# Voluntary Product Accessibility Template (VPAT) ® 2.0

| Project Name: | Voluntary Product Accessibility Template (VPAT) ® 2.0 Cloudera Manager |
|---|---|
| Last Revision Date: | **August 30, 2018** |
| Revision: | 1.0 |

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# cloudera®

## Cloudera Manager Accessibility Conformance Report

### VPAT® 2.0 Version 1.0 – August 30, 2018

| | |
|---|---|
| **Name of product/version:** | **Cloudera Manager** |
| **Product description:** | **Web Application** |
| **Date:** | **August 30, 2018** |
| **Contact information** | gconvertino@cloudera.com |
| **Evaluation methods used:** | This VPAT® is based on the results of an accessibility audit of the **Cloudera Manager** conducted by **The Paciello Group – a VFO™ company**, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.<br><br>The following applications were used as part of the audit to identify potential accessibility issues:<br><br>● Desktop browsers: Internet Explorer, Firefox, Safari and Chrome (all latest versions)<br><br>● Assistive technologies: JAWS, NVDA, Dragon and Read & Write<br><br>● Accessibility testing tools: Browser inspection tools, the Web Developer Extension, Validators, aViewer, Colour Contrast Analyser |
| **Applicable standards/guidelines** | This report covers the degree of conformance for the following accessibility standards/guidelines:<br><br>● Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.<br><br>● Revised Section 508.<br><br>● Standard EN 301 549. |

# Terminology

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.

● **Supports with Exceptions**: 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 only be used in WCAG 2.0 Level AAA.

# Section 508 Chapter 1: Application and Administration

This VPAT is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

# Section 508 Chapter 2: Scoping Requirements

As Cloudera Manager is a web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at [http://www.w3.org/TR/WCAG20](http://www.w3.org/TR/WCAG20).
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 6: Support Documentation and Services.

**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](#).

## *WCAG 2.0 Report*

### Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content** | Does not support | <ul><li>There are several instances of images without appropriate text alternatives, including:</li><li>Icons to indicate when a link opens in a new browser tab/window.</li><li>Tick and warning icons to indicate the health of specific hosts.</li><li>Various graphs and charts.</li><li>Some controls have graphical labels with no accessible alternative, including:</li><li>Controls to sort table columns in ascending or descending order.</li><li>ASCII characters ("<", "<<" etc.) used in pagination controls.</li><li>Controls to expand/collapse sections of content.</li></ul> |
| **1.2.1 Audio-only and Video-only (Prerecorded)** | Not applicable | Cloudera Manager does not contain audio-only or video-only content. |

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| **1.2.2 Captions (Prerecorded)** | Not applicable | ● Cloudera Manager does not contain synchronized media with prerecorded audio content. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** | Not applicable | Cloudera Manager does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| **1.3.1 Info and Relationships** | Does not support | ● Graphs and charts are not structured in a way that would allow users of assistive technologies to access and understand the content within each graph or chart.<br><br>● Some content lacks appropriate structural markup, including:<br><br>● Several tables, such as the Health History table on the host detail page, are missing header rows.<br><br>● List elements are used for decorative purposes, particularly for dividers inside submenus.<br><br>● HTML table elements are occasionally used to lay out form elements, such as the filtering fields on the Directory Usage (Reports) page.<br><br>● The timeline widget that appears on several pages, such as host detail pages, is not structured in a way that makes the underlying content understandable to assistive technology users. |
| **1.3.2 Meaningful Sequence** | Supports with exceptions | While for the majority of content in Cloudera Manager the correct reading sequence can be programmatically determined, there are minor exceptions. For example:<br><br>● On the All Hosts page, the Actions for Selected control appears before/above the table that includes the related form controls, when logically this control should appear after/below the table. |

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| **1.3.3 Sensory Characteristics** | Supports | Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components. |
| **1.4.1 Use of Color** | Does not support | Color is often used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. For example:<br><br>● Color alone is used to visually distinguish between link and non-link text on certain pages, such as the Audits and Dynamic Resource Pool Configuration pages.<br><br>● Color alone is used on the timeline widget presented across several pages (such as the host detail page) to indicate the selected timeline.<br><br>● A different background color alone is used to indicate today's date within the date picker widget present on several pages across the site, such as the host detail page.<br><br>● Graphs and charts often, particularly where data is presented as a line graph, rely significantly on the user being able to perceive differences in color.<br><br>● Errors within the Default Settings dialog box on the Dynamic Resources Pool Configuration page are indicated via color alone (the field and label text changes from gray to red). |
| **1.4.2 Audio Control** | Not applicable | Cloudera Manager does not contain any audio which plays automatically for more than 3 seconds. |
| **2.1.1 Keyboard** | Does not support | ● Several functional components within Cloudera Manager are not keyboard operable or available to users who cannot use a mouse, including:<br><br>● Components that allow users to expand/collapse filter options on configuration pages. |

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| | | <ul><li>The Show buttons that are available within the Health History table on the host details page.</li><li>Clear and Clear All buttons on configuration pages.</li><li>The timeline widget that appears on the host detail and audit pages.</li><li>Components within charts that display pop-ups and dialog boxes, and that filter the content of charts.</li><li>Tooltips on plain text elements.</li></ul> |
| **2.1.2 No Keyboard Trap** | Supports with exceptions | For most components that receives keyboard focus, focus can be moved away from that component using only a keyboard interface, with some minor exceptions. For example:<ul><li>Pages that include auto-updating graphs and charts automatically refresh when the graphs and charts are updated, which causes keyboard focus to the top of the page (and therefore prevents keyboard-only users from navigating through all keyboard-focusable elements on the page).</li><li>The menu button associated with the time range widget on the home and other pages contains a keyboard trap.</li></ul> |
| **2.2.1 Timing Adjustable** | Supports | |
| **2.2.2 Pause, Stop, Hide** | Supports with exceptions | Cloudera Manager contains some auto-updating content which does not provide any mechanisms to pause, stop, hide or control the frequency of the update. For example:<ul><li>Graphs and charts on the home page.</li></ul> |
| **2.3.1 Three Flashes or Below Threshold** | Supports | |

