Puppet Inc. Accessibility Conformance Report

(Based on VPAT® Version 2.4)

Name of Product/Version: Puppet Enterprise 2021.1

Report Date: March 2021

Product Description: Configuration management software. This document describes the accessibility experience of the end user for Puppet Enterprise® 2021.1.

Contact Information: accessibility@puppet.com

Evaluation Methods Used: Manual and automated testing

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
Web Content Accessibility Guidelines 2.1	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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x 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

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Electronic Docs: The Collapse Sidebar button does not have an accessible name. The star ratings widget does not have accessible names.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not have any A/V content. Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not have any A/V content. Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not have any A/V content. Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content.
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Some form controls in the Puppet Enterprise Console do not have properly associated labels. Electronic Docs: Not all elements are contained in regions. There are no h1 elements and headings skip

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		levels on some screens. Product and version switcher items do not have accessible names.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Events screen detail indicates selected state through color only. Electronic Docs: Star rating widget indicates selected state through color only.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: There is no audio content in the Puppet Enterprise Console. Electronic Docs: There is no audio content in the Puppet Enterprise documentation.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Partially Supports	Electronic Docs: The Expand All/Collapse All controls in the documentation screens are not operable via a keyboard.

Criteria	Conformance Level	Remarks and Explanations

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	
	Electronic Docs: Supports	

2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable
	
	Electronic Docs: Not Applicable
		Web: There are no timing dependent interactions in the Puppet Enterprise Console.
		
		Electronic Docs: There are no timing dependent interactions in the Puppet Enterprise documentation.

2.2.2 Pause, Stop, Hide (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	
	Electronic Docs: Supports	

2.3.1 Three Flashes or Below Threshold (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	
	Electronic Docs: Supports	

2.4.1 Bypass Blocks (Level A)
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
	Web: Supports
	
	Electronic Docs: Partially Supports
		Electronic Docs: Absence of a main region and level 1 headings make navigating to main content cumbersome.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	
2.5.3 Label in Name (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable	There is no motion activated functionality in the Puppet Enterprise Console or Documentation.
3.1.1 Language of Page (Level A) Also applies to:	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Electronic Docs: Supports	

3.2.1 On Focus (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports
	
	Electronic Docs: Supports	

3.2.2 On Input (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Partially Supports
	
	Electronic Docs: Partially Supports
		Web: Filters for Reports list and Events change content when selections are changed.
		
		Electronic Docs: Product and version switchers change content when selections are changed.

3.3.1 Error Identification (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Partially supports
	
	Electronic Docs: Supports
		Web: Form controls on External Directory screen do not properly identify errors.

3.3.2 Labels or Instructions (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Supports
	
	Electronic Docs: Partially Supports
		Electronic Docs: The product and version switcher controls do not have labels.

4.1.1 Parsing (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
	Web: Supports
	
	Electronic Docs: Partially Supports
		Electronic Docs: There are improperly nested elements, duplicate IDs and invalid attributes present.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Some form controls do not have properly associated labels. The options in the custom autosuggest are not announced. Electronic Docs: The product and version switcher select elements do not have an accessible name, and options are not announced.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not have any A/V content. Electronic Docs: The Puppet Enterprise Console does not have any A/V content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not have any A/V content. Electronic Docs: The Puppet Enterprise Console does not have any A/V content.
1.3.4 Orientation (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports	
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Not	Web: The Puppet Enterprise Console does not use HTML autocomplete attributes.

Criteria	Conformance Level	Remarks and Explanations
	Applicable	Electronic Docs: The Puppet Enterprise documentation does collect user input.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Placeholder attributes do not have proper contrast ratio. Electronic Docs: Some elements on the documentation pages, notably links, do not have proper contrast ratios.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports	Web: The Value Report screen elements render improperly at high text-only zoom levels.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
1.4.10 Reflow (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Partially Supports	Some screens require horizontal scrolling at 400% zoom.
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Partially Supports	Some icons do not have the proper contrast ratio.
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports	Web: The Value Report screen renders improperly with letter spacing at 0.12em.
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to:	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply	Electronic Docs: Supports	
2.4.5 Multiple Ways (Level AA) 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	Web: Supports Electronic Docs: Supports	
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Partially Supports	Web: Pagination controls on Jobs, Tasks and Plans screens do not have visible focus. Electronic Docs: Breadcrumb navigation does not have discernable focus.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports	
3.2.3 Consistent Navigation (Level AA) 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	Web: Supports Electronic Docs: Supports	
3.2.4 Consistent Identification (Level AA)	Web: Supports	

Criteria	Conformance Level	Remarks and Explanations
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	Electronic Docs: Supports	
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Not Applicable	Web: Some input format errors are schema errors returned by the server that can be difficult to understand. Electronic Docs: There are no user inputs in the Puppet Enterprise documentation.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Not Applicable	Web: The Puppet Enterprise Console does not make legal commitments or financial transactions and changes to user controllable data are reversible, or have confirmations where not reversible. Electronic Docs: There are no user inputs that fit this criterion in the Puppet Enterprise documentation.
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Not Applicable	Electronic Docs: The Puppet Enterprise documentation does not use status messages.

Table 3: Success Criteria, Level AAA

Notes: Table 3 has been removed because this product has not been tested for conformance with WCAG Level AAA criteria.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes: See WCAG 2.x section. No equivalent facilitation used.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision		
302.2 With Limited Vision		
302.3 Without Perception of Color		
302.4 Without Hearing		
302.5 With Limited Hearing		
302.6 Without Speech		
302.7 With Limited Manipulation		
302.8 With Limited Reach and Strength		
302.9 With Limited Language, Cognitive, and Learning Abilities		

Chapter 4: Hardware

Notes: Table has been removed because this product does not include hardware.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	The Puppet Enterprise Console is web-based application.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.2 Modification of Object Information	Not Applicable	The Puppet Enterprise Console is web-

Criteria	Conformance Level	Remarks and Explanations
		based application.
502.3.3 Row, Column, and Headers	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.4 Values	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.5 Modification of Values	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.6 Label Relationships	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.7 Hierarchical Relationships	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.8 Text	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.9 Modification of Text	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.10 List of Actions	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.11 Actions on Objects	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.12 Focus Cursor	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.13 Modification of Focus Cursor	Not Applicable	The Puppet Enterprise Console is web-based application.
502.3.14 Event Notification	Not Applicable	The Puppet Enterprise Console is web-based application.
502.4 Platform Accessibility Features	Not Applicable	The Puppet Enterprise Console is web-based application.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	The Puppet Enterprise Console is web-based application.
503.3 Alternative User Interfaces	Not Applicable	The Puppet Enterprise Console is not assistive technology.

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	The Puppet Enterprise Console does not author multimedia files.
503.4.2 Audio Description Controls	Not Applicable	The Puppet Enterprise Console does not author multimedia files.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The Puppet Enterprise Console is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The Puppet Enterprise Console is not an authoring tool.
504.3 Prompts	Not Applicable	The Puppet Enterprise Console is not an authoring tool.
504.4 Templates	Not Applicable	The Puppet Enterprise Console is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes:

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	Not Applicable	The Puppet Enterprise Console is web-based application.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic form.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	The Puppet Enterprise Console is web-based application.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	Support is available via a web-based ticketing system, email, and telephone,

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