HP Service Manager

For supported Windows® and UNIX® operating systems

Software Version: 7.00

Accessibility Guide

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Documentation Updates

This manual's title page contains the following identifying information:

- Software version number, which indicates the software version
- Document release date, which changes each time the document is updated
- Software release date, which indicates the release date of this version of the software

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To find more information about access levels, go to:

h20230.www2.hp.com/new_access_levels.jsp

To register for an HP Passport ID, go to:

h20229.www2.hp.com/passport-registration.html

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1 Accessibility

The American Disabilities Act Section 508 standards describe requirements for United States government approved accessible software products for people with disabilities, including those with vision, hearing, and mobility impairments.

While Section 508 standards were developed with United States Federal government employees in mind, all organizations can benefit by ensuring that all employees can access and use software products successfully. This means that employees with disabilities have the tools they need to perform their jobs efficiently.

The HP Service Manager 7.0 accessible Web client meets the needs of the disabled user community. It is a fully functional client that can integrate successfully with assistive technology tools.

You can find more information about Hewlett-Packard compliance with Section 508 requirements and the Voluntary Product Accessibility Template (VPAT) on the Customer Support Web site.

Logging On to the Accessible Web Client

The accessible Web client URL includes parameters that control the look and feel of the client. Type this URL into your browser address field:

http://server_name:port_number/sm/accessible.do

Where:

The variable *server_name* is your server name.
The variable *port_number* is your port number.

Using the Web Client in Accessible Mode

You can use Service Manager in the Web client's accessible mode if you log in using an accessible URL. Table 1 lists how to use Service Manager in accessible mode.

Table 1 How to Use Accesible Mode Functions

Method	Action
Tabbing	To move the focus into a field, press the Tab key until it reaches that field. To return the focus to the previous location, press Shift+Tab.
Selecting text	To select text, use the standard operating system keystrokes.
Service Manager buttons	To access the button actions, press Enter when the focus is on the button. Alternatively, use the Service Manager keyboard shortcuts or Web client key bindings.
Text area	To tab to the next text area, press Tab in Internet Explorer or Shift+tab in Firefox. To tab to the previous text area, press Ctrl+Tab. To insert a tab character in a text area in Firefox, press the Tab key when the focus is in that text area.
Notebook tabs	To change notebook tabs, press the arrow keys. To open a notebook tab, move the focus to that tab and press Enter.

Table 1 How to Use Accesible Mode Functions (cont'd)

Method	Action
Check boxes	To change the value of a checkbox, move the focus to that checkbox and press the Space bar.
Radio buttons	To select a radio button from a group of buttons, press the Tab key until the focus is on one of the radio buttons. Then press the arrow keys until the focus is on the one you want to select.
Keyboard Shortcuts	The accessible Web client has a number of keyboard short cuts that you can customize for your use. See Web client default keyboard shortcuts on page 9 for more information.

Web client default keyboard shortcuts

Service Manager uses the following keyboard shortcuts in the Web client and Accessible Web client. System administrators can customize these shortcuts from the Web configuration file. See the Service Manager Help for more information.

Table 2 List of Web client default keyboard shortcuts

Task	Keyboard shortcut
Show or hide the System Navigator	ALT+N
Show or hide the Messages View window	ALT+M
Refresh the current screen and show the latest messages in the Messages View window	ALT+R
Print the current record or list	ALT+P
Display the Help server (if your system has a valid Help server URL)	ALT+I
Open the spell checker utility	ALT+C
Show or hide the About window.	ALT+O
Open the manage favorites utility	ALT+1
Add a favorite that links to the current record or list	ALT+2

Client Configuration Recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities that they address and the technology they support. HP strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. HP tests the HP Service Manager accessible Web client with several screen reader products; however, it is important that users perform due diligence to ensure that any accessibility tools integrate successfully with HP Service Manager.

Screen Readers

There are several popular screen readers. Among them are:

- JAWS™ by Freedom Scientific.
- Home Page Reader™ by IBM (for browser-based software products).
- Connect Outloud version 2.0 by Freedom Scientific has support for the Web, including Internet Explorer 5 and 6, and support for Adobe™ Acrobat™ Reader 5.0.

JAWS

HP Service Manager 7.0 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the Service Manager Web client. Visually or hearing impaired users can use the Service Manager web client with the out-of-box configuration. If you customize the JAWS advanced configuration settings, you can improve the usability and understanding of the application for some users. For more information, see the JAWS documentation, an accessibility administrator, or Freedom Scientific. Hewlett-Packard does not provide third-party technical support.

Screen Readers and the Service Manager Web Client

TheService Manager Web client conforms to the World Wide Web Consortium (W3C) standards. It uses title attributes to convey important information to the accessible user. Alt tags provide information about images. Icons in the interface have minimal alt tag text. Online help has alt tag text for all icons and images. You can configure JAWS to read all theses tags in a custom hierarchy. For example, you can configure form fields and links with the Custom Search String to read text|title|alt. Other recommendations are:

- Use text|title for all elements except images.
- Configure graphics settings to read only Tagged Graphics.
- Do not use JAWS in the Graphics Mode with the Service Manager Web client.
- Configure buttons to use Both Label and Title if Different.

Service Manager uses many long titles to describe the action, or result of following a link or button. Forms can be very complex with many form fields and links. This may result in redundant, but necessary, oral descriptions. HP recommends that novice Service Manager users slow down the words-per-minute setting until they are familiar with the application. Some out-of-box forms may be complex for screen readers. If this occurs, application administrators can re-design complex forms and add accessibility attributes as needed.

The Service Manager 7.0 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

Web Browsers

The Service Manager accessible Web client does not require changes to browser settings, although you can change personal preferences if necessary. Applications use embedded style sheets that you cannot customize. All browsers have preference settings. Users can change browser font families, colors, and sizes, as well as background color to improve contrast or adapt to personal preferences. Ensure that you enable JavaScripts and cookies to enable the Web client.

Product Usage Recommendations

The Service Manager Web client has the familiar functionality of earlier releases if you used the Java client. The standard Web client and accessible Web client both meet the needs of non-administrative users performing basic service desk tasks. Administrators should use the standard Web client or the Windows client for administrative tasks with complex forms.