| 2.4.1 Bypass Blocks | Does not support | A mechanism to bypass blocks of content that are repeated on multiple pages, such as navigation bars and other repeated content, is not available. |
|---|---|---|
| 2.4.2 Page Titled | Supports with exceptions | While the majority of pages have titles that describe their topic or purpose, this is not the case for a small number of pages within Cloudera Manager. For example:<br><br>● The page title for the All Health Issues page is "Home – Cloudera Manager" (this is not the home page).<br><br>● The page title for the Command Detail (Deploy Client Configuration) page is simply "Cloudera Manager". |
| 2.4.3 Focus Order | Does not support | ● Focusable components within Cloudera Manager do not receive focus in an order that preserves meaning and operability. For example:<br><br>● Several visually and functionally disabled components are included within the focus order, such as the Next and Switch to Current components on the host detail page.<br><br>● Decorative icons within custom select menus on configuration pages unnecessarily fall into keyboard tab focus order.<br><br>● Components on certain pages (such as search fields on configuration pages) receive focus as soon as the page opens, which means that focusable components before/above this control are skipped and may therefore be missed by certain users.<br><br>● Keyboard focus within dialog boxes, such as the Suppress Health Test dialog box on the All Health Issues page, is not restricted to the dialog box alone. |

| | | • Keyboard focus order through certain page components, such as components within the common header, is not logical and does not match the visual order of these components. |
|---|---|---|
| **2.4.4 Link Purpose (In Context)** | Supports with exceptions | There are minor exceptions where the purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. For example, <br><br> • On the Utilization Report page, there are four links with the same link phrase ("View time series chart"), each of which direct the user to a different location. <br><br> • The Previous and Next pagination links on the Reports page have meaningless link phrases (e.g. "ko.components.pagination.ara.previous") |
| **3.1.1 Language of Page** | Supports | |
| **3.2.1 On Focus** | Supports | |
| **3.2.2 On Input** | Supports with exceptions | Cloudera Manager features minor instances where changing the setting of user interface component does automatically cause a change of context, and the user has not been advised of this behavior before using the component. For example: <br><br> • On the Audits page, navigating through the first combobox within the Add Filter panel using the keyboard causes keyboard focus to unexpectedly switch directly to an empty edit field to the right of this component, and therefore it is not possible for a keyboard-only user to navigate through each option. |

| | | ● If a user cancels a search within the autocomplete search field in the common header by tabbing away from the control, a new page automatically and unexpectedly opens. |
|---|---|---|
| **3.3.1 Error Identification** | Supports with exceptions | While for the majority of input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text, there are exceptions. For example:<br><br>● On the host detail page, no error message is displayed if the user enters a malformed value into either the date fields; instead, the field "updates" itself to a correctly value (which may be different to the intended value), which isn't easily discoverable when using a screen reader.<br><br>● Errors within the Default Settings dialog box on the Dynamic Resource Pool Configuration page are only identifiable by color alone; no text explaining the error is provided. |
| **3.3.2 Labels or Instructions** | Supports with exceptions | ● Many form components that require user input are missing labels or instructions. Examples include:<br><br>● The Size and Units comboboxes on the Reports (Directory Usage) page<br><br>● From and To dates in the date picker widget on the host detail page. |
| **4.1.1 Parsing** | Supports with exceptions | While the majority of markup-based content does not have any parsing issues known to have an accessibility impact, there are minor exceptions. For example:<br><br>● Elements are nested in a way that is not permitted by the HTML specification. |

| 4.1.2 Name, Role, Value | Does not support | <ul><li>The name, role, state, value of interface components, or notifications of change to these items, cannot be programmatically determined and is therefore not available to user agents, including assistive technologies. For example:</li><li>Custom widgets lack accessible name, role and/or state information. These include:</li><li>Table sorting functionality on the All Hosts, Users & Roles, Dynamic Resource Pool Configuration and Report (Directory Usage) pages.</li><li>Custom comboboxes on the service configuration page.</li><li>Disclosure (expand/collapse) widgets across the application, such as the Filters panel on the service configuration page, and within tables, such as within the health history table on the host detail page.</li><li>Custom buttons across the application, such as the Show buttons within the health history table on the host detail page.</li><li>The expandable/collapsible timeline widget on the Audits page amongst others.</li><li>The date picker widget on the host detail and Audits page.</li><li>Custom selectable elements, such as individual categories within the Filter panel on pages such as the service configuration page.</li><li>Tabbed navigation widgets, such as the Legend, Details and Distribution tab panel on the home page.</li></ul> |

| | | |
|---|---|---|
| | | <ul><li>Dialog boxes throughout the application, including (but not limited to) those on the All Health Issues, Stale Configurations, Users and Dynamic Resource Pool Configuration pages.</li><li>Charts and graphs on the home and utilization report pages.</li><li>Menu buttons throughout the application, including (but not limited to) the home, service configuration, audits, and users pages.</li><li>Autocomplete functionality on certain search forms, such as the search form within the common header.</li><li>Across the application, there are instances of input fields that rely on placeholder text, and input fields that have visible label text with no programmatic relationship to the corresponding input field. In addition, there are other instances where programmatic relationships are missing between labels or messages and their corresponding controls. For example:</li><li>Visible labels next to comboboxes within the Cluster CPU dialog box.</li><li>"Per Page" label and associated combobox on the service configuration page.</li><li>"Comment" label within the Suppress Health Test dialog box on the All Health Issues page.</li><li>Groups of related comboboxes within the date picker that appears across several pages.</li><li>Radio buttons within the Select Dependencies table when adding a flume service.</li><li>Checkboxes within the main table on the All Hosts page.</li></ul> |

| | | ● Error messages below the login form on the login page and below text fields on the service configuration page. |
|---|---|---|

## Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live)** | Not applicable | Cloudera Manager does not contain synchronized media with live audio content. |
| **1.2.5 Audio Description (Prerecorded)** | Not applicable | Cloudera Manager does not contain any synchronized media which would require an audio description. |
| **1.4.3 Contrast (Minimum)** | Does not support | Cloudera Manager includes text with a contrast ratio below 4.5:1, including placeholder text, menu button text and label text. |
| **1.4.4 Resize text** | Supports with exceptions | Resizing text / zooming the page up to 200 percent results in loss of content or functionality. For example: <br><br>● The date and time on the top right of the service configuration page is obscured when full-page zooming is set to 200 percent. <br><br>● Content within certain dialog boxes, such as the Suppress Health Test dialog box, is obscured when full-page zooming is set to 200 percent. <br><br>● Content on the Stale Configurations page overlaps and obscures nearby text when full-page zooming is set to 200 percent. |

| | | ● White text on the Utilization Reports page bleeds into the white background when text-only zooming is set to 200 percent. |
|---|---|---|
| **1.4.5 Images of Text** | Supports | |
| **2.4.5 Multiple Ways** | Supports | |
| **2.4.6 Headings and Labels** | Supports with exceptions | While the majority of headings and labels within Cloudera Manager appropriately describe the topic or purpose of their related content, there are minor exceptions. For example:<br><br>● Radio buttons in the Select Dependencies table in the Add Service wizard are missing labels.<br><br>● Checkboxes within the table on the All Hosts page are missing labels. |
| **2.4.7 Focus Visible** | Supports | However, note that only the browser's own visible indicator of focus (a dotted outline) is used around most components, which is very weak and difficult to perceive in some cases. |
| **3.1.2 Language of Parts** | Not applicable | Cloudera Manager does not contain changes in human language. |
| **3.2.3 Consistent Navigation** | Supports | |
| **3.2.4 Consistent Identification** | Supports | |
| **3.3.3 Error Suggestion** | Supports with exceptions | For most automatically detected input errors where suggestions for correction are |

| | | known, the suggestions are provided to the user. However, there are exceptions. For example:<br><br>● No error message is displayed if the user enters a malformed value into either of the date fields within the date picker widget on the host detail page – instead, the field updates itself to a correct value, which may not be the value the user intended and is not easily discoverable using a screen reader. |
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| **3.3.4 Error Prevention (Legal, Financial, Data)** | Not applicable | Cloudera Manager does not contain pages that cause legal commitments or financial transactions to occur. |

# Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.6 Sign Language (Prerecorded)** | Not evaluated | |
| **1.2.7 Extended Audio Description (Prerecorded)** | Not evaluated | |
| **1.2.8 Media Alternative (Prerecorded)** | Not evaluated | |
| **1.2.9 Audio-only (Live)** | Not evaluated | |
| **1.4.6 Contrast Enhanced** | Not evaluated | |
| **1.4.7 Low or No Background Audio** | Not evaluated | |
| **1.4.8 Visual Presentation** | Not evaluated | |
| **1.4.9 Images of Text (No Exception) Control** | Not evaluated | |
| **2.1.3 Keyboard (No Exception)** | Not evaluated | |
| **2.2.3 No Timing** | Not evaluated | |
| **2.2.4 Interruptions** | Not evaluated | |
| **2.2.5 Re-authenticating** | Not evaluated | |
| **2.3.2 Three Flashes** | Not evaluated | |
| **2.4.8 Location** | Not evaluated | |
| **2.4.9 Link Purpose (Link Only)** | Not evaluated | |
| **2.4.10 Section Headings** | Not evaluated | |
| **3.1.3 Unusual Words** | Not evaluated | |
| **3.1.4 Abbreviations** | Not evaluated | |
| **3.1.5 Reading Level** | Not evaluated | |

| | | |
|---|---|---|
| **3.1.6 Pronunciation** | Not evaluated | |
| **3.2.5 Change on Request** | Not evaluated | |
| **3.3.5 Help** | Not evaluated | |
| **3.3.6 Error Prevention (All)** | Not evaluated | |

# Section 508 Chapter 3: Functional Performance Criteria (FPC)

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.1 Without Vision | Does not support | Custom controls lack accessible name, role and/or state information. Graphical content lacks text equivalents. Form controls are not marked up correctly. There is no skip link mechanism. |
| 302.2 With Limited Vision | Does not support | Content contrasts insufficiently with its background. A small number of components (such as the selected tab within tab navigation widgets and table sorting icons) are not honored correctly within Windows' High Contrast mode. Automatically updating content (such as graphs and charts) cannot be paused/stopped/hidden. Zooming and text-resizing causes some content to become obscured or unreadable. |
| 302.3 Without Perception of Color | Does not support | Content contrasts insufficiently with its background. A small number of components (such as the selected tab within tab navigation widgets and table sorting icons) are not honored correctly within Windows' High Contrast mode. Color alone is often the only visible indication of a link within sections of text and is occasionally used to indicate where an error has been made on a form. |
| 302.4 Without Hearing | Supports | |
| 302.5 With Limited Hearing | Supports | |
| 302.6 Without Speech | Supports | |
| 302.7 With Limited Manipulation | Does not support | Many functional components cannot be operated using the keyboard alone. There is no skip link |

| | | mechanism. Keyboard focus is often not constrained within dialog boxes. |
|---|---|---|
| 302.8 With Limited Reach and Strength | Does not support | Many functional components cannot be operated using the keyboard alone. There is no skip link mechanism. Keyboard focus is often not constrained within dialog boxes. |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Does not support | Form labeling and error message indication is not consistently applied. Alternatives are not provided for graphs or charts. Some errors are indicated by color alone, with no explanatory text or suggestions for resolving the error. Automatically updating content (such as graphs and charts) cannot be paused/stopped/hidden. |

