports web browsers: Microsoft IE, Mozilla Firefox, and Apple Safari. A direct attached Keyboard Mouse and Monitor is not used to manage this embedded operating system and related attributes.</p> <p>Snap Server Manager™ does support page navigation using TAB key and arrows to change fields, and either space bar or CR to make selection.</p> <p>Both End User and Administrative documentation are available in PDF format on the User CD that ships with the platform. Also, product has a comprehensive context sensitive help library embedded within the Management Web UI.</p>
<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 align="center">Supports</p>	<p>The GuardianOS™ and embedded applications do not disable any known activated features of other products or operating systems that are identified as industry standard accessibility features</p>

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(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	The GuardianOS™ Management Web UI has clear indications of what the task is being performed. The GuardianOSTM Management Web-UI works with standard Browser technologies as used in Microsoft IE, Mozilla Firefox, and Apple Safari. All Assistive technologies included in these web browsers remain in tact..
(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	All elements in the GuardianOS™ management Web UI are in Text.
(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	All bitmap images controls, and status indicators have a text context next to them.
(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	Also, a set of CLI text commands exist to manage the GuardianOS are available via SSH, complete with embedded help.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports With Exceptions	The GuardianOS™ management web UI does not override any known user selected contrast or other individual display attributes. However, the Management UI foreground and background colors are fixed.

**Section 1194.21 Software Applications and Operating Systems - Detail
Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and explanations
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	The GuardianOS™ Management Web-UI does not display any animation.
(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 exceptions	The GuardianOS™ Management UI foreground and background colors are fixed. The GuardianOS™ management web UI, when colors are used to convey information, in most cases, that information is also conveyed in alternative text beside the condition.
(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 Exceptions.	The GuardianOS™ Management UI foreground and background colors are fixed. The GuardianOS™ management web UI, when colors are used to convey information, in most cases, that information is also conveyed in alternative text beside the condition.
(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 GuardianOS™ Management UI does not blink or flash text, or objects or other elements at a flash or blink frequency greater than 2 Hz and lower than 55 Hz
(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 Exceptions.	The GuardianOS™ Management UI foreground and background colors are fixed. The GuardianOS™ management web UI, when colors are used to convey information, in most cases, that information is also conveyed in alternative text beside the condition.

**Section 1194.22 Web-based Internet/Intranet information and applications - Detail
Voluntary Product Accessibility Template**

Criteria	Level of Support & 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	All tasks in GuardianOS™ Management Browser UI have text equivalents.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	N/A	Not a general purpose server
(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 exceptions	The GuardianOS™ Management Browser UI provides equivalent text used to describe the condition of the color status conditions.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Not supported	Our pages are dependent on our style sheets
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not supported	Redundant links not provided.
(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 supported	Only Server-side image maps provided.
(g) Row and column headers shall be identified for data tables.	Supports	All table contain both row and column headers
(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	All table contain both row and column headers
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports	All frames in the management browser are titles with text for easy identification and navigation.

**Section 1194.22 Web-based Internet/Intranet information and applications - Detail
Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and explanations
(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	The GuardianOS™ management web UI does not contain any flashing or blinking text, objects or other elements with a flash or blink frequency greater than 2 Hz and lower than 55 Hz.
(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	The GuardianOS™ Management web-UI is comprised mostly of text pages A CLI command line interface is also provided for more management functions.
(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	The GuardianOS Web UI complies with most if not all parts of this, but we need to test this to be 100% sure, which will take some time to complete.
(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	The GuardianOS Web UI does not require any special Applets, plug-in or any other application to be present on the client side. Other than what a standard web browser would require.
(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 GuardianOS™ and related interfaces do not disable any known activated features of other products or operating systems that are identified as industry standard accessibility features
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The Web UI has a complete single click navigation map to all tasks.

**Section 1194.22 Web-based Internet/Intranet information and applications - Detail
Voluntary Product Accessibility Template**

Criteria	Level of Support & Supporting Features	Remarks and explanations
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	N/A	There is no timed responses required .in the Management UI.

