HP Asset Manager

For the Windows® and Linux® operating systems

Software Version: 9.40

Accessibility Options

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Contents

Chapter 1: Introduction

This chapter includes:

Who are the accessibility options intended for?

The accessibility options are intended for users who encounter difficulties viewing the standard Asset Manager user interface in Windows.

What are the accessibility options used for?

The accessibility options are used at different levels:

- Modifying the visual aspect

- Screen reader software

- Mouseless navigation

Chapter 2: Modifying the visual aspect

To improve your visual comfort, you can modify certain options in the Asset Manager Windows client:

1. Start the Asset Manager Windows client.

2. Connect to your database.

3. Display the options (**Edit/ Options** menu).

4. Modify the display options that can improve your visual comfort.
   These options are located in the following branches:
   - **Accessibility**

   - **Display**

   - **Edit/ Colors**

   - **Lists**

5. Exit the Asset Manager Windows client to save these options.

Chapter 3: Screen reader software

This chapter explains how to associate the Asset Manager Windows client with a screen reader.

> **Note:** The help on fields and links, as well as the on-line help are recognized by screen reader software.

Supported screen readers

Asset Manager uses the **MSAA** standard to act as a server.

Software using this standard can act as MSAA clients of Asset Manager.

In particular, this is the case of:

- Microsoft Narrator

- Freedom Scientific JAWS

Configuring Asset Manager to associate it with a screen reader

1. Start the Asset Manager Windows client.

2. Connect to your database.

3. Display the options (**Edit/ Options** menu).

4. Modify the following options if appropriate:
   - **Accessibility/ Modify the title of the application**

- Options in the **Accessibility/ Screen reader tools/ MSAA** branch

5. Exit the Asset Manager Windows client to save these options.

Configuring Asset Manager to associate it with JAWS

1. Start the Asset Manager Windows client.

2. Connect to your database.

3. Display the options (**Edit/ Options** menu).

4. Set the **Accessibility/ Screen reader tools/ JAWS/ Publish the Windows classes of the application** option to **Yes**.

5. Exit the Asset Manager Windows client to save these options.

This configuration makes it possible to map the Asset Manager classes and the standard Windows classes.

JAWS is thus able to correctly identify the Asset Manager classes, thus enabling the scripts that we have provided.

You can modify these scripts.

> **Note:** In the standard Windows terminology, a **window class** is a set of attributes that are used as a template by Windows to display a **window**.
>
> The term **window** designates all types of objects that can be displayed: Frame, label, edit zone, and so on.
>
> Each Windows **class** is associated with a procedure that processes all objects of the same class in the same way (behavior and display).
>
> To avoid any confusion between the terms **window** and **screen**, we will use the term **class** to designate the objects displayed by Windows.

Configuring JAWS so that it translates visual information in Asset Manager into appropriate sound information

1. Install JAWS on the same computer as the Asset Manager windows client.

2. Start a Windows Explorer.

3. Go to the **JAWS** sub-folder of the Asset Manager installation folder.
Example:

```
C:\Program Files\HP\Asset Manager 9.40 xx\jaws
```

4. Copy the contents of the **JAWS** sub-folder (**am.*** files) to the Clipboard

5. Go to the **settings** sub-folder of the JAWS installation folder.

6. Go to one of the following sub-folders:
    - If you are using JAWS in English (**Language/ JAWS Language/ English** menu in JAWS):
      ENU sub-folder
      Example: **C:\Program Files\JAWS451\SETTINGS\ENU**.

    - If you are using JAWS in French (**Language/ JAWS Language/ French** menu in JAWS):
      FRA sub-folder
      Example: **C:\Program Files\JAWS451\SETTINGS\FRA**.

7. In this sub-folder, paste the files you have copied.

Using these files, JAWS can recognize the nature of the information coming from Asset Manager and translate it into appropriate sound information.

Customizing the behavior of JAWS

JAWS enables you to customize the way it translates visual information into sound information.

Refer to the JAWS documentation for instructions.

Advanced use: JAWS scripting and class mapping

To know the name of an Asset Manager class to be processed with JAWS:

1. Start the Asset Manager Windows client.

2. Connect to the database to be configured.

3. Display the options (**Edit/ Options** menu).

4. Activate the **Accessibility/ Screen reader tools/ JAWS/ Register the Windows application classes in a JCF file** and type the full path of the file that will store the names of the classes displayed by Asset Manager.

