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OpenText 22.1 Content Server User Guide

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OpenText 22.1 Content Server

Product Information

The OpenText Accessibility Conformance Report is applicable to the Classic View user interface of Content Server 22.1, which forms the document management cornerstone of the OpenText Content Suite. It is a web-based product that provides secure, enterprise-wide control over any type of content. The report covers the degree of conformance with the Web Content Accessibility Guidelines 2.0, Level A, and Level AA standards/guidelines.

The report is evaluated using manual and tool-based testing with assistive technology. It is not applicable to the Content Server Administration pages and Workflow Designer.

The product contact information is **support@opentext.com**.

Product Usage Instructions

To use OpenText Content Server, users need to access it through a web browser. The product provides secure, enterprise-wide control over any type of content, allowing users to manage and share documents, images, videos, and other types of digital content.

Name of Product/Version: Content Server 22.1 (Classic View)
Report Date: February 2022
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 Classic View user interface only. 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 with the following accessibility standards/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes)

“Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI)

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017, and corrected January 22, 2018	Level AAA (No) (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
1.1.1 Non-text Content (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	There is no applicable content in the application.
1.2.2 Captions (Prerecorded) (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	There is no applicable content in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	There is no applicable content in the application.
1.3.1 Info and Relationships (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined by assistive technologies. Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72118.

Criteria	Conformance Level	Remarks and Explanations
		· The following tables from the Personal menu do not have tags that identify headers from the data cells: Discussions, Assignments, Favorites, Reports, and Task Lists. · Label is not associated correctly on the Edit button. The screen reader announces, “That starts with” instead of “Edit Button”. · When pressing the table shortcut key ‘T’, the screen reader announces a 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. · Label is not correctly associated with the fields under the ‘open search panel’ button.
1.3.2 Meaningful Sequence (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
1.3.3 Sensory Characteristics (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
1.4.1 Use of Color (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
1.4.2 Audio Control (Level A) Also applies to Revised Section 508	Supports	

Criteria	Conformance Level	Remarks and Explanations

· 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		The functionality of the Content Server is accessible and operable using a keyboard. Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72126.
2.1.1 Keyboard (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Supports	· Using Internet Explorer 11, the Select Node dialog does not respond to TAB and ENTER for selections. It responds to the space bar. · The Add Item menu cannot be closed using the ESC key. The user must tab at the end of the list. · Improve the Search Result page to better support keyboard navigation. · The Calendar Menu icon is not accessible with the keyboard in the Add Document or New Folder page flow. · The Filter by Search icon is not accessible with keyboard navigation.
2.1.2 No Keyboard Trap (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
2.2.1 Timing Adjustable (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
2.2.2 Pause, Stop, Hide (Level A) This also applies to:	Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
2.4.1 Bypass Blocks (Level A) This also applies to: Revised Section 508 · 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 Support	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72131. · 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.
2.4.2 Page Titled (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
		Components in the user interface receive focus in an order that preserves meaning and operability.
2.4.3 Focus Order (Level A)		Exceptions will be tracked as defects. These defects will

		be fixed in a service pack or future release. Bug reference LPAD-72133. · When adding an additional value during Category creation for a Multiline Field Attribute, the focus is not placed on the newly added field. Instead, it is placed outside the area and the user must use the TAB key to get back to the field. · When a user opens the Add Document page the keyboard selection control focus goes to the
Criteria	**Conformance Level**	**Remarks and Explanations**
		non-interactive element (Entire frame) instead of the next interactive element. · When a user opens any Add Item page the selection focus goes to the top address bar and not the next interactive element.
2.4.4 Link Purpose (In Context) (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
3.1.1 Language of Page (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
3.2.1 On Focus (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	

		Changing the setting of any user interface component does not automatically cause a change of context.
3.2.2 On Input (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Support	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72137. · Search Bar drop-down list options are not selectable using keyboard navigation. · User is not notified about the opening of a new window when clicking on the Help icon, the Classifications selection page, Create New Folder page or the Workflow Status page.
Criteria	**Conformance Level**	**Remarks and Explanations**
3.3.1 Error Identification (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Support	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72138. · When a user tries to submit any Add Item page without values an error is displayed but not announced by the screen reader.
3.3.2 Labels or Instructions (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
4.1.1 Parsing (Level A)		Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug

