

Import Agent Accessibility Conformance Report

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

Report information

Product	Import Agent (version 10.4.0 Update 7)
Product description	Laserfiche Import Agent includes two applications: Import Agent and Email Archive. Import Agent automatically retrieves files stored in a local or network Windows folder and imports them into a Laserfiche repository, optionally processing the files (for example performing OCR), adding metadata, and performing additional tasks. Email Archive automatically archives emails to a Laserfiche repository, to multiple locations based on various conditions.
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Notes

This Accessibility Conformance Report presents the results of Laserfiche's accessibility evaluation of Import Agent. 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. The technical criteria for Closed Functionality Software are all Not Applicable because the product is not used in closed software systems.

Evaluation methods used

General product knowledge, manual testing, and testing with assistive technologies including the NVDA screen reader and Microsoft Narrator, plus automated testing with Accessibility Insights for

Windows. A third-party consultant assessment was also incorporated, and conformance was evaluated by external suppliers under the DHS Trusted Tester Program.

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: Partially Supports	Software: Some of the buttons do not have text associated with them or have areas for improvement.
1.2.1: Audio-only and Video-only (Prerecorded)	Software: Not Applicable	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
1.2.2: Captions (Prerecorded)	Software: Not Applicable	Software: No remarks.
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: Inputs are not associated with their labels; the options of the same checkbox/radio-button field are not grouped together; and fields under the same section are not grouped together.
1.3.2: Meaningful Sequence	Software: Partially Supports	Software: When a screen reader reads some dialogs, such as the About dialog, the sequence is out of order.
1.3.3: Sensory Characteristics	Software: Supports	Software: No remarks.
1.4.1: Use of Color	Software: Does Not Support	Software: Links are distinguished from surrounding text only by their blue color; they would benefit from additional distinction.
1.4.2: Audio Control	Software: Not Applicable	Software: No remarks.
2.1.1: Keyboard	Software: Partially Supports	Software: A few operations cannot be completed by keyboard alone.
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.

Criteria	Conformance level	Remarks and explanations
2.3.1: Three Flashes or Below Threshold	Software: Supports	Software: No flashing content.
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: Most controls meet the criterion, but a few are not correctly ordered when moving focus via the keyboard.
2.4.4: Link Purpose (In Context)	Software: Supports	Software: No remarks.
2.5.1: Pointer Gestures	Software: Supports	Software: No remarks.
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: Partially Supports	Software: In the folder browser window, focusing on a node expands the node.
3.2.2: On Input	Software: Supports	Software: No remarks.
3.2.6: Consistent Help	Software: Not Evaluated	Software: No remarks.

Criteria	Conformance level	Remarks and explanations
3.3.1: Error Identification	Software: Partially Supports	Software: The product does not validate date, time, and datetime fields.
3.3.2: Labels or Instructions	Software: Partially Supports	Software: Some inputs have no label or instruction.
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: Supports	Software: No remarks.
1.4.4: Resize text	Software: Supports	Software: No remarks.
1.4.5: Images of Text	Software: Supports	Software: No images of text.

Criteria	Conformance level	Remarks and explanations
1.4.10: Reflow	Software: Does Not Support	Software: Some functionality is unavailable when zoomed to 400%.
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.

Criteria	Conformance level	Remarks and explanations
3.3.3: Error Suggestion	Software: Partially Supports	Software: The source rates error suggestion as partially supporting; some functionality does not meet the criterion (no specific remarks were provided in the source).
3.3.4: Error Prevention (Legal, Financial, Data)	Software: Supports	Software: No remarks.
3.3.8: Accessible Authentication (Minimum)	Software: Not Evaluated	Software: No remarks.
4.1.3: Status Messages	Software: Does Not Support	Software: For open-functionality software the screen reader cannot speak the status of testing the mail-server connection.

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.

Criteria	Conformance level	Remarks and explanations
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.
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.

Criteria	Conformance level	Remarks and explanations
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	Non-visual (screen reader) access has documented defects; many elements lack accessible names and object information (see 4.1.2 and 502.3.1).
302.2: With Limited Vision	Does Not Support	Documented low-vision defects include functionality that is unavailable at 400% zoom (see 1.4.10) and links distinguished only by color (see 1.4.1).
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	Supports	No remarks.
302.9: With Limited Language, Cognitive, and Learning Abilities	Supports	No remarks.

Chapter 4: Hardware

Import Agent 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.
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	Supports	No remarks.
502.3.4: Values	Supports	No remarks.
502.3.5: Modification of Values	Supports	No remarks.
502.3.6: Label Relationships	Does Not Support	Label relationships are not conveyed; see 1.3.1 Info and Relationships.
502.3.7: Hierarchical Relationships	Does Not Support	Hierarchical relationships are not conveyed; 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	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	Partially Supports	The screen reader cannot speak the status of testing the mail-server connection.
502.4: Platform Accessibility Features	Not Applicable	No remarks.
503.2: User Preferences	Supports	No remarks.

Criteria	Conformance level	Remarks and explanations
503.3: Alternative User Interfaces	Not Applicable	No remarks.
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 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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