



## Section 508 Evaluation Template

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of the **NetApp EF550 Storage Controller**.

**Name of Product: NetApp EF550 Storage Controller**

The current version of the **NetApp EF550 Storage Controller** was tested by Accessibility Partners for conformance with Section 508 of the Rehabilitation Act, specifically, the U.S. Access Board's Technical Requirements.

| <b>VPAT™ Summary Table</b><br><b>Voluntary Product Accessibility Template®</b> |                        |                                  |                 |                   |
|--|------------------------|----------------------------------|-----------------|-------------------|
| <b>VPAT Summary</b>  | <b>Total Standards</b> | <b>Total Applicable Standard</b> | <b>Supports</b> | <b>Exceptions</b> |
| Section 1194.21 Software Applications and Operating Systems                    | 12                     | 0                                | 0               | 0                 |
| Section 1194.22 Web-based Internet Information and Applications                | 16                     | 0                                | 0               | 0                 |
| Section 1194.23 Telecommunications Products                                    | 14                     | 3                                | 3               | 0                 |
| Section 1194.24 Video and Multi-media Products                                 | 5                      | 0                                | 0               | 0                 |
| Section 1194.25 Self-Contained, Closed Products                                | 13                     | 8                                | 8               | 0                 |
| Section 1194.26 Desktop and Portable Computers                                 | 4                      | 3                                | 3               | 0                 |
| Section 1194.31 Functional Performance Criteria                                | 6                      | 6                                | 5               | 1                 |
| Section 1194.41 Information, Documentation and Support                         | 3                      | 3                                | 2               | 1                 |

|              |           |           |           |          |
|--------------|-----------|-----------|-----------|----------|
| <b>Total</b> | <b>73</b> | <b>23</b> | <b>21</b> | <b>2</b> |
|--------------|-----------|-----------|-----------|----------|

| <b>Section 1194.21 Software Applications and Operating Systems -- Detail<br/>VPAT™<br/>Voluntary Product Accessibility Template®</b>   |                            |   |
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| <b>Criteria</b>  | <b>Supporting Features</b> | <b>Remarks and explanations</b>             |
| (a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.   | Not Applicable             | These criteria do not apply to controllers. |
| (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer. | Not Applicable             | These criteria do not apply to controllers. |
| (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.   | Not Applicable             | These criteria do not apply to controllers. |
| (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When  | Not Applicable             | These criteria do not apply to controllers. |

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| <p>an image represents a program element, the information conveyed by the image must also be available in text.</p>  |                       |  |
| <p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>              | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p> | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>  | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>   | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>  | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>   | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.</p>  | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(l) When electronic forms are used, the form shall allow people</p>   | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |

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| <p>using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p> |  |  |
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**Section 1194.22 Web-based Internet information and applications -- Detail  
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| <b>Criteria</b>  | <b>Supporting Features</b> | <b>Remarks and explanations</b>             |
|--|----------------------------|---|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                                     | Not Applicable             | These criteria do not apply to controllers. |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | Not Applicable             | These criteria do not apply to controllers. |
| (c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.             | Not Applicable             | These criteria do not apply to controllers. |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | Not Applicable             | These criteria do not apply to controllers. |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | Not Applicable             | These criteria do not apply to controllers. |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape. | Not Applicable             | These criteria do not apply to controllers. |
| (g) Row and column headers shall be identified for data tables.  | Not Applicable             | These criteria do not apply to controllers. |
| (h) Markup shall be used to associate data cells and header  | Not Applicable             | These criteria do not apply to controllers. |

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| cells for data tables that have two or more logical levels of row or column headers.   |                |   |
| (i) Frames shall be titled with text that facilitates frame identification and navigation  | Not Applicable | These criteria do not apply to controllers. |
| (j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.  | Not Applicable | These criteria do not apply to controllers. |
| (k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes. | Not Applicable | These criteria do not apply to controllers. |
| (l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.  | Not Applicable | These criteria do not apply to controllers. |
| ( m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).  | Not Applicable | These criteria do not apply to controllers. |
| (n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.                       | Not Applicable | These criteria do not apply to controllers. |
| (o) A method shall be provided that permits users to skip  | Not Applicable | These criteria do not apply to controllers. |

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| repetitive navigation links.  |                |   |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required. | Not Applicable | These criteria do not apply to controllers. |

**Note to 1194.22:** The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

| <b>Section 1194.23 Telecommunications Products – Detail</b><br><b>VPAT™</b><br><b>Voluntary Product Accessibility Template®</b>  |                            |  |
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| <b>Criteria</b>  | <b>Supporting Features</b> | <b>Remarks and explanations</b>            |
| (a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use. | Not Applicable             | Not a Telecommunications Product or System |
| (b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.  | Not Applicable             | Not a Telecommunications Product or System |
| (c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.  | Not Applicable             | Not a Telecommunications Product or System |
| (d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications   | Not Applicable             | Not a Telecommunications Product or System |

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| systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.                                     |                |   |
| (e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.  | Not Applicable | Not a Telecommunications Product or System  |
| (f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.                               | Not Applicable | Not a Telecommunications Product or System  |
| (g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.  | Not Applicable | Not a Telecommunications Product or System  |
| (h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.   | Not Applicable | Not a Telecommunications Product or System. |
| (i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product. | Not Applicable | Not a Telecommunications Product or System  |
| (j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard   | Not Applicable | Not a Telecommunications Product or System  |

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| <p>codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.</p> |                       |  |
| <p>(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>   | <p>Supports</p>       | <p>Product has mechanically operated controls or keys that comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p>  |
| <p>(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p>            | <p>Supports</p>       | <p>Product has mechanically operated controls or keys that comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p> |
| <p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.</p>  | <p>Not Applicable</p> | <p>Product does not support key repeat functionality.</p>  |
| <p>(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>  | <p>Supports</p>       | <p>Product has mechanically operated controls or keys and complies with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p>  |