5. Exit the Asset Manager Windows client to save these options.

6. Start the Asset Manager Windows client.

7. Connect to your database.

8. Display the objects whose class names you want to know.
The names and descriptions of the classes are saved in the file defined by the **Accessibility/ Screen reader tools/ JAWS/ Register the Windows application classes in a JCF file** option.
The saved file respects the JAWS JCF format.

> **Caution:** The classes are only registered once they are displayed during an Asset Manager session.
>
> To re-register a class, exit then relaunch Asset Manager; The classes will register again.

Customizable files reference

- **am.jcf**: Mapping table (lookup table) of Asset Manager classes and standard Windows classes (as recognized by JAWS)

- **am.jsm**: Text of messages used in the form of variables in **am.jss**

- **am.jss**: JAWS customization script for Asset Manager

- **am.jsb**: Compiled version of **am.jss**

- **am.jkm**: Mapping table (lookup table) of keyboard shortcuts and script functions in **am.jss**

Using screen reader software

Refer to the documentation of your screen reader for details on how to use this.

Testing with Microsoft Narrator

1. Start the Asset Manager Windows client.

2. Connect to the demonstration database.

3. Display the options (**Edit/ Options** menu).

4. Set the **Accessibility/ Screen reader tools/ MSAA compliance/ Notify activation of an MDI window** option to **Yes**.

5. Populate the **Accessibility/ Modify the title of the application** option.

6. Exit the Asset Manager Windows client to save these options.

7. Start Microsoft Narrator (hold down both the **Windows** and **U** keys, then start Microsoft Narrator).

8. Start the Asset Manager Windows client.

9. Connect to the demonstration database.

10. Perform several test manipulations with Asset Manager.

Chapter 4: Mouseless navigation

This chapter explains how to navigate without using a mouse in the Asset Manager Windows client.

Conventions:

- **Button**: Graphical element of a dialog box

- **Activate a button**: This consists of pressing **Enter** or **Return** to execute the action corresponding to the button

- **Key**: Keyboard element

- **Pressing a key**: Consists simply of depressing a keyboard key

For more information on navigating in Asset Manager: See **Asset Manager - User Interface** guide, chapter **First steps with Asset Manager**.

The following is an example of reading tables taken from the table Mouseless navigation - General functions:

Intended action (followed by the context)	Corresponding manipulations
Refresh caches (Application window)	Keyboard: **Control** + **F5**

Desired action: **Refresh the caches**.

To do this, you must first select an object in the **Application window**. Doing this defines the context of the action.

Once the focus is placed on the required context, you can perform the described manipulation: Press the **Ctrl** + **F5** key combination.

General functions

Mouseless navigation - General functions

Intended action (followed by the context)	Corresponding manipulations
Start the Asset Manager Windows client	1. The **Windows** key 2. **Start/ Programs/ HP/ Asset Manager 9.40 <language>/ Client** menu
Connect to an Asset Manager database	1. Start the Asset Manager Windows client 2. Populate the **Connection**, **Login** and **Password** fields 3. Activate the **Open** button 4. Asset Manager sometimes displays a dialog box just after connection. A sound signal warns you of this. If this signal is not accompanied by a sound, the dialog box might not be activated. Press the **Alt** + **Tab** key combination to enable the dialog box.
Refresh caches (Application window)	Keyboard: **Control** + **F5**
Print (Application window)	Keyboard: **Control** + **P**
Display the online Help (Application window)	Keyboard: **F1**
	General menu: **Help/ Index**
Exit the Asset Manager Windows client (Application window)	Keyboard: **Alt** + **F4**

