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| **Date:** | **Jun 4, 2009** |
| **Name of Product:** | Microsoft Dynamics®AX 2009 and  Microsoft DynamicsAX 2009 Enterprise Portal |
| **Contact for more Information:** | <http://www.microsoft.com/dynamics/ax> or <http://www.microsoft.com/enable> |

**Summary Table**

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.21 Software Applications and Operating Systems | Level of Support Varies by Individual Requirement | Please refer to attached VPAT. |
| Section 1194.22 Web-based internet information and applications | Level of Support Varies by Individual Requirement | Please refer to attached VPAT. |
| Section 1194.23 Telecommunications Products | Not Applicable | Neither Microsoft Dynamics AX 2009 nor Microsoft Dynamics AX 2009 Enterprise Portal are considered telecommunications products. |
| Section 1194.24 Video and Multi-media Products | Not Applicable | Neither Microsoft Dynamics AX 2009 nor Microsoft Dynamics AX 2009 Enterprise Portal are considered video or multimedia products. |
| Section 1194.25 Self-Contained, Closed Products | Not Applicable | Neither Microsoft Dynamics AX 2009 nor Microsoft Dynamics AX 2009 Enterprise Portal are self-contained products. |
| Section 1194.26 Desktop and Portable Computers | Not Applicable | Neither Microsoft Dynamics AX 2009 nor Microsoft Dynamics AX 2009 Enterprise Portal are desktop or portable computers. |
| Section 1194.31 Functional Performance Criteria | Level of Support Varies by Individual Requirement | Please refer to attached VPAT. |
| Section 1194.41 (a) Information, Documentation and Support | Supported | Please refer to attached VPAT. |

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

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Keyboard shortcut to select row in read-only grid selects more than one row when Date/Time is manipulated. * Keyboard commands to navigate contents of form field are inconsistent when filtering of grid is activated. * Check boxes associated with list view controls cannot be checked using keyboard. * Combo boxes do not update selection when ENTER key is pressed. * Keyboard support for selecting a single row of data is unreliable.   The following minor scenarios are not supported   * If frame is resized buttons become inoperable. * If multiple printers exist on a system then keyboard cannot be used to select between available printers.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. This exception will likely affect users with dexterity difficulties or impairments.  The following workarounds are needed to meet this requirement   * Cancel buttons on various dialogs do not respond to ENTER key. Users may use SPACEBAR to activate these buttons. * Use Assistive Technology to move mouse cursor to click drop down menus in editable grid. * Infrequently used hyperlinks are not keyboard accessible. Users will have to move mouse cursor to click. |
| (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. | Supported with Minor Exceptions | This requirement is met with only a few minor exceptions.  Microsoft DynamicsAX 2009 (no need to bug TM or R after the first use.) does not disrupt or disable identified accessibility features in the operating system except   * Some limitations still occur in when a user selects the High Contrast scheme in the operating system. However, these limitations are in areas of the product that provide minor functionality (such as InfoLog or Reports).   This exception may affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (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. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Visual focus is not displayed in action panes in minor scenario. * Radio buttons throughout application do not show visual focus. * Focus can be lost when tabbing out of the breadcrumb bar.   The following minor scenarios are not supported   * A few cases in the UI have multiple elements displaying focus when only one should be.   Microsoft DynamicsAX 2009 implements Microsoft Active Accessibility to provide notifications of focus changes for all areas within the UI.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. This exception will likely affect users with dexterity difficulties or impairments. |
| (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. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Grid control for entering and filtering data * InfoLog control for displaying text * ButtonPanel objects do not have accessible name provided.   The following minor scenarios are not supported   * Navigation pane has incorrect parent information for accessibility tree. * The accessible name for menu items includes the keyboard shortcut. * Accessible location for grid cells is incorrect when filtering is enabled. * Incorrect visibility information is provided for Close, Restore, Maximize, Minimize buttons. * Home button does not have a default action specified in its accessibility information. * Travel button on address bar does not expose enabled/disabled state.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. This exception will likely affect users with dexterity difficulties or impairments. |
| (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. | Supported | This requirement is fully met.  Microsoft Dynamics AX 2009 uses consistent images for controls, status indicators, and other programmatic elements throughout its use. |
| (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. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * The text contents of InfoLog messages are not exposed.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Viewing dropdown lists in High Contrast mode.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user. | Not Applicable | This requirement is not applicable.  Microsoft Dynamics AX 2009 does not use animation in its user interface. |
| (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. | Supported | This requirement is fully met.  Microsoft Dynamic AX 2009 provides a text alternative for all color coding that is used to convey information, indicate an action, prompt a response, or distinguish a visual element. |
| (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided. | Not Applicable | This requirement is not applicable.  Microsoft DynamicsAX 2009 does not allow the user to select color schemes other than the default setting. |
| (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. | Supported | This requirement is fully met.  Microsoft Dynamics AX 2009 has blinking or flashing information that has been verified to occur at an allowable frequency range. |
| (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. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Keyboard shortcut to select row in read-only grid selects more than one row when Date/Time is manipulated. * Keyboard commands to navigate contents of form field are inconsistent when filtering of grid is activated. * Check boxes associated with list view controls cannot be checked using keyboard. * Combo boxes do not update selection when ENTER key is pressed. * Keyboard support for selecting a single row of data is unreliable.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology.  The following workarounds are needed to meet this requirement   * Cancel buttons on various dialogs do not respond to ENTER key. Users may use SPACEBAR to activate these buttons. * Use Assistive Technology to move mouse cursor to click drop down menus in editable grid. * Infrequently used hyperlinks are not keyboard accessible. Users will have to move mouse cursor to click. |