**Section 1194.24 Video and Multi-media Products – Detail**  
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| Criteria  | Supporting Features   | Remarks and explanations                           |
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| <p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p> | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>  | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |
| <p>(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.</p>  | <p>Not Applicable</p> | <p>These criteria do not apply to controllers.</p> |

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| (d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described. | Not Applicable | These criteria do not apply to controllers. |
| (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.   | Not Applicable | These criteria do not apply to controllers. |

| <b>Section 1194.25 Self-Contained, Closed Products – Detail<br/>VPAT™<br/>Voluntary Product Accessibility Template®</b>   |                            |  |
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| <b>Criteria</b>   | <b>Supporting Features</b> | <b>Remarks and explanations</b>  |
| (a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.          | Supports                   | The product can be used by persons with disabilities without assistive technology. |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.   | Not Applicable             | A timed response is not required.  |
| (c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).   | Supports                   | The product does not have a touchscreen. Its controls comply with 1194.23(k1-4).   |
| (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided. | Not Applicable             | Biometric forms of identification are not used.                                    |
| (e) When products provide   | Not                        | Audio is not provided.   |

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| <p>auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>   | <p>Applicable</p>     |   |
| <p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p> | <p>Not Applicable</p> | <p>The product does not have voice output.</p>  |
| <p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>   | <p>Supports</p>       | <p>Color coding is not the sole means of conveying information.</p>   |
| <p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>  | <p>Not Applicable</p> | <p>The changing of color and contrast settings is not supported.</p>  |
| <p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>   | <p>Supports</p>       | <p>Flashing or Blinking text - Blinking does not occur in the prohibited range.</p>   |
| <p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the</p>  | <p>Supports</p>       | <p>Products has operable controls that comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p> |

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| <p>operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>   |                 |   |
| <p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>                               | <p>Supports</p> | <p>Product has operable controls that comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>                               |
| <p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p> | <p>Supports</p> | <p>Product has operable controls that comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p> |
| <p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>   | <p>Supports</p> | <p>Product has operable controls that comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>   |

| <p><b>Section 1194.26 Desktop and Portable Computers – Detail</b><br/> <b>VPAT™</b><br/> <b>Voluntary Product Accessibility Template®</b></p> |                                   |  |
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| <p><b>Criteria</b></p>  | <p><b>Supporting Features</b></p> | <p><b>Remarks and explanations</b></p>       |
| <p>(a) All mechanically operated</p>  | <p>Supports</p>                   | <p>(1) Product has mechanically operated</p> |

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| <p>controls and keys shall comply with §1194.23 (k) (1) through (4).</p>   |                       | <p>controls or keys that comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.</p> <p>(2) Product has mechanically operated controls or keys that comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.</p> <p>(3) Product does not support key repeat functionality.</p> <p>(4) Product has mechanically operated controls or keys and complies with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.</p> |
| <p>(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>   | <p>Supports</p>       | <p>Product does not use touch-operated controls.</p>   |
| <p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p> | <p>Not Applicable</p> | <p>Product does not use biometric forms of user identification or control.</p>   |
| <p>(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards</p>  | <p>Supports</p>       | <p>NetApp uses publicly available industry standard ports and connectors.</p>  |

| <p align="center"><b>Section 1194.31 Functional Performance Criteria – Detail</b><br/> <b>VPAT™</b><br/> <b>Voluntary Product Accessibility Template®</b></p> |                                   |  |
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| <p><b>Criteria</b></p>  | <p><b>Supporting Features</b></p> | <p><b>Remarks and explanations</b></p>   |
| <p>(a) At least one mode of operation and information</p>   | <p>Supports</p>                   | <p>The product may be operated without vision. Status information is available</p> |

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| <p>retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.</p>   |                                 | <p>through the ONTAP software or the Service Processor software.</p>  |
| <p>(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.</p> | <p>Supports</p>                 | <p>The product may be operated without vision and does not require visual acuity greater than 20/70.</p>  |
| <p>(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided</p>   | <p>Supports</p>                 | <p>Does not require user hearing to operate or for information retrieval.</p>   |
| <p>(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.</p>  | <p>Supports</p>                 | <p>Does not require user hearing to operate or for information retrieval.</p>   |
| <p>(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.</p>   | <p>Supports</p>                 | <p>User speech is not required for operations.</p>  |
| <p>(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.</p>   | <p>Supports With Exceptions</p> | <p>Operation and information retrieval does not require fine motor control and simultaneous actions. The product may require more than five pounds of force and the use of two hands to remove and replace some hardware modules.</p> |

| <p align="center"><b>Section 1194.41 Information, Documentation and Support – Detail<br/>VPAT™<br/>Voluntary Product Accessibility Template®</b></p>   |                                 |   |
|--|---------------------------------|---|
| Criteria   | Supporting Features             | Remarks and explanations  |
| <p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</p>  | <p>Supports</p>                 | <p>Alternative forms of access to product support documentation in alternative formats are currently available by contacting NetApp Customer and Technical Support: Web <a href="http://www.netapp.com">www.netapp.com</a> at no additional charge to the end user.</p>                                   |
| <p>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</p> | <p>Supports</p>                 | <p>Alternative forms of access to descriptions of the accessibility and compatibility features in alternative formats are currently available via NetApp Customer Support and Technical Support Services: <a href="http://www.netapp.com">www.netapp.com</a> at no additional charge to the end user.</p> |
| <p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>   | <p>Supports with Exceptions</p> | <p>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.</p>  |