Menus

Mouseless navigation - Menus

Intended action (followed by the context)	Corresponding manipulations
Display the Resize and Move menu of the Asset Manager application window (Application window, no window within the application open)	Keyboard: Press and release the **Alt**, **Down arrow** and **Up arrow** keys successively
Display the Resize and Move menu of a window within the Asset Manager application window (Window)	Keyboard: Press and release the **Alt**, **Down arrow** and **Up arrow** keys successively
Select the menu bar (Application window)	Keyboard: **Alt**
Move from one option to another in the menu bar (Menu bar option or menu entry)	Keyboard: **Left arrow** or **Right arrow**
Display the drop-down menu of an option in the menu bar (Menu bar option)	Keyboard: **Down arrow** or **Enter**
Display a shortcut menu (Window component)	Keyboard: **Shift** + **F10** or **Menu**
Move within a drop-down menu (Menu entry)	Keyboard: **Up arrow** or **Down arrow**
Display the shortcut menu enabling you to add, duplicate or delete a link appearing as a sub-tab	Displaying the shortcut menu that enables you to add, duplicate, or delete a link is not practical when the links are displayed in the form of sub-tabs. We recommend displaying the links in list form: 1. Select any component of the current tab (except for the name of the tab itself) 2. Shortcut menu: **Display in list-form**

Record list and detail windows

Mouseless navigation - List/ Detail windows

Intended action (followed by the context)	Corresponding manipulations
Display the detail only (List/Detail window)	Keyboard: **F7**
	General menu: **Window/ Detail only**
	Shortcut menu: **Detail only**
Display the list only (List/Detail window)	Keyboard: **F6**
	General menu: **Window/ List only**
	Shortcut menu: **List only**
Display the list and the detail (List/Detail window)	Keyboard: **F8**
	General menu: **Window/ List and detail**
	Shortcut menu: **List and detail**
Refresh the information in the list and detail (List/Detail window)	Keyboard: **F5**
	General menu: **Window/ Refresh**
Move the separator between the list and the detail (List/Detail window)	Keyboard: 1. Enable moving the separator bar by pressing the **F8** key 2. Press the **Up arrow** and **Down arrow** keys to move the separator bar up or down 3. Confirm the new position of the separator by pressing **Enter**

Record lists

Mouseless navigation - Main record lists

Intended action (followed by the context)	Corresponding manipulations
Create a record (List zone)	Keyboard: **Insert**

Mouseless navigation - Main record lists, continued

Intended action (followed by the context)	Corresponding manipulations
Delete a record (List zone)	Keyboard: **Del**
Select the current record in the list zone (List/Detail window)	Keyboard: **Alt** + **F6**
	Shortcut menu: **Navigate to/ List**
Displaying the records in the list without tree structure (List zone)	General menu: **Window/ Table view**
	Shortcut menu: **Table view**
Displaying the records in the list with tree structure (List zone)	General menu: **Window/ Tree view**
	Shortcut menu: **Tree view**
Select the record at the start of the list (taking all filters and sorts into account) (List/Detail window or list zone only)	Keyboard: • **Control** + **F11** • **Home**
	General menu: **Edit/ Start**
Select the record at the end of the list (taking all filters and sorts into account) (List/Detail window or list zone only)	Keyboard: • **Control** + **F12** • **End**
	General menu: **Edit/ End**
Select the next record in the list (List/Detail window)	General menu: **Edit/ Next**
Select the previous record in the list (List/Detail window)	General menu: **Edit/ Previous**
Display the previous list page (taking all filters and sorts into account) (List zone)	Keyboard: **Page up**
Display the next list page (taking all filters and sorts into account) (List zone)	Keyboard: **Page down**

Mouseless navigation - Main record lists, continued

Intended action (followed by the context)	Corresponding manipulations
Load the previous set of records (List zone)	Shortcut menu: **Load next/ Downward**
Load the next set of records (List zone)	Shortcut menu: **Load next/ Upward**
Add a field or a link in the form of a column in the list zone (Field or link edit zone)	Shortcut menu: **Add this column to the list**
Remove a field or link from the columns in a list zone (Column)	Shortcut menu: **Utilities/ Remove this column**
Modify the width of columns to fill the exact width of the window. The space taken up by each individual column remains in proportion with the other columns. (List zone)	Keyboard: **F9**
Adjust the width of columns according to the width of the largest item of text contained in the column (for those records loaded in memory). (List zone)	Keyboard: **Control** + **F9**
Search for a record (taking all filters and sorts into account) (List zone sorted on the columns to be explored)	Keyboard: **Control** + **G**
	Shortcut menu: **Go to**
Select all records in a list (List/Detail window)	Keyboard: **Control** + **A**
	General menu: **Edit/ Select all**
Select a group of records (First selected record in the list zone)	Keyboard: Hold down the **Shift** key and extend the selection using the **Down arrow** or the **Up arrow**
Configure a record list (List zone)	Shortcut menu: **Utilities/ Configure list**

