

# HP Service Manager

Software Version: 9.40

For the supported Windows® and Unix® operating systems

## 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 9.40 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.

## 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.

# Logging on to the accessible web client

You can log on to the accessible Web client from one of the following URLs . Type either URL into your browser address field:

- **`http://server_name:port_number/sm/accessible.do`**
- **`http://server_name:port_number/sm/ess_accessible.do`**

where:

The *server\_name* variable is the host name of your web application server.

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

## Using the web client in accessible mode

You can use the HP 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 the title to tile of a collapsed group, and Enter to expand or collapse the selected group. Once the group is expanded, you can press the Tab key to navigate through the controls in the group.
Check boxes	To change the value of a checkbox, move the focus to that check box and press the Space bar.

### How to Use Accessible Mode Functions, continued

Method	Action
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 " <a href="#">Web client default keyboard shortcuts</a> " 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.
Notebook tab headers	The header of each tab can be focused. When the focus is on the header of an inactive tab, you can press Enter to make the tab active.

## Table accessibility

Accessibility support is implemented for two types of tables in HP Service Manager: record list tables, and Table controls in a record detail form.

- JAWS recognizes a record list as a table and recognizes the pagination bar as a region. You can navigate through the record list by using JAWS keystrokes and move the focus to the record list pagination bar using the JAWS Region List keystroke (Insert+Ctrl+R in JAWS 15). JAWS can also report the current sort state of the record list in Internet Explorer 10 or 11.
- JAWS recognizes a Table control on a record details form as a table. You can tab through the column headers by using JAWS keystrokes. You can use Insert+Ctrl+T to list all tables, or press and then release Insert+Space, followed by T to get to the table layer.

### Accessible Description property

The Table control has an optional property named **Accessible Description**, which specifies a table description for use with accessibility software (JAWS).

**Note:** This function is supported only by the Web client.

If no description is present, the Web client uses the default table summary as described below:



- For a record list on a list page or on the list panel of a list-detail page: **Record List + [grouped by] + [sorted by] + [ascending/descending]**.

Example: **Record List Sorted by Update Time Ascending 11x51**

- For a Table widget on a detail form: **Table**.

Example: **Table 4x3**

### Limitations

- Table accessibility support is not implemented for Process Designer.
- In ToDo queue, if the focus is outside the record list, the virtual cursor cannot move to the record list when using JAWS 15 keystrokes (T, or Insert+Ctrl+T). You can move the focus to the record list first by using the **Tab** key, and then navigate through the record list by using JAWS table keystrokes.

## Calendar accessibility

In addition to the default accessibility functions of the web client, HP Service Manager also includes accessibility support for both the full calendar and the embedded calendar based on your customized components. With calendar accessibility support, you can use JAWS to read the user interface text and use keyboard to navigate through the user interface elements.

**Note:** You cannot move the cursor to the Time Period graphic view panel or the object records graphic view panel. JAWS cannot read the color bars because they and the tooltips contain the same information.

- When the cursor is in the Time Period record list panel or in the object record list panel, you can perform the following tasks:
  - Use JAWS to read the tooltip of each record. The conflict information is read together with the tooltip when the record is selected.
  - Press the Tab key to switch between panels.
  - Press the Up/Down Arrow keys to select a record in the panel.
  - Press the Enter key or the Space key to drill down to the details of each record.

- When the cursor is in the date picker panel, you can perform the following tasks:
  - Press the Left/Right/Up/Down Arrow keys to navigate between days or weeks.
  - Press the Shift+Up/Down Arrow keys to switch between years.
  - Press the Shift+Left/Right Arrow keys to switch between months.
- When the cursor is in a submenu, you can perform the following tasks:
  - Press the Right Arrow key to show the submenu.
  - Press the Left Arrow key to hide the submenu.
- When the cursor is in a tree panel, you can perform the following tasks:
  - Press the Up/Down Arrow keys to select filters.
  - Press the Space key to select the highlighted child filter.
  - Press the Delete key to delete the selected child filter.
  - Press the Enter key to open the selected child filter.
- When the cursor is in the **Advanced Selector** window, you can perform the following tasks:
  - In the **Available** panel, press the Up/Down Arrow keys to highlight the field for your selection.
  - Press Shift+= to add the selected field to the **Selected** panel.
  - In the **Selected** panel, press the - key to remove the selected field.
- When the cursor is in a drop-down combo box (for example, the **Date Picker** window), you can perform the following tasks:
  - Press the Down Arrow key to open the drop-down list.
  - Press the Up/Down Arrow keys to select a value from the drop-down list.

### Limitations

- If JAWS reads "out of table xxx" when you navigate between different panels, turn off Virtual Cursor Mode by pressing Insert+Z.