Section 1194.23 Telecommunications Products – Detail

** Refer to (<http://www.access-board.gov/sec508/guide/1194.26.htm>) for details on the guidelines listed below.*

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 to this product type. (Product not classed as a telecommunications product.)	
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.	Not applicable to this product type. (Product not classed as a telecommunications product.)	
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.	Not applicable to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	

Section 1194.23 Telecommunications Products – Detail

** Refer to (<http://www.access-board.gov/sec508/guide/1194.26.htm>) for details on the guidelines listed below.*

Criteria	Supporting Features	Remarks and explanations
(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 to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	
(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 to this product type. (Product not classed as a telecommunications product.)	

Section 1194.23 Telecommunications Products – Detail

** Refer to (<http://www.access-board.gov/sec508/guide/1194.26.htm>) for details on the guidelines listed below.*

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	Single Power button on front of unit can be located by feel, Button is tactilely discernible without applying pressure, as it is the only button on the front panel.
(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.	Supports with exceptions	Single power button activation is all that is required. Actuation force is less than 5 lbs force.
(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.	N/A	Single button activation on front of unit for power on/ off purposes. No other buttons..
(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.	Does not support	Power button has LED feedback to indicate power up and power down status There is no audible notification or tactile.

Section 1194.26 Desktop and Portable Computers

** Refer to (<http://www.access-board.gov/sec508/guide/1194.26.htm>) for details on the guidelines listed below.*

Criteria	Supporting Features	Remarks and explanations
(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).	Supports with Exceptions	Please refer to 1194.23 (k1 thru k4).
(b) If a product utilizes touch screens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).	N/A	Product does not use touch-operated 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.	N/A	Product does not use biometric forms of user identification or control.

Section 1194.26 Desktop and Portable Computers <i>* Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.</i>		
Criteria	Supporting Features	Remarks and explanations
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards	Supports	The system as released and manufactured by Overland, model dependent, contain industry standard typical slots, ports, and connectors that have been recognized during this current period as industry standards that allow inter-operability between computing systems as dictated by existing industry standards.

Section 1194.31 Functional Performance Criteria <i>* Refer to (http://www.access-board.gov/sec508/guide/1194.31.htm) for details on the guidelines listed below.</i>		
Criteria	Supporting Features	Remarks and explanations
(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.	Supported with Exceptions	<p>The GuardianOS™ management web UI, does not provide any assist technology to read the information displayed on our management UI.</p> <p>A text-based Command line utility exists to perform most all of the tasks on the web UI except for deleting/creating RAID sets and Volumes The browser is required to perform these destructive exceptional functions.</p> <p>Refer to 1194.22(g,i,j)</p>

Section 1194.31 Functional Performance Criteria <i>* Refer to (http://www.access-board.gov/sec508/guide/1194.31.htm) for details on the guidelines listed below.</i>		
Criteria	Supporting Features	Remarks and explanations
<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>The GuardianOS™ management web UI, would not interfere with any assist technologies that would seek to enlarge the fonts displayed in the management web UI.</p> <p>The GuardianOS™ would not interfere with any known use of screen readers to access the Text Files stored on its network shares.</p> <p>Refer to 1194.21/22</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>Supported</p>	<p>User hearing is not required to use this product for access to any functionality or Alerts. All alerts are visual text or colors or both indicators</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>N/A</p>	<p>Audio information is not needed for the use of this product.</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>N/A</p>	<p>User speech is not required to use this product.</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</p>	<p>The GuardianOS™ management web-UI supports page navigation using TAB key and arrows to change fields, and either space bar or CR to make selection.</p>

Section 1194.41 Information, documentation, and support. <i>* Refer to (http://www.access-board.gov/sec508/guide/1194.41.htm) for details on the guidelines listed below.</i>		
Criteria	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.	Supports	Alternative forms of access to descriptions and compatibility features in alternative formats are currently available via the Web for registered users. Both End User and Administrative documentation are available in PDF format on the User CD that ships with the platform. Also, product has a comprehensive context sensitive help library embedded within the Management Web UI.
(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.	Not Applicable	No special accessibility features are included and hence documented.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	Web based text services are available for interface with Overland support personnel.

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