HP OpenView Service Desk 4.5 Client 2008

for the Windows® Operating System

Software Version: Major Release

Differences Between the Previous Client and Client 2008

Document Release Date: January 2008
Software Release Date: January 2008

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1 Introduction

The main purpose of the HP OpenView Service Desk 4.5 Client 2008 major release (Client 2008) is to provide a new client UI for Service Desk 4.5. The original Service Desk 4.5 client (the previous client) runs on the Microsoft Java Virtual Machine (JVM) which reached its end of life on December 31, 2007. For more information about Microsoft JVM, refer to Microsoft Java Virtual Machine Support (**http://www.microsoft.com/mscorp/java/default.mspx**).

Client 2008 incorporated a number of changes in both its GUI and functionalities. The following are the main differences between the two clients.

Client 2008 is very similar to the previous client in feature set, look-and-feel, and deployment. Users who are familiar with the previous client can quickly understand the Client 2008 GUI.

The main changes in Client 2008 are the following:

- Uses the Sun JVM instead of the Microsoft JVM.
- Was developed using Eclipse technology.
- Uses a different upgrade and hotfix mechanism.
- The Administrator Console is a workspace and not a separate window.
- The chart view incorporates many changes (it was implemented using different technology).
- Uses a new icon and image set which comes from Service Desk 5.0. Does not support customizing icons or adding new icons.

Target Audience

This guide is intended to give a description of the changes in Client 2008 compared to previous Service Desk 4.5 client. This guide assumes that the reader is familiar with Service Desk 4.5, up to and including Service Pack 23. Information is task-oriented and does not always describe exactly how some features work.

2 Installation and Upgrade

Technology

Client 2008 is completely Sun Java-compliant. It was built using Java 2 Standard Edition version 1.5. Microsoft Java was completely removed from Client 2008.

Installation and Configuration

For detailed instructions on installing and configuring Client 2008, see the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

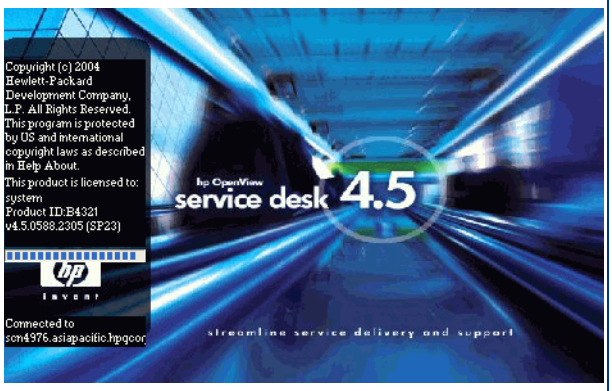
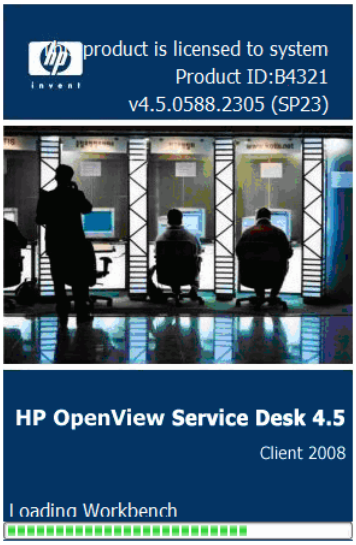
Upgrade

For detailed instructions on upgrading Client 2008, see *Chapter 5: Upgrading Client 2008* of the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

3 Layout Differences

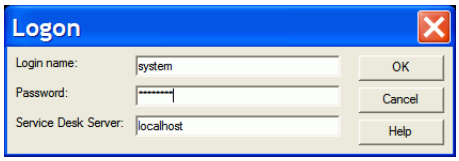
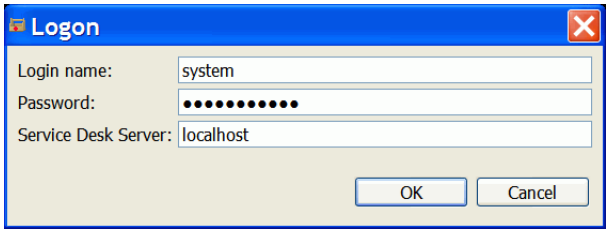
Startup Window

When you start Client 2008, the following startup window appears:

Previous Client	Client 2008
	

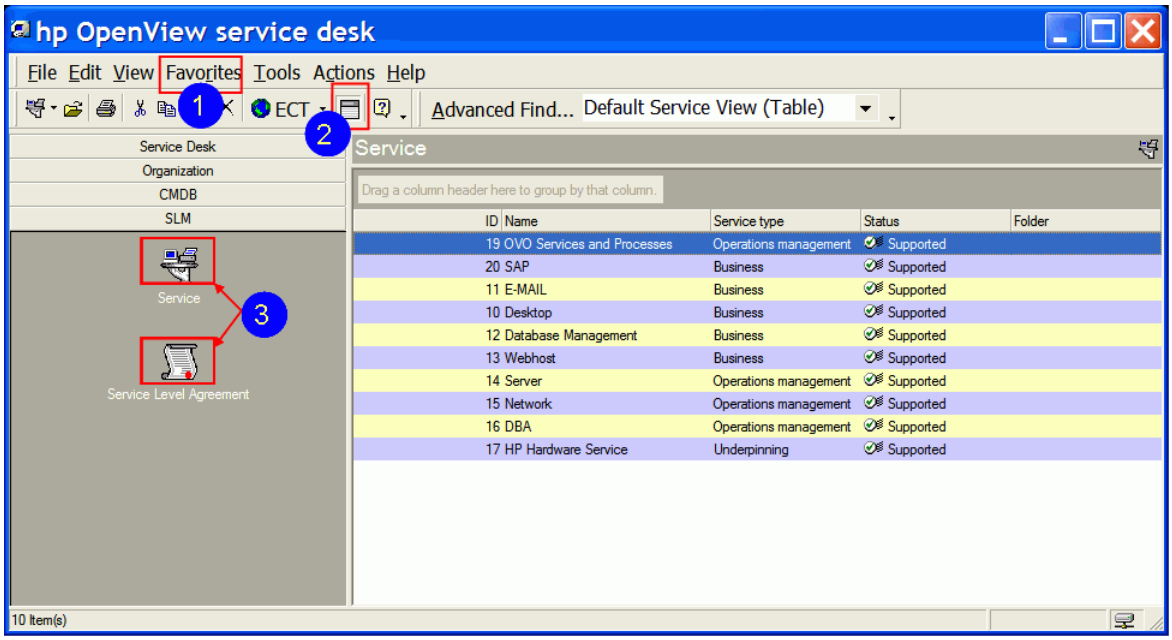
Logon Window

If you select the **Display Logon Screen On Startup** option in the General tab of the General Settings window (accessible from **View** → **Administrator console** → **System panel** → **General Settings**), then restart Client 2008, the Logon window appears.

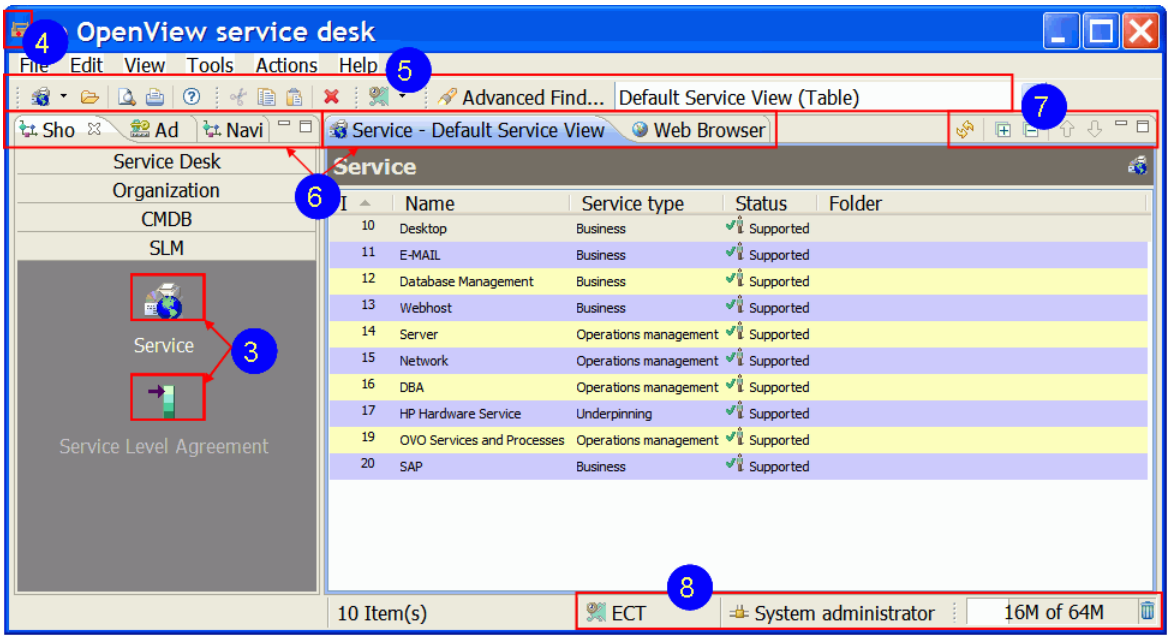
Previous Client	Client 2008
	
	• Slight change in layout: OK and Cancel buttons moved down; Help button no longer available.

Client Window

The previous client window looked like the following:



The new Client 2008 window looks like the following:



The client window has the following changes with corresponding numbers marked on the above screenshots:

1 **Favorites** menu not available in the Client 2008 window.

2 **Group by Box** not available in the toolbar of the Client 2008 window.

3 All shortcuts have new icons in Client 2008.

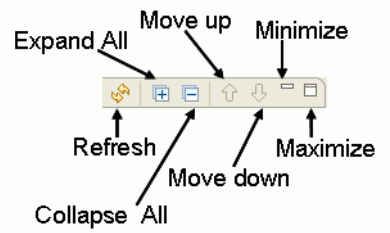
4 Client 2008 has a new client icon.

5 All Client 2008 toolbar items have new icons.

6 Client 2008 has new tabbed views.

7 Client 2008 has the following new view control items:

- Refresh
- Expand All
- Collapse All
- Move up
- Move down
- Minimize
- Maximize



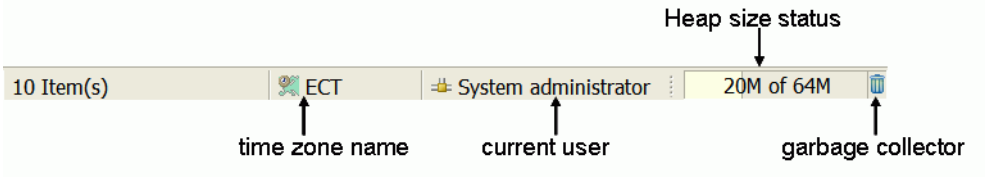
8 The following status bar items were added to Client 2008:

— Time Zone name: Displays the current time zone.

