



Accessibility Conformance Report

WCAG 2.1 and 2.2 Checklist

Name of Product: *Recovery Manager for Active Directory*

Report Date: February 25, 2025

Evaluation Methods Used: To prepare this document for Quest Recovery manager for Active Directory, testing was completed based on general product knowledge and criteria was evaluated across multiple components and common functions of the product. The product includes 2 consoles – the Recovery Manager Console, and the Forest Recovery console. Each console was tested and evaluated and a sampling of these screens tested using assistive technology programs. In addition to traditional exploratory testing of the product for each criteria, multiple assistive technology programs were also used. Test was performed using Audio NVDA tool to evaluate a screen reader. Assessibility Insights was used to evaluate a sampling of screens – scans were performed on these screen for issues and Assessibility Insights Contrast was also used. Reports and output of these tests have been retained and were used to document our conformance level for each criteria.

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Terms

The terms used in the Conformance Level information are defined as follows:

Term	Explanation
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.

WCAG Level A Checklist

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.
ADTC	Anticipated calendar quarter (and year) when this accessibility feature is expected to be corrected.

WCAG Conformance Levels

Three levels of WCAG conformance exist: A, AA, and AAA. Each level builds on the prior level. To meet level AA, a product must meet all of level A; to meet AAA, a product must meet all of level AA.

Level		Conformance Criteria			
		WCAG 2.0	WCAG 2.1	WCAG 2.2	Total (all versions)
A	Minimum accessibility	25	5	2	32
AA	More accessible	13	7	4	24
AAA	Even more accessible <i>(not applicable to all experiences)</i>	23	5	3	31
Total		61	17	9	86*

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.1.1 – Non-text Content</u>	Text alternatives are provided for non-text content.	Partially Supports		Recovery Manager for Active Directory contains graphical elements that are not fully described by the accompanying text.
<u>1.2.1 – Audio-only and Video-only (Pre-recorded)</u>	A transcript is provided for audio-only content and a transcript or audio description is provided for video-only content.	Not Applicable		
<u>1.2.2 – Captions (Pre-recorded)</u>	Captions are provided for video with audio.	Not Applicable		
<u>1.2.3 – Audio Description or Media Alternative (Pre-recorded)</u>	A transcript and / or audio descriptions are provided for video with audio.	Not Applicable		
<u>1.3.1 – Info and Relationships</u>	Information and content relationships implied by formatting are communicated in text or in a way that works with assistive technology.	Partially Supports		Recovery Manager for Active Directory uses semantically correct markup so that information, structure, and relationships can be understood independent of presentation. The product is not fully tested according to this requirement.
<u>1.3.2 – Meaningful Sequence</u>	The reading order of content is meaningful, no matter how a user accesses or consumes it.	Partially Supports		Recovery Manager for Active Directory generates semantically-correct markup to allow assistive technologies to interpret the meaning of content and controls. The product is not fully tested according to this requirement.
<u>1.3.3 – Sensory Characteristics</u>	Instructions rely on more than one sense.	Partially Supports		Recovery Manager for Active Directory does not depend solely on sensory characteristics such as shape, size, visual location, orientation, or sound to understand the content.

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.1 – Use of Color</u>	Color is not the only way used to distinguish an element, convey meaning, indicate an action, or prompt a response.	Supports		Color is only used as a decorative or supplemental attribute of user interface elements. The textual representation is always used as the primary mechanism for conveying information.
<u>1.4.2 – Audio Control</u>	A mechanism is provided to control audio that plays on page automatically for more than three seconds.	Does Not Support		Recovery Manager for Active Directory does not include audio or video content.

