

Zerto Accessibility Conformance Report

WCAG Edition

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version: Zerto 7.0 update 1

Product Description: Web Software which provides business continuity software for virtualized infrastructure and cloud environments.

Report Date: 6 May 2019

Contact Information: Renfro Consulting, Inc. –
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Notes: This application is Web Software.

Evaluation Methods Used: Tested by Renfro Consulting, Inc. using a proprietary, representative testing method using manual and tool-based testing with assistive technology.

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) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (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 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 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
1.1.1 Non-text Content (Level A)	Partially Supports	There are images without labels that could be inaccessible to assistive technology screen readers.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	
1.3.1 Info and Relationships (Level A)	Partially Supports	There are missing semantic structural elements which may include h1 elements. There are graphical elements which are not labeled for assistive technology.
1.3.2 Meaningful Sequence (Level A)	Supports	
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Not Applicable	
2.1.1 Keyboard (Level A)	Partially Supports	Some application links are not accessible using the keyboard only. There are areas which require a mouse or other pointing device to access.
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Not Applicable	
2.2.1 Timing Adjustable (Level A)	Partially Supports	Timing is adjustable. The user is not warned before being logged out.
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Does Not Support	No Skip Links are present.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A)	Partially Supports	The pages are not uniquely titled, one title is present throughout the application.
2.4.3 Focus Order (Level A)	Partially Supports	There are elements skipped in the visual focus order.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The links have name labels, but they may not have enough information to navigate with these names. There are links without a unique name or label.
2.5.1 Pointer Gestures (Level A 2.1 only)	Not Applicable	
2.5.2 Pointer Cancellation (Level A 2.1 only)	Not Applicable	
2.5.3 Label in Name (Level A 2.1 only)	Does not support	The logo has text that is not included in its name.
2.5.4 Motion Actuation (Level A 2.1 only)	Not Applicable	
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Partially Supports	There are errors not read by the assistive technology screen reader and errors which are incorrectly labeled for the user.
3.3.2 Labels or Instructions (Level A)	Partially Supports	There are errors not read by the assistive technology screen reader and errors which are incorrectly labeled for the user.
4.1.1 Parsing (Level A)	Partially Supports	The application contains minor parsing errors.
4.1.2 Name, Role, Value (Level A)	Partially Supports	There are areas which are not labeled to facilitate accessibility.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	
1.3.4 Orientation (Level AA 2.1 only)	Partially Supports	There is content lost when the application is reoriented from landscape to portrait.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not Applicable	
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Areas of the application do not meet the minimum contrast ratio.
1.4.4 Resize text (Level AA)	Partially Supports	Some scrolling is required when enlarging text to 200%
1.4.5 Images of Text (Level AA)	Partially Supports	There is a logo which is an image of text. The logo in some of the portals tested are images of text which would be N/A, but they are also links and need to be labeled for assistive technology screen readers.
1.4.10 Reflow (Level AA 2.1 only)	Partially Supports	When enlargement over 200% and certainly at 400% scrolling and other content or functionality may move off screen.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Partially Supports	There are background colors which do not meet the 3:1 ratio.
1.4.12 Text Spacing (Level AA 2.1 only)	Partially Supports	When text spacing is altered some overlap occurs.
1.4.13 Content on Hover or Focus (Level AA 2.1 only)	Partially Supports	Some tooltips may not be dismissed by the keyboard.
2.4.5 Multiple Ways (Level AA)	Does Not Support	There is no site-wide search or other means to provide duplicate ways to navigate the application.
2.4.6 Headings and Labels (Level AA)	Partially Supports	There is missing semantic mark-up including missing h1 elements.
2.4.7 Focus Visible (Level AA)	Partially Supports	There are elements which do not receive visible focus indication.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA)	Not Applicable	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Does Not Support	Cursor placement, error-handling suggestions are not found to aid user in fixing errors in timely and accessible manner. Errors are not labeled for assistive technology screen reader.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	
4.1.3 Status Messages (Level AA 2.1 only)	Partially Supports	Pop-up error messages are not always read by the assistive technology screen reader.

Legal Disclaimer



Test Properties and Assumptions https://www.w3.org/community/auto-wcag/wiki/Test_template#Assumptions

Date Testing was Completed	May, 2019
Official Name and Version Number	Zerto 7.0 Update 1
Browser	For Web Software: Internet Explorer 11, Chrome, Firefox
Computer	Windows 10
Testing Tools Used	Freedom Scientific JAWS 18.0, Windows Magnifier, Windows Speech Recognition, NVDA, object inspector, WAVE Tool, WAT Web Accessibility Toolbar, HTML CodeInspector, and Colour Contrast Analyzer, ANDI
Tester Name	Laura Renfro, Donna Anspach
Notes/Unique to this Testing	The VPAT testing was a representative approach and not solely scenario driven. Testing was based on the DHS Trusted Tester Methodologies and included assistive technology. Log in, all ribbons and toolbars were tested. The application is expansive and effort was made to follow normal operating cues and trails throughout the application. This

	application is made up of several components including ZVM, ZCM and Analytics.
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For purposes of this test, “Supports” means largely satisfies, and “Partially Supports” means satisfies any percentage above zero.

The enclosed data documents a product’s conformance with VPAT accessibility standards from Section 508 of the Rehabilitation Act of 1973, and 29 U.S.C. § 794(d). Data in this report reflects results which were obtained under a controlled environment. As such, duplication of tests may yield different results. Deviation from the data presented in this report may result from user error, software updates, differing legal jurisdiction, internet browser utilized, device used, or any other alteration, however slight, of the testing environment. Renfro Consulting does not guarantee that results will be identical in every scenario and is not responsible for any inconsistencies. Questions regarding results can be directed to Laura Renfro, at laura.renfro@renfroconsulting.com.