# Section 508 Chapter 4: Hardware

Notes: Cloudera Manager is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 402 Closed Functionality | | |
| *402.1 General* | | |
| *402.2 Speech-Output Enabled* | | |
| 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 | |
| *402.3 Volume* | | |
| 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 | |
| 403 Biometrics | | |
| 403.1 General | Not applicable | |
| 404 Preservation of Information Provided for Accessibility | | |
| 404.1 General | Not applicable | |
| 405 Privacy | | |

| | | |
|---|---|---|
| 405.1 General | Not applicable | |
| **406 Standard Connections** | | |
| 406.1 General | Not applicable | |
| **407 Operable Parts** | | |
| 407.2 Contrast | Not applicable | |
| *407.3 Input Controls* | | |
| 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* | | |
| 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 | |
| 408 Display Screens | | |
| 408.2 Visibility | Not applicable | |
| 408.3 Flashing | Not applicable | |
| 409 Status Indicators | | |
| 409.1 General | Not applicable | |
| 410 Color Coding | | |
| 410.1 General | Not applicable | |
| 411 Audible Signals | | |
| 411.1 General | Not applicable | |
| 412 ICT with Two-Way Voice Communication | | |
| *412.2 Volume Gain* | | |
| 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* | | |
| 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 | Not applicable | |
| 412.6 Caller ID | Not applicable | |
| 412.7 Video Communication | Not applicable | |
| **413 Closed Caption Processing Technologies** | | |
| 413.1.1 Decoding and Display of Closed Captions | Not applicable | |
| 413.1.2 Pass-Through of Closed Caption Data | Not applicable | |
| **414 Audio Description Processing Technologies** | | |
| 414.1.1 Digital Television Tuners | Not applicable | |
| 414.1.2 Other ICT | Not applicable | |
| **415 User Controls for Captions and Audio Descriptions** | | |
| 415.1.1 Caption Controls | Not applicable | |
| 415.1.2 Audio Description Controls | Not applicable | |

# Section 508 Chapter 5: Software

Note: Cloudera Manager is not a software product.

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 501.1 Scope – Incorporation of WCAG 2.0 AA | Not applicable | |
| 502 Interoperability with Assistive Technology | | |
| 502.2.1 User Control of Accessibility Features | Not applicable | |
| 502.2.2 No Disruption of Accessibility Features | Not applicable | |
| *502.3 Accessibility Services* | | |
| 502.3.1 Object Information | Not applicable | |
| 502.3.2 Modification of Object Information | Not applicable | |
| 502.3.3 Row, Column, and Headers | Not applicable | |
| 502.3.4 Values | Not applicable | |
| 502.3.5 Modification of Values | Not applicable | |
| 502.3.6 Label Relationships | Not applicable | |
| 502.3.7 Hierarchical Relationships | Not applicable | |
| 502.3.8 Text | Not applicable | |
| 502.3.9 Modification of Text | Not applicable | |
| 502.3.10 List of Actions | Not applicable | |
| 502.3.11 Actions on Objects | Not applicable | |
| 502.3.12 Focus Cursor | Not applicable | |
| 502.3.13 Modification of Focus Cursor | Not applicable | |

| | | |
|---|---|---|
| 502.3.14 Event Notification | Not applicable | |
| 502.4 Platform Accessibility Features | Not applicable | |
| **503 Applications** | | |
| 503.2 User Preferences | Not applicable | |
| 503.3 Alternative User Interfaces | Not applicable | |
| *503.4 User Controls for Captions and Audio Description* | | |
| 503.4.1 Caption Controls | Not applicable | |
| 503.4.2 Audio Description Controls | Not applicable | |
| **504 Authoring Tools** | | |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | Not applicable | |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | |
| 504.2.2 PDF Export | Not applicable | |
| 504.3 Prompts | Not applicable | |
| 504.4 Templates | Not applicable | |

# Section 508 Chapter 6: Support Documentation and Services

Notes: The support services aimed at Cloudera customers, including support documentation, can be accessed via the MyCloudera website https://my.cloudera.com

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 602.1 Scope | | Cloudera Manager |
| 602 Support Documentation | | |
| 602.2 Accessibility and Compatibility Features | Does not support | The documentation for Cloudera Manager does not list or explain any of the accessibility and compatibility features of the product. |
| 602.3 Electronic Support Documentation | Supports with exceptions | The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com by clicking on the "View Documentation" link and thus accessing the documentation website. The documentation website and its electronic formats do not currently comply with WCAG 2.0 A/AA. Issues include but are not limited to: <ul><li>Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum).</li><li>Images do not contain appropriate text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content.</li><li>Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content.</li></ul> |

| | | |
|---|---|---|
| | | ● Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable | All necessary documentation for Cloudera Manager is provided electronically. |
| 603 Support Services | | Cloudera Manager |
| 603.2 Information on Accessibility and Compatibility Features | Does not support | Support services for Cloudera Manager do not provide information on the accessibility and compatibility features of the product. |
| 603.3 Accommodation of Communication Needs | Supports with exceptions | Support service are provided via multiple services:<br><br>● Cloudera has the phone line customers can call in to request support. A Cloudera employee creates a cases on behalf of the customer.<br>● MyCloudera => Cloudera Support: Open Support Cases. This service includes a user interface to create a case to specify the problem and get support from a human expert.<br>● MyCloudera => Community. This is a site where customer help each other via a Question-Answer site, based on Lithium Software.<br>● MyCloudera => Knowledge Base and MyCloudera => Cloudera University |

| | | |
|---|---|---|
| | | • The documentation website (see section 602 above). |
| | | Support services for Cloudera Manager are provided, among other means, via email and phone services. |
| | | The other electronic services mentioned above do not fully comply with WCAG 2.0 A/AA. |

# Standard EN 301 549

## EN 301 549 Chapter 4: Functional Performance Statements

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 4.2.1 Usage without vision | Does not support | Refer to Section 508 302.1 Without Vision |
| 4.2.2 Usage with limited vision | Does not support | Refer to Section 508 302.2 With Limited Vision |
| 4.2.3 Usage without perception of color | Does not support | Refer to Section 508 302.3 With Perception of Color |
| 4.2.4 Usage without hearing | Supports | |
| 4.2.5 Usage with limited hearing | Supports | |
| 4.2.6 Usage without vocal capability | Supports | |
| 4.2.7 Usage with limited manipulation or strength | Does not support | Refer to Section 508 302.7 With Limited Manipulation |
| 4.2.8 Usage with limited reach | Does not support | Refer to Section 508 302.8 With Limited Reach and Strength |
| 4.2.9 Minimize photosensitive seizure triggers | Supports with exceptions | A small number of pages contain automatically updating content (such as graphs and charts) cannot be paused/stopped/hidden. |
| 4.2.10 Usage with limited cognition | Does not support | Refer to Section 508 302.9 With Limited Language, Cognitive, and Learning Abilities |

