

## Name of Product/Version

**Name of Product:** SnapCenter Server

**Version:** 4

## Product Description

This product is NetApp's SnapCenter Server web application.

## Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **SnapCenter Server** as of **May 25, 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 2018.1, ZoomText 2018, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with this assistive technology on Chrome, Firefox, and Internet Explorer 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)
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	Yes
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.
- **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**

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</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 with Exceptions	Some images have alternative text. Some graphical buttons do not have alternative text.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</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>	Not Applicable	No time-based media present.
<p><a href="#">1.2.2 Captions (Prerecorded)</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>	Not Applicable	No time-based media present.
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</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>	Not Applicable	No time-based media present.
<p><a href="#">1.3.1 Info and Relationships</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 with Exceptions	Data tables do not properly denote their column headers.
<p><a href="#">1.3.2 Meaningful Sequence</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	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>	Supports	Color is not used as the sole means of conveying information.
<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>	Supports with Exceptions	Some functions of the application are keyboard operable.  Some controls (e.g., tooltips, interactive table rows, calendar controls, and date pickers) 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>	Does not Support	The application times out without warning.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</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 with Exceptions	Notifications are briefly displayed and then hidden and do not provide an option to pause the content.
<p><a href="#">2.3.1 Three Flashes or Below Threshold</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	Flashing or blinking does not occur in the prohibited range.
<p><a href="#">2.4.1 Bypass Blocks</a> (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 main menu does not have a skip to content link.
<p><a href="#">2.4.2 Page Titled</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 with Exceptions	All pages in the application use the same title.
<p><a href="#">2.4.3 Focus Order</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 with Exceptions	Where keyboard operability exists, tab order follows reading order in some areas. Some screens have extra controls in the focus order that are not visible.
<p><a href="#">2.4.4 Link Purpose (In Context)</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	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>	Supports	The default human language can be programmatically determined.
<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>	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.
<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>	Supports with Exceptions	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>	Supports with Exceptions	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some components (e.g., tabs, combo boxes, tooltips, buttons) do not provide some required information (e.g., name, role, 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>	Supports with Exceptions	<p>Some areas of the application meet the required contrast ratios.</p> <p>Some areas (e.g., details text) 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><a href="#">1.4.5 Images of Text</a> (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><a href="#">2.4.5 Multiple Ways</a> (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; this includes the ability to search.
<p><a href="#">2.4.6 Headings and Labels</a> (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 describe topic or purpose.
<p><a href="#">2.4.7 Focus Visible</a> (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	Keyboard focus is well defined.
<p><a href="#">3.1.2 Language of Parts</a> (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	The default human language can be programmatically determined.
<p><a href="#">3.2.3 Consistent Navigation</a> (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)                      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)                      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)                      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.

## 2017 Section 508 Report

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

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.</p> <p>Some areas of the application have low contrast ratios.</p>
302.3 Without Perception of Color	Supports	Color coding is not used as the sole means of conveying information.
302.4 Without Hearing	Supports	The application does not require user hearing.
302.5 With Limited Hearing	Supports	The application 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 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>
603.3 Accommodation of Communication Needs	Supports with Exceptions	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 **SnapCenter Server** as of **May 25, 2018** and is only valid for the version and date it was tested.