# Puppet Inc. Accessibility Conformance Report

**(Based on VPAT® Version 2.4)**

**Name of Product/Version:** Puppet Enterprise 2023.1

**Report Date:** March 2023

**Product Description:** Configuration management software. This document describes the accessibility experience of the end user for Puppet Enterprise® 2023.1.

**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<br>Level AA Yes<br>Level AAA No |
| Web Content Accessibility Guidelines 2.1 | Level A Yes<br>Level AA Yes<br>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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: some non-text buttons in the Puppet Enterprise console have no text alternative.<br><br>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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: The Puppet Enterprise Console does not have any A/V content.<br><br>Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content. |
| **1.2.2 Captions (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: The Puppet Enterprise Console does not have any A/V content.<br><br>Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content. |
| **1.2.3 Audio Description or Media Alternative (Prerecorded)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: The Puppet Enterprise Console does not have any A/V content.<br><br>Electronic Docs: The Puppet Enterprise Documentation does not have any A/V content. |
| **1.3.1 Info and Relationships** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Some form controls in the Puppet Enterprise Console do not have properly associated labels.<br><br>Electronic Docs: Not all elements are contained in |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | | regions. There are no h1 elements and headings skip levels on some screens. Product and version switcher items do not have accessible names. |
| **1.3.2 Meaningful Sequence** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **1.3.3 Sensory Characteristics** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **1.4.1 Use of Color** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Events screen detail indicates selected state through color only.<br><br>Electronic Docs: Star rating widget indicates selected state through color only. |
| **1.4.2 Audio Control** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: There is no audio content in the Puppet Enterprise Console.<br><br>Electronic Docs: There is no audio content in the Puppet Enterprise documentation. |
| **2.1.1 Keyboard** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Some elements on the Scheduled Task and Scheduled Plans screens are not operable via a keyboard.<br><br>Electronic Docs: The Expand All/Collapse All controls in the documentation screens are not operable via a |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | keyboard. |
| **2.1.2 No Keyboard Trap** (Level A)<br>Also applies to:<br>Revised Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: Some form elements on the Scheduled Tasks and Plans Timeout screens are not navigable via a keyboard. |
| **2.1.4 Character Key Shortcuts** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs:  Supports | |
| **2.2.1 Timing Adjustable** (Level A)<br>Also applies to:<br>Revised Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: There are no timing dependent interactions in the Puppet Enterprise Console.<br><br>Electronic Docs: There are no timing dependent interactions in the Puppet Enterprise documentation. |
| **2.2.2 Pause, Stop, Hide** (Level A)<br>Also applies to:<br>Revised Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.3.1 Three Flashes or Below Threshold** (Level A)<br>Also applies to:<br>Revised Section 508<br>    • 501 (Web)(Software)<br>    • 504.2 (Authoring Tool)<br>    • 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.4.1 Bypass Blocks** (Level A)<br>Also applies to:<br>Revised Section 508<br>    • 501 (Web)(Software) – Does not apply to non-web software | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: No way to hide sidebar, but it is not used when tabbing.<br><br>Electronic Docs: Absence of a main region and level 1 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | | headings make navigating to main content cumbersome. |
| **2.4.2 Page Titled** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: There is no page title on the LDAP List View or LDAP Detail and Edit pages. |
| **2.4.3 Focus Order** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: There is no focus indicator on buttons on the LDAP and Scheduled Tasks pages. |
| **2.4.4 Link Purpose (In Context)** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.5.1 Pointer Gestures** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.5.2 Pointer Cancellation** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Supports<br>Electronic Docs: Supports | |
| **2.5.3 Label in Name** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: There are labels missing on the Timeout form elements for Scheduled Tasks and Plans. |
| **2.5.4 Motion Actuation** (Level A 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | There is no motion activated functionality in the Puppet Enterprise Console or Documentation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.1.1 Language of Page** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: View icon on Scheduled Task Edit screen has no discernible text. |
| **3.2.1 On Focus** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **3.2.2 On Input** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Filters for Reports list and Events change content when selections are changed.<br><br>Electronic Docs: Product and version switchers change content when selections are changed. |
| **3.3.1 Error Identification** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web: Partially supports<br><br>Electronic Docs: Supports | Web: Form controls on External Directory screen and Edit Scheduled Task screen do not properly identify errors. |