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.1 – Keyboard</u>	All functionality is operable using a keyboard (with exceptions).	Partially Supports		Recovery Manager for Active Directory supports standard keyboard navigation and input functions for the majority of our screens. There are some exceptions for some screens available in the product where this can be improved.
<u>2.1.2 – No Keyboard Trap</u>	The focus does not get trapped on any element in keyboard-only navigation.	Supports		Recovery Manager for Active Directory supports standard keyboard navigation and ensures that keyboard users cannot be trapped in a subset of content.
<u>2.1.4 – Character Key Shortcuts</u>	No single-key shortcuts are used, or a way to turn them off or change them is provided.	Supports		
<u>2.2.1 – Timing Adjustable</u>	If a page has a time limit, users can turn the time limit off, adjust it, or extend it.	Does Not Support		Users cannot adjust or extend a session limit by any action.
<u>2.2.2 – Pause, Stop, Hide</u>	User controls are provided for moving or dynamically changing content.	Partially Supports		Recovery Manager for Active Directory does not include moving, blinking, scrolling. But the content in product lists and tables is updated periodically by software when a user requested operation on it. The information update can be stopped if the user stops the updating operation.
<u>2.3.1 – Three Flashes or Below</u>	No content flashes more than three times per second, or the flash is below flash thresholds.	Not Applicable		Recovery Manager for Active Directory does not use flashing interface elements.
<u>2.4.1 – Bypass Blocks</u>	When blocks of content are repeated on multiple pages, a mechanism is provided to bypass / skip them.	Not Applicable		Recovery Manager for Active Directory does not have a structural markup to skip repeatable blocks.
<u>2.4.2 – Page Titled</u>	Page titles clearly describe the page topic or page purpose.	Supports		Recovery Manager for Active Directory has description titles that indicate a name of the product but do not indicate a topic of a page.

WCAG Level A Checklist

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<u>2.4.3 – Focus Order</u>	The tabbing order of the content is meaningful and supports operation.	Partially Supports		Recovery Manager for Active Directory uses a logical tab order through interactive elements such as links and form controls. RMAD also uses semantically correct markup, ensuring that markup matches the visual presentation of content on the page. This product is not fully tested according to this requirement.
<u>2.4.4 – Link Purpose (In Context)</u>	The purpose of each link can be determined from the link text alone or from the link text and its related context.	Supports		
<u>2.5.1 – Pointer Gestures</u>	A single pointer alternative to complex pointer or touch gestures is provided.	Not Applicable		There are no multipoint or path-based gestures in Recovery Manager for Active Directory
<u>2.5.2 - Pointer Cancellation</u>	For functionality that is operated by a single pointer, a way to cancel the pointer input is provided.	Supports		Cancellations in RMAD require multiple pointers (left-click/right-click)
<u>2.5.3 – Label in Name</u>	The programmatic name contains the text that is presented visually.	Partially Supports		Using assistive technology basic operations were read out-loud for the majority of controls. It is noted by testing that some drop down menus do not read correctly.
<u>2.5.4 – Motion Actuation</u>	For functions that are triggered by moving a device or by gesturing toward a device, an alternative way of triggering the response is provided.	Does Not Support		

WCAG Level A Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.1 – Language of Page</u>	Each page has a human language assigned.	Supports		
<u>3.2.1 – On Focus</u>	Interactive elements receiving focus do not trigger any functionality.	Supports		
<u>3.2.2 – On Input</u>	Interactive elements receiving input do not trigger any functionality.	Supports		
<u>3.2.6 – Consistent Help</u>	Help options provided are consistently available and in the same relative place throughout.	Supports		
<u>3.3.1 – Error Identification</u>	When input error is detected, the user is notified, and the error is described.	Partially Supports		Recovery Manager for Active Directory automatically detects errors in most of the inputs but not all.
<u>3.3.2 – Labels or Instructions</u>	A persistent visible label and / or instructions are provided for elements that require user input.	Supports		
<u>3.3.7 – Redundant Entry</u>	Information that the user has already entered during a process is made available to them.	Partially Supports		The RMAD console and FE console do provide some information that has already been entered but re-authentication may be needed in some areas
<u>4.1.1 – Parsing</u>	HTML code is clean and well formed in a way that it can be interpreted by browsers and assistive technology. *Note: Criterion 4.1.1 – Parsing, has been removed in version 2.2 and is considered automatically met for versions 2.1 and 2.0.			
<u>4.1.2 – Name, Role, Value</u>	All user interface components communicate their accessibility properties and actions to assistive technology.	Partially Supports		Recovery Manager for Active Directory uses standard UI controls.