## EN 301 549 Functional Accessible Requirements: 5 Generic Requirements

Notes: Cloudera Manager does not contain functionality limited by characteristics that prevents a user from attaching, installing, or using assistive technology.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 5.1 Closed functionality | | |
| 5.1.1 Introduction (informative) | | |
| 5.1.2 General | | |
| 5.1.2.1 Closed functionality | Not applicable | |
| 5.1.2.2 Assistive technology | Not applicable | |
| 5.1.3 Non-visual access | | |
| 5.1.3.1 General | Not applicable | |
| 5.1.3.2 Auditory output delivery including speech | Not applicable | |
| 5.1.3.3 Auditory output correlation | Not applicable | |
| 5.1.3.4 Speech output user control | Not applicable | |
| 5.1.3.5 Speech output automatic interruption | Not applicable | |
| 5.1.3.6 Speech output for non-text content | Not applicable | |
| 5.1.3.7 Speech output for video information | Not applicable | |
| 5.1.3.8 Masked entry | Not applicable | |
| 5.1.3.9 Private access to personal data | Not applicable | |
| 5.1.3.10 Non-interfering audio output | Not applicable | |

| | | |
|---|---|---|
| 5.1.3.11 Private listening volume | Not applicable | |
| 5.1.3.12 Speaker volume | Not applicable | |
| 5.1.3.13 Volume reset | Not applicable | |
| 5.1.3.14 Spoken languages | Not applicable | |
| 5.1.3.15 Non-visual error identification | Not applicable | |
| 5.1.3.16 Receipts, tickets and transactional outputs | Not applicable | |
| 5.1.4 Functionality closed to text enlargement | Not applicable | |
| 5.1.5 Visual output for auditory information | Not applicable | |
| **5.1.6 Operation without keyboard interface** | | |
| 5.1.6.1 Closed functionality | Not applicable | |
| 5.1.6.2 Input focus | Not applicable | |
| 5.2 Activation of accessibility features | Not applicable | |
| 5.3 Biometrics | Not applicable | |
| 5.4 Preservation of accessibility information during conversation | Not applicable | |
| **5.5 Operable parts** | | |
| 5.5.1 Means of operation | Not applicable | |
| 5.5.2 Operable parts discernibility | Not applicable | |
| **5.6 Locking or toggle controls** | | |
| 5.6.1 Tactile or auditory status | Not applicable | |

| | | |
|---|---|---|
| 5.6.2 Visual status | Not applicable | |
| 5.7 Key repeat | Not applicable | |
| 5.8 Double-strike key acceptance | Not applicable | |
| 5.9 Simultaneous user actions | Not applicable | |

## EN 301 549 Functional Accessible Requirements: 6 ICT with two-way voice communication

Notes: Cloudera Manager does not contain functionality relating to, nor does it require/rely on, two-way voice communication.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 6.1 Audio bandwidth for speech (informative recommendation) | Not applicable | |
| 6.2 Real-time Text (RTT) functionality | | |
| 6.2.1 RTT provision | | |
| 6.2.1.1 RTT communication | Not applicable | |
| 6.2.1.2 Concurrent voice and text | Not applicable | |
| 6.2.2 Display of Real-time text | | |
| 6.2.2.1 Visually distinguishable display | Not applicable | |
| 6.2.2.2 Programmatically determinable send and receive direction | Not applicable | |
| 6.2.3 Interoperability | Not applicable | |
| 6.2.4 Real-time text responsiveness | Not applicable | |
| 6.3 Caller ID | Not applicable | |
| 6.4 Alternatives to voice-based services | Not applicable | |
| 6.5 Video communication | | |
| 6.5.1 General (informative) | Not applicable | |
| 6.5.2 Resolution | Not applicable | |
| 6.5.3 Frame rate | Not applicable | |

| | | |
|---|---|---|
| 6.5.4 Synchronization between audio and video | Not applicable | |
| 6.6 Alternatives to video-based services | Not applicable | |

# EN 301 549 Functional Accessible Requirements: 7 ICT with video capabilities

Notes: Cloudera Manager does not provide video capabilities.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 7.1 Caption processing technology | | |
| 7.1.1 Captioning playback | Not applicable | |
| 7.1.2 Captioning synchronization | Not applicable | |
| 7.1.3 Preservation of captioning | Not applicable | |
| 7.2 Audio description technology | | |
| 7.2.1 Audio description playback | Not applicable | |
| 7.2.2 Audio description synchronization | Not applicable | |
| 7.2.3 Preservation of audio description | Not applicable | |
| 7.3 User controls for captions and audio description | Not applicable | |

# EN 301 549 Functional Accessible Requirements: 8 Hardware

Notes: Cloudera Manager is not a hardware product.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 8.1 General | | |
| 8.1.1. Generic requirements | | |
| 8.1.2 Standard connections | Not applicable | |
| 8.1.3 Color | Not applicable | |
| 8.2 Hardware products with speech output | | |
| 8.2.1 Speech volume gain | | |
| 8.2.1.1 Speech volume range | Not applicable | |
| 8.2.1.2 Incremental volume control | Not applicable | |
| 8.2.2 Magnetic coupling | | |
| 8.2.2.1 Fixed-line devices | Not applicable | |
| 8.2.2.2 Wireless communication devices | Not applicable | |
| 8.3 Physical access to ICT | | |
| 8.3.1 General (informative) | Not applicable | |
| 8.3.2 Clear floor or ground space | | |
| 8.3.2.1 Change in level | Not applicable | |
| 8.3.2.2 Clear floor or ground space | Not applicable | |
| 8.3.2.3 Approach | | |
| 8.3.2.3.1 General | Not applicable | |
| 8.3.2.3.2 Forward approach | Not applicable | |
| 8.3.2.3.3 Parallel approach | Not applicable | |
| 8.3.2.4 Knee and toe clearance width | Not applicable | |
| 8.3.2.5 Toe clearance | Not applicable | |