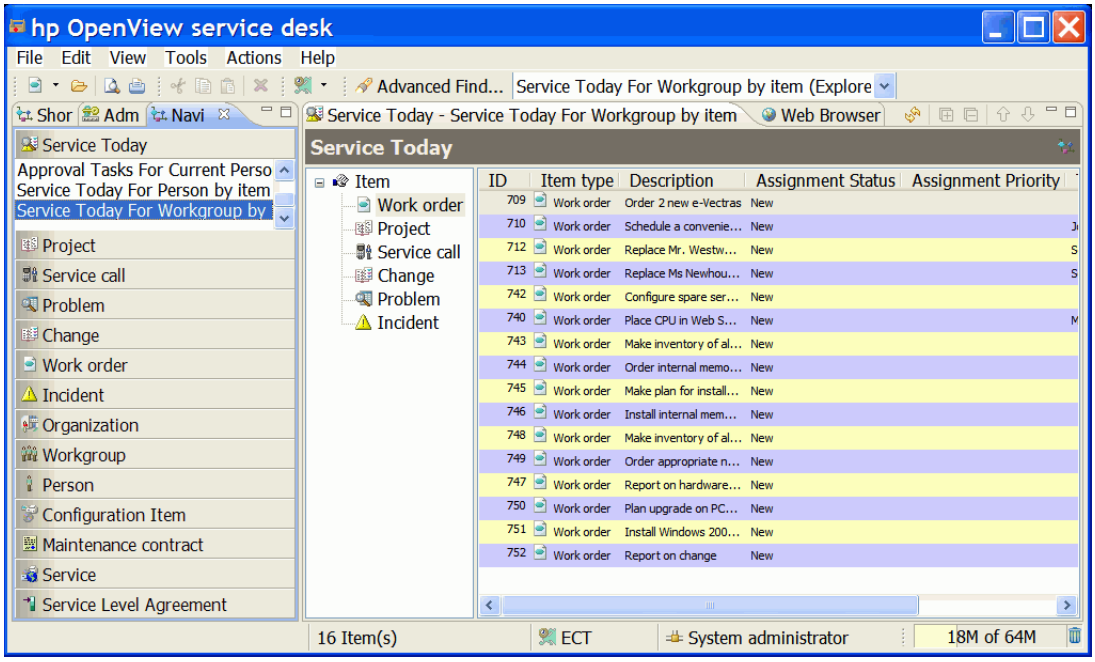
— Current user: The current user that is connected to the Service Desk server.

— Heap size: The first number shows the current memory allocated. The second number (max) shows the biggest memory that was ever allocated by the client. The third number (visible only in the tooltip) shows the maximum memory available for the client (it is configured in the client settings).

— Garbage collector: Click it to start Java garbage collection. Java will release unused memory.

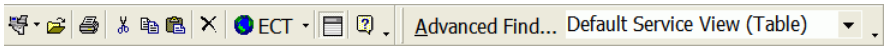


9 Client 2008 has a new navigation pane. You can enable the navigation pane by clicking **View** → **Navigation**. It presents all items. When an item is selected, then all views of this item are listed.

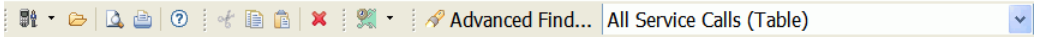


Toolbar

Previous Client



Client 2008

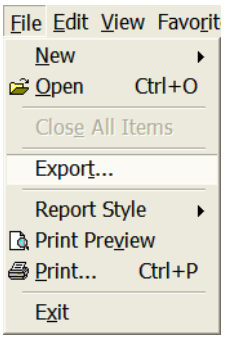
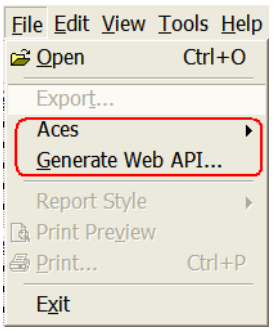
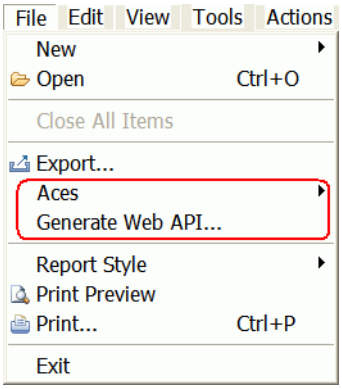


In Client 2008:

- The toolbar cannot be customized.
- The toolbar becomes active when Data View or an item is selected.
- Group by Box in the Toolbar of the previous client is not available.

Menus

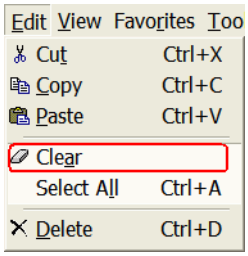
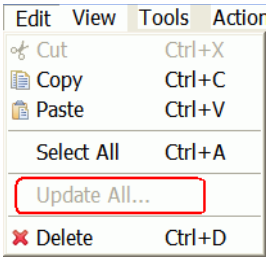
File Menu

Previous Client		Client 2008
Client File Menu	**Administrator Console File Menu**	
		

In Client 2008:

- Open - Active only if an item is selected in the view.
- Merged from the File menu of the Administrator console of the previous client:
  - Aces
  - Generate Web API

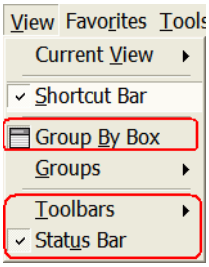
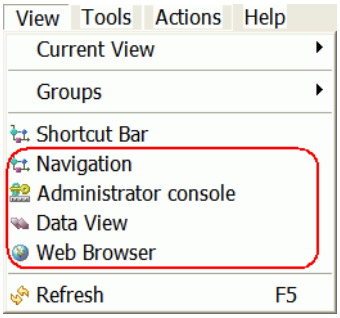
Edit Menu

Previous Client	Client 2008
	

In Client 2008:

- Clear - Not available. This button has no use in Client 2008.
- Update All - Moved from the Tools menu of the previous client to the Edit menu of Client 2008.

View Menu

Previous Client	Client 2008
	

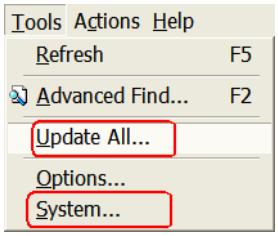
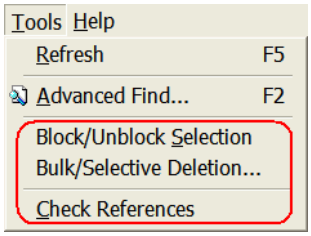
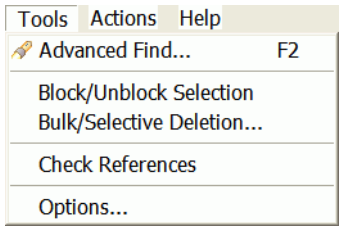
In Client 2008:

- The following menu options in the previous client are not available in Client 2008:
  - Group By Box
  - Toolbars
  - Status Bar - It is moved to the bottom of Client 2008 window.
- Client 2008 has the following new options added in the View menu:
  - Navigation - Select this option to enable the navigation pane.
  - Data View - Select this option to set the window focus on the data view pane.
  - Administrator console - Select this option to enable the administrator console pane. It is no longer a separate window as in the previous client.
  - Web Browser - Refer to Web Browser on page 41 for more information.
  - Refresh - Moved from the Tools menu of the previous client to the View menu of Client 2008.

Favorites Menu

Not available in Client 2008.

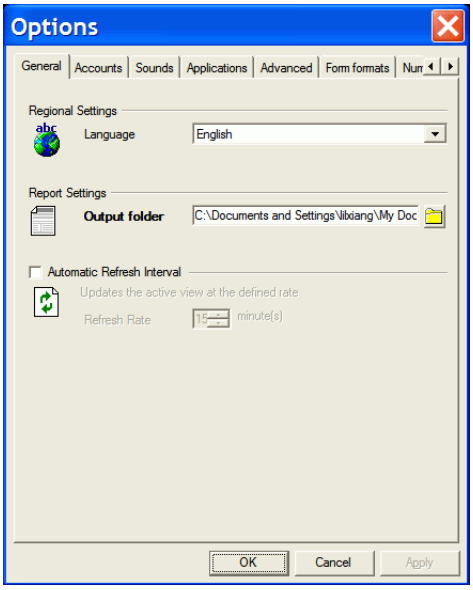
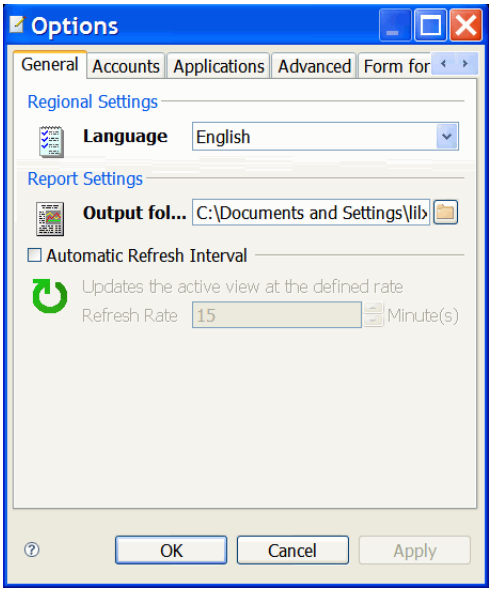
Tools Menu

Previous Client		Client 2008
Client Window Tools Menu	**Administrator Console Tools Menu**	
		

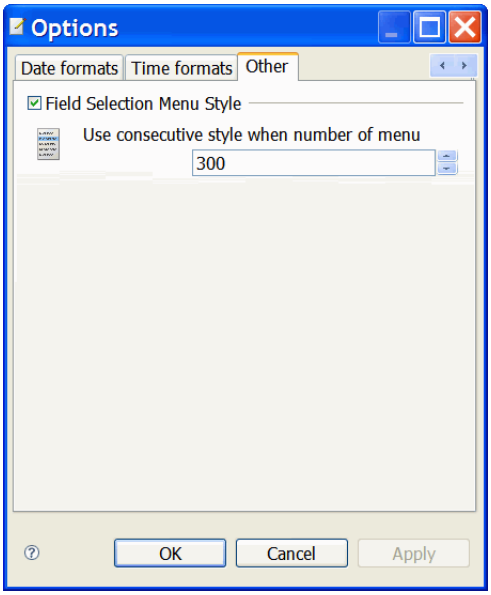
In Client 2008:

- System - No longer available. The Administrator console is not a separate window anymore. You can enable it in the View menu, if you have appropriate rights.
- Update All - Now it is available in the Edit menu.
- The following items were merged from the Tools menu of the Administrator Console window of the previous Client:
  - Block/Unblock Selection
  - Bulk/Selective Deletion
  - Check References

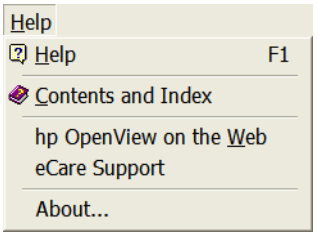
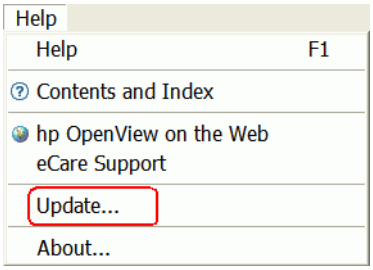
Options Window

Previous Client	Client 2008
	

- The Options window of Client 2008 (accessible from **Tools** → **Options**) has the following changes:
  - Sounds tab - Not available in Client 2008.
  - Advanced tab
    - Form Cache option is not available.
    - Field Selection Menu Style option moved to the new tab Other.
  - Other tab - This is a new tab in the Options window of Client 2008.