Mouseless navigation - Main record lists, continued

Intended action (followed by the context)	Corresponding manipulations
Add a simple filter to a list (List or List/Detail window zone)	General menu: **<Table name>/ Simple filter** or **<Table name>/ And/ Simple filter**
	Shortcut menu: **Simple filter** or **And/ Simple filter**
Add a simple filter to a field or a list (Field edit zone)	Shortcut menu: **Filter on this field**
Add a simple filter to a link or a list (Link edit zone)	Shortcut menu: **Filter on this link**
Add a query filter to a list (Field or link edit zone)	General menu: **<Table name>/ Query filter** or **<Table name>/ And/ Query filter**
	Shortcut menu: **Query filter** or **And/ Query filter**
Group the records by a field (Field edit zone)	Shortcut menu: **Group by this field**
Group the records by a link (Link edit zone)	Shortcut menu: **Group by this link**
Refresh the status bar of the list (List zone)	Shortcut menu: **Utilities/ Refresh status bar**

Mouseless navigation - Lists within tabs

Intended action (followed by the context)	Corresponding manipulations
Display the list in the form of tabs (not recommended when using the mouse) (List zone)	Shortcut menu: **Display in tab-form**
Display the list in table form (recommended for ease of use with the mouse) (List zone)	Shortcut menu: **Display in list-form**

Mouseless navigation - Lists within tabs, continued

Intended action (followed by the context)	Corresponding manipulations
Add a link (List zone)	Shortcut menu: **Add a link**
Duplicate a link (List zone)	Shortcut menu: **Duplicate linked record**
Delete a link (List zone)	Shortcut menu: **Delete link**
View detail of link (List zone)	Shortcut menu: **Show detail of link**
Copy links (List zone)	**Control** + **C** key combination **Edit/ Copy** menu
Cut links (List zone)	Keyboard: 1. **Control** + **X** key combination 2. **Modify** button General menu: 1. **Edit/ Cut** menu 2. **Modify** button
Paste links (List zone)	Keyboard: 1. **Control** + **V** key combination 2. **Modify** button General menu: 1. **Edit/ Paste** menu 2. **Modify** button

Mouseless navigation - Lists within tabs, continued

Intended action (followed by the context)	Corresponding manipulations
Delete links (List zone)	Keyboard: 1. **Delete** key 2. **Modify** button General menu: 1. **Edit/ Delete** menu 2. **Modify** button

Mouseless navigation - Lists in table form

Intended action (followed by the context)	Corresponding manipulations
Display a list in table form (List/Detail window)	Keyboard: **Control + L**
Select the previous record (taking all filters and sorts into account) (List/Detail window or list zone only)	Keyboard: • **F11** • **Up arrow**
Select the next record (taking all filters and sorts into account) (List/Detail window or list zone only)	Keyboard: • **F12** • **Down arrow**

Mouseless navigation - Lists in tree form

Intended action (followed by the context)	Corresponding manipulations
Display a list in tree form (List/Detail window)	Keyboard: **Control + T**
Unfold a whole list displayed in tree form (List displayed as tree structure zone)	Shortcut menu: **Unfold/ Two levels** (or **Three levels** or **All**)
Fold a whole list displayed in tree form (List displayed as tree structure zone)	Shortcut menu: **Unfold/ One level**