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

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content). | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Text equivalents on the Custom Table List page.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation. | Not Applicable | This requirement is not applicable.  Microsoft Dynamics AX 2009 Enterprise Portal contains no multimedia presentations. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup. | Supported | This requirement is fully met.  All information conveyed through color in Microsoft Dynamics AX 2009 Enterprise Portal is available in an alternate format. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet. | Supported | This requirement is fully met.  Style sheets are not required to read documents within Microsoft Dynamics AX 2009 Enterprise Portal. |
| (e) Redundant text links shall be provided for each active region of a server-side image map. | Not Supported | This requirement is not supported.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. This exception will likely affect users with mobility impairments or who lack fine‐motor skills. |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not Applicable | This requirement is not applicable.  There are no client-side image maps used within Microsoft Dynamics AX 2009 Enterprise Portal. |
| (g) Row and column headers shall be identified for data tables. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Row and column headers are not consistently supported   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (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. | Not Supported | This requirement is not supported.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (i) Frames shall be titled with text that facilitates frame identification and navigation | Supported | This requirement is fully met.  All frames are titled with unique text to facilitate frame identification and navigation. |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz. | Supported | This requirement is fully met.  All refreshable content falls has been verified to fall within the allowed range. |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not Applicable | This requirement is not applicable.  A text only page was not necessary to provide an accessible experience. |
| (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. | Not Supported | This requirement is not supported.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (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). | Not Applicable | This requirement is not applicable.  No applets, plug-ins or other applications are required to interpret Microsoft DynamicsAX 2009 Enterprise Portal content. |
| (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. | Supported with Exceptions | This requirement is only partially met.  The following major scenarios are not supported   * Keyboard support is implemented but unreliable for AXGridView controls used throughout application. * Filtering content displayed in grid is not available using only the keyboard. * Employees filling out expense reports will experience difficulties when using only the keyboard as focus will move unexpectedly.   This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (o) A method shall be provided that permits users to skip repetitive navigation links. | Not Applicable | This requirement is not applicable.  Microsoft Dynamics AX 2009 Enterprise Portal does not have repetitive navigation links. |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | This requirement is not applicable.  Microsoft DynamicsAX 2009 Enterprise Portal does not have any features that require a timed response. |