| | | |
|---|---|---|
| 8.3.2.6 Knee clearance | Not applicable | |
| 8.3.3 Reach range for ICT | | |
| 8.3.3.1 Forward reach | | |
| 8.3.3.1.1 Unobstructed high forward reach | Not applicable | |
| 8.3.3.1.2 Unobstructed low forward reach | Not applicable | |
| 8.3.3.1.3 Outward reach | | |
| 8.3.3.1.3.1 Clear floor space | Not applicable | |
| 8.3.3.1.3.2 Obstructed (< 510 mm) forward reach | Not applicable | |
| 8.3.3.1.3.3 Obstructed (< 635 mm) forward reach | Not applicable | |
| 8.3.3.2 Side reach | | |
| 8.3.3.2.1 Unobstructed high side reach | Not applicable | |
| 8.3.3.2.2 Unobstructed low side reach | Not applicable | |
| 8.3.3.2.3 Obstructed side reach | | |
| 8.3.3.2.3.1 Obstructed (<= 255 mm) side reach | Not applicable | |
| 8.3.3.2.3.2 Obstructed (<= 610 mm) side reach | Not applicable | |
| 8.3.4 Visibility | Not applicable | |
| 8.3.5 Installation instructions | Not applicable | |
| 8.4 Mechanically operable parts | | |
| 8.4.1 Numeric keys | Not applicable | |
| 8.4.2 Operation of mechanical parts | | |

| 8.4.2.1 Means of operation of mechanical parts | Not applicable | |
| --- | --- | --- |
| 8.4.2.2 Force of operation of mechanical parts | Not applicable | |
| 8.4.3 Keys, tickets and fare cards | Not applicable | |
| 8.5 Tactile indication of speech mode | Not applicable | |

## EN 301 549 Functional Accessible Requirements: 9 Web

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 9.1 General (Informative) | | |
| 9.2 Web content requirements | | |
| 9.2.1 Non-text Content | Does not support | • Refer to WCAG Level A 1.1.1 Non-text Content |
| 9.2.2 Audio-only and Video-only (Prerecorded) | Not applicable | |
| 9.2.3 Captions (Prerecorded) | Not applicable | |
| 9.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable | |
| 9.2.5 Captions (Live) | Not applicable | |
| 9.2.6 Audio description (prerecorded) | Not applicable | |
| 9.2.7 Info and Relationships | Does not support | • Refer to WCAG Level A 1.3.1 Info and Relationships |
| 9.2.8 Meaningful Sequence | Supports with exceptions | • Refer to WCAG Level A 1.3.2 Meaningful Sequence |
| 9.2.9 Sensory Characteristics | Supports | |
| 9.2.10 Use of Color | Does not support | • Refer to WCAG Level A 1.4.1 Use of Color |
| 9.2.11 Audio Control | Not applicable | Refer to WCAG Level A 1.4.2 Audio Control |
| 9.2.12 Contrast (minimum) | Does not support | • Refer to WCAG Level AA 1.4.3 Contrast (Minimum) |
| 9.2.13 Resize text | Supports with exceptions | • Refer to WCAG Level AA 1.4.4 Resize Text |

| | | |
|---|---|---|
| 9.2.14 Images of text | Supports | |
| 9.2.15 Keyboard | Does not support | ● Refer to WCAG Level A 2.1.1 Keyboard |
| 9.2.16 No Keyboard Trap | Supports with exceptions | ● Refer to WCAG Level A 2.1.2 No Keyboard Trap |
| 9.2.17 Timing Adjustable | Supports | |
| 9.2.18 Pause, stop, hide | Supports with exceptions | ● Refer to WCAG Level A 2.2.2 Pause, Stop, Hide |
| 9.2.19 Three flashes or below threshold | Supports | |
| 9.2.20 Bypass Blocks | Does not support | Refer to WCAG Level A 2.4.1 Bypass Blocks |
| 9.2.21 Page Titled | Supports with exceptions | ● Refer to WCAG Level A 2.4.2 Page Titled |
| 9.2.22 Focus Order | Does not support | ● Refer to WCAG Level A 2.4.3 Focus Order |
| 9.2.23 Link Purpose (In Context) | Supports with exceptions | ● Refer to WCAG Level A 2.4.4 Link Purpose (In Context) |
| 9.2.24 Multiple Ways | Supports | |
| 9.2.25 Headings and Labels | Supports with exceptions | Refer to WCAG Level AA 2.4.6 Headings and Labels |
| 9.2.26 Focus Visible | Supports | |
| 9.2.27 Language of Page | Supports | |
| 9.2.28 Language of Parts | Not applicable | |
| 9.2.29 On Focus | Supports | |
| 9.2.30 On Input | Supports with exceptions | ● Refer to WCAG Level A 3.2.2 On Input |
| 9.2.31 Consistent Navigation | Supports | |
| 9.2.32 Consistent Identification | Supports | |

| | | |
|---|---|---|
| 9.2.33 Error Identification | Supports with exceptions | ● Refer to WCAG Level A 3.3.1 Error Identification |
| 9.2.34 Labels or Instructions | Supports with exceptions | ● Refer to WCAG Level A 3.3.2 Labels or Instructions |
| 9.2.35 Error Suggestion | Supports with exceptions | ● Refer to WCAG Level AA 3.3.3 Error Suggestion |
| 9.2.36 Error Prevention (Legal, Financial, Data) | Not applicable | |
| 9.2.37 Parsing | Supports with exceptions | ● Refer to WCAG Level A 4.1.1 Parsing |
| 9.2.38 Name, role, value | Does not support | ● Refer to 4.1.2 Name, Role, Value |
| 9.3 WCAG 2.0 Conformance requirements | Does not support | ● Cloudera Manager does not meet conformance requirement 1: Conformance level at level AA. |

