

SonicWall, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: SonicWall TZ270/270W Network Appliance Series

Report Date: 12-10-2020

Product Description: The SonicWall TZ series integrated threat prevention and SD-WAN platform for small/medium organizations and distributed enterprises

Contact Information: vpat@sonicwall.com

Notes: Information about product help is located at <https://www.sonicwall.com/support/technical-documentation/?language=English>

Evaluation Methods Used: Manual inspection of Accessibility output

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 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
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Partial Supports	Software: The product does provide text alternatives for Input Controls like buttons. Examples include: • Buttons like ACCEPT
Guideline 1.2 Time-based Media: Provide alternatives for time-based media		
Criteria	Conformance Level	Remarks and Explanations
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The product doesn't support any prerecorded audio-only and video-only content
<u>1.2.2 Captions (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: The product doesn't support any prerecorded audio content. Captions are not required
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Software: Supports	Software: No prerecorded audio content

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
Guideline 1.3 Adaptable: Create content that can be presented in different ways (for example simpler layout) without losing information or structure.		
Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: Product components does indicate information, roles and hierarchy and relations visually, but lack corresponding information in most components textual names and values. Examples include: NAT policy table and hierarchy information For some settings can be configured programmatically VIA API
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: UI provides content in a meaningful sequence
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Instructions are provided via technical documentation. Do not rely on sensory characteristics of components such as shape, size, visual location etc.
Guideline 1.4 Distinguishable: Make it easier for users to see and hear content including separating foreground from background.		
Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Software: Supports	Software: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
602.3 (Support Docs)		
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Product does not contain audio that plays automatically
Guideline 2.1 Keyboard Accessible: Make all functionality available from a keyboard.		
Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: Majority of the content is operable through keyboard interface.
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)	Software: Supports	Software: The product does not include keyboard traps
Guideline 2.2 Enough Time: Provide users enough time to read and use content.		
Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Product does not include time limits

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Support	Software: End user can control auto-updating and moving, blinking is part of an activity
Guideline 2.3 Seizures: Do not design content in a way that is known to cause seizures.		
Criteria	Conformance Level	Remarks and Explanations
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Product UI doesn't flash more than three times in a second
Guideline 2.4 Navigable: Provide ways to help users navigate, find content, and determine where they are		
Criteria	Conformance Level	Remarks and Explanations
<u>2.4.1 Bypass Blocks</u> (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	Software: Supports	Software: These criteria not applicable to software
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: UI Page titles explain the purpose
<u>2.4.3 Focus Order</u> (Level A) Also applies to:	Software: Supports	Software: Focus Order preserves meaning and operability

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Software: Supports	Software: The <u>purpose of each link</u> can be determined from the link text
Guideline 3.1 Readable: Make text content readable and understandable.		
Criteria	Conformance Level	Remarks and Explanations
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: UI Supports Japanese language
Guideline 3.2 Predictable: Make Web pages appear and operate in predictable ways.		
Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: For most of the UI components, entering input does not automatically cause changes
Guideline 3.3 Input Assistance: Help users avoid and correct mistakes		
Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A)	Software: Supports	Software: Invalid Entries and Errors are detected and

Criteria	Conformance Level	Remarks and Explanations
Guideline 1.1 Text Alternatives: Provide text alternatives for any non-text content so that it can be changed into other forms people need, such as large print, braille, speech, symbols or simpler language.		
Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		displayed in POPUP dialogs
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)	Software: Partially Supports	Software: Labels are provided for most input fields
Guideline 4.1 Compatible: Maximize compatibility with current and future user agents, including assistive technologies.		
Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: PAGE UI is developed using UUIF framework
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)	Software: Partially Supports	Software: Only some <u>user interface components</u> (including but not limited to: form elements, links and components generated by scripts), the <u>name</u> and <u>role</u> can be <u>programmatically determined</u> ;

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Product doesn't have any live audio content
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Doesn't have any prerecorded Audio/Video content
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Partially Supports	Software: The visual representation of text has good contrast.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Except for <u>captions</u> and <u>images of text</u> , <u>text</u> can be resized without <u>assistive technology</u> up to 200 percent without loss of content or functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: Text is used to convey information except when images are customizable or essential.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508	Software: N/A	Software: N/A

Criteria	Conformance Level	Remarks and Explanations
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		
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)	Software: Supports	Software: Headings and labels describe their topics and purposes
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Supports	Software: This product supports a well-defined on-screen indication of the current focus that moves among interactive interface elements as the input focus changes
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)	Software: Supports	Software: The product can support translation software
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	Software: N/A	Software: N/A
3.2.4 Consistent Identification (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	Software: N/A	Software: N/A

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Software: Not Supported	Software: Suggestions are not provided
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)	Software: Partially supports	Software: Submissions are checked

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Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Does Not Support	Software: Most functions of the product are not usable without vision.
302.2 With Limited Vision	Software: Partially Supports	Software: Most functions of the product are usable with limited vision by using Screen Magnifiers
302.3 Without Perception of Color	Software: Partially Supports	Color warning text is used
302.4 Without Hearing	Software: Supports	Software: The product is functional for users without hearing.
302.5 With Limited Hearing	Software: Supports	Software: The product is functional for users without hearing.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Software: Supports	Software: The product does not require the use of speech.
302.7 With Limited Manipulation	Software: Partially Supports	Software: Users who have limited manipulation cannot rely on a keyboard alone to interact with user interfaces.
302.8 With Limited Reach and Strength	Software: Supports	Software: The product is functional with limited reach and strength.
302.9 With Limited Language, Cognitive, and Learning Abilities	Software: Supports	Software: The product is functional for users with limited language, cognitive, and learning abilities. Users with cognitive disabilities have varying needs for features that allow them to adapt content and work with assistive technology or accessibility features of the platform. The product provides options to use icons, text, or a combination of both for controls including popups occasionally

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG 2.0 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 product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	The product does not disrupt platform accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Does not support	Most objects in the product do not expose name, role, or state information to assistive technology.
502.3.2 Modification of Object Information	Partially Supports	The product allows assistive technology to

Criteria	Conformance Level	Remarks and Explanations
		modify most states and properties of controls
502.3.3 Row, Column, and Headers	Does Not Support	As noted in 13.1 Info and Relationships, the product
502.3.4 Values	Partially Supports	Most of input controls are exposed to assistive technologies.
502.3.5 Modification of Values	Supports	Exposes text content to assistive technology
502.3.6 Label Relationships	Does Not Support	
502.3.7 Hierarchical Relationships	Does Not Support	Hierarchical relationships like parent-child data is not exposed to assistive technologies
502.3.8 Text	Supports	Product exposes text content to assistive technology
502.3.9 Modification of Text	Supports	Product allows text edits
502.3.10 List of Actions	Does Not Support	Most controls like buttons, check boxes etc do not expose programmatic role information to assistive technology
502.3.11 Actions on Objects	Partially Supports	Product exposes majority of the actions to assistive technology
502.3.12 Focus Cursor	Supports	Allows assistive technology to move focus
502.3.13 Modification of Focus Cursor	Supports	Allows modify attributes
502.3.14 Event Notification		
502.4 Platform Accessibility Features	Partially Supports	
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences		
503.3 Alternative User Interfaces		
<u>503.4 User Controls for Captions and Audio Description</u>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
applicable”)		
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion		
504.2.2 PDF Export		
504.3 Prompts		
504.4 Templates		

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		
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		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

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