Help Menu

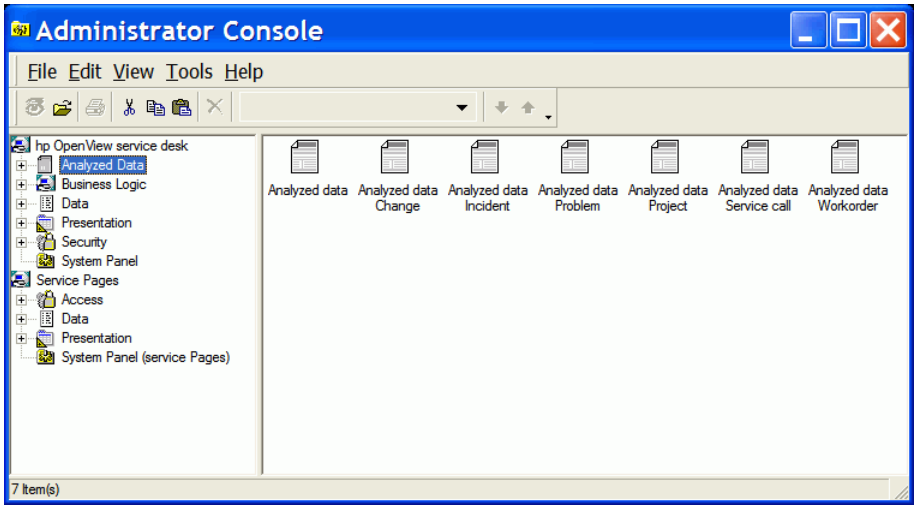
Previous Client	Client 2008
	

In Client 2008:

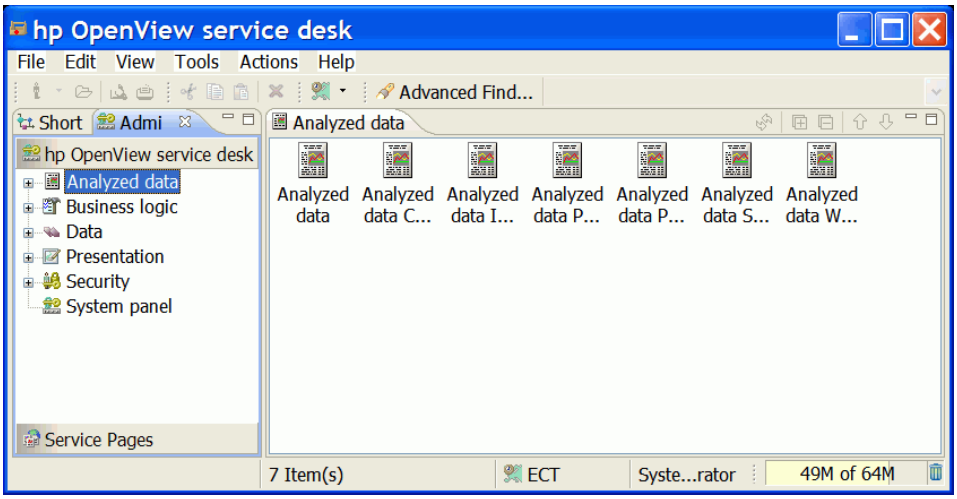
- Update option is new in Client 2008. It allows you to upgrade Client 2008 or to install hotfix. For more information about upgrading Client 2008, see the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

Administrator console

Previous Client



Client 2008



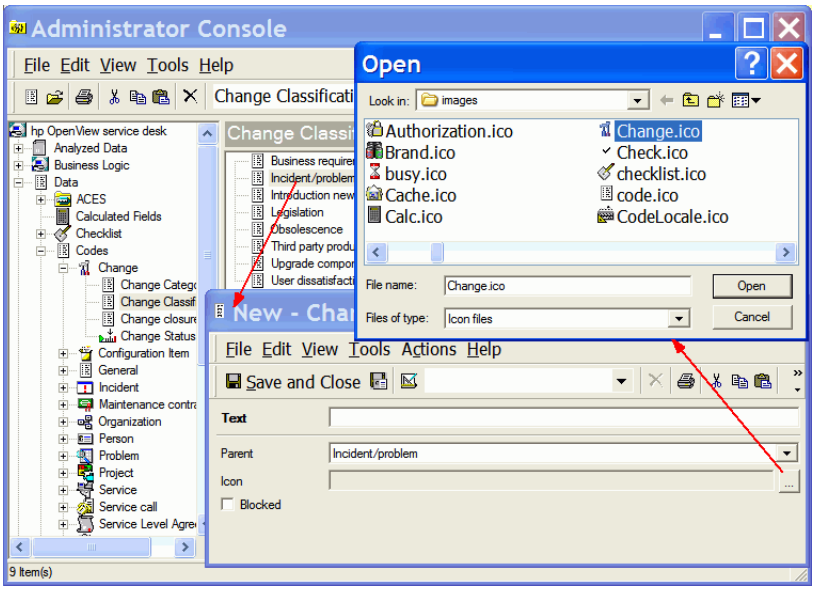
- You can access the Administrator console in the same Client window from the View menu if you have administrator rights.
- No longer a separate window.
- Nodes in Administrator console are not sorted alphabetically in Client 2008.
- No Service Pages node. Service Pages is in a new group.
- Icons (of nodes) are different in Client 2008.

Changes to specific nodes:

- Business logic
  - **Database rules** and **UI rules**: Records in the view are not folded to the next line in Client 2008
- Data
  - Codes: Code icons cannot be imported from a file.

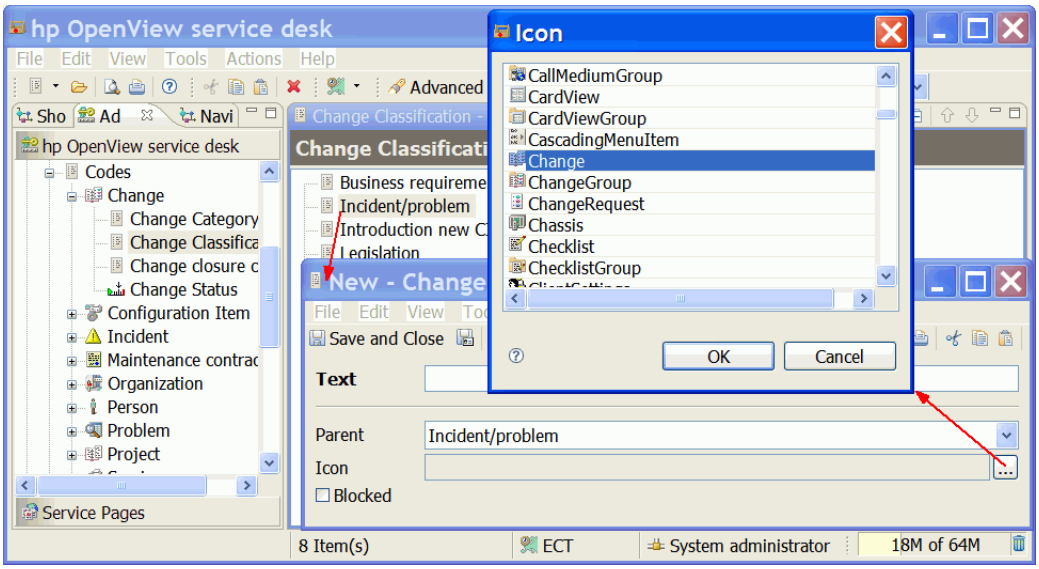
    In the previous client, when you go to **Data** → **Codes** → (choose a code) → (create a new code), then click the Quick Find button for the Icon field, you can select any icon from a file to customize it for each code.

Previous Client



In Client 2008, you can only select icons from a predefined icon list.

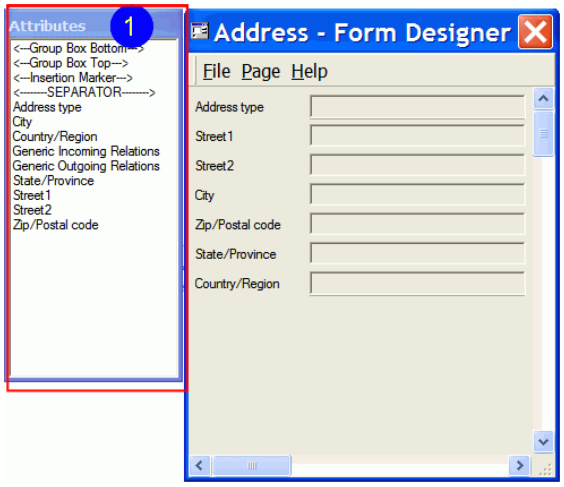
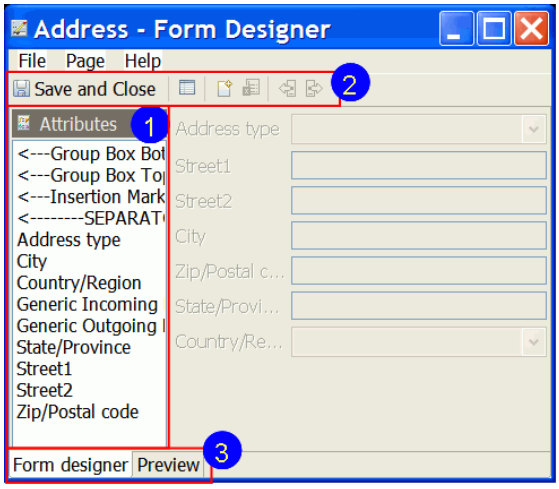
Client 2008



In Client 2008, icons customized in the previous client (imported from a file) are not visible.

