

HP OpenView ServiceCenter

For supported Windows® and UNIX® operating systems

Software Version: 6.2

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

To check for recent updates, or to verify that you are using the most recent edition of a document, go to:

http://ovweb.external.hp.com/lpe/doc_serv/

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

This web site provides contact information and details about the products, services, and support that HP OpenView offers.

HP OpenView online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valuable support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit enhancement requests online
- Download software patches
- Submit and track progress on support cases
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and log in. Many also require a support contract.

To find more information about access levels, go to:

http://www.hp.com/managementsoftware/access_level

To register for an HP Passport ID, go to:

<http://www.managementsoftware.hp.com/passport-registration.html>

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 OpenView ServiceCenter 6.2 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 HP OpenView 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/sc/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 ServiceCenter in the Web client's accessible mode if you log in using an accessible URL. The following table describes how to use ServiceCenter in accessible mode.

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.
ServiceCenter buttons	To access the button actions, press Enter when the focus is on the button. Alternatively, use the ServiceCenter 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.
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.

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 OpenView strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. HP OpenView tests the HP OpenView ServiceCenter 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 OpenView ServiceCenter.

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 OpenView ServiceCenter 6.2 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the HP OpenView ServiceCenter Web client. Impaired users can use the HP OpenView ServiceCenter web client with the out-of-box configuration. If you tweak 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. HP OpenView does not provide third-party technical support.

Screen readers and the HP OpenView ServiceCenter Web client

The HP OpenView ServiceCenter 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 these 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 HP OpenView ServiceCenter Web client.
- Configure buttons to use Both Label and Title if Different.

HP OpenView ServiceCenter 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 OpenView recommends that novice HP OpenView ServiceCenter 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 HP OpenView ServiceCenter 6.2 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

Web Browsers

The HP OpenView ServiceCenter 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 HP OpenView ServiceCenter 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.