



Directory Server Accessibility Conformance Report

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

Report information

Product	Directory Server (version 12)
Product description	The user-facing Security Token Service (STS) sign-in pages of Laserfiche Directory Server, including the login, MFA setup, self-registration, forgot-password, reset-password, and error pages that users encounter on their way to end-user applications such as Forms and Web Access. These pages primarily handle user authentication.
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Directory Server. Conformance was evaluated against WCAG 2.2 (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 to accessibility standards was evaluated by external suppliers under the DHS Trusted Tester Program.

Evaluation methods used

General product knowledge combined with manual testing and testing with assistive technologies (NVDA screen reader), using Accessibility Insights for Web and a WCAG color-contrast checker. 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	Web: Partially Supports	Web: Configure-MFA page: the MFA image has no alternate text.
1.2.1: Audio-only and Video-only (Prerecorded)	Web: Not Applicable	Web: No remarks.
1.2.2: Captions (Prerecorded)	Web: Not Applicable	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
1.2.3: Audio Description or Media Alternative (Prerecorded)	Web: Not Applicable	Web: No remarks.
1.3.1: Info and Relationships	Web: Partially Supports	Web: Reset-Password page: labels for New password and Confirm new password are not associated with their inputs. Self-Service page: the Select license dropdown is not associated with its input.
1.3.2: Meaningful Sequence	Web: Supports	Web: No remarks.
1.3.3: Sensory Characteristics	Web: Not Applicable	Web: No remarks.
1.4.1: Use of Color	Web: Partially Supports	Web: Sign-in, Reset-Password, and Configure-MFA pages: a red border is the only visual means of indicating an error on the MFA code input.
1.4.2: Audio Control	Web: Not Applicable	Web: No remarks.
2.1.1: Keyboard	Web: Partially Supports	Web: Self-Service page: the 'Skip' link and the 'Click here' link (shown after confirmation) cannot be reached by keyboard. Configure-MFA page: the 'Can't scan?' link cannot be reached by keyboard.
2.1.2: No Keyboard Trap	Web: Supports	Web: No remarks.
2.1.4: Character Key Shortcuts	Web: Not Applicable	Web: No remarks.
2.2.1: Timing Adjustable	Web: Supports	Web: No remarks.
2.2.2: Pause, Stop, Hide	Web: Not Applicable	Web: No remarks.
2.3.1: Three Flashes or Below Threshold	Web: Not Applicable	Web: No remarks.
2.4.1: Bypass Blocks	Web: Not Applicable	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
2.4.2: Page Titled	Web: Partially Supports	Web: Error page: the page title is 'Laserfiche', which does not describe the page's topic or purpose.
2.4.3: Focus Order	Web: Supports	Web: No remarks.
2.4.4: Link Purpose (In Context)	Web: Supports	Web: No remarks.
2.5.1: Pointer Gestures	Web: Not Applicable	Web: No remarks.
2.5.2: Pointer Cancellation	Web: Supports	Web: No remarks.
2.5.3: Label in Name	Web: Partially Supports	Web: Self-Service page: the Select license dropdown is not programmatically determinable. Reset-Password page: the New password and Confirm new password inputs are not programmatically determinable.
2.5.4: Motion Actuation	Web: Not Applicable	Web: No remarks.
3.1.1: Language of Page	Web: Does Not Support	Web: The <html> tag has no lang attribute on the Self-Service, Sign-in, Forgot-Password, Reset-Password, Configure-MFA, and Error pages.
3.2.1: On Focus	Web: Supports	Web: No remarks.
3.2.2: On Input	Web: Partially Supports	Web: Sign-in page: pressing Enter to select 'I have an MFA code' signs the user in. Reset-Password page: pressing Enter to select 'I have an MFA code' resets the password.
3.2.6: Consistent Help	Web: Supports	Web: No remarks.
3.3.1: Error Identification	Web: Partially Supports	Web: Sign-in, Reset-Password, and Configure-MFA pages: errors on the MFA code input are not described in text.

Criteria	Conformance level	Remarks and explanations
3.3.2: Labels or Instructions	Web: Partially Supports	Web: Reset-Password page: the New password and Confirm new password inputs are not programmatically determinable. Forgot-Password page: the Organization dropdown is not programmatically determinable. Sign-in page: the Organization dropdown is not programmatically determinable and the MFA code input has no label.
3.3.7: Redundant Entry	Web: Supports	Web: No remarks.
4.1.1: Parsing	Web: Not Evaluated	Web: No remarks.
4.1.2: Name, Role, Value	Web: Partially Supports	Web: Self-Service page: the Select license dropdown has no accessible name.

Table 2: Success Criteria, Level AA

Criteria	Conformance level	Remarks and explanations
1.2.4: Captions (Live)	Web: Not Applicable	Web: No remarks.
1.2.5: Audio Description (Prerecorded)	Web: Not Applicable	Web: No remarks.
1.3.4: Orientation	Web: Supports	Web: No remarks.
1.3.5: Identify Input Purpose	Web: Partially Supports	Web: Inputs across the Self-Service, Sign-in, Configure-MFA, Reset-Password, and Forgot-Password pages lack the correct HTML5 autocomplete attribute (for example autocomplete is 'on' instead of naming the input).
1.4.3: Contrast (Minimum)	Web: Partially Supports	Web: Configure-MFA page: the 'Can't scan' link does not meet minimum contrast.
1.4.4: Resize text	Web: Supports	Web: No remarks.