- Presentation:
  - The Shortcut bar is not available. It is not supported in Client 2008.
  - Forms - Form Designer

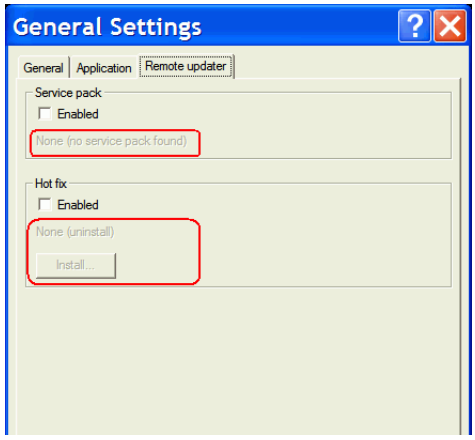
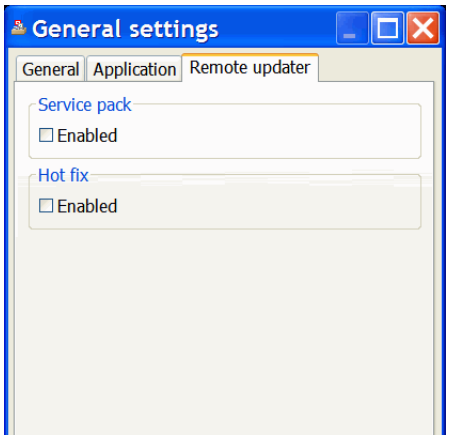
When you go to **Administrator console** → **Forms** → (choose a form) → (double click an item in the view), a form designer appears:

Previous Client	Client 2008
	

  - The Attributes window is no longer a separate window in Client 2008. It is incorporated as a part of the Form Designer window.
  - Client 2008 has a toolbar for forms with icons for commonly used items included for easy use.
  - New preview function is added, accessible from the Preview tab.

- System panel
  - General Settings - Remote updater

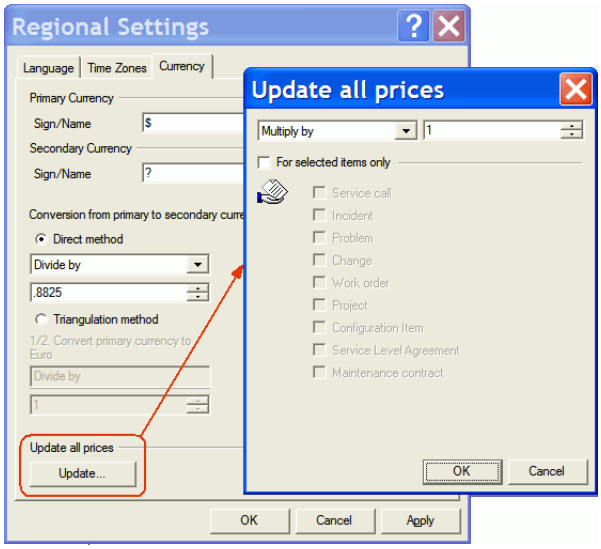
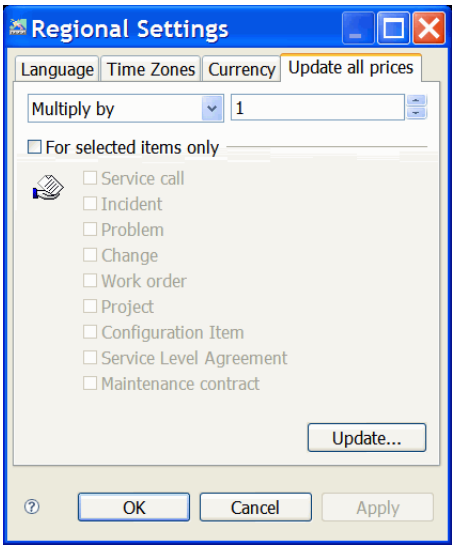
    The status information and the Install button in the previous client are not available in Client 2008.

Previous Client	Client 2008
	

  - Functionality is also different. For more detailed information, see *Chapter 5: Upgrading Client 2008* in the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

— Regional Settings

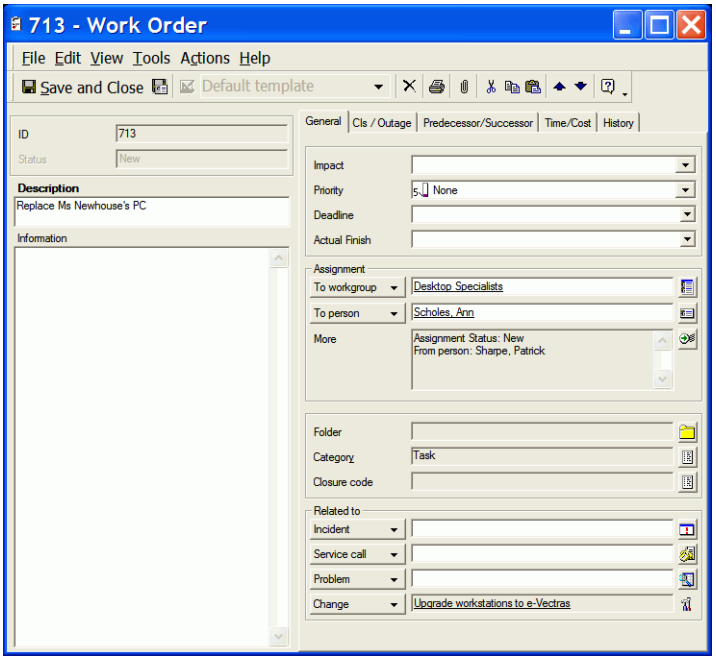
– Update all prices is a new tab in the Regional Settings window of Client 2008.

Previous Client	Client 2008
	
— Access this functionality by clicking **Update** on Currency tab.	— Access this functionality from the new tab directly.

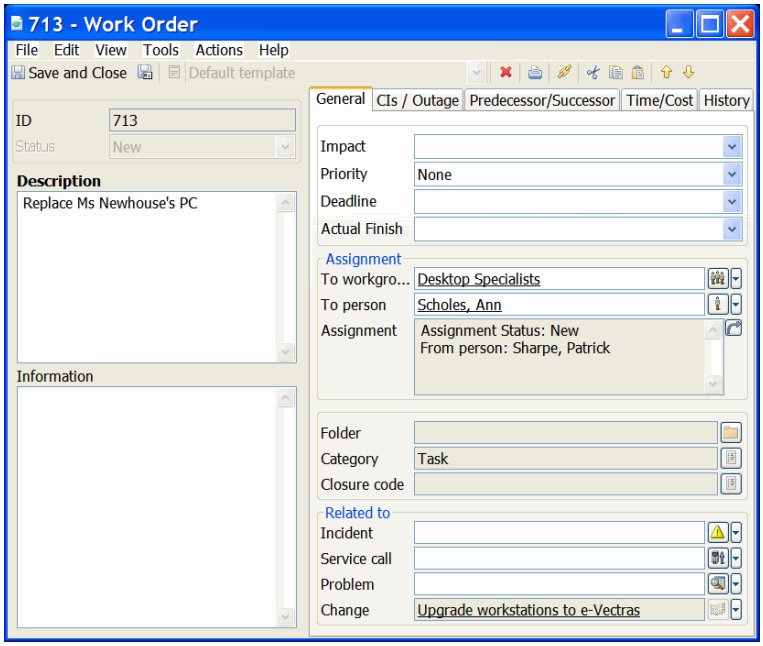
4 Forms

Forms in Client 2008 are very similar to the ones in the previous client. There are not many changes. This chapter lists general differences, differences in fields, and differences in attachment fields.

Previous Client



Client 2008

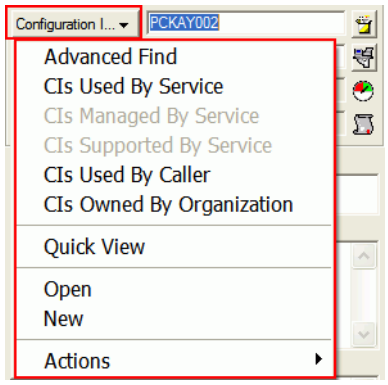
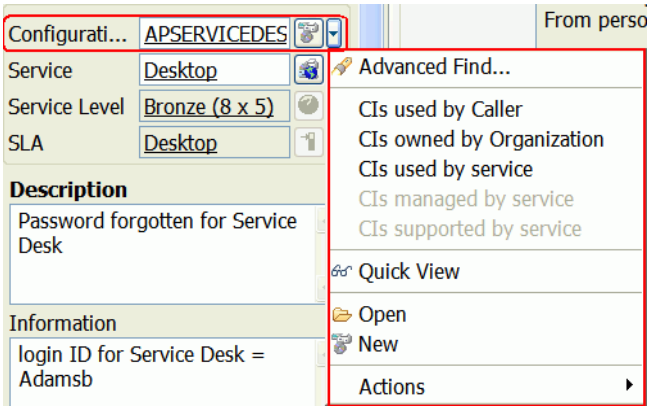


- New look and feel of forms.
- New icons for toolbar items.
- New context menu options are available for some fields.

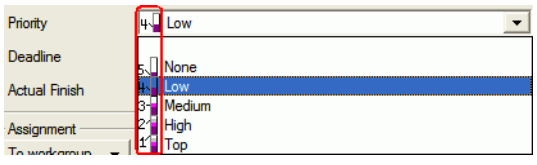
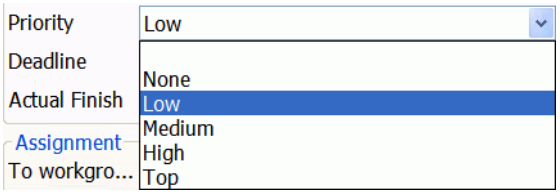
Form Fields

- Drop-down menu button:

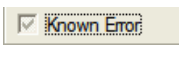
  In Client 2008, drop-down context menu options are available by clicking the small arrow next to the Quick Find button.

