



The Information Company

OpenText Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT^{®1} Version 2.4)

Name of Product/Version: Content Server 21.1(Smart View)

Report Date: February 2021

Product Description: OpenText Content Server forms the document management cornerstone of the OpenText Content Suite and provides secure, enterprise-wide control over any type of content. Content Server is a web-based product.

Contact Information: support@opentext.com

Notes: This report is applicable to the Smart View user interface. The Content Server Administration pages and Workflow Designer were excluded from this assessment.

Evaluation Methods Used: Manual and tool-based testing with assistive technology.

¹ "Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility - supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no applicable content in the application.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no applicable content in the application.

<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no applicable content in the application.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72118.</p> <ul style="list-style-type: none"> • Focus is not set to the input field when clicking on the label of a value in the Metadata view.
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Color alone is not used to convey information.</p> <p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72124.</p> <ul style="list-style-type: none"> • In the user picker control the selection indicator is only color-based.
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The functionality of Content Server is accessible and operable using a keyboard.</p> <p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72126.</p> <ul style="list-style-type: none"> • The scrollbar of long text in a Business Workspace header is not reachable using the keyboard. • Unable to navigate with keyboard when adding relationships within Business Workspaces. • Only simple text can be edited on a Wiki page when using only a keyboard. • Initial focus position is not uniform when opening various instances of tables. • In Business Workspaces, keyboard navigation is cumbersome, differing between forward and backward directions.

		<ul style="list-style-type: none"> • Unable to navigate to the Comments, Favorites, and More Actions icon using the keyboard when working with Business Workspaces. • Improve the Search Result page to better support keyboard navigation. • In the Create dialog of Business Workspaces, keyboard focus order does not follow standards. • In the Metadata view and Document Overview page, keyboard focus reaches non-active elements. • The keyboard navigation in the pagination control of the Search views does not follow standards. • Long descriptions of Business Workspaces cannot be scrolled into view using the keyboard. • When editing a URL field in the Metadata view, the focus moves unexpectedly after saving. • In My Assignments view, the button to search in the Location column cannot be reached using only the keyboard. • In Search views some buttons cannot be reached using only the keyboard once the filter facets control is activated. • In Browse View, it is not possible to create shortcuts to other documents using only the keyboard. • In Grid View, some state icons of the elements cannot be reached using only the keyboard.
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72131.</p> <ul style="list-style-type: none"> • The controls to speed navigation are not standard.

<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Components in the user interface receive focus in an order that preserves meaning and operability.</p> <p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72133.</p> <ul style="list-style-type: none"> • Incorrect focus order in the Perspective after navigating to a Related Workspace. • Browse View sometimes has unwanted tab stops in the Comments column. • Incorrect focus order when removing workspace relationships. • Keyboard navigation across the Browse View is cumbersome with Internet Explorer browser. • In View Record Details functionality, keyboard navigation is very cumbersome. • Keyboard navigation arrow keys do not adopt to right-to-left views. For example, in tables or toolbars. • When using item selection check boxes in the Standard Search view, the keyboard focus changes unexpectedly.

<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>When a feature in Content Server receives focus, it does not initiate a change of context.</p> <p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72136.</p> <ul style="list-style-type: none"> • In Browse View, no initial focus is visible when opening an empty folder. • In Browse View, keyboard focus is not visible when deleting the last item from a folder. • Unable to navigate with keyboard in the inactive background when the confirmation message for a removed relationship is displayed within Business Workspaces. • A Business Workspace with a tabbed Perspective shows no initial focus.

<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72140.</p> <ul style="list-style-type: none"> • In the HTML Widget, the Insert Link functionality creates syntactically invalid HTML structures. • Multiple instances of the user picker control on the same page cause invalid HTML structures to be generated.

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72141.</p> <ul style="list-style-type: none"> • Unable to change the icon for a workspace when using screen reader in Business Workspaces. • A document's __Permissions page is hard to use with some screen readers. • The input field of the general user picker control presents conflicting role information to screen reader users. • Status cells in the Browse View table cannot be accessed with a screen reader when more than one status item is present inside the cell. • In the Browse View, the headline above the table is not recognized as headline by screen readers. • The Document Overview page is difficult to comprehend for screen reader users. • Item names as header of the Browse View pages often can be directly edited but this is not made clear enough for screen readers users. • Some column headers of the Holds table lack an audible text for screen reader users. • When using the node picker control, the selected/cleared state is not audible for users of the JAWS screen reader. • The type ahead search control does not support screen reader users properly. • The general show/hide breadcrumbs toggle presents no role to a screen reader making it hard to use. • The Browse View tables have column headers with two functionalities: sorting and filtering. This causes complex output in some screen readers.
--	---------------------------	---

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no applicable content in the application.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	There is no applicable content in the application.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72144. <ul style="list-style-type: none"> • Unable to see the icon to expand the Related Workspaces widget if many values are displayed in Business Workspaces.

<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72145.</p> <ul style="list-style-type: none"> • When using 200% zoom with small screen sizes there are many instances of truncated texts in the UI depending on the language settings. Often these truncated texts can be accessed in full with the next navigation steps.
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72150.</p> <ul style="list-style-type: none"> • Unable to see the focus after having removed a workspace relationship in a Business Workspace. • Unable to see the focus on the Show roles inline action within a Business Workspace. • In the Document Versions table, keyboard focus is not visible in the table header. • Unable to see the focus after changing the Workspace Icon in the Header widget within a Business Workspace. • Unable to see the focus after closing the error message that appears when changing the Workspace Icon in the Header widget to an unsupported file. • In the Holds table of the Metadata view, the column headers show no visible focus indicator. • In Browse View, keyboard focus is not visible when deleting the last item from a folder. • In Browse View, no initial focus is visible when opening an empty folder. • In Grid View, keyboard focus is not visible when using the check box to clear all items. • In table-based views, the focus indicator inside a table is hard to see when using Internet Explorer.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	

<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72151.</p> <ul style="list-style-type: none"> • When manually entering values in the date picker control, the error message fails to specify the expected format.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	

Table 3: Success Criteria, Level AAA

Notes: This table has been removed. The product has not been evaluated against the WCAG Level AAA criterion.

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The application supports the use of screen readers. Non-compliant items will be tracked as defects. See WCAG 2.0 section.
302.2 With Limited Vision	Partially Supports	Non-compliant items will be tracked as defects. See WCAG 2.0 section.
302.3 Without Perception of Color	Partially Supports	There is one area of the product where user selection is indicated by background color. Bug reference LPAD-72124.
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: This table is not applicable and has been removed.

Chapter 5: [Software](#)

Notes: This table is not applicable and has been removed.

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

Legal Disclaimer (Company)

This document is for informational purposes only. OpenText makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of OpenText Corporation on the issues discussed as of the date of publication. Because OpenText must respond to changing market conditions, it should not be interpreted to be a commitment on the part of OpenText, and OpenText cannot guarantee the accuracy of any information presented after the date of publication.

About OpenText

OpenText enables the digital world, creating a better way for organizations to work with information, on-premises or in the cloud. For more information about OpenText (NASDAQ/TSX: OTEX), visit opentext.com.

Connect with us:

[OpenText CEO Mark Barrenechea's blog](#)

[Twitter](#) | [LinkedIn](#)