BeyondTrust Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version

U-Series Appliance / 4.0.4

Report Date

June 12, 2023

Product Description

BeyondTrust Appliance is a web application used to manage the BeyondTrust UVM appliance.

Contact Information

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Notes

No significant UI changes have been made since the last report.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2021, NVDA 2020.2, Freedom Scientific ZoomText 2020, The Paciello Group's Colour Contrast Analyser 2.5, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10.

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)
	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:

- 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) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some images have alt text associated with them. Some images do not have alt text associated with them.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No audio-only or video-only media is present.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media present.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Column headers are not associated with the corresponding data cells. Some tables are missing column headers. In the **Analyzer Results** table (which can be downloaded on the **Diagnostics** dashboard), column headers are associated with the corresponding data cells. Heading tags are used. In some areas, the heading levels do not reflect the hierarchy being shown. On some pages, there are gaps between heading levels. Some user interface controls (e.g., dropdown menus, radio buttons, spin boxes, text boxes) do not have programmatically determined names.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, correct reading sequences can be programmatically determined. In some areas, correct reading sequences cannot be programmatically determined.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Instructions and content do not rely solely on sensory characteristics of components.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	On some pages, color is not used as the sole means of conveying information. On some pages, color is used as the sole means of conveying information (e.g., focus indicator, severity).
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application does not use audio.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	Some operations can be performed via the keyboard. Some controls (e.g., buttons, links, dropdown menus, checkboxes, date/time selectors) are not in the tab order or keyboard operable. The main menu can be opened, but the menu items are not keyboard operable.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	No keyboard traps were encountered.

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	A timeout message is generated by the application.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The list of notifications auto-updates every ten seconds; there is no way to pause the updates.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Flashing and blinking do not occur in the prohibited range.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	The application does not have a method to skip repetitive navigational links.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some application pages use descriptive titles. For some application pages (e.g., **Diagnostics > Health**), only the parent category (e.g., **Diagnostics**) is included in the page title.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, the application can be navigated in an order that preserves meaning and operability. When some modal dialogs open, the focus order is not restricted to the dialog.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	The purpose of links can be determined from the label together with context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Moving focus to components does not initiate a change of context.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Changing the setting of user interface components does not automatically cause a change of context on some screens.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Error messages are generated if required form fields are not filled out. Some error messages do not specify criteria for a valid input string; some error messages are partially blocked by other UI elements.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, labels and instructions are provided for input fields. In some areas, labels and instructions are not provided for input fields (e.g., text boxes, date/time fields).

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	The application shows parsing errors when running a markup validation service.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some components provide name, role, state, and value information to assistive technology. Some components (e.g., accordion controls, buttons, links, dropdown menus, radio buttons, spin boxes, text boxes, toggle buttons) do not provide name, role, state, and value information to assistive technology.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media is present.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	No time-based media is present.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 4.5:1 contrast ratio.

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Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	In some areas, text can be resized without loss of content or functionality. In some areas, resizing text causes loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	An image of text is used. Since it is part of the logo, it is considered essential.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	There are multiple ways to perform some functions throughout the application.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Supports	Headings and labels describe topic or purpose.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Some components have well-defined visual focus. Focus is not clearly visible when it lands on some controls (e.g., buttons, accordion controls, radio buttons).
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Does Not Support	The default human language cannot be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Does Not Support	The order of the items in the main menu is not consistent; after the user selects a parent category (e.g., **Maintenance**), it is moved to the top of the menu.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Consistent identification occurs throughout the application.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Partially Supports	Error messages are generated if required form fields are not filled out. Some error messages do not specify criteria for a valid input string; some error messages are partially blocked by other UI elements.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) • 602.3 (Support Docs)	Not Applicable	The application does not cause legal commitments or financial transactions to occur for the user.

Table 3: Success Criteria, Level AAA

> 📌 **Note:** *Product was not tested to WCAG 2.0 AAA level.*

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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does Not Support	The application is not keyboard operable. Some components (e.g., accordion controls, buttons, links, dropdown menus, radio buttons, spin boxes, text boxes, toggle buttons) do not provide name, role, state, and value information to assistive technology.
302.2 With Limited Vision	Partially Supports	The application is not keyboard operable. Some components (e.g., accordion controls, buttons, links, dropdown menus, radio buttons, spin boxes, text boxes, toggle buttons) do not provide name, role, state, and value information to assistive technology The application can be used by users with low visual acuity when combined with screen magnification assistive technology. The application does not meet required contrast ratios in some areas.
302.3 Without Perception of Color	Partially Supports	On some pages, color is not used as the sole means of conveying information. On some pages, color is used as the sole means of conveying information (e.g., focus indicator, severity).
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Does Not Support	The application is not keyboard operable.
302.8 With Limited Reach and Strength	Does Not Support	The application is not keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The order of the items in the main menu is not consistent.

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> ℹ️ *For more information, please see Chapter 3: Functional Performance Criteria at https://www.access-board.gov/ict/#chapter-3-functional-performance-criteria.*

Chapter 4: Hardware

> 📌 **Note:** *This product is not hardware and therefore this section is not applicable to the product.*

> ℹ️ *For more information, please see Chapter 4: Hardware at https://www.access-board.gov/ict/#chapter-4-hardware.*

Chapter 5: Software

> 📌 **Note:** *This product is not software and therefore this section is not applicable to the product.*

> ℹ️ *For more information, please see Chapter 5: Software at https://www.access-board.gov/ict/#chapter-5-software.*

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	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section.

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required.
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The application does not provide documentation on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

ℹ️ *For more information, please see Chapter 6: Support Documentation and Services at https://www.access-board.gov/ict/#chapter-6-support-documentation-and-services.*

Legal Disclaimer (Company)

This Accessibility Conformance Report (ACR) provides guidance on the accessibility characteristics for U-Series Appliance as of June 12, 2023, and for the version, set forth on page 1 above.

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