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.4 – Captions (Live)</u>	Synchronized captions are provided for live videos containing audio.	Not Applicable		
<u>1.2.5 – Audio Description (Pre-recorded)</u>	If there is important visual content in a video that is not presented in the accompanying audio, an audio description is provided.	Not Applicable		
<u>1.3.4 – Orientation</u>	Screen orientation is not restricted unless the orientation is considered essential.	Partially Supports		Since there is no RMAD console app for mobile phone/tablet, the only way to access RMAD is with a Mobile Remote Desktop app. Users would be at the limitations of RDP apps orientation settings, which should function similar to operating a computer with a Monitor in portrait mode
<u>1.3.5 – Identify Input Purpose</u>	For each form field collecting user information, the purpose of the field is programmatically declared.	Does Not Support		RMAD does not contain programmatically determined fields that auto-populate during user input
<u>1.4.3 – Contrast (Minimum)</u>	The contrast ratio between regular-sized, nondecorative text and its background is at least 4.5:1.	Supports		
<u>1.4.4 – Resize Text</u>	Text can be resized up to 200% without loss of content or function.	Partially Supports		Product supports standard zoom capabilities but some control may not be able to be sized up to 200 percent without loss of content.
<u>1.4.5 – Images of Text</u>	Aside from a few specific exceptions, there are no images of text.	Not Applicable		

WCAG Level AA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.4.10 – Reflow</u>	Content presentation is responsive and doesn't require scrolling in two dimensions.	Does Not Support		The RMAD MMC Console and FR-Console do not have the ability to Zoom
<u>1.4.11 – Non-Text Contrast</u>	The contrast ratio between non-text elements (including any states) and their background is at least 3:1.	Partially Supports		Many controls correctly use contrast ratio. The Recovery Manager Console does contain some non-text contrast failures from the icons design at the top level RMAD node.
<u>1.4.12 – Text Spacing</u>	Text spacing can be overridden to improve the reading experience.	Does Not Support		
<u>1.4.13 – Content on Hover Focus</u>	When additional content is presented on hover or on focus, the new content is persistent and dismissible.	Partially Supports		The Recovery Manager Forest Recovery Console has minimal support.
<u>2.4.5 – Multiple Ways</u>	There is more than one way to reach each page.	Not Applicable		
<u>2.4.6 – Headings and Labels</u>	Headings and labels are clear and descriptive.	Partially Supports		
<u>2.4.7 – Focus Visible</u>	Keyboard focus is clear and visible.	Supports		
<u>2.4.11 – Focus Not Obscured (Minimum)</u>	When an actionable element receives focus, at least a portion of it remains visible.	Supports		
<u>2.5.7 – Dragging Movements</u>	If any part of a website requires a dragging movement, an alternative means of dragging, such as tapping or clicking, is provided.	Not Applicable		The current product does not support a web version

WCAG Level AA checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.5.8 – Target Size (Minimum)</u>	The size of a target is at least 24 by 24 CSS pixels (with exceptions).	Not Applicable		The current product does not support a web version
<u>3.1.2 – Language of Parts</u>	Assistive technology can distinguish and reflect when the human language on a page changes.	Does Not Support		
<u>3.2.3 – Consistent Navigation</u>	Navigational elements are consistently displayed, including their location and the order of their content.	Partially Supports		The product is not fully tested according to this requirement, some inconsistent navigation mechanisms could be found from the sampling that was evaluated.
<u>3.2.4 – Consistent Identification</u>	Components with the same functionality are consistently identified.	Partially Supports		The product is not fully tested according to this requirement, some inconsistent identifications may appear.
<u>3.3.3 – Error Suggestion</u>	Users receive helpful / specific suggestions when they make errors.	Supports		
<u>3.3.4 – Error Prevention (Legal, Financial, Data)</u>	When users enter financial or legal data, submissions are reversible, and data is checked and confirmed before submission is finalized.	Not Applicable		
<u>3.3.8 – Accessible Authentication (Minimum)</u>	When a cognitive function test is used to authenticate a user, an alternative way to authenticate, or a help mechanism to complete the authentication is provided..	Does Not Support		Alternative methods like captcha, security key, biometric recognition, or a simple question-and-answer challenge are not supported
<u>4.1.3 – Status Messages</u>	Status messages can be presented to the user by assistive technology without receiving focus.	Partially Supports		Some status messages are not read correctly using assistive technology