Criteria	Conformance Level	Remarks and Explanations
This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Supports	reference LPAD-72140. · Several image tags are missing Alt text in Recommender components. · Lang attribute needs to be added to an HTML tag in the collection component to indicate the language used on the page. Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72141.
4.1.2 Name, Role, Value (Level A) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Partially Supports	· The Enterprise menu and Add Item menu do not inform the user that it is expanded or collapsed. · Property tabs for documents and objects are not marked as a navigation section. · Records Management and Physical Objects Multi-select actions require labels and other accessibility improvements. · State information (expanded/collapsed) is not defined for the Open Search button on the Search Bar. · 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”. · 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”. · 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”.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	There is no applicable content in the application.
1.2.5 Audio Description (Prerecorded) (Level AA) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	There is no applicable content in the application.
1.4.3 Contrast (Minimum) (Level AA) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool)	Partially Supports	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72144.
Criteria	**Conformance Level**	**Remarks and Explanations**
· 602.3 (Support Docs)		· In Browse View the text for the promoted function hyperlinks does not meet the minimum contrast. · The color contrast ratio for copyright, username, and password text is less than 7:1. It is set to 5.51:1.
1.4.4 Resize text (Level AA) This also applies to: Revised Section 508 · 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-72145.
1.4.5 Images of Text (Level AA)		

This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
2.4.5 Multiple Ways (Level AA) This also applies to: Revised Section 508 · 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	
2.4.6 Headings and Labels (Level AA) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	
2.4.7 Focus Visible (Level AA) This also applies to Revised Section 508 · 501 (Web)(Software)	Partially Supports	Exceptions will be tracked as defects. These defects will be fixed in a service pack or future release. Bug reference LPAD-72150.
Criteria	**Conformance Level**	**Remarks and Explanations**
· 504.2 (Authoring Tool) · 602.3 (Support Docs)		· CS Applications Management Administration page check boxes require redesign. · Enhance the selection of visual indicators to make it more obvious to users.
3.1.2 Language of Parts (Level AA) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports	

3.2.3 Consistent Navigation (Level AA) This also applies to: Revised Section 508 · 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
3.2.4 Consistent Identification (Level AA) This also applies to: Revised Section 508 · 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) This also applies to: Revised Section 508 · 501 (Web)(Software) · 504.2 (Authoring Tool) · 602.3 (Support Docs)	Supports
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) This also applies to: Revised Section 508 · 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
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603 Support Services	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	

Legal Disclaimer (Company)

This document is for informational purposes only. OpenText makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of OpenText Corporation on the

issues discussed as of the date of publication. Because OpenText must respond to changing market conditions, it should not be interpreted to be a commitment on the part of OpenText, and OpenText cannot guarantee the accuracy of any information presented after the date of publication.

Documents / Resources

OpenText Accessibility Conformance Report
Revised Section 508 Edition
(Based on VPAT Version 2.0)
Name of Product/Version: Content Server 22.1 (Classic View)
Report Date: February 2023
Product Description: OpenText Content Server forms the document management cornerstone of the OpenText Content Suite and provides secure, enterprise-wide control over all of your content. Content Server is a web-based product.
Contact Information: support@opentext.com
Notes: This report is applicable to the Classic View user interface only. 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
The table also lists the degree of conformance for the following accessibility standard/guidelines:
Standard/Guideline | Included in Report
Revised Section 508 (§ 1194.1) | Level A (Yes)
Level AA (Yes)

[OpenText 22.1 Content Server] [pdf] User Guide
22.1 Content Server, 22.1, Content Server, Server

References

- Web Content Accessibility Guidelines (WCAG) 2.0
- Web Content Accessibility Guidelines (WCAG) 2.0
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