



PDF Accessibility Error Message Guide

for Travis County Staff

Purpose

This document provides solutions to common error messages you may see when checking your PDF for accessibility. If the solution to your specific problem isn't provided in this document, you are encouraged to search the web for a solution.

Prerequisites

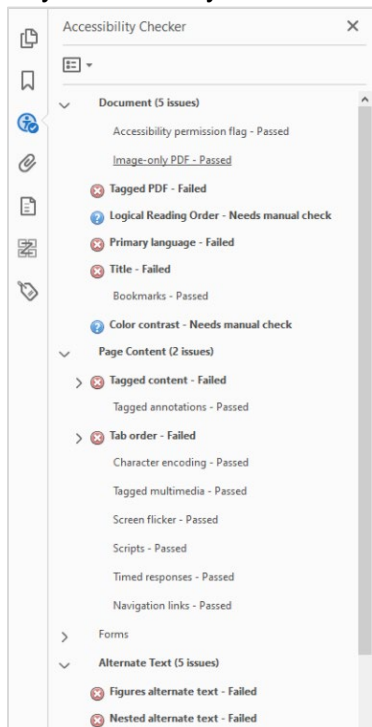
To check and fix accessibility errors, you will need Adobe Acrobat Pro.

The common errors identified in this document assume your PDF is already tagged. A non-tagged PDF will produce far more debilitating errors than what are covered here. To auto-tag your PDF, visit [Adobe's Auto-Tag Tool webpage](#) and extract the downloaded file.



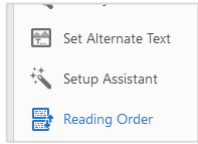
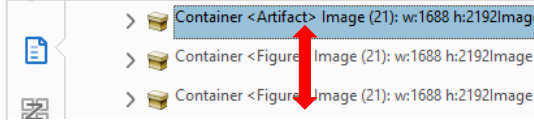

Accessibility Check

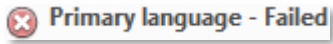

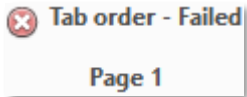
To see your PDF's accessibility errors, run an accessibility check in Adobe Acrobat Pro.

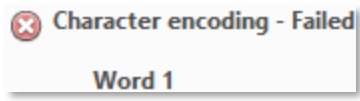
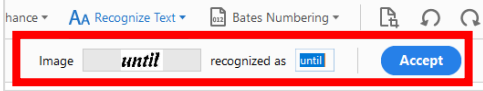

1. With your PDF open, select **View**, then **Tools**, then **Accessibility**, and then choose **Open**. The **Accessibility** pane appears.
2. Select **Accessibility Checker** and on the dialog that appears, select **Start Checking**. Any accessibility errors will be in bold text in the **Accessibility Checker** pane.

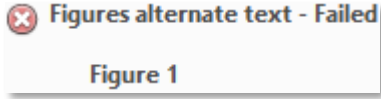
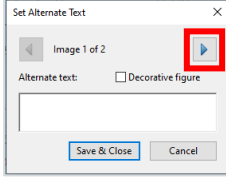

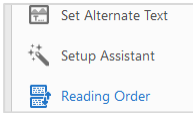
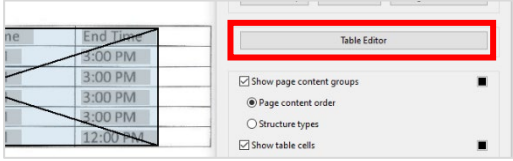
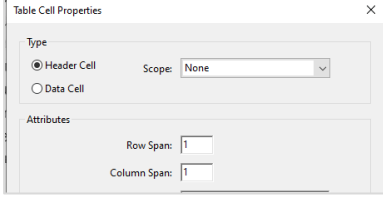


Common Errors and Solutions

Count	Error	Solution
Document errors		
1	<p>Logical Reading Order - Needs manual check</p>  <p>This is a suggestion by Acrobat to review the document's reading order, which is the sequence in which all text is read by screen readers.</p> <p>Note: Even after resolving this error, it may return. If you haven't made any significant changes to your document since the last check, you can ignore it.</p>	<ol style="list-style-type: none"> Open the Content pane.  To display the reading order as you go along, select Reading Order on the Accessibility pane.  Drag content in the Content pane, as needed, to produce the correct reading order. The content is in "containers" which represent individual pieces of content in the document.  After you've manually confirmed that there are no reading order issues, right-click the error and select Pass.
2	<p>Color Contrast - Needs manual check</p>  <p>This is a suggestion by Acrobat to review for color contrast issues, which occur when foreground and background colors aren't sufficiently different, making the text difficult to read.</p> <p>Note: Even after resolving this error, it may return. If you haven't made any significant changes to your document since the last check, you can ignore it.</p>	<ol style="list-style-type: none"> Review your document for potential colors that are not well contrasted between each other or the background. You can use an online tool such as WebAIM Contrast Checker to measure contrast ratios. After you've manually confirmed that there are no color contrast issues, right-click the error and select Pass.