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>1.2.6 – Sign Language (Pre-recorded)</u>	Sign-language interpretation of audio is provided for pre-recorded videos.	Not Applicable		Recovery Manager for Active Directory does not include audio or video content.
<u>1.2.7 – Extended Audio Description (Pre-recorded)</u>	Videos without sufficient pauses for audio description are extended so that audio descriptions can be added.	Not Applicable		Recovery Manager for Active Directory does not include audio or video content.
<u>1.2.8 – Media Alternative (Pre-recorded)</u>	A text alternative, like a descriptive transcript, is provided for all pre-recorded video with audio.	Not Applicable		Recovery Manager for Active Directory does not include audio or video content.
<u>1.2.9 – Audio-only (Live)</u>	Live text captioning or a transcript is provided for live audio.	Not Applicable		Recovery Manager for Active Directory does not include audio or video content.
<u>1.3.6 – Identify Purpose</u>	The purpose of elements is programmatically declared by adding semantics or metadata.	Not Applicable		The current product does not support a web version
<u>1.4.6 – Contrast (Enhanced)</u>	The contrast ratio between regular-sized, non-decorative text and its background is at least 7:1.	Supports		
<u>1.4.7 – Low or No Background Audio</u>	Audio contains little to no background noise, or background noise can be turned off.	Not Applicable		Recovery Manager for Active Directory does not include audio or video content.
<u>1.4.8 – Visual Presentation</u>	Users can adjust to the range of presentation options.	Does Not Support		Users cannot modify the usable appearance of the product.
<u>1.4.9 – Images of Text (No Exception)</u>	There are no images of text.	Does Not Support		

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.1.3 – Keyboard (No Exception)</u>	All page functionality is operable using a keyboard (with no exceptions).	Partially Supports		Recovery Manager for Active Directory supports standard keyboard navigation and input functions for the majority of our screens. There are some exceptions for some screens available in the product where this can be improved.
<u>2.2.3 – No Timing</u>	With the exception of real-time events, no content requires timed interaction.	Supports		
<u>2.2.4 – Interruptions</u>	Interruptions can be postponed, suppressed, or configured.	Does Not Support		
<u>2.2.5 – Re-authenticating</u>	User data is saved when re-authenticating.	Not Applicable		The current product does not support a web version
<u>2.2.6 – Timeouts</u>	Users are warned when extended inactivity could cause data loss.	Does Not Support		
<u>2.3.2 – Three Flashes</u>	No content flashes more than three times per second.	Not Applicable		Recovery Manager for Active Directory does not use flashing interface elements.
<u>2.3.3 – Animation from Interactions</u>	If an animation is triggered by a user interaction, users can stop the animation.	Does Not Support		
<u>2.4.8 – Location</u>	Users can orient themselves within a set of pages.	Supports		Dropdowns are available for orientation.
<u>2.4.9 – Link Purpose (Link Only)</u>	Every link’s purpose is clear from its text.	Supports		
<u>2.4.10 – Section Headings</u>	Content is broken up by section headings.	Supports		

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<u>2.4.12 – Focus Not Obscured (Enhanced)</u>	When an actionable element receives focus, the entire component is visible.	Supports		
Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>2.4.13 – Focus Appearance</u> 	Focus indicators have sufficient color contrast and are sized to be clearly visible.	Supports		
<u>2.5.5 – Target Size</u>	The size of the target for pointer inputs is at least 44 x 44 CSS pixels.	Not Applicable		The current product does not support a web version
<u>2.5.6 – Concurrent Input Mechanism</u>	Input is not restricted to a specific modality (like keyboard only or touch only).	Not Applicable		The product is a console-based application with only two input modalities i.e. Mouse and Keyboard.

WCAG Level AAA Checklist

Criterion	Description	Conformance Level	ADTC (Q/YY)	Remarks
<u>3.1.3 – Unusual Words</u>	Words or phrases that are ambiguous or unfamiliar are defined.	Supports		
<u>3.1.4 – Abbreviations</u>	Abbreviations are explained or offered in expanded form close by.	Supports		
<u>3.1.5 – Reading Level</u>	Content is provided at an eighth grade reading level, or an alternative version at or below an eighth grade reading level is provided.	Supports		
<u>3.1.6 – Pronunciation</u>	Words that are hard to pronounce are clarified nearby.	Does Not Support		
<u>3.2.5 – Change on Request</u>	Content on the page doesn't change unless users initiate it.	Partially Supports		The RMAD and FE consoles display dynamic information except for user defined data
<u>3.3.5 – Help</u>	Contextual instructions or cues are provided to help users complete and submit forms.	Partially Supports		Confirmations/Validations options are provided in most of the areas
<u>3.3.6 – Error Prevention (All)</u>	For any form where a user submits information, the user can reverse, verify, or confirm changes or deletions.	Not Applicable		The current product does not support a web version
<u>3.3.9 – Accessible Authentication (Enhanced)</u>	When a cognitive function test is used to authenticate a user, at least one other authentication method is available which is not a cognitive function test.	Does Not Support		Alternative methods like captcha, security key, biometric recognition, or a simple question-and-answer challenge are not supported