## EN 301 549 Functional Accessible Requirements: 10 Non-web documents

Notes: Cloudera Manager is not a non-web document.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **10.1 General (Informative)** | | |
| **10.2 Document success criteria** | | |
| 10.2.1 Non-text Content | Not applicable | |
| 10.2.2 Audio-only and Video-only (Prerecorded) | Not applicable | |
| 10.2.3 Captions (Prerecorded) | Not applicable | |
| 10.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable | |
| 10.2.5 Captions (Live) | Not applicable | |
| 10.2.6 Audio description (prerecorded) | Not applicable | |
| 10.2.7 Info and Relationships | Not applicable | |
| 10.2.8 Meaningful Sequence | Not applicable | |
| 10.2.9 Sensory Characteristics | Not applicable | |
| 10.2.10 Use of Color | Not applicable | |
| 10.2.11 Audio Control | Not applicable | |
| 10.2.12 Contrast (minimum) | Not applicable | |
| 10.2.13 Resize text | Not applicable | |
| 10.2.14 Images of text | Not applicable | |

| | | |
|---|---|---|
| 10.2.15 Keyboard | Not applicable | |
| 10.2.16 No Keyboard Trap | Not applicable | |
| 10.2.17 Timing Adjustable | Not applicable | |
| 10.2.18 Pause, stop, hide | Not applicable | |
| 10.2.19 Three flashes or below threshold | Not applicable | |
| 10.2.20 Empty clause | | |
| 10.2.21 Document titled | Not applicable | |
| 10.2.22 Focus Order | Not applicable | |
| 10.2.23 Link Purpose (In Context) | Not applicable | |
| 10.2.24 Empty clause | | |
| 10.2.25 Headings and Labels | Not applicable | |
| 10.2.26 Focus Visible | Not applicable | |
| 10.2.27 Language of Page | Not applicable | |
| 10.2.28 Language of Parts | Not applicable | |
| 10.2.29 On Focus | Not applicable | |
| 10.2.30 On Input | Not applicable | |
| 10.2.31 Empty clause | | |
| 10.2.32 Empty clause | | |
| 10.2.33 Error Identification | Not applicable | |
| 10.2.34 Labels or Instructions | Not applicable | |
| 10.2.35 Error Suggestion | Not applicable | |
| 10.2.36 Error Prevention (Legal, Financial, Data) | Not applicable | |

| | | |
|---|---|---|
| 10.2.37 Parsing | Not applicable | |
| 10.2.38 Name, role, value | Not applicable | |
| 10.2.39 Caption positioning | Not applicable | |
| 10.2.40 Audio description timing | Not applicable | |

## EN 301 549 Functional Accessible Requirements: 11 Software

Notes: Cloudera Manager is not a software product.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.1 General (Informative) | | |
| 11.2 Non-Web software success criteria | Not applicable | |
| 11.2.1 Non-Web software success criteria (excluding closed functionality) | | |
| 11.2.1.1 Non-text Content (screen reader supported) | Not applicable | |
| 11.2.1.2 Audio-only and Video-only (Prerecorded) | Not applicable | |
| 11.2.1.3 Captions (Prerecorded) | Not applicable | |
| 11.2.1.4 Audio Description or Media Alternative (Prerecorded) | Not applicable | |
| 11.2.1.5 Captions (Live) | Not applicable | |
| 11.2.1.6 Audio description (prerecorded) | Not applicable | |
| 11.2.1.7 Info and Relationships | Not applicable | |
| 11.2.1.8 Meaningful Sequence | Not applicable | |
| 11.2.1.9 Sensory Characteristics | Not applicable | |
| 11.2.1.10 Use of Color | Not applicable | |
| 11.2.1.11 Audio Control | Not applicable | |
| 11.2.1.12 Contrast (minimum) | Not applicable | |

| | | |
|---|---|---|
| 11.2.1.13 Resize text | Not applicable | |
| 11.2.1.14 Images of text | Not applicable | |
| 11.2.1.15 Keyboard | Not applicable | |
| 11.2.1.16 No Keyboard Trap | Not applicable | |
| 11.2.1.17 Timing Adjustable | Not applicable | |
| 11.2.1.18 Pause, stop, hide | Not applicable | |
| 11.2.1.19 Three flashes or below threshold | Not applicable | |
| 11.2.1.20 Empty clause | | |
| 11.2.1.21 Empty clause | | |
| 11.2.1.22 Focus Order | Not applicable | |
| 11.2.1.23 Link Purpose (In Context) | Not applicable | |
| 11.2.1.24 Empty clause | | |
| 11.2.1.25 Headings and Labels | Not applicable | |
| 11.2.1.26 Focus Visible | Not applicable | |
| 11.2.1.27 Language of Software | Not applicable | |
| 11.2.1.28 Empty clause | | |
| 11.2.1.29 On Focus | Not applicable | |
| 11.2.1.30 On Input | Not applicable | |
| 11.2.1.31 Empty clause | | |
| 11.2.1.32 Empty clause | | |
| 11.2.1.33 Error Identification | Not applicable | |

| | | |
|---|---|---|
| 11.2.1.34 Labels or Instructions | Not applicable | |
| 11.2.1.35 Error Suggestion | Not applicable | |
| 11.2.1.36 Error Prevention (Legal, Financial, Data) | Not applicable | |
| 11.2.1.37 Parsing | Not applicable | |
| 11.2.1.38 Name, role, value | Not applicable | |
| 11.2.2 Non-Web software success criteria (closed functionality) | | |
| 11.2.2.1 Non-text Content (screen reader supported) | Not applicable | |
| 11.2.2.2 Audio-only and video-only (pre-recorded) | | |
| 11.2.2.2.1 Pre-recorded audio-only | Not applicable | |
| 11.2.2.2.2 Pre-recorded video-only | Not applicable | |
| 11.2.2.3 Empty clause | | |
| 11.2.2.4 Audio Description or Media Alternative (Prerecorded) | Not applicable | |
| 11.2.2.5 Empty clause | | |
| 11.2.2.6 Empty clause | | |
| 11.2.2.7 Info and Relationships | Not applicable | |
| 11.2.2.8 Meaningful Sequence | Not applicable | |
| 11.2.2.9 Empty clause | | |

| | | |
|---|---|---|
| 11.2.2.10 Empty clause | | |
| 11.2.2.11 Empty clause | | |
| 11.2.2.12 Empty clause | | |
| 11.2.2.13 Resize text | Not applicable | |
| 11.2.2.14 Images of text | Not applicable | |
| 11.2.2.15 Keyboard | Not applicable | |
| 11.2.2.16 Empty clause | | |
| 11.2.2.17 Empty clause | | |
| 11.2.2.18 Empty clause | | |
| 11.2.2.19 Empty clause | | |
| 11.2.2.20 Empty clause | | |
| 11.2.2.21 Empty clause | | |
| 11.2.2.22 Empty clause | | |
| 11.2.2.23 Empty clause | | |
| 11.2.2.24 Empty clause | | |
| 11.2.2.25 Empty clause | | |
| 11.2.2.26 Empty clause | | |
| 11.2.2.27 Language of Software | Not applicable | |
| 11.2.2.28 Empty clause | | |
| 11.2.2.29 Empty clause | | |
| 11.2.2.30 Empty clause | | |
| 11.2.2.31 Empty clause | | |
| 11.2.2.32 Empty clause | | |
| 11.2.2.33 Error Identification | Not applicable | |
| 11.2.2.34 Empty clause | | |