Previous Client	Client 2008
	

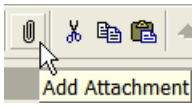
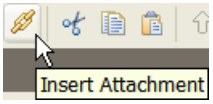
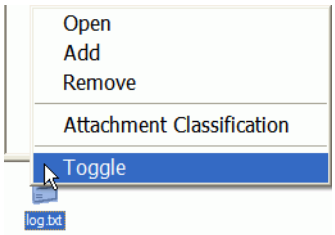
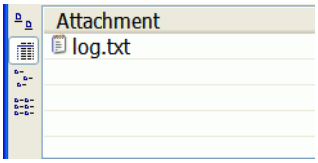
- New icons for Quick Find buttons.
- Sort order of the items in the drop-down menus is different.
- No icons in combo box: for example, Priority field in Service Call item.

Previous Client	Client 2008
	

- Boolean fields - The check box image with “none” state is different than in the previous client.

Previous Client	Client 2008
	

Attachment Fields

Previous Client	Client 2008
	
	

In Client 2008:

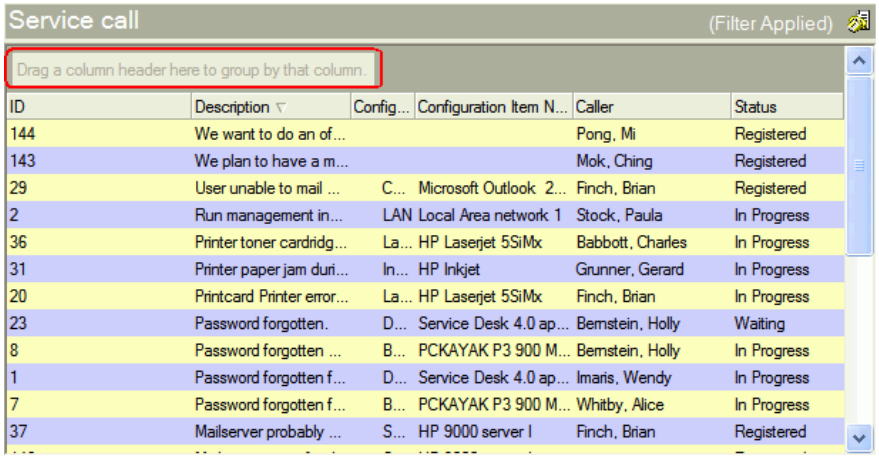
- The icon and screen tool-tip is a bit different.
- Four views are available for the attachment. In the previous client, you can right-click on the attachment and select Toggle to switch to another view.

5 Views

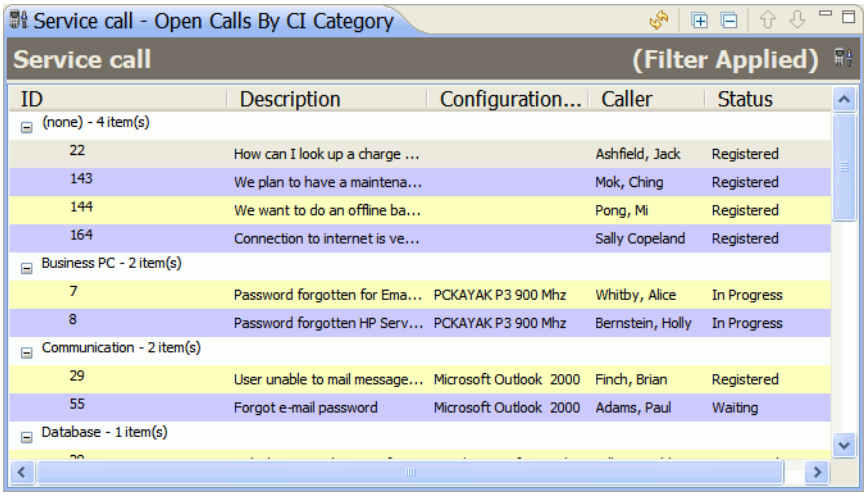
Client 2008 contains all types of views that were available in the previous client. Most views are very similar, only chart views incorporated many changes. This chapter discusses the differences in views in details.

Table View

Previous Client



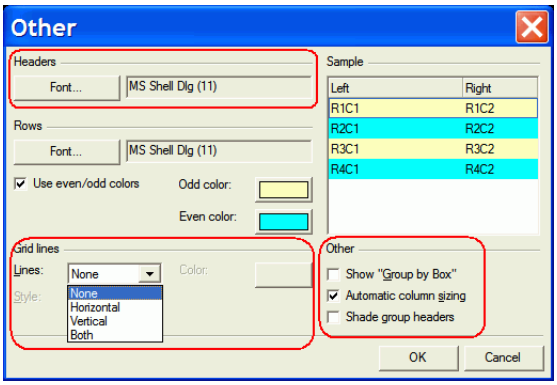
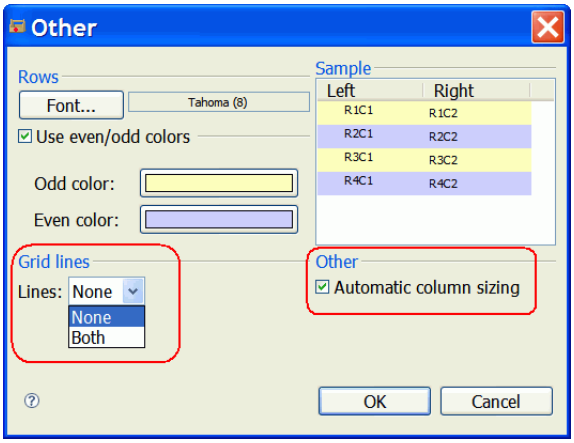
Client 2008



In Client 2008:

- Records cannot be grouped by dragging and dropping a column header.
- “Group items” takes only one column instead of one row in the views.

- View settings differences

Previous Client	Client 2008
	

Go to **View** → **Current View** → **Customize Current View** → **Other**, the Other window which contains view settings will appear.

The following view setting differs in functionality:

— Automatic column sizing

  In Client 2008 this setting is used to remove any empty end column in the Table view. In the previous client, this setting is used to ensure that all columns are displayed in the screen. You do not have to adjust the horizontal scroll bar to view all columns.

The following view settings are not available in Client 2008. This is a limitation.

— Headers - Font

— Grid Lines

  – Horizontal and Vertical options not available for Lines.

  – Style and Color settings not available.

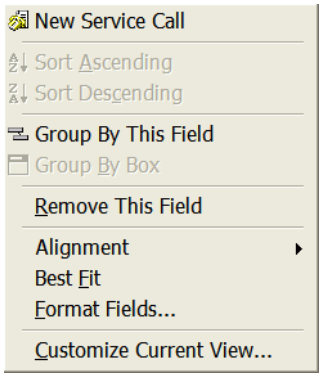
— Other – The following options are not available in Client 2008:

  – Show “Group by Box”

  – Shade group headers

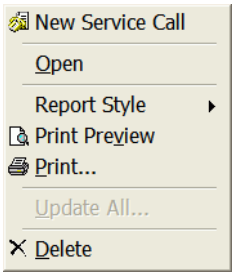
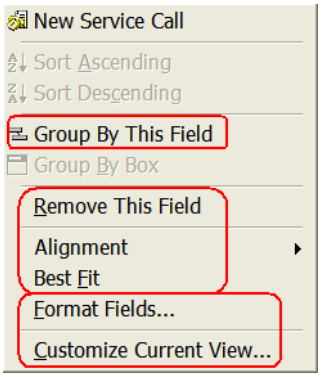
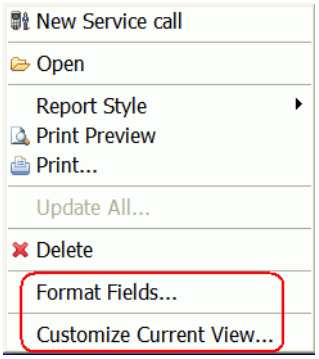
Context Menu

- The context menu in the previous client is not available in Client 2008 when you right click on a column header. This is a limitation.



- The view context menu (when you right click on a record or in the views) includes Format Fields and Customize Current View options from the column header context menu of the previous client.

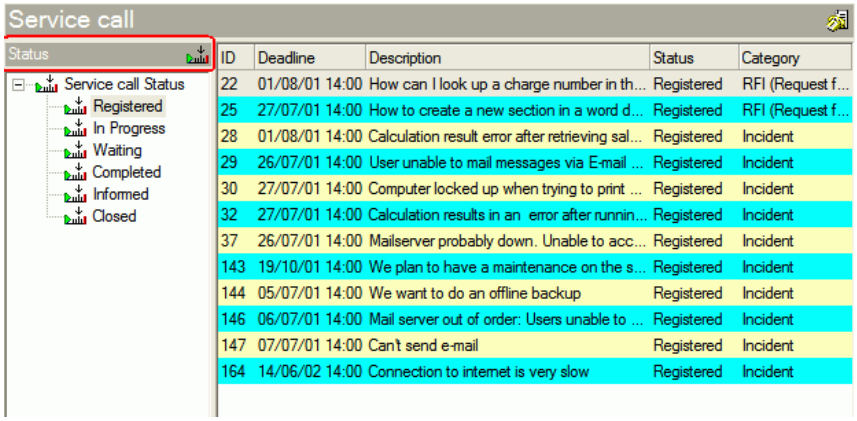
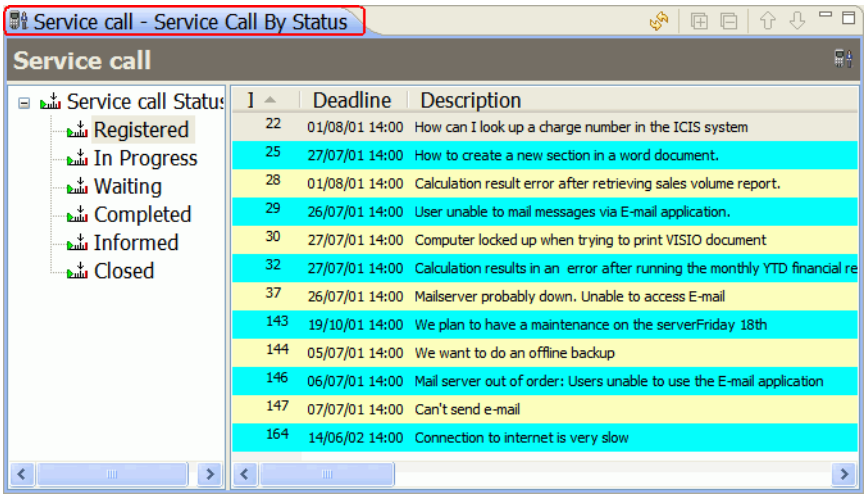
  The following menu options are not included: Group By This Field, Remove This Field, Alignment, and Best Fit.