Mouseless navigation - Lists in tree form, continued

Intended action (followed by the context)	Corresponding manipulations
Activate or disactivate Left arrow and Rignt arrow keys to unfold or fold a node in a tree structure (Application window)	General menu: 1. **Edit/ Options** menu 2. Select the **Lists/ Arrow keys used to open/close nodes in tree structures** option 3. Set this option to **Yes**
Navigation when the Lists/ Arrow keys used to open/close nodes in tree structures option (Edit/ Options menu) is selected	
Unfold a tree node (Tree-structured list)	Keyboard: **Right arrow**
Fold a tree node (Tree-structured list)	Keyboard: **Left arrow**
Select the parent (Tree-structured list)	Keyboard: **Left arrow**
Select the next visible record (Tree-structured list)	Keyboard: **Down arrow**
Select the previous visible record (Tree-structured list)	Keyboard: **Up arrow**
Select the next column (Tree-structured list)	Keyboard: **Shift** + **Right arrow**
Select the previous column (Tree-structured list)	Keyboard: **Shift** + **Down arrow**
Navigation when the Lists/ Arrow keys used to open/close nodes in tree structures option (Edit/ Options menu) is cleared	
Select the next column (Tree-structured list)	Keyboard: **Right arrow**
Select the previous column (Tree-structured list)	Keyboard: **Left arrow**

Mouseless navigation - Lists in tree form, continued

Intended action (followed by the context)	Corresponding manipulations
Unfold a node in the list displayed in tree form (Node)	Keyboard: **+**
Fold a node in the list displayed in tree form (Node)	Keyboard: **-**
Fully unfold a node in the list displayed in tree form (Node)	Keyboard: *****
Fully fold a node in the list displayed in tree form (Node)	Keyboard: **/**

Record details

Mouseless navigation - Record detail

Intended action (followed by the context)	Corresponding manipulations
Select the first field or link of a detail zone (List/Detail window)	Keyboard: **Alt** + **F7**
	Shortcut menu: **Navigate to/ Detail**
Select the next field or link (Field or link edit zone)	Keyboard: **Tab**
Select the previous field or link (Field or link edit zone)	Keyboard: **Shift** + **Tab**
Select the name of a tab or sub-tab (List/Detail window)	Keyboard: Hold down thhe **Tab** key until the name of the tab or the sub-tab is selected
Select the next tab (Any component of the current tab (tab, field, link or button name, for example) except the components of the sub-tabs of the current tab)	Keyboard: **Control** + **Page down**
Select the next tab (Name of the tab)	Shortcut menu: **Next tab**

Mouseless navigation - Record detail, continued

Intended action (followed by the context)	Corresponding manipulations
Select the previous tab (Any component of the current tab (tab, field, link or button name, for example) except the components of the sub-tabs of the current tab)	Keyboard: **Control** + **Page up**
Select the previous tab (Name of the tab)	Shortcut menu: **Previous tab**
Configure the tab (Title of a tab or record zone)	General menu: **Tools/ Configure tabs**
	Shortcut menu: **Configure tabs**
Select the first button of the button zone (List/Detail window)	Keyboard: **Alt** + **F8**
	Shortcut menu: **Navigate to/ Buttons**
Select the next button (Button)	Keyboard: **Tab**
Select the previous button (Button)	Keyboard: **Shift** + **Tab**
Activate a button (Button)	Keyboard: **Enter**

Mouseless navigation - Fields and links of a detail

Intended action (followed by the context)	Corresponding manipulations
Select a value in a drop-down list (Drop-down list)	Keyboard: **Enter**
Configure the field or the link (Field or link edit zone)	Keyboard: **Alt** + **Enter**
	Shortcut menu: **Configure object**
Display help on the field or link (Field or link edit zone)	Keyboard: **Shift** + **F1**
	General menu: **Help/ Help on this field**
	Shortcut menu: **Help on this field**

Mouseless navigation - Fields and links of a detail, continued

Intended action (followed by the context)	Corresponding manipulations
Copy the text from a field or link to the Clipboard (Field or link edit zone)	Keyboard: **Control** + **C**
	General menu: **Edit/ Copy**
Paste text in a field or link (Field or link edit zone)	Keyboard: **Control** + **V**
	General menu: **Edit/ Paste**
Cut text in a field or link (Field or link edit zone)	Keyboard: **Control** + **X**
	General menu: **Edit/ Cut**
Delete text in a field or link (Field or link edit zone)	Keyboard: **Del**
	Shortcut menu: **Edit/ Delete**
Edit a Basic script (Script edit zone)	Keyboard: **F4**
	Shortcut menu: **Zoom**