| **3.3.2 Labels or Instructions** (Level A)<br>Also applies to:<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Partially Supports | Electronic Docs: The product and version switcher controls do not have labels. |
| **4.1.1 Parsing** (Level A)<br>Also applies to:<br>Revised Section 508 | Web: Partially Supports<br><br>Electronic Docs: Partially | Web: The Puppet Enterprise Console contains some li elements which are not contained in an outer ol or ul |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| • 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Supports | Electronic Docs: There are improperly nested elements, duplicate IDs and invalid attributes present. |
| **4.1.2 Name, Role, Value** (Level A)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Some form controls do not have properly associated labels. The options in the custom autosuggest are not announced.<br><br>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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: The Puppet Enterprise Console does not have any A/V content.<br><br>Electronic Docs: The Puppet Enterprise Console does not have any A/V content. |
| **1.2.5 Audio Description (Prerecorded)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Not Applicable<br><br>Electronic Docs: Not Applicable | Web: The Puppet Enterprise Console does not have any A/V content.<br><br>Electronic Docs: The Puppet Enterprise Console does not have any A/V content. |
| **1.3.4 Orientation** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: Presence of sidebar prevents the screen from properly displaying in portrait orientation. |
| **1.3.5 Identify Input Purpose** (Level AA 2.1 only) | Web: Does Not Support | Web: The Puppet Enterprise Console does not use HTML |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| Also applies to:<br>Revised Section 508 – Does not apply | Electronic Docs: Not Applicable | autocomplete attributes.<br><br>Electronic Docs: The Puppet Enterprise documentation does collect user input. |
| **1.4.3 Contrast (Minimum)** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: Placeholder attributes do not have proper contrast ratio.<br><br>Electronic Docs: Some elements on the documentation pages, notably links, do not have proper contrast ratios. |
| **1.4.4 Resize text** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>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)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **1.4.10 Reflow** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Some screens require horizontal scrolling at 400% zoom. |
| **1.4.11 Non-text Contrast** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Some icons do not have the proper contrast ratio. |
| **1.4.12 Text Spacing** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: The Value Report screen renders improperly with letter spacing at 0.12em. The LDAP Detail screen labels are spaced quite far above their corresponding |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| | | elements. |
| **1.4.13 Content on Hover or Focus** (Level AA 2.1 only)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.4.5 Multiple Ways** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.4.6 Headings and Labels** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **2.4.7 Focus Visible** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Partially Supports<br><br>Electronic Docs: Partially Supports | Web: No visible focus on pagination controls on Jobs, Tasks and Plans screens, buttons on LDAP screens and timeout controls on Tasks and Plans screens.<br><br>Electronic Docs: Breadcrumb navigation does not have discernable focus. |
| **3.1.2 Language of Parts** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | Web: Supports<br><br>Electronic Docs: Supports | |
| **3.2.3 Consistent Navigation** (Level AA)<br>Also applies to:<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software | Web: Partially Supports<br><br>Electronic Docs: Supports | Web: Cannot access 'Yes' when 'No' is selected for Tasks or Plans timeout. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| <ul><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs) – Does not apply to non-web docs</li></ul> | | |
| **3.2.4 Consistent Identification** (Level AA)<br>Also applies to:<br>Revised Section 508<ul><li>501 (Web)(Software) – Does not apply to non-web software</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs) – Does not apply to non-web docs</li></ul> | Web: Supports<br>Electronic Docs: Supports | |
| **3.3.3 Error Suggestion** (Level AA)<br>Also applies to:<br>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | Web: Partially Supports<br><br>Electronic Docs: Not Applicable | Web: Some input format errors are schema errors returned by the server that can be difficult to understand. Unable to save changes after triggering errors on Scheduled Task Edit screen.<br><br>Electronic Docs: There are no user inputs in the Puppet Enterprise documentation. |
| **3.3.4 Error Prevention (Legal, Financial, Data)** (Level AA)<br>Also applies to:<br>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | Web: Supports<br><br>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.<br><br>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)<br>Also applies to:<br>Revised Section 508 – Does not apply | Web: Partially Supports<br><br>Electronic Docs: Not Applicable | Web: Save changes button on LDAP Edit screen can be activated to trigger errors.<br><br>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. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **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-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 |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 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. |
| *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 |

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

# Legal Disclaimer (Puppet Inc)