Previous Client		Client 2008
Right click on a record	**Right click in the view**	
		

View Menu

- The Group by Box option is not available in the View menu and view settings. This is a limitation. See View Menu on page 16 for more information.

Explorer View

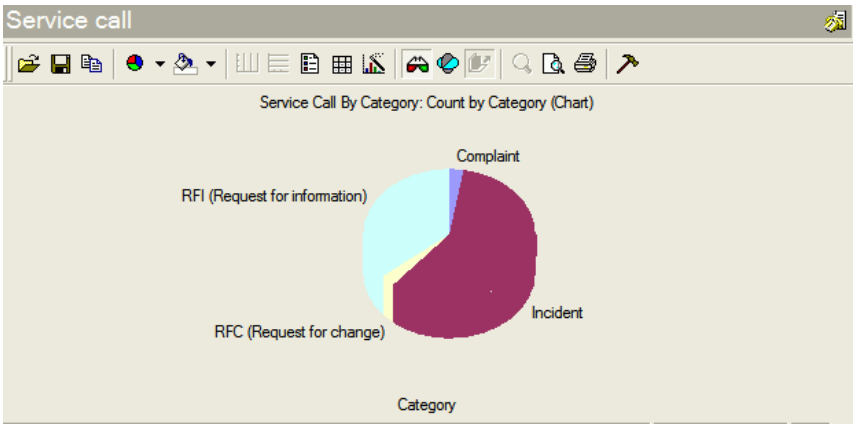
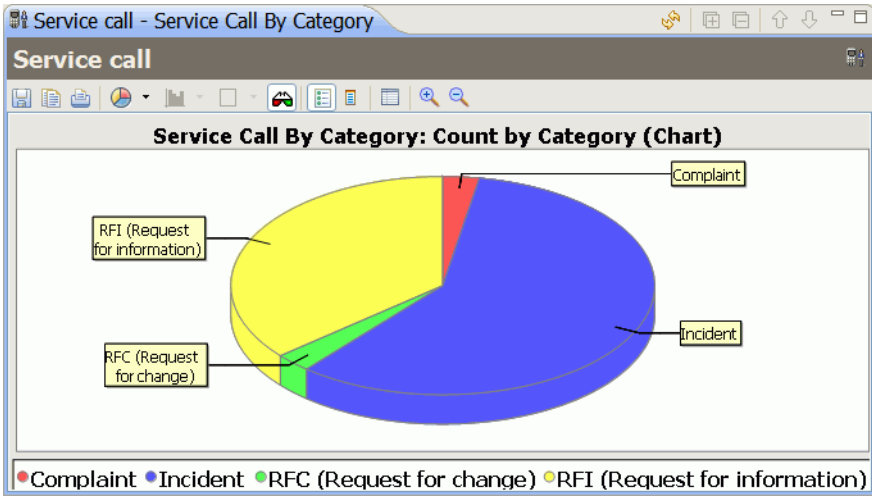
Previous Client	
Client 2008	

In Client 2008:

- The current view name is displayed in the view tab header instead of in the field above the tree (as marked out on the above screenshots).
- In the explorer views, after you right click on the table, and then in the context menu click **Customize Current View** → **Other**, you get other Table View settings instead of Explorer View settings. This is new in Client 2008. The Customize Current View option is not available in the previous client context menu.

  To access Explorer View settings, go to View menu (**View** → **Current View** → **Customize Current View** → **Other**).

Chart View

Previous Client	
Client 2008	

The Chart View function in Client 2008 differs from the previous client. In Client 2008, the Chart View is implemented using the open source component JFreeChart (**www.jfree.org/jfreechart/**). The previous client uses the ChartFX ActiveX component.

The major difference in the technology means there are many differences in the chart views between the previous client and Client 2008. Client 2008 maintains most of the useful functionalities available in the previous client chart views.

Overall Differences

Client 2008 implements most of the graph types available in the previous client. The following table shows the Graph Types differences between the two clients:

Table 1 Chart View Graph Type Differences

Previous Client	Client 2008
Line	Yes
Area	Yes
Curve	No
Area-curve	No
Step	Yes
Bubble	No
Scatter	Yes
Bar	Yes
Gantt	Yes
Cube	No
Candlestick (Column)	No
Open-High-Low-Close	No
High-Low-Close	No
Pie	Yes
Doughnut	No
Pareto	No
Pyramid	No
Radar	Yes
Contour/Spectral	No
Surface	No

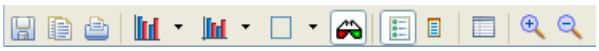
Colors cannot be displayed in chart views on Windows 2000 Terminal Service which only has 256 colors.

Differences in the Chart View Toolbars

In Client 2008, the toolbar for chart views differs from the previous client:

Previous Client

Client 2008



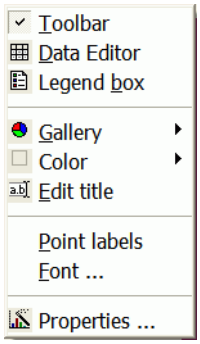
The Client 2008 toolbar provides the following functions: Save, Copy, Print, Graph Type, Stack Type, Grid Type, 3D or 2D, Legend, Point Label, Option, and Zoom In / Zoom Out.

Functional differences in the toolbar are as follows:

- The tooltip format in the toolbar is different.
- The following options are not available in the toolbar - Client 2008 does not provide these functions in Chart view:
  - Print Preview;
  - Data Editor;
  - Rotate
  - Z-clustered

No Context Menu in the Chart View of Client 2008

Chart FX of the previous client provides a context menu as shown below. In Client 2008, the Chart View does not provide a context menu. These functions are no longer available.



The following functions are no longer available:

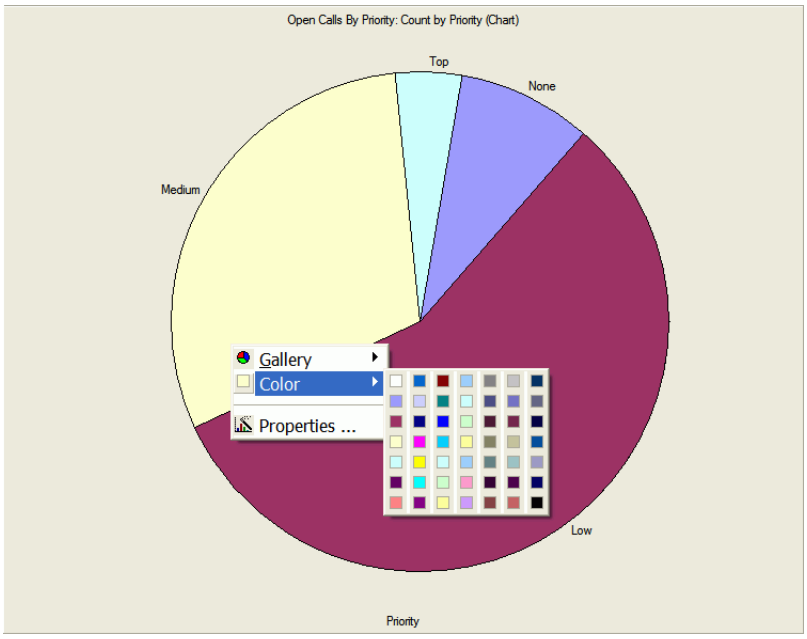
- No Data Editor function in the Chart View.
- Cannot edit the title using the context menu in Chart View.

  You cannot edit the title directly in the view. But, you can edit the title through the Chart Properties window (accessible by clicking **Properties** button in the view toolbar) or through View settings dialogue box (**View** → **Current View** → **Customize Current View** → **Other** → **More** → **Title**).
- Point labels are available, but the font cannot be customized.

  Point labels can be selected through the Chart view toolbar; Client 2008 uses the default (system fonts) for chart labels.
- Color settings not available for charts.

  In the previous client, you can customize the color for a chart slice by right clicking on the chart as shown below. In Client 2008, the color of a chart slice cannot be customized.

Previous Client



- The background color for the Chart View cannot be customized directly in the view, but can be set through the Chart Properties window (accessible by clicking **Properties** in the Chart View toolbar, then go to **Other** → **Background Paint**).

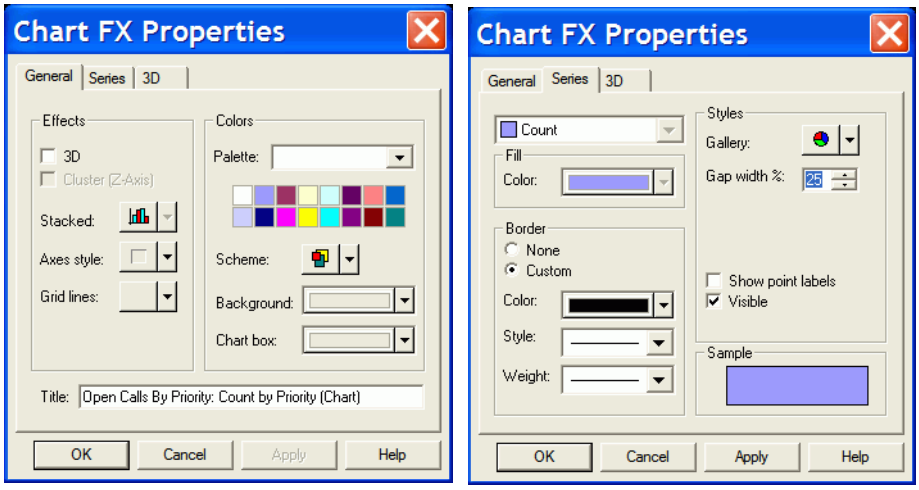
Differences in Open and Save Functions

In Client 2008, the Open function is not available. In the previous client, the Open function opens the Chart FX resource files (Chart FX files and templates).

In Client 2008, the Save function saves a chart as an image file. In the previous client, the Save function saves the chart as a resource file.

