

Connector Accessibility Conformance Report

Based on VPAT® 2.5 WCAG 2.2 and Revised Section 508 Edition

Report information

Product	Connector (version 11.1.0.196)
Product description	Laserfiche Connector (LFC) provides a streamlined experience for integrating Laserfiche with line-of-business applications such as CRM and ERP systems. The product contains three applications: Laserfiche Connector (the main application), Laserfiche Connector Test Utility, and Profile Converter.
Report date	2022-02-01
Last modified	2026-07-10
Report version	2
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Connector. Conformance was evaluated against WCAG 2.1 (Level A and AA). Success criteria outside the evaluated scope — including later WCAG 2.2 additions and all Level AAA criteria that were not tested — are listed as "Not Evaluated" rather than assigned an untested rating. Conformance was evaluated by external suppliers under the DHS Trusted Tester Program. The Closed Functionality Software criteria are all Not Applicable because the product is not used in closed software systems.

Evaluation methods used

General product knowledge, testing with assistive technologies including the NVDA and Microsoft Narrator screen readers, automated testing with Accessibility Insights for Windows, and manual testing. A third-party consultant also ran an assessment whose results are incorporated.

Applicable standards and guidelines

This report covers the degree of conformance for the following accessibility standards and guidelines:

- Web Content Accessibility Guidelines 2.2 — <https://www.w3.org/TR/WCAG22/>
- Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018 — <https://www.access-board.gov/ict/>

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 only be used in WCAG Level AAA criteria.

Table 1: Success Criteria, Level A

Criteria	Conformance level	Remarks and explanations
1.1.1: Non-text Content	Software: Does Not Support	Software: The non-text buttons do not have descriptive text.
1.2.1: Audio-only and Video-only (Prerecorded)	Software: Not Applicable	Software: No remarks.
1.2.2: Captions (Prerecorded)	Software: Not Applicable	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
1.2.3: Audio Description or Media Alternative (Prerecorded)	Software: Not Applicable	Software: No remarks.
1.3.1: Info and Relationships	Software: Does Not Support	Software: Information and relationships, including label relationships, are not programmatically determinable for some elements (see 502.3.6 Label Relationships).
1.3.2: Meaningful Sequence	Software: Partially Supports	Software: When the screen reader speaks the About dialog, the sequence is incorrect.
1.3.3: Sensory Characteristics	Software: Partially Supports	Software: The instructions for the continue button refer only to color and shape.
1.4.1: Use of Color	Software: Does Not Support	Software: Links are distinguished from surrounding text only by their blue color and would benefit from additional distinction.
1.4.2: Audio Control	Software: Not Applicable	Software: No remarks.
2.1.1: Keyboard	Software: Partially Supports	Software: Several functions are inaccessible by keyboard: adding a source application, setting the start button position, and opening the tray menu.
2.1.2: No Keyboard Trap	Software: Supports	Software: No remarks.
2.1.4: Character Key Shortcuts	Software: Supports	Software: No remarks.
2.2.1: Timing Adjustable	Software: Not Applicable	Software: No remarks.
2.2.2: Pause, Stop, Hide	Software: Not Applicable	Software: No remarks.
2.3.1: Three Flashes or Below Threshold	Software: Supports	Software: No flashing content.

Criteria	Conformance level	Remarks and explanations
2.4.1: Bypass Blocks	Software: Not Applicable	Software: Does not apply to non-web software.
2.4.2: Page Titled	Software: Supports	Software: No remarks.
2.4.3: Focus Order	Software: Partially Supports	Software: When tabbing through the Test Utility window, the focus order for the buttons is incorrect.
2.4.4: Link Purpose (In Context)	Software: Supports	Software: No remarks.
2.5.1: Pointer Gestures	Software: Does Not Support	Software: Dragging the target is required when adding a source and setting the start button position.
2.5.2: Pointer Cancellation	Software: Supports	Software: No remarks.
2.5.3: Label in Name	Software: Supports	Software: No remarks.
2.5.4: Motion Actuation	Software: Not Applicable	Software: No remarks.
3.1.1: Language of Page	Software: Supports	Software: No remarks.
3.2.1: On Focus	Software: Supports	Software: No remarks.
3.2.2: On Input	Software: Supports	Software: No remarks.
3.2.6: Consistent Help	Software: Not Evaluated	Software: No remarks.
3.3.1: Error Identification	Software: Supports	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
3.3.2: Labels or Instructions	Software: Supports	Software: No remarks.
3.3.7: Redundant Entry	Software: Not Evaluated	Software: No remarks.
4.1.1: Parsing	Software: Supports	Software: No remarks.
4.1.2: Name, Role, Value	Software: Does Not Support	Software: Many image-based buttons, links, and inputs lack accessible names.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Software: Not Applicable	Software: No remarks.
1.2.5: Audio Description (Prerecorded)	Software: Not Applicable	Software: No remarks.
1.3.4: Orientation	Software: Supports	Software: No remarks.
1.3.5: Identify Input Purpose	Software: Supports	Software: No remarks.
1.4.3: Contrast (Minimum)	Software: Does Not Support	Software: The headings in blue have low contrast.
1.4.4: Resize text	Software: Supports	Software: No remarks.
1.4.5: Images of Text	Software: Supports	Software: No images of text.
1.4.10: Reflow	Software: Does Not Support	Software: Some functionality is unavailable when zoomed to 400%.