Mouseless navigation - Fields of a detail

Intended action (followed by the context)	Corresponding manipulations
Display the drop-down list used to populate a field (Field edit zone)	Keyboard: **Down arrow**
Check or clear a checkbox (Checkbox)	Keyboard: **Spacebar**
Increment by one unit the value of a numeric field (Number field edit zone)	Keyboard: **Up arrow**
Activate the calculator (Number field edit zone)	Keyboard: **Alt** + **Down arrow**
Decrease the value of a numeric field (Number field edit zone)	Keyboard: **Down arrow**
Edit the value of a currency (Money field edit zone)	Shortcut menu: **Edit currency**
Set an alarm for a field (Date field edit zone)	Shortcut menu: **Edit alarm**
Insert the current date and time (Date or date and time field edit zone)	Keyboard: **Control** + **;**

Mouseless navigation - Links in a detail

Intended action (followed by the context)	Corresponding manipulations
Display the drop-down list used to populate a link (Link edit zone)	Keyboard: **Alt** + **Down arrow**
Select a link in a choice window instead of a drop-down list (Link edit zone)	Shortcut menu: **Select link**
Display the detail of a link (Link edit zone)	Keyboard: **F4**
	Shortcut menu: **Show detail of link**
Delete a link (Link edit zone)	Shortcut menu: **Delete link**

Wizards

Mouseless navigation - Wizards

Intended action (followed by the context)	Corresponding manipulations
Launch the wizard debugger (Wizard being executed)	Keyboard: **Shift** + **F9**

Answer call

Mouseless navigation - Answering calls

Intended action (followed by the context)	Corresponding manipulations
Answer call (Application window)	Keyboard: **F2**
	General menu: **Helpdesk/ Answer call**
Refresh the information in the help zone straight away (Data-entry zone)	Keyboard: **F5**
Refresh the information in the data-entry zone straight away (Help zone)	Keyboard: **F5**

Mouseless navigation - Answering calls, continued

Intended action (followed by the context)	Corresponding manipulations
Moving from one field to another in the data-entry zone (Data-entry zone field)	Keyboard: **Tab**
Select the help zone (Data-entry zone)	Keyboard: **Alt** + **Right arrow**
Select the data entry zone (Help zone)	Keyboard: **Alt** + **Left arrow**
Select the Nth field of the data-entry zone (the fields are numbered 1 to 8 starting from the top) (Data-entry zone)	Keyboard: **Alt** + **x** or **Alt** + **Shift** + **x** (depending on whether the shift-lock is activated) where **x** is a number from 1 to 8. **Note:** You cannot use the numeric keypad.
Automatically populate the Type field (Data-entry zone)	Keyboard: **Ctrl** + **x**, where **x** is the shortcut character assigned to a problem type **Note:** You cannot use the numeric keypad.
Hide the data entry zone (Call-answer screen)	Keyboard: **F6**
Hide the help zone (Call-answer screen)	Keyboard: **F7**
Cycle between showing: The data entry zone only, the help zone only, both zones (Call-answer screen)	Keyboard: **F8**
Activate or disactivate the button to the right of the Ticket field (Open a new sub-ticket or complete an existing ticket) (Call-answer screen)	Shortcut menu: **Sub-ticket creation mode**

Modules

Note: These are the same options as given in the **File/ Manage modules** menu.

Mouseless navigation - Modules

Intended action (followed by the context)	Corresponding manipulations
Moving within the enable/disable modules window (Enable/Disable modules window)	Keyboard: **Up arrow** or **Down arrow**
Select or deselect a module (Module name)	Keyboard: **Spacebar**

Database options

> **Note:** These are the same options as given in the **Adminstration/ Database options** menu.

Mouseless navigation - Database options

Intended action (followed by the context)	Corresponding manipulations
Moving within the option edit window (Option)	Keyboard: **Left arrow** or **Right arrow**

General options

> **Note:** These are the same options as given in the **Edit/ Options** menu.

Mouseless navigation - General options

Intended action (followed by the context)	Corresponding manipulations
Edit the settings of an option (Option)	Keyboard: 1. **Shift** + **Spacebar** 2. To replace the current value, type the new value directly, or: To change the current value, press **Up arrow** or **Down arrow**. 3. To cancel any changes being made to the current option, press the **Escape** key 4. To validate the current entry, press **Enter**

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Feedback on Asset Manager, 9.40 Accessibility Options

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