



The Information Company

# OpenText Accessibility Conformance Report Revised Section 508 Edition

(Based on VPAT<sup>®1</sup> Version 2.4)

**Name of Product/Version:** Content Server 21.2(Classic View)

**Report Date:** March 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.

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<sup>1</sup> "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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(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
<b>1.1.1 Non-text Content</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	
<b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	There is no applicable content in the application.
<b>1.2.2 Captions (Prerecorded)</b> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	Supports	There is no applicable content in the application.

<p><b>1.2.3 Audio Description or Media Alternative (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	<p>There is no applicable content in the application.</p>
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Information, structure, and relationships conveyed through presentation can be programmatically determined by assistive technologies.</p> <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"> <li>• The following tables from the Personal menu do not have tags that identify headers from the data cells: Discussions, Assignments, Favorites, Reports, Task Lists. LPAD-71851</li> <li>• A label is not associated correctly for the Inherit RM Classification radio element. The same issue is observed for Categories radio element. Screen reader announces only 'yes' when the focus is on Inherit RM Classification radio button, its associated label is not announced for the user. LPAD-91295</li> <li>• Label is not associated correctly on the Functions Menu dropdown icon. Screen reader announces, "Function Menu Graphic" instead of "Function Menu Dropdown Button". LPAD-91294</li> <li>• Label is not correctly associated with the Current Search Form field on the Advanced Search page. SFWK-10632</li> </ul>

		<ul style="list-style-type: none"> <li>• Label is not associated correctly on the Birthday Date selection box. Screen reader announces, “combo box” instead of “Birthday selection box”. LPAD-91291</li> <li>• Label is not associated correctly on the Edit button. Screen reader announces, “that starts with” instead of “Edit Button”. LPAD-91290</li> <li>• When pressing the table short cut key ‘T’, the screen reader announces as table with three columns and fifteen rows where there is no Data Table available. This issue occurs with all the screen flows on the Add Item page. LPAD-91289</li> <li>• Label is not associated correctly for the Notification Message list box and Schedule Days or Time selection check boxes. Screen reader announces only the value and not the associated label to the user. LPAD-91288</li> <li>• The caption is not provided for table elements in multiple pages. Screen reader announces, “Table with seven columns and ten rows” and not the correct caption for the form table fields. LPAD-91287</li> <li>• On all the web pages the Content Server and Browse Window title text is defined as Heading H1. LPAD-91286</li> <li>• Labels are not associated correctly for the Date only field. Screen reader announces, “Date Read only Edit” when the focus is on the Date field. LPAD-91280</li> <li>• Label is not correctly associated with the fields under the 'open search panel' button. SFWK-10760.</li> </ul>
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<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>1.4.1 Use of Color</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>1.4.2 Audio Control</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• Using Internet Explorer 11, the Select Node dialog does not respond to TAB and ENTER for selections. It responds to space bar. LPAD-64491</li> <li>• The Add Item menu cannot be closed using the ESC key. User must tab to the end of the list. LPAD-63458</li> <li>• Improve the Search Result page to better support keyboard navigation. SFWK-8546</li> <li>• Result Display Style field on the Advanced Search page is not accessible with keyboard navigation.</li> <li>• With the screen reader ON, user is not able to perform keyboard-based access on any of the pages opened from links under the Add Item menu option. LPAD-91303</li> <li>• The Calendar Menu icon is not accessible with keyboard in the Add Document or New Folder page flow. LPAD-91302</li> <li>• The Filter by Search icon is not accessible with keyboard navigation. LPAD-91300</li> </ul>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	

<p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	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"> <li>• The Skip Navigation links are missing on several pages. Keyboard-only users will have to tab through those links to get to the main content. LPAD-18818</li> </ul>



<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• When adding an additional value during Category creation for a Multiline Field Attribute, focus is not placed in the newly added field. Instead, it is placed outside the area and user must use the TAB key to get back to the field. LPAD-39313</li> <li>• When a user opens the Add Document page the keyboard selection control focus goes to the non-interactive element (Entire frame) instead of the next interactive element. LPAD-91307</li> <li>• When a user opens any Add Item page the selection focus goes to the top address bar and not the next interactive element. LPAD-91306.</li> </ul>

<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Changing the setting of any user interface component does not automatically cause 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-72137.</p> <ul style="list-style-type: none"> <li>• Search Bar drop down list options are not selectable using keyboard navigation. SFWK-10629</li> <li>• User is not notified about the opening of a new window when clicking on Help icon, the Classifications selection page, Create New Folder page or the Workflow Status page. LPAD-91311.</li> </ul>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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-72138.</p> <ul style="list-style-type: none"> <li>• When a user tries to submit any Add Item page without values an error is displayed but not announced by the screen reader. LPAD-91312.</li> </ul>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	

<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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-72140.</p> <ul style="list-style-type: none"> <li>• Several image tags are missing Alt text in Recommender components. SFWK-8781</li> <li>• Lang attribute needs to be added to a html tag in the collection component to indicate the language used in the page. SFWK-8835</li> </ul>
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<p><b>4.1.2 Name, Role, Value (Level A)</b></p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• The Enterprise menu and Add Item menu do not inform the user that it is expanded or collapsed. LPAD-63455</li> <li>• Property tabs for documents and objects are not marked as a navigation section. LPAD-64413</li> <li>• Records Management and Physical Objects Multi-select actions require labels and other accessibility improvements. LPU-9927 / LPU-9979</li> <li>• State information (expanded/collapsed) is not defined for the Open Search button on the Search Bar. SFWK-10628</li> <li>• The role and state are not defined correctly for the Navigate to... link. The screen reader announces the link as "Navigate to dot dot dot link". LPAD-91315</li> <li>• The role and state are not defined correctly for the All Items Types clickable element. The screen reader announces the link as "Left parent All item types right parent link" instead of "All item types". LPAD-91314</li> <li>• The role and state are not defined correctly for the Enterprise menu/sub-menu items. The screen reader announces the Enterprise menu as "Slices sub-menu Enterprise" and when the sub-menus are selected announces "Slices Workspace". LPAD-91313.</li> </ul>
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**Table 2: Success Criteria, Level AA**

Criteria	Conformance Level	Remarks and Explanations
<b>1.2.4 Captions (Live)</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no applicable content in the application.
<b>1.2.5 Audio Description (Prerecorded)</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	There is no applicable content in the application.
<b>1.4.3 Contrast (Minimum)</b> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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"> <li>• In Browse View the text for the promoted function hyperlinks do not meet the minimum contrast. LPAD-63464</li> <li>• The color contrast ratio for copyright, username and password text is less than 7:1. It is set to 5.51:1. LPAD-91298</li> </ul>

<p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72145.
<p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>2.4.5 Multiple Ways</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<p><b>2.4.6 Headings and Labels</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	

<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<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"> <li>• CS Applications Management Administration page check boxes require redesign. LLWR-5545</li> <li>• Enhance the selection visual indicators to make it more obvious to users. LPAD-65559</li> <li>• Focus indicator is not visible on the Search Bar Open Search panel icon. SFWK-10630</li> </ul>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Supports</p>	
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Supports</p>	



<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	
<p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	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 <a href="#">WCAG 2.0</a> section.
302.2 With Limited Vision	Partially Supports	Non-compliant items will be tracked as defects. See <a href="#">WCAG 2.0</a> 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
<a href="#">602 Support Documentation</a>	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	
<a href="#">603 Support Services</a>	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	

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