

NetSarang Computer, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: Xshell 8

Report Date: 9/10/2024

Product Description: Xshell is a powerful terminal emulator with a primary focus on SSH connections and session management.

Contact Information: support@netsarang.com

Notes:

Evaluation Methods Used: Knowledge of the product, manual testing, and review of documentation.

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)

Standard/Guideline	Included In Report
	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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Non-text content includes tool-tips explaining its function.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not contain any prerecorded audio or video.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not contain any prerecorded captions.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not contain any prerecorded audio descriptions or media alternatives.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Software: Partially Supports	Software: With the tabbed UI, tab labels may not be able to be programmatically determined. Arranging vertically, horizontally, or tiled should be used instead.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: Correct reading sequence of dialog boxes can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not use sensory characteristics.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: This software uses color as a supplemental method of conveying status of certain items. Status can always be determined using other methods.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not automatically play audio.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Partially Supports	Software: The keyboard can be utilized to access all necessary features required to use this software for its intended purpose. Certain advanced features cannot be accessed via keyboard only but are not essential for use of the software.
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p>	Software: Supports	Software: Focus can be moved away from a component

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		using only the keyboard.
<u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: No component of this software is time limited.
<u>2.2.2 Pause, Stop, Hide</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: This software does not contain any non-essential moving, blinking, or scrolling information that cannot be paused, stopped, or hidden. This software does not contain any auto-updating.
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: This software does not contain any elements that flashes more than three times in any one second period other than a blinking cursor. The cursor blink is off by default and can be adjusted to blink more slowly.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 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: Not Applicable	Software: This software is not web-based software.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Software: Supports	Software: Any web page links accessed from within the software have titles that describe topic or purpose.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Supports: Dialog boxes receive focus in a logical order which preserves meaning and operability.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The purpose of all links can be determined from the link text alone.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Any web page links accessed from within the software have a language which can be programmatically determined.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: The components of this software do not initiate a change of context when focus is received.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Partially Supports	Software: Changing certain settings may cause other settings to become available or no longer available.

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: This software identifies errors and describes the error in text to the user.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Labels or instructions are provided when context requires user input.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not use markup language for content.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software is not web-based software.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p>	Software: Not Applicable	Software: This software does not utilize live audio content in synchronized media.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not utilize prerecorded video content in synchronized media.
<u>1.4.3 Contrast (Minimum)</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: All configurable and non-configurable text in this software is high contrast by default.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: Text in this software can be resized without assistive technology up to 200 percent without loss of content of functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Not Applicable	Software: This software does not utilize images of text.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) 	Software: Not Applicable	Software: This software is not web-based software.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) – Does not apply to non-web docs 		
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: Heading and labels in this software describe topic or purpose.
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: Keyboard operable components of this software have a mode of operation where the keyboard focus indicator is visible.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Software: Supports	Software: The human language of each passage or phrase in the software can be programmatically determined.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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: Not Applicable	Software: This software is not web-based software.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: Revised Section 508</p> <ul style="list-style-type: none"> 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: Not Applicable	Software: This software is not web-based software.
<p>3.3.3 Error Suggestion (Level AA)</p>	Software: Supports	Software: Suggestions for errors are provided if

Criteria	Conformance Level	Remarks and Explanations
Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		applicable suggestions are known.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Software: Supports	Software: This software is not related to legal commitments or financial transactions. Confirmation is required for actions that can lead to data loss.

Table 3: Success Criteria, Level AAA

Notes: The software has not been evaluated against the WCAG 2.0 Level AAA criterion

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Software: Supports	The software follows Microsoft Windows standards to ensure that elements are understandable to Assistive Technologies.
302.2 With Limited Vision	Software: Supports	The software follows Microsoft Windows standards to ensure that elements are understandable to Assistive Technologies.
302.3 Without Perception of Color	Software: Supports	This software uses color as a supplemental method of conveying status of certain items. Status can always be determined using other methods.
302.4 Without Hearing	Software: Not Applicable	This software does not utilize audio.
302.5 With Limited Hearing	Software: Not Applicable	This software does not utilize audio.
302.6 Without Speech	Software: Not Applicable	This software does not utilize speech input.
302.7 With Limited Manipulation	Software: Supports	The keyboard can be utilized to access all necessary features required to use this software for its intended purpose.
302.8 With Limited Reach and Strength	Software: Supports	The keyboard can be utilized to access all necessary features required to use this software for its intended purpose.
302.9 With Limited Language, Cognitive, and Learning Abilities	Software: Supports	This software uses technical terms which can be reasonably assumed to be known to users using this type of software.

Chapter 4: [Hardware](#)

Notes: Not applicable. No hardware is included with this software.

Chapter 5: [Software](#)

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	This software is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	There is no known conflict with any accessibility software that is Windows compliant.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	This software is not platform software.
502.3.2 Modification of Object Information	Not Applicable	This software is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	This software is not platform software.
502.3.4 Values	Not Applicable	This software is not platform software.
502.3.5 Modification of Values	Not Applicable	This software is not platform software.
502.3.6 Label Relationships	Not Applicable	This software is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	This software is not platform software.
502.3.8 Text	Not Applicable	This software is not platform software.
502.3.9 Modification of Text	Not Applicable	This software is not platform software.
502.3.10 List of Actions	Not Applicable	This software is not platform software.
502.3.11 Actions on Objects	Not Applicable	This software is not platform software.
502.3.12 Focus Cursor	Not Applicable	This software is not platform software.
502.3.13 Modification of Focus Cursor	Supports	This software allows user to modify cursor size, shape, color, and blink rate.
502.3.14 Event Notification	Not Applicable	This software is not platform software.
502.4 Platform Accessibility Features	Not Applicable	This software is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	This software can be modified to the user's preferences from Windows settings.

Criteria	Conformance Level	Remarks and Explanations
		Terminal areas can be customized from the software's settings.
503.3 Alternative User Interfaces	Not Applicable	This software does not provide an alternative user interface.
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	This software does not utilize captions.
503.4.2 Audio Description Controls	Not Applicable	This software does not utilize audio.
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 2.0 section	See information in WCAG 2.0 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This software is not an authoring tool.
504.2.2 PDF Export	Not Applicable	This software is not an authoring tool.
504.3 Prompts	Not Applicable	This software is not an authoring tool.
504.4 Templates	Not Applicable	This software is not an authoring tool.

Chapter 6: [Support Documentation and Services](#)

Notes: This report covers accessibility for the Xshell software only.