Criteria	Conformance level	Remarks and explanations
1.4.11: Non-text Contrast	Software: Supports	Software: No remarks.
1.4.12: Text Spacing	Software: Supports	Software: No remarks.
1.4.13: Content on Hover or Focus	Software: Supports	Software: No remarks.
2.4.5: Multiple Ways	Software: Not Applicable	Software: No remarks.
2.4.6: Headings and Labels	Software: Partially Supports	Software: The names of some dropdown items, data items, and menu items are incorrect.
2.4.7: Focus Visible	Software: Supports	Software: No remarks.
2.4.11: Focus Not Obscured (Minimum)	Software: Not Evaluated	Software: No remarks.
2.5.7: Dragging Movements	Software: Not Evaluated	Software: No remarks.
2.5.8: Target Size (Minimum)	Software: Not Evaluated	Software: No remarks.
3.1.2: Language of Parts	Software: Not Applicable	Software: No remarks.
3.2.3: Consistent Navigation	Software: Not Applicable	Software: No remarks.
3.2.4: Consistent Identification	Software: Not Applicable	Software: No remarks.
3.3.3: Error Suggestion	Software: Does Not Support	Software: Error messages provide no suggestion for correction.
3.3.4: Error Prevention (Legal, Financial, Data)	Software: Supports	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
3.3.8: Accessible Authentication (Minimum)	Software: Not Evaluated	Software: No remarks.
4.1.3: Status Messages	Software: Does Not Support	Software: Screen readers cannot alert users to the validation error message of the 'Token name' input, the current image size when setting the start button icon, or the status of importing files.

Table 3: Success Criteria, Level AAA

Criteria	Conformance level	Remarks and explanations
1.2.6: Sign Language (Prerecorded)	Software: Not Evaluated	Software: No remarks.
1.2.7: Extended Audio Description (Prerecorded)	Software: Not Evaluated	Software: No remarks.
1.2.8: Media Alternative (Prerecorded)	Software: Not Evaluated	Software: No remarks.
1.2.9: Audio-only (Live)	Software: Not Evaluated	Software: No remarks.
1.3.6: Identify Purpose	Software: Not Evaluated	Software: No remarks.
1.4.6: Contrast (Enhanced)	Software: Not Evaluated	Software: No remarks.
1.4.7: Low or No Background Audio	Software: Not Evaluated	Software: No remarks.
1.4.8: Visual Presentation	Software: Not Evaluated	Software: No remarks.
1.4.9: Images of Text (No Exception)	Software: Not Evaluated	Software: No remarks.
2.1.3: Keyboard (No Exception)	Software: Not Evaluated	Software: No remarks.
2.2.3: No Timing	Software: Not Evaluated	Software: No remarks.
2.2.4: Interruptions	Software: Not Evaluated	Software: No remarks.
2.2.5: Re-authenticating	Software: Not Evaluated	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
2.2.6: Timeouts	Software: Not Evaluated	Software: No remarks.
2.3.2: Three Flashes	Software: Not Evaluated	Software: No remarks.
2.3.3: Animation from Interactions	Software: Not Evaluated	Software: No remarks.
2.4.8: Location	Software: Not Evaluated	Software: No remarks.
2.4.9: Link Purpose (Link Only)	Software: Not Evaluated	Software: No remarks.
2.4.10: Section Headings	Software: Not Evaluated	Software: No remarks.
2.4.12: Focus Not Obscured (Enhanced)	Software: Not Evaluated	Software: No remarks.
2.4.13: Focus Appearance	Software: Not Evaluated	Software: No remarks.
2.5.5: Target Size (Enhanced)	Software: Not Evaluated	Software: No remarks.
2.5.6: Concurrent Input Mechanisms	Software: Not Evaluated	Software: No remarks.
3.1.3: Unusual Words	Software: Not Evaluated	Software: No remarks.
3.1.4: Abbreviations	Software: Not Evaluated	Software: No remarks.
3.1.5: Reading Level	Software: Not Evaluated	Software: No remarks.
3.1.6: Pronunciation	Software: Not Evaluated	Software: No remarks.
3.2.5: Change on Request	Software: Not Evaluated	Software: No remarks.
3.3.5: Help	Software: Not Evaluated	Software: No remarks.
3.3.6: Error Prevention (All)	Software: Not Evaluated	Software: No remarks.
3.3.9: Accessible Authentication (Enhanced)	Software: Not Evaluated	Software: No remarks.