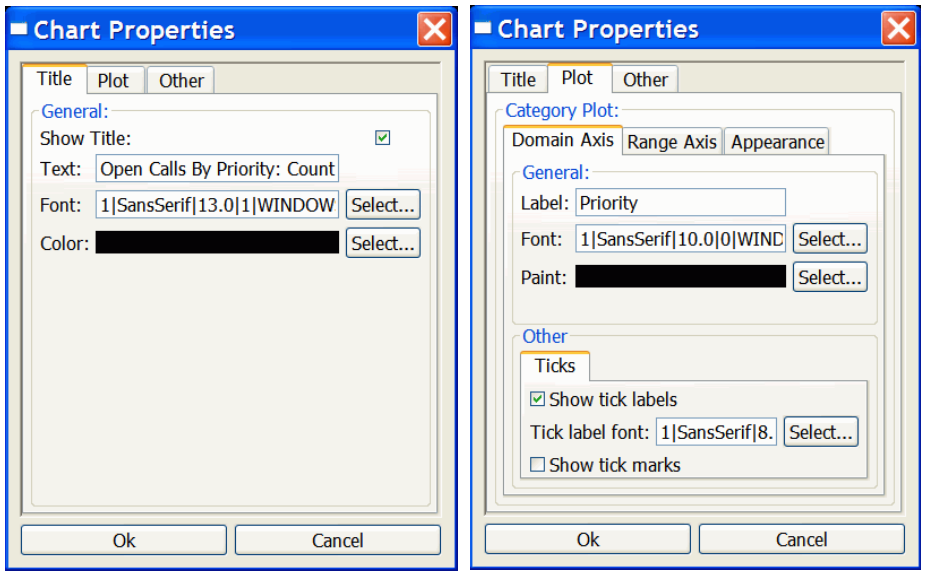
Differences in Chart Properties

Chart FX Properties windows in the previous client are as follows:

Previous Client	

You can set most of the Chart FX properties in the Chart FX Properties windows. See the previous client for details about these functions.

In Client 2008, the Chart Properties windows are totally different:

Client 2008	

The following Chart properties in Client 2008 are new:

Title

You can set Title properties in the Title tab of Chart Properties window:

- General
  - Show Title – Use to show the title or not.
  - Text – Use to provide title text for a Chart view.
  - Font – Use to set font for the Chart view title.
  - Color – Use to set color for the Chart view title.

Plot

Plot properties vary with Graph Types:

- Domain Axis
  - Label – Use to set the label for the X-Axis.
  - Font – Use to set the font for the X-Axis label.
  - Paint – Use to set the color for the X-Axis label.
  - Show tick labels – Use to show labels' tick or not.
  - Tick label font – Use to set the font for the tick label.
- Range Axis
  - Label – Use to set the label for the Y-Axis.
  - Font – Use to set the font for the Y-Axis label.
  - Paint – Use to set the color for the Y-Axis label.

- Ticks
  - Show tick labels – Use to show labels' tick or not.
  - Tick label font – Use to set the font for the tick label.
- Range
  - Auto-adjust range – Use to auto-adjust the range or not.
  - Minimum range value – Use to set the minimum range value.
  - Maximum range value – Use to set the maximum range value.

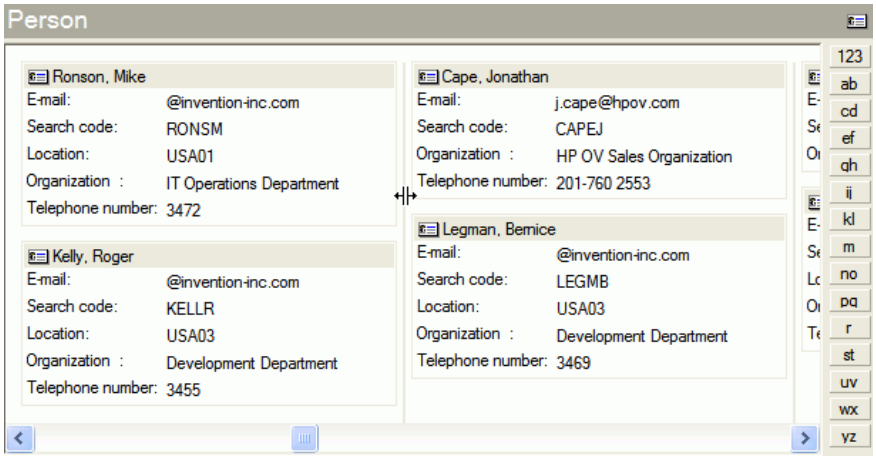
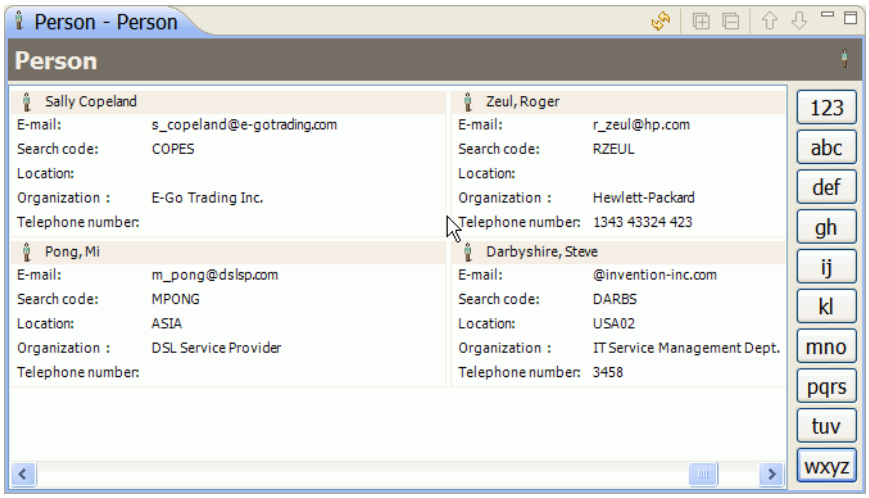
- Appearance
  - Outline stroke – Use to set the style of outline stroke for the chart.
  - Outline paint – Use to set the color of outline stroke for the chart.
  - Background paint – Use to set the background color for the chart.
  - Orientation – Use to set the chart orientation.

Other

- Draw anti-aliased – Use to draw the chart in anti-aliased mode.
- Background paint – Use to set the background color for the Chart view.

Settings in Properties dialogue box are not saved, so all the changes you made will be lost once you restart the Client.

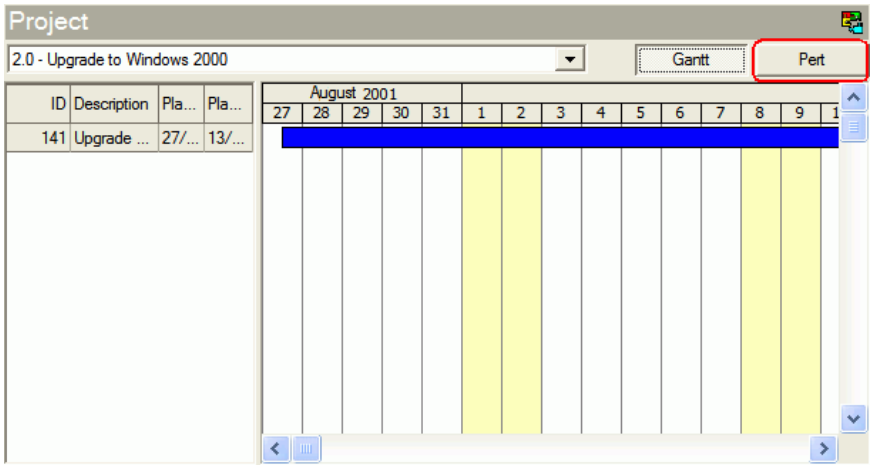
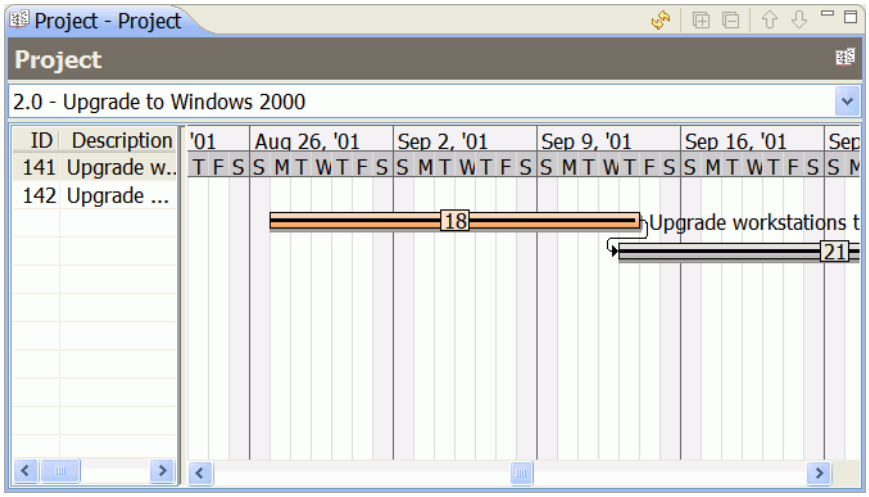
Card View

Previous Client	
Client 2008	

In Client 2008:

- Empty fields are also shown. This causes all cards have the same height.
- The field label is truncated if the field space is not enough, and no ellipses are appended to the label. The label has no tooltip.
- The drag line is not available to resize the card width. You can set card width in Card View settings (**View → Current View → Customize Current View → Other**).

Project View

Previous Client	
Client 2008	

Differences:

- No Pert view in Client 2008.
- The project schedule is weekday based in Client 2008. In the previous client, it is day based.

System View

The System View in Client 2008 is the same as in the previous client.

Web Browser

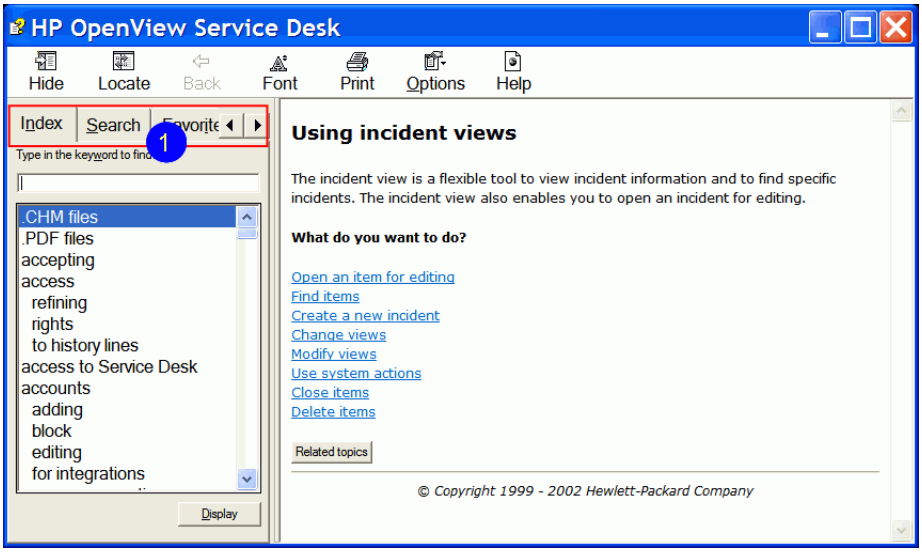
Client 2008	

- You can enable it by clicking **View** → **Web Browser**, and then open a Website in this view.
- The Web Browser tab has navigation buttons and an address field (like a real browser).