**Section 1194.31 Functional Performance Criteria - Detail   
Voluntary Product Accessibility Template**

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| **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 | This requirement is only partially met.  Major scenarios not supported are listed in 1194.21 and 1194.22.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (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. | Supported with Exceptions | This requirement is only partially met.  Major scenarios not supported are listed in 1194.21 and 1194.22.  This exception will likely affect users with vision difficulties or impairments, including those using Assistive Technology. |
| (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 | Supported | This requirement is fully met. Microsoft Dynamics AX 2009 and Microsoft Dynamics AX 2009 Enterprise Portal provide one or more mode(s) of operation and information retrieval that either do not require user hearing or provides support for Assistive Technology used by people who are deaf or hard of hearing. |
| (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. | Not Applicable | This requirement is not applicable.  Microsoft Dynamics AX 2009 and Microsoft Dynamics AX 2009 Enterprise Portal do not contain audio information important for the use of the product. |
| (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. | Supported | This requirement is fully met. Microsoft Dynamics AX 2009 and Microsoft Dynamics AX 2009 Enterprise Portal provide one or more mode(s) of operation and information retrieval that either does not require user speech or provides support for Assistive Technology used by people with disabilities. |
| (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. | Supported with Exceptions | This requirement is only partially met.  Major scenarios not supported are listed in 1194.21 and 1194.22.  This exception will likely affect users with dexterity difficulties or impairments. This exception will likely affect users with limited reach or strength. |

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

**Voluntary Product Accessibility Template**

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| **Criteria** | **Supporting Features** | **Remarks and explanations** |
| Section 1194.41 (a) Product Support Documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge. | Supported | This requirement is fully met. Product documentation is available on the product CD and the Web at no additional charge. Standard Microsoft practices for documentation have been adhered to, including alternative text for graphics and accessible text by readers for users that have low vision.  Product documentation can be found online at [Microsoft Dynamics Axapta support resources](http://www.microsoft.com/dynamics/ax/support/default.mspx). |
| Section 1194.41 (b) Accessibility and Compatibility Features. End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge. | Supported | This requirement is fully met. Microsoft Dynamics AX 2009 end-users 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. Information on accessibility and compatibility features can be obtained at [Microsoft Dynamics Axapta support resources](http://www.microsoft.com/dynamics/ax/support/default.mspx). (Please verify that the link works.) |
| 1194.41 (c) Support Services for products shall accommodate the communication needs of end-users with disabilities. | Supported | This requirement is fully met. The Microsoft Product Support Services Help Desk is familiar with such features as keyboard access and other options important to people with disabilities.  For technical assistance contact the Microsoft Dynamics AX 2009 Support Team by phone at-  Worldwide: (1) (701) 281-0555  In U.S./Canada: Toll Free (1) (888) 477-7877  Or by email from: [Microsoft Business Solutions Contact Us](https://support.microsoft.com/common/survey.aspx?scid=sw;en;1251&showpage=1&ws=businesssolutions&sd=buss)  For additional support information go to: [Microsoft Dynamics Axapta support resources](http://www.microsoft.com/dynamics/ax/support/default.mspx)  The Microsoft Accessibility Web site at http://www.microsoft.com/enable/ provides information about Assistive Technology for improving the lives of people with disabilities. The information on this site benefits people with disabilities and their friends and family members, people in outreach organizations, educators, and advocates. |

Note to Assistive Technology (“AT”) Users: Upon the release of software upgrades, there is often a lag between the software release date and the time when some Assistive Technology manufacturers finish upgrading their software and device drivers to support these new releases. The manufacturer’s porting timeframe may be a factor that affects your decision about when to upgrade to take advantage of new features in Microsoft Dynamics® AX 2009. Microsoft provides the software code within its products to make our products "ready" for the AT devices and works closely with major AT providers in an effort to decrease the time to market for new versions of AT products. We encourage both end users and purchasers of AT to contact their AT manufacturers to determine the current compatibility of their existing AT with Microsoft products.

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Revised 6/4/2009 Microsoft regularly updates its websites and provides new information about the accessibility of products as that information becomes available.