Count	Error	Solution
3	<p>Primary Language - Failed</p>  <p>This error is caused by Acrobat not recognizing a set language for the document's text, which will inhibit proper screen reading.</p>	<ol style="list-style-type: none"> 1. Right-click and select Fix. 2. In the dialog that appears, select the appropriate language in the Language dropdown. 3. Select OK. The primary language item is now passed.
4	<p>Title - Failed</p>  <p>This error is caused by Acrobat not recognizing a properly defined title within the document's metadata. Title's are read by screen readers when the document is opened.</p>	<ol style="list-style-type: none"> 1. Select File and then Properties. 2. In the Description tab, enter a title. You may also enter an author and keywords to help with online search optimization. 3. In the Initial View tab, select Document Title in the Show dropdown. 4. Select OK. 5. Right-click the error and select Check Again to resolve the error.
Page Content errors		
5	<p>Tab Order - Failed</p>  <p>This error is caused by Acrobat finding that the tab order is either not in place or doesn't follow a logical sequence. Tabbing through a document with a keyboard is an essential navigating tool for certain users with disabilities.</p>	<ol style="list-style-type: none"> 1. Ensure your document is tagged. See Prerequisites for more information. 2. Right-click the error and select Fix. The fix matches your tab order with the tag tree structure.

Count	Error	Solution
6	<p>Character Encoding – Failed</p>  <p>This error is typically caused by Acrobat being unable to recognize one or more words in a scanned document. If not corrected, screen readers will read aloud an incorrect interpretation of the unrecognized text.</p>	<p>Option 1: The unrecognized text is using a normal paragraph font.</p> <ol style="list-style-type: none"> 1. Find the unrecognized text in the document and highlight it. 2. Right-click the text and select Edit Text. 3. Override the unrecognized text by entering new text, using the formatting pane as needed. 4. Right-click the error and select Check Again. <p>Option 2: The unrecognized text is a signature or other handwritten content.</p> <ol style="list-style-type: none"> 1. Select View, then Tools, then Scan & OCR, and choose Open. 2. On the Scan & OCR menu bar, select Recognize Text and choose Correct Recognized Text. 3. On the Scan & OCR submenu bar that appears, enter text in the Recognized As field that matches the content in the Image field.  <ol style="list-style-type: none"> 4. Select Accept. The next image of unrecognized text is displayed, if any. 5. Continue resolving until complete. <p>Option 3: The unrecognized text is a signature or other handwritten content and isn't identified by the Scan & OCR tool.</p> <ol style="list-style-type: none"> 1. Select the Tags pane.  <ol style="list-style-type: none"> 2. Right-click the Figure tag that the unrecognized text is under and select Properties. 3. Under the Tag tab, add an alternate text that verbatim describes the text.

Count	Error	Solution
Alternate Text errors		
7	<p>Figures Alternate Text - Failed</p>  <p>This error is caused by Acrobat recognizing an image or graphic that contains no alternate text (alt text). Alt text is descriptive text that explains the purpose and context of each image and is read aloud to users of screen readers.</p>	<ol style="list-style-type: none"> Right-click the error and select Fix. In the Set Alternate Text dialog, either add an alt text description or select Decorative Figure for non-substantive images or graphics. Select the arrow button, if available, to view and correct the next figure needing an alt text solution. 
Table errors		
8	<p>Regularity - Failed</p>  <p>This error is typically caused by Acrobat identifying a table with irregular row or column structures, usually due to a misreading of merged cells.</p> <p><i>Tip: If the table cells are identified correctly and there seems to be no cause for the regularity error, right-click the error and select Skip Rule.</i></p>	<ol style="list-style-type: none"> Select the Reading Order tool in the Accessibility pane.  <ol style="list-style-type: none"> Select the table in the document and select the Table Editor option.  <ol style="list-style-type: none"> With the table cells now highlighted in red, right-click the merged cell and select Table Cell Properties. In the Type section, select either Header Cell or Data Cell as appropriate and select the scope of the cell in the dropdown.  <ol style="list-style-type: none"> In the Attributes section, enter the number of rows or columns the merged cell spans across. Select OK.

Contact

For assistance with the information found in this document, contact Digital & Web Services at WebTeam@traviscountytx.gov.

Change Log

Ver.	Rev.	Section	Description	Name	Title
1.0	20240703	All	All	Dilip Kanuga	Technical Writer