| | | |
|---|---|---|
| 11.2.2.35 Empty clause | | |
| 11.2.2.36 Empty clause | | |
| 11.2.2.37 Parsing | Not applicable | |
| 11.2.2.38 Name, role, value | Not applicable | |
| 11.3 Interoperability with assistive technology | | |
| 11.3.1 Closed functionality | N/A | |
| 11.3.2 Accessibility services | | |
| 11.3.2.1 Platform accessibility service support for software that provides a user interface | Not applicable | |
| 11.3.2.2 Platform accessibility service support for assistive technologies | Not applicable | |
| 11.3.2.3 Use of accessibility services | Not applicable | |
| 11.3.2.4 Assistive technology | Not applicable | |
| 11.3.2.5 Object information | Not applicable | |
| 11.3.2.6 Row, column, and headers | Not applicable | |
| 11.3.2.7 Values | Not applicable | |
| 11.3.2.8 Label relationships | Not applicable | |
| 11.3.2.9 Parent-child relationships | Not applicable | |

| | | |
|---|---|---|
| 11.3.2.10 Text | Not applicable | |
| 11.3.2.11 List of available actions | Not applicable | |
| 11.3.2.12 Execution of available actions | Not applicable | |
| 11.3.2.13 Tracking of focus and selection attributes | Not applicable | |
| 11.3.2.14 Modification of focus and selection attributes | Not applicable | |
| 11.3.2.15 Change notification | Not applicable | |
| 11.3.2.16 Modifications of states and properties | Not applicable | |
| 11.3.2.17 Modifications of values and text | Not applicable | |
| 11.4 Documented accessibility usage | | |
| 11.4.1 User control of accessibility services | Not applicable | |
| 11.4.2 No disruption of accessibility features | Not applicable | |
| 11.5 User preferences | Not applicable | |
| 11.6 Authoring tools | | |
| 11.6.1 Content technology | Not applicable | |
| 11.6.2 Accessible content creation | Not applicable | |
| 11.6.3 Preservation of accessibility information in transformations | Not applicable | |

| | | |
|---|---|---|
| 11.6.4 Repair assistance | Not applicable | |
| 11.6.5 Templates | Not applicable | |

## EN 301 549 Functional Accessible Requirements: 12 Document and support services

Notes: The support services aimed at Cloudera customers, including support documentation, can be accessed via the MyCloudera website https://my.cloudera.com

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **12.1 Product documentation** | | |
| 12.1.1 Accessibility and compatibility features | Does not support | Cloudera Manager has support documentation available via the same website (see 602.3 below). |
| 12.1.2 Accessible documentation | Supports with exceptions | The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com by clicking on the "View Documentation" link and thus accessing the documentation website.<br><br>The documentation website and its electronic formats do not currently comply with WCAG 2.0 A/AA. Issues include but are not limited to:<br><br>● Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum).<br>● Images do not contain appropriate text alternates. Refer to WCAG Level A 1.1.1 Non-text Content.<br>● Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content. |

| | | |
|---|---|---|
| | | • Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification |
| 12.2 Support services | | |
| 12.2.1 General (informative) | | |
| 12.2.2 Information on accessibility and compatibility features | Does not support | Support services for Cloudera Manager do not provide information on the accessibility and compatibility features of the product. |
| 12.2.3 Effective communication | Supports with exceptions | Support service are provided via multiple services:<br><br>• Cloudera has the phone line customers can call in to request support. A Cloudera employee creates a cases on behalf of the customer.<br>• MyCloudera => Cloudera Support: Open Support Cases. This service includes a user interface to create a case to specify the problem and get support from a human expert.<br>• MyCloudera => Community. This is a site where customer help each other via a Question-Answer site, based on Lithium Software.<br>• MyCloudera => Knowledge Base and MyCloudera => Cloudera University |

| | | |
|---|---|---|
| | | ● The documentation website (see section 602 above). |
| | | Support services for Cloudera Manager are provided, among other means, via email and phone services. |
| | | The other electronic services mentioned above do not fully comply with WCAG 2.0 A/AA. |
| 12.2.4 Accessible documentation | Supports with exceptions | The support documentation is provided in electronic format (in HTML for all topics and in PDF format for some topics). It can be accessed via the MyCloudera website https://my.cloudera.com  by clicking on the "View Documentation" link and thus accessing the documentation website. |
| | | The documentation website and its electronic formats do not fully comply with WCAG 2.0 A/AA. Issues include but are not limited to: |
| | | ● Minimum contrast is an issue. Refer to WCAG Level AA 1.4.3 Contrast (Minimum).<br>● Images do not contain appropriate text alternates. Refer to WCAG Level A 1.1.1 Non-text Content.<br>● Navigational controls contain graphical labels only with no text alternatives. Refer to WCAG Level A 1.1.1 Non-text Content.<br>● Navigational controls and iconography with same functionality are not consistently identified. Refer to WCAG Level AA 3.2.4 Consistent Identification |

# EN 301 549 Functional Accessible Requirements: 13 ICT providing relay or emergency service access

Notes: Cloudera Manager does not provide relay or emergency service access.

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 13.1.1 General (Informative) | | |
| 13.1.2 Text relay services | Not applicable | |
| 13.1.3 Sign relay services | Not applicable | |
| 13.1.4 Lip-reading relay services | Not applicable | |
| 13.1.5 Captioned telephony services | Not applicable | |
| 13.1.6 Speech to speech relay services | Not applicable | |
| 13.2 Access to relay services | Not applicable | |

## Legal disclaimer

Nothing in this VPAT shall be construed as a representation, warranty, or guarantee  given by Cloudera that any of our products, services, or website features will work in any particular manner, or that they will be free from bugs or defects.  Cloudera has provided this VPAT solely as a convenience, and nothing in this VPAT should be relied upon in any way.