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1: Without Vision	Does Not Support	Some elements are not exposed to screen readers, so the product cannot be fully used without vision.
302.2: With Limited Vision	Does Not Support	Low-contrast headings and loss of some functionality at 400% zoom limit use with limited vision.
302.3: Without Perception of Color	Does Not Support	Links are distinguished from surrounding text by color alone (see 1.4.1 Use of Color).
302.4: Without Hearing	Not Applicable	No remarks.
302.5: With Limited Hearing	Not Applicable	No remarks.
302.6: Without Speech	Not Applicable	No remarks.
302.7: With Limited Manipulation	Supports	No remarks.
302.8: With Limited Reach and Strength	Does Not Support	Dragging is required for some functions.
302.9: With Limited Language, Cognitive, and Learning Abilities	Supports	No remarks.

Chapter 4: Hardware

Connector is a software product; Section 508 hardware criteria are not applicable.

This chapter is not included in this report.

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
502.2.1: User Control of Accessibility Features	Not Applicable	No remarks.

Criteria	Conformance level	Remarks and explanations
502.2.2: No Disruption of Accessibility Features	Not Applicable	No remarks.
502.3.1: Object Information	Does Not Support	Many elements lack object information.
502.3.2: Modification of Object Information	Supports	No remarks.
502.3.3: Row, Column, and Headers	Does Not Support	Row, column, and header information is not conveyed for the instance table and history table.
502.3.4: Values	Supports	No remarks.
502.3.5: Modification of Values	Supports	No remarks.
502.3.6: Label Relationships	Does Not Support	See 1.3.1 Info and Relationships.
502.3.7: Hierarchical Relationships	Supports	No remarks.
502.3.8: Text	Supports	No remarks.
502.3.9: Modification of Text	Supports	No remarks.
502.3.10: List of Actions	Supports	No remarks.
502.3.11: Actions on Objects	Supports	No remarks.
502.3.12: Focus Cursor	Supports	No remarks.
502.3.13: Modification of Focus Cursor	Supports	No remarks.
502.3.14: Event Notification	Does Not Support	Some events and status changes are not communicated to assistive technology (see 4.1.3 Status Messages).
502.4: Platform Accessibility Features	Not Applicable	No remarks.
503.2: User Preferences	Supports	No remarks.
503.3: Alternative User Interfaces	Not Applicable	No remarks.

Criteria	Conformance level	Remarks and explanations
503.4.1: Caption Controls	Not Applicable	No remarks.
503.4.2: Audio Description Controls	Not Applicable	No remarks.
504.2: Content Creation or Editing	Not Evaluated	No remarks.
504.2.1: Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	No remarks.
504.2.2: PDF Export	Not Applicable	No remarks.
504.3: Prompts	Not Applicable	No remarks.
504.4: Templates	Not Applicable	No remarks.

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2: Accessibility and Compatibility Features	Does Not Support	There is no documentation listing and explaining how to use the accessibility and compatibility features.
602.3: Electronic Support Documentation	Partially Supports	The majority of the support documentation supports WCAG; some functionality only partially supports it.
602.4: Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No remarks.
603.2: Information on Accessibility and Compatibility Features	Not Applicable	No remarks.
603.3: Accommodation of Communication Needs	Not Applicable	No remarks.

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