



Name of Product/Version

Name of Product: NetApp OnCommand System Manager

Version: 9

Product Description

The application is the NetApp OnCommand System Manager web application.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **NetApp OnCommand System Manager** as of **February 2018** and is only valid for the version and date it was tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS 2018, NVDA 2017.4, Freedom Scientific MAGic 14.0, AI Squared ZoomText 11, Dragon NaturallySpeaking 13, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Edge, 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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)

Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	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.
- **Supports with Exceptions:** 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, and 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: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Some images have alternative text. Some images and graphical links do not have alternative text.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media present.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media present.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No time-based media present.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Tables do not associate their header cells with their data cells. Headings are not used on pages with some exceptions.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Correct reading sequences can be programmatically determined.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.3 Sensory Characteristics</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Color is not used as the sole means of conveying information on some pages. Some Status information and visual focus use color only.
<p><u>1.4.2 Audio Control</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	The application does not use audio.
<p><u>2.1.1 Keyboard</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Some functions of the application are keyboard operable. Some functions such as the menu are not keyboard operable.
<p><u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	The application does not have a keyboard trap.
<p><u>2.2.1 Timing Adjustable</u> (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Does Not Support	The application times out without warning after a period of time.

Criteria	Conformance Level	Remarks and Explanations
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	Application does not contain moving, blinking, scrolling, or auto-updating content.
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Flashing or blinking does not occur in the prohibited range.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Does Not Support	The application does not have a method to skip repetitive navigation links.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Application pages contain descriptive titles.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Where there is keyboard operation, the application can be navigated in an order that preserves meaning and operability.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	The purpose of each link can be determined from the link text together with context.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The default human language cannot be programmatically determined for the inner iframe on all pages.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Gaining focus on components does not initiate a change of context.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Changing the setting of user interface components does not automatically cause a change of context.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Required fields notify the user in text if there is no input.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The application provides name, role, state and value information to assistive technology for some components. Some components do not contain explicit labeling. Some components such as tabstrips do not provide their role and states.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The application shows parsing errors when running a markup validation service. Some pages do not use unique IDs.

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with Exceptions	The application provides name, role, state and value information to assistive technology for some components. Some components do not contain explicit labeling to provide their name. Some components such as tabstrips do not provide their role and states.

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> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	No time-based media present.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Not Applicable	No time-based media present.
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with Exceptions	Some areas of the application meet the required contrast ratios. Some areas do not meet the required 3:1 contrast ratio.
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports	Text can be resized without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.5 Images of Text</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Images of text are not used.
<p><u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	There are multiple ways to perform various functions throughout the application.
<p><u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Headings and labels describe topic or purpose.
<p><u>2.4.7 Focus Visible</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The visual focus is well-defined in some areas. Some controls do not show visual focus.
<p><u>3.1.2 Language of Parts</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The default human language cannot be programmatically determined for the inner iframe on all pages.
<p><u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent navigation occurs throughout the application.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent identification occurs throughout the application.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Required fields notify the user if there is no input.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	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

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components.
302.2 With Limited Vision	Supports with Exceptions	<p>The application is partially keyboard operable. 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 with some exceptions.</p> <p>Some areas of the application have low contrast ratios; and some color coding is present.</p>
302.3 Without Perception of Color	Supports with Exceptions	Color is not used as the sole means of conveying information on some pages. Some Status information and visual focus use color only.
302.4 Without Hearing	Supports	Does not require user hearing.
302.5 With Limited Hearing	Supports	Does not require user hearing.
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Supports with Exceptions	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Supports with Exceptions	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: This product is not hardware and therefore this section is not applicable to the product.

Chapter 5: Software

Notes: This product is not software and therefore this section is not applicable to the product.

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	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See WCAG 2.0 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.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	NetApp’s accessibility statement may be found at https://www.netapp.com/us/legal/accessibility.aspx .
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.