HP Service Manager

For the supported Windows® and UNIX® operating systems

Software Version: 9.33

Accessibility Guide

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Overview

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 9.33 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 the host name of your web application server.

The variable *port_number* is the port number of your web application server.

Using the Web Client in Accessible Mode

You can use the Service Manager Web client in the accessible mode if you log in using an accessible URL. The following table lists how to use Service Manager in accessible mode.

How to Use Accessible 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. You can optionally use the Service Manager keyboard shortcuts or Web client key bindings.
Text area	To tab to the next text area, press **Tab**. To tab to the previous text area, press **Shift+Tab**.
Collapsible groups	Press the **Tab** key to navigate from title to tile of collapsed group, and **Enter** to expand the selected group.
Check boxes	To change the value of a checkbox, move the focus to that check box 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" for more information.
Detail tab headers	Only the header of an active tab can be focused. When the focus is on the header of an active tab, you can use **Left/Right Arrows** to switch to other tabs.

Web Client Default Keyboard Shortcuts

Service Manager uses the following keyboard shortcuts in the Accessible Web client. System administrators can customize these shortcuts from the Web configuration file. See the *HP Service Manager Help* shipped with the product for additional information.

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 + G**
Refresh the current screen and show the latest messages in the Messages View window	**Alt + R**
Print the current record or list	**Alt + P**
Open the spell checker utility	**Alt + C**
Show or hide the About window	**Alt + O**
Open the logout dialogue	**Alt + L**
Expands or collapses the List Pane in a list detail page	**Alt + U**
Open the manage favorites utility	**Alt + 1**
Add a favorite that links to the current record or list	**Alt + 2**
- Expand or collapse the tree panel. - Expand or collapse tree nodes that have children.	**Space**
Expand or collapse tree nodes that have children.	**Left/Right Arrow**
Move the focus to the first toolbar button in the navigator.	**Ctrl + Alt + N**
Move the focus to the first toolbar button in the main content pane.	**Ctrl + Alt + M**
Move the focus to the first toolbar button in the list pane (when the current page is a list-detail page).	**Ctrl + Alt + L**
Move the focus to the first toolbar button in the detail pane (when the current page is a list-detail page).	**Ctrl + Alt + D**
Move the focus to the current active tab header. [1]	**Ctrl + Alt + H**
Close the current active tab. [2]	**Ctrl + Alt + T**

List of Web client default keyboard shortcuts, continued

Task	Keyboard shortcut
Navigate through the following panes (not including the toolbar buttons): [3] • Navigator + main content pane • Navigator + list pane + detail pane (if the active tab page is a list-detail record list)	**Alt + Q**

[1]
When JAWS is running in the accessible mode, there are three known issues with this shortcut:

• When using the **H** key or **Ctrl + Alt + H** to focus the header of the current tab, the header will be read as "[header text] heading level one" rather than "[header text] tab" only.

• When using the **H** key or **Ctrl + Alt + H** to focus a tab header, and then press **Tab** or **Shift + Tab**, the headers of the inactive previous or next tabs are still focusable.

• When using **Shift + Tab** to focus a tab header, the header will be read as "[header text] heading level one". The previous or next unfocusable element is focusable.

[2]You cannot close the first To Do Queue tab with this shortcut.

[3]When you navigate from one pane to another by pressing **Alt + Q**, the focused element in the original pane is remembered. When you return to the original pane by pressing **Alt + Q** again, the focus is set on the remembered element; if no element in the original pane was focused, the focus is set on the frame window of the pane. However, if the original pane is refreshed, the focus is set on the first element of the navigator pane, or the frame window of the main content pane, list pane, or detail pane.

Client Configuration Recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities 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 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 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).

JAWS

Service Manager 9.33 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. HP does not provide third-party technical support.

Note: When using JAWS with Internet Explorer to access Service Manager, Internet Explorer 8 or higher is recommended. This is because earlier versions of Internet Explorer do not have ARIA support.

Screen Readers and the HP Service Manager Web Client

The Service 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 of the 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 the result of following a link or button. Forms can be very complex with many form fields and links, resulting 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 (OOB) 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 9.33 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

Product Usage Recommendations

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.

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