

OpenText Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Content Server 21.3 (Smart View)

Report Date: June 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.

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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.

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)

Standard/Guideline	Included In Report
	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
<p><u>1.1.1 Non-text Content</u> (Level A)</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><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</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	There is no applicable content in the application.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</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	There is no applicable content in the application.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</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	There is no applicable content in the application.
<p><u>1.3.1 Info and Relationships</u> (Level A)</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><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</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><u>1.4.1 Use of Color</u> (Level A)</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) 	Partially Supports	<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><u>1.4.2 Audio Control</u> (Level A)</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><u>2.1.1 Keyboard</u> (Level A)</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) 	Partially Supports	<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. • Initial focus position is not uniform when opening various instances of tables.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • In Business Workspaces, keyboard navigation is cumbersome, differing between forward and backward directions. • 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. • When editing a URL field in the Metadata view, the focus moves unexpectedly after saving. • In Grid View, some state icons of the elements cannot be reached using only the keyboard. • Inside a create document dialog, Shift-Tab does not work in a Records Management Classification. • The Workflow Tracking widget cannot be used by keyboard alone. • The edit mode of a workspace picker field is closed and shows an error when using F2 without having selected a valid value. • Documents cannot be created with keyboard only if they have mandatory category values which are implemented by a NodePicker. • In the Notification Center dialog the details of an insight cannot be reached using the keyboard only. • The Workflow Monitoring widget cannot be used by keyboard alone. Table navigation and column headers are not working via arrow keys.
<p>2.1.2 No Keyboard Trap (Level A)</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	

Criteria	Conformance Level	Remarks and Explanations
<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 for 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) 	Supports	
<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) 	Partially Supports	<p>Components in the user interface receive focus in an order that preserves meaning and operability.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<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 adding any item with a create dialog the folder focus cannot be moved to the input fields for their names. • After closing the search field inside the Create Business Workspaces side panel the focus is incorrectly set to the close button.
<p>2.4.4 Link Purpose (In Context) (Level A)</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>3.1.1 Language of Page (Level A)</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	

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.1 On Focus (Level A)</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) 	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"> • Unable to navigate with keyboard in the inactive background when the confirmation message for a removed relationship is displayed within Business Workspaces.
<p>3.2.2 On Input (Level A)</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>3.3.1 Error Identification (Level A)</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) 	Partially Supports	<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"> • When renaming an item using the actions menu in the Properties View fails the error is not properly presented to screen reader users. • When renaming an item using the inline toolbar fails the error is not properly presented to screen reader users.
<p>3.3.2 Labels or Instructions (Level A)</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>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	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>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> In the HTML Widget, the Insert Link functionality creates syntactically invalid HTML structures. A form field in a Workflow Form has non-standard HTML structures which designates it as a button element instead of an input field. Unable to access metadata values in the Header widget of Business Workspaces when using a screen reader.
<p>4.1.2 Name, Role, Value (Level A)</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) 	Partially Supports	<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 Document Overview page is difficult to comprehend 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 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. Reserve / Unreserve button in the Properties page is not read by screen reader software. The Notification Center functionality cannot be used by users of screen reader software.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> TKL attributes cannot be read by screen reader software in the metadata pages. The User Picker control label cannot be read by screen reader while in edit mode. In the Target Browse dialog, the Add Folder button is read incorrectly by screen readers. Screen Reader does not read the status (checked/unchecked) for the checkboxes in the Node Picker.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (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	There is no applicable content in the application.
<p>1.2.5 Audio Description (Prerecorded) (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	There is no applicable content in the application.
<p>1.4.3 Contrast (Minimum) (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) 	Partially Supports	<p>Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72144.</p> <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. In some scenarios the text contrast in the side panel is insufficient when selecting a Template to add a new item.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> In the Workflow Tracking widget some visible text has insufficient contrast.
<p>1.4.4 Resize 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) 	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. Unable to reach all objects in the Header widget of a Business Workspace when the browser is zoomed to 200%. Unable to reach all objects in the Dossier widget in the Business Workspace when the browser is zoomed to 200%. The user steps for DocuSign and Core Signature in a Workflow do not show a scroll bar for the Attachment and Signature sidebar on zoom levels higher than 150%. The Search Results widget cannot be used properly with high zoom ratios. The User Profile cannot be accessed by mouse at 200% zoom.
<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: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 	Supports	

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (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>2.4.7 Focus Visible (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) 	Partially Supports	<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 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 Browse View, keyboard focus is not visible when deleting the last item from a 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. The Signature Request dialog cannot be used by keyboard only. Focus is not visible on the buttons in the footer of the Document Overview view. The “New Updates” button does not correctly indicate that it is focused when used by keyboard.
<p>3.1.2 Language of Parts (Level AA)</p>	Supports	

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 <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	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72152. <ul style="list-style-type: none"> • Inconsistent focus handling when navigating within folders within Browse View.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 <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	
3.3.3 Error Suggestion (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-72154. <ul style="list-style-type: none"> • When manually entering values in the date picker control, the error message fails to specify the expected format.
3.3.4 Error Prevention (Legal, Financial, Data) (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	

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

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
<u>603 Support Services</u>	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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