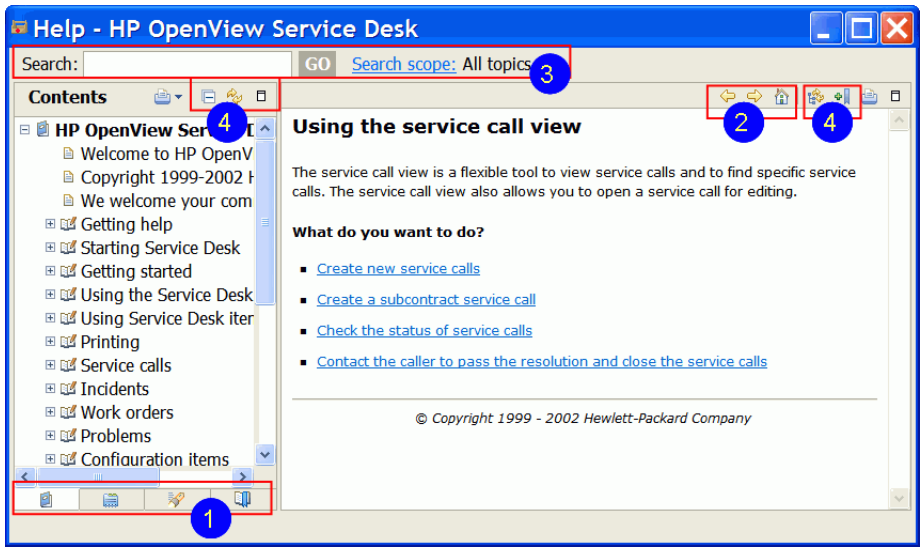
6 Online Help

The Online Help in the previous client is built with Microsoft Help system in CHM format. In Client 2008, the Online Help is built with the Eclipse help system. The following are the differences.

Previous Client



Client 2008



In Client 2008 (corresponding numbers are marked in the screenshots above):

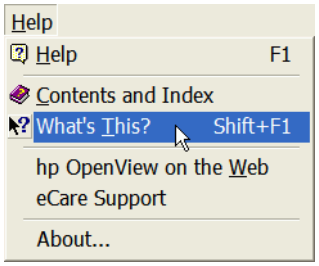
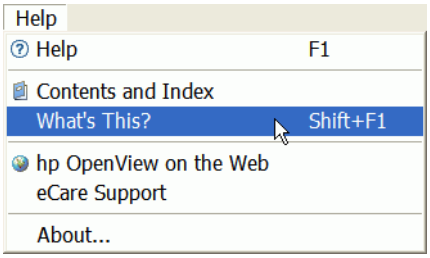
1 Navigation tabs are located at the bottom of navigation pane instead of the top. No labels, just icons.

2 Navigation buttons are in a different place, also look different (Back, Forward, Home).

3 The Search field and Search scope are always on the top.

4 The following are new buttons: Collapse All / Expand All, Refresh / Show Current Topics, Maximize / Minimize, Show in Table of Content, Bookmark Document.

What's This Function

Previous Client	Client 2008
	

It displays the description of the field that is currently active/selected. In the previous client you can also use “What's this” to point a field.

7 Localization

Client 2008 reused the localization (L10N) mechanism of the previous client. No extra language pack is needed for Client 2008. For most functions in Client 2008, a localized version can be enabled by adjusting the language setting. You can go to **Tools** → **Options** → **General** → **Language**, select the language of your choice, and click **OK**.

You should restart Client 2008 after you change the language settings. In the previous client, it is not necessary to restart the client.

For the following functions, you need to modify the startup parameter to enable a local language:

- Progress hints in the startup window or login window
- Popup menu of views and navigation bars
- Heap status bar
- Upgrade manager window
- Online help browser

The language displayed for these functions depends on the language settings in the Windows operation system by default. If you choose a language in Client 2008 that is different from the language settings of the operating system, you get a mixed-language client UI.

If you want the client UI to display in a language that is different from the operating system language setting, you must add a startup parameter in the Command line or modify the Configuration file (`servicedesk.ini`).

Command line

You can add parameter **`-nl <language_ID>`** to the following command line or shortcut:

`#servicedesk.exe -nl zh_CN`

See Table 2 on page 46 for a list of language IDs available.

Configuration file

Modify the `servicedesk.ini` configuration file (present in <*Client_HOME_DIR*>\ directory) to add the language ID of your choice at the end of the file. For example, add **`zh_CN`** for simplified Chinese as shown in the following example:

```
-application
com.hp.sd.eclipse.application
-clean
-nl
zh_CN
```

Table 2 Language ID Parameters

Language	ID Parameter
Dutch	nl
English	en
French	fr
German	de
Japanese	ja
Korean	ko
Spain	es
S-Chinese	zh_CN
T-Chinese	zh_TW

For more information about the configuration file, see *Chapter 4: Configuring Client 2008* of the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

8 Performance

Form Cache

The Client 2008 cache mechanism does not include the form cache. The main purpose of form cache is to save the time/cost for reconstructing the UI component. However, this is not an issue in Client 2008. The cost of creating the UI component is not high. No problem is expected because hardware requirements for Client 2008 are higher than for the previous client. As a result, performance should not be affected by lack of cache.

Memory Settings

Client 2008 allows you to set the java memory size. You can set the memory settings in the config files. See the *Troubleshooting* chapter of the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide* for more information about memory settings.

View Performance

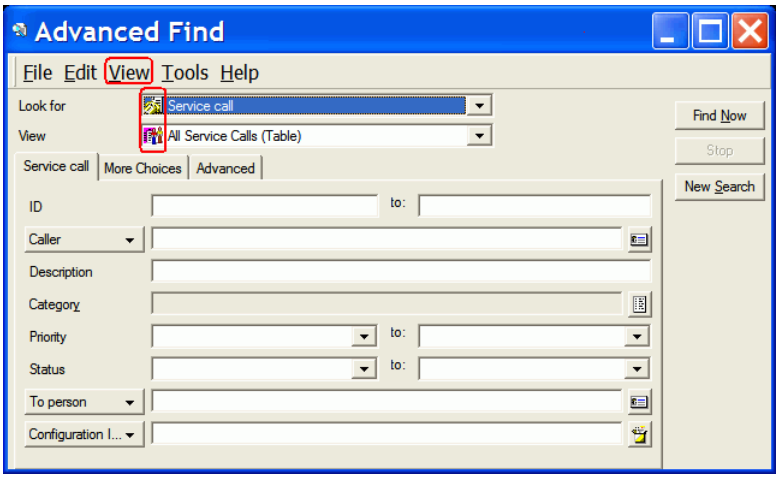
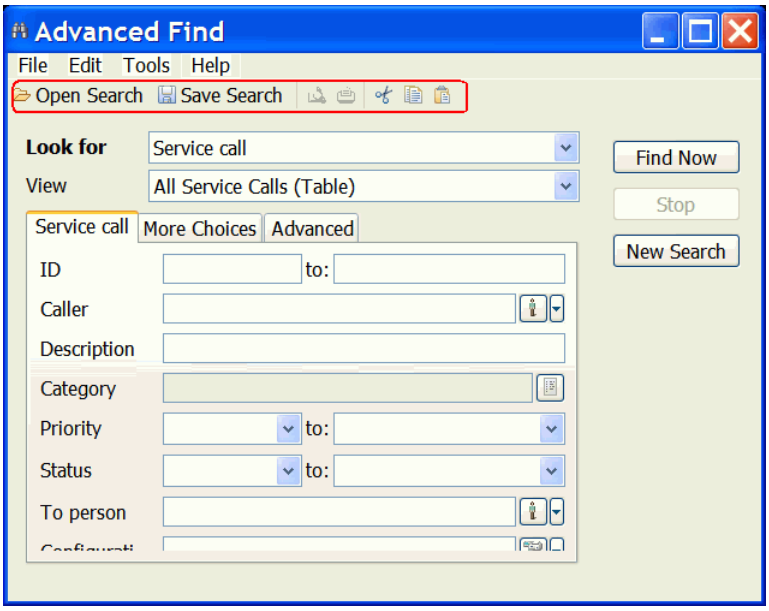
View performance of Client 2008 is slower than in the previous client. For more information about optimizing view performance, see the *Troubleshooting* chapter of the *HP OpenView Service Desk 4.5 Client 2008: Installation and Configuration Guide*.

9 Miscellaneous

Print

- Project view cannot be printed.
- Standard style print is not available in Client 2008.

Advance Find

Previous Client	
Client 2008	

In Client 2008:

- There is a new toolbar.
- The View menu (which has Status Bar option only in the previous client) is not available.
- The Status bar is always displayed. It cannot be disabled.
- Searching criteria are not stored. When Advanced Find is re-opened, it is empty.

Sd dataform

The functionality of Sd dataform in Client 2008 is similar to that in the previous client.

Bat Files

The previous client is started by running **`client.exe`**; Client 2008 is started by running the **`servicedesk.exe`** command.

The **`servicedesk.exe`** command does not support the following parameters which were supported in the previous client:

```
/SILENT
/STRESSTEST
/BENCHMARK
/VIEWTEST
/TOY
/OPENTEST
/INSERTTEST
```

A new command line option is available for **`servicedesk.exe`**:

`/DISABLEUPGRADE` - used for disabling the hotfix automatic upgrading in client.

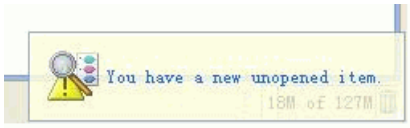
The following commands are not available in Client 2008:

```
SD45ViewRules.exe
AdjustSLWeight.exe
ViewAuditRules.exe
```

These commands are used by the Service Desk administrator. They can be found in previous client.

Assignment Notification Window

The assignment notification window is a new function in Client 2008. It appears on the right bottom corner when an item is assigned to the current user.



Function Keys

The functions of some of the hot keys are different. Table 3 lists the differences.

Table 3 Function Keys Differences

Function Key	Function Differences	
	Previous Client	**Client 2008**
Tab / Shift+Tab	You can switch forward/backward among all available fields and buttons in a form.	You can only switch forward/ backward among available buttons and non-descriptive fields in a form. To switch forward/backward among all available fields and buttons, press Ctrl+Tab / Ctrl+Shift+Tab.
Ctrl+Tab / Ctrl+Shift+Tab	You can switch forward/backward among the tabs in a form. Also, you can use left and right arrow keys to achieve the same function.	This pair of function keys is not supported. You can switch forward/ backward among tabs in a form by simply pressing left or right arrow keys.
Ctrl+T	When you create a new form, you can press Ctrl+T to launch template while your cursor is in an available field.	Not supported.