Criteria	Conformance level	Remarks and explanations
1.4.5: Images of Text	Web: Not Applicable	Web: No remarks.
1.4.10: Reflow	Web: Supports	Web: No remarks.
1.4.11: Non-text Contrast	Web: Supports	Web: No remarks.
1.4.12: Text Spacing	Web: Supports	Web: No remarks.
1.4.13: Content on Hover or Focus	Web: Not Applicable	Web: No remarks.
2.4.5: Multiple Ways	Web: Not Applicable	Web: No remarks.
2.4.6: Headings and Labels	Web: Not Applicable	Web: No remarks.
2.4.7: Focus Visible	Web: Supports	Web: No remarks.
2.4.11: Focus Not Obscured (Minimum)	Web: Supports	Web: No remarks.
2.5.7: Dragging Movements	Web: Not Applicable	Web: No remarks.
2.5.8: Target Size (Minimum)	Web: Partially Supports	Web: Configure-MFA page: the 'Can't scan' link is too small.
3.1.2: Language of Parts	Web: Not Applicable	Web: No remarks.
3.2.3: Consistent Navigation	Web: Not Applicable	Web: No remarks.
3.2.4: Consistent Identification	Web: Not Applicable	Web: No remarks.
3.3.3: Error Suggestion	Web: Partially Supports	Web: Sign-in, Reset-Password, and Configure-MFA pages: no guidance is provided for correcting the error on the MFA code input.

Criteria	Conformance level	Remarks and explanations
3.3.4: Error Prevention (Legal, Financial, Data)	Web: Not Applicable	Web: No remarks.
3.3.8: Accessible Authentication (Minimum)	Web: Supports	Web: No remarks.
4.1.3: Status Messages	Web: Partially Supports	Web: Sign-in, Reset-Password, and Configure-MFA pages: the status message is not programmatically determinable.

Table 3: Success Criteria, Level AAA

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

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

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance level	Remarks and explanations
302.1: Without Vision	Supports	No remarks.
302.2: With Limited Vision	Supports	No remarks.
302.3: Without Perception of Color	Supports	No remarks.
302.4: Without Hearing	Not Applicable	No audible mode of operation is provided.
302.5: With Limited Hearing	Not Applicable	No audible mode of operation is provided.
302.6: Without Speech	Not Applicable	No functionality uses speech for input.
302.7: With Limited Manipulation	Supports	No remarks.
302.8: With Limited Reach and Strength	Supports	No remarks.
302.9: With Limited Language, Cognitive, and Learning Abilities	Supports	No remarks.

Chapter 4: Hardware

Directory Server 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	The product is not platform software.
502.2.2: No Disruption of Accessibility Features	Not Applicable	The product does not contain platform features.
502.3.1: Object Information	Supports	No remarks.

Criteria	Conformance level	Remarks and explanations
502.3.2: Modification of Object Information	Partially Supports	See 4.1.2 Name, Role, Value.
502.3.3: Row, Column, and Headers	Partially Supports	See 1.3.1 Info and Relationships.
502.3.4: Values	Partially Supports	Some values cannot be associated with an object, such as the values of the Organization dropdown and the Select license list.
502.3.5: Modification of Values	Partially Supports	See 4.1.2 Name, Role, Value.
502.3.6: Label Relationships	Partially Supports	See 1.3.1 Info and Relationships.
502.3.7: Hierarchical Relationships	Partially Supports	See 1.3.1 Info and Relationships.
502.3.8: Text	Supports	No remarks.
502.3.9: Modification of Text	Supports	No remarks.
502.3.10: List of Actions	Not Applicable	The product does not have a list of actions for objects.
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	Supports	No remarks.
502.4: Platform Accessibility Features	Not Applicable	No remarks.
503.2: User Preferences	Partially Supports	The product does not follow the platform settings for font type, font size, and focus cursor.
503.3: Alternative User Interfaces	Not Applicable	No alternative user interface is provided.
503.4.1: Caption Controls	Not Applicable	No captions.

Criteria	Conformance level	Remarks and explanations
503.4.2: Audio Description Controls	Not Applicable	No audio.
504.2: Content Creation or Editing	Not Evaluated	No remarks.
504.2.1: Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product does not convert content.
504.2.2: PDF Export	Not Applicable	Nothing is related to PDF export.
504.3: Prompts	Not Applicable	Whether content conforms to WCAG is determined by the product rather than the customer.
504.4: Templates	Not Applicable	No templates.

Chapter 6: Support Documentation and Services

Criteria	Conformance level	Remarks and explanations
602.2: Accessibility and Compatibility Features	Does Not Support	There is no document that lists and explains how to use the product's accessibility and compatibility features.
602.3: Electronic Support Documentation	Not Evaluated	No remarks.
602.4: Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Non-electronic support documentation is not provided.
603.2: Information on Accessibility and Compatibility Features	Supports	No remarks.
603.3: Accommodation of Communication Needs	Supports	No remarks.

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