



## NetApp Accessibility Conformance Report

*VPAT® Version 2.3*

*NetApp Active IQ Unified Manager*

*Formerly OnCommand Unified Manager*

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## Name of Product/Version

**Name of Product:** NetApp Active IQ Unified Manager formerly OnCommand Unified Manager

**Version:** 9.5

## Product Description

This product is NetApp's Active IQ Unified OnCommand Unified Manager web application.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **NetApp Active IQ Unified Manager formerly OnCommand Unified Manager** as of **May 3, 2019** and is only valid for the version and date it was tested.

## Evaluation Methods Used

Assistive technology products used as part of testing included NVDA 2018.4, Microsoft Windows accessibility features, aXe Accessibility Plugin, and keyboard-only control. Testing was performed with this assistive technology on Chrome and Firefox on Windows 10.

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes

<a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	No

## 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:

- 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
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Some images have alternative text. Some images and graphical controls do not have alternative text.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Headings are not used throughout the application.</p> <p>Some data tables do not denote their column headers.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Correct reading sequences can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Color is not used as the sole means of conveying information in some areas. The application uses color only in some graphs.
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.
<p><b><u>2.1.1 Keyboard</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The application is partially keyboard operable. Some links and buttons are not keyboard operable.
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	No keyboard trap present.
<p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	A timed response is not required.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	The application does not contain moving content to pause, stop, or hide.
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Flashing or blinking does not occur in the prohibited range.
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Does Not Support	The application does not have a method to skip repetitive navigational links.
<p><b><u>2.4.2 Page Titled</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	All pages in the application use descriptive titles.
<p><b><u>2.4.3 Focus Order</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Focus order follows reading order in some areas. On some pages, the menu does not follow the reading order.
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	The purpose of each link can be determined from the link text together with context.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The default human language can be programmatically determined in some areas. Some iframes do not have a language set.
<p><a href="#">3.2.1 On Focus</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Gaining focus on components does not initiate a change of context.
<p><a href="#">3.2.2 On Input</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Changing the setting of user interface components does not automatically cause a change of context.
<p><a href="#">3.3.1 Error Identification</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Error messages are displayed on forms when fields are empty or improperly formatted.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some combo boxes and edit fields do not contain explicit labeling.</p>
<p><a href="#">4.1.1 Parsing</a> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The application shows parsing errors when running a markup validation service.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some components (e.g., menu accordion) do not provide some required information (e.g., state).</p>

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	No time-based media present.
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Some areas of the application meet the required contrast ratios.</p> <p>Some areas (e.g., “Clear” links) do not meet the required 4.5:1 contrast ratio.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Text can be resized without loss of content or functionality.



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Images of text are not used.
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There are multiple ways to navigate to many pages throughout the application.
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Headings and labels describe topic or purpose.
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	Keyboard focus is well defined in some areas. The side menu does not show keyboard visual focus.
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	The default human language can be programmatically determined in some areas. Some iframes do not have a language set.
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)  Also applies to:  2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	Consistent navigation occurs throughout the application.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	There is consistent identification of components.
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	Required fields notify the user if there is no input. Error messages indicate that fields are improperly formatted or non-numeric.
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	Application does not cause legal commitments or financial transactions to occur for the user.

### Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level.

## Revised Section 508 Report

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

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p>
302.2 With Limited Vision	Partially Supports	<p>The application is partially keyboard operable.</p> <p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>Some areas of the application have low contrast ratios.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is not used as the sole means of conveying information in some areas. The application uses color only in some graphs.</p>
302.4 Without Hearing	Supports	<p>The application does not require user hearing.</p>
302.5 With Limited Hearing	Supports	<p>The application does not require user hearing.</p>
302.6 Without Speech	Supports	<p>Does not require user speech.</p>
302.7 With Limited Manipulation	Partially Supports	<p>The application is partially keyboard operable.</p>
302.8 With Limited Reach and Strength	Partially Supports	<p>The application is partially keyboard operable.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

## Chapter 4: Hardware

Notes: This product is a web application and therefore this section is not applicable to the product.

## Chapter 5: Software

Notes: This product is a web application and therefore this section is not applicable to the product.

## Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The NetApp accessibility statement can be found here: <a href="https://www.netapp.com/us/legal/accessibility.aspx">https://www.netapp.com/us/legal/accessibility.aspx</a>

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Partially Supports	NetApp provides support for Technical Support via Online Chat, Telephone and E-mail. At this time, NetApp does not have a dedicated TTY line available.

## Legal Disclaimer (Company)

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of NetApp Active IQ Unified Manager formerly OnCommand **Unified Manager** as of **February 14, 2019** and is only valid for the version and date it was tested.