- If JAWS reads lots of irrelevant information before reading the button's name when you move the cursor to a button in Internet Explorer 10, turn on Virtual Cursor Mode.
- You can navigate the items in a tree panel, selection box, or entry panel by pressing the arrow keys only. You may need to press the Tab key when navigating to these areas for the first time.
- If you cannot move the focus and JAWS keeps reading the same information, or if the focus moves out-of-order, turn off Virtual Cursor Mode.
- In Internet Explorer 10 and 11, JAWS reads conflict messages only when Virtual Cursor Mode is on. If Virtual Cursor Mode is off, JAWS cannot read conflict messages in Internet Explorer 10 and 11.

## 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.

### List of Web client default keyboard shortcuts

Task	Keyboard shortcut	Notes
Show or hide the System Navigator	Alt+N	
Show or hide the Messages View window	Alt + G	
Clear the message bar on a page	Ctrl + Alt + G	
Refresh the current screen	Alt + R	
<ul style="list-style-type: none"> <li>• Print the current page content</li> <li>• Print the current record when the current page is a list-detail page</li> </ul>	Alt + P	

**List of Web client default keyboard shortcuts, continued**

Task	Keyboard shortcut	Notes
<ul style="list-style-type: none"> <li>Print the current page content</li> <li>Print the list when the current page is a list-detail page</li> </ul>	Ctrl+Alt + P	
Open the spell checker utility	Alt+C	
Show the About window	Alt+O	
Open the logout dialogue	Alt+L	
Expands or collapses the List Pane in a list detail page	Alt+U	
<p>Navigate through the following panes (not including the toolbar buttons):</p> <ul style="list-style-type: none"> <li>Navigator + main content pane</li> <li>Navigator + list pane + detail pane (if the active tab page is a list-detail record list)</li> </ul>	Alt + Q	<p>When you navigate from one pane to another by pressing Alt+Q, the focused element in the original pane is remembered.</p> <p>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.</p>
Open the manage favorites utility	Alt+1	
Add a favorite that links to the current list	Alt+2	
Add a favorite that links to the current record	Alt+3	

**List of Web client default keyboard shortcuts, continued**

Task	Keyboard shortcut	Notes
<ul style="list-style-type: none"> <li>Expand or collapse the tree panel.</li> <li>Expand or collapse tree nodes that have children (for example, expand/collapse a group in a record list).</li> </ul>	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.	Ctrl+Alt+H	
Close the current active tab.	Ctrl+Alt+T	You cannot close the first To Do Queue tab with this shortcut.
Show or hide system keyboard shortcut list	Ctrl+Alt+/ 	

**List of Web client default keyboard shortcuts, continued**

Task	Keyboard shortcut	Notes
<ul style="list-style-type: none"> <li>• Non-grouped record list: Move the focus to the first cell of the first row.</li> <li>• Grouped record list: Move the focus to the first group node.</li> </ul>	Ctrl+Home	Not working when the JAWS virtual PC cursor mode is turned on.
<ul style="list-style-type: none"> <li>• Non-grouped record list: Move the focus to the last cell of the last row.</li> <li>• Grouped record list: Move the focus to the last group node, or to the last cell of the last row if the last group is expanded.</li> </ul>	Ctrl+End	Not working when the JAWS virtual PC cursor mode is turned on.
Navigate to the previous/next page of a non-grouped record list.	Alt+Page Up/Down	
When focusing on a cell in a row of a record list, move the focus to the first/last cell of the row.	Home/End	Not working when the JAWS virtual PC cursor mode is turned on.
In a record list, deselect existing selected rows, and move both the focus and selected row up/down	Up/Down	
In a record list, keep existing selected rows, and move the focus up/down	Ctrl+Up/Down	
In a record list, select a range of rows	Shift+Up/Down	

**List of Web client default keyboard shortcuts, continued**

Task	Keyboard shortcut	Notes
In a record list, select a row and drill down to the row	UP/Down + Enter	
Select a row of a table in a record detail form: <ul style="list-style-type: none"><li>• If the focus is in a link, pressing Enter will also drill down to the link.</li><li>• If the focus is not in a link, pressing Enter will select the current row and move the focus to the drill-down link of the row (Double-Click Field).</li></ul>	Enter	The Attachment control in a detail form does not use Enter to select a row.

# 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 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 9.40 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.



## JAWS

Service Manager 9.40 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the Service Manager accessible web client (accessible.do and accessible\_ess.do). Visually or hearing impaired users can use the Service Manager accessible 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. HP does not provide third-party technical support.

**Note:** Only the following combination of JAWS and Internet Explorer is supported: JAWS 15 and Internet Explorer 10 or 11.

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