Branding the Service Manager Web Client



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Table of contents

Introduction	1
Specify the location for the branding files	3
Enable the branding menu in old applications	4
Branding implementation options	5
Change the logo icons	6
Change the colors	9
Change the font	13
Additional branding implementation options	15
Change the applications name	15
Tailor the web client images	17

Introduction

The information supplied in this document serves as a reference for branding Service Manager web client 9.40.

The out-of-box Service Manager web client includes a preset HP theme, which can be modified to express your organization's own branding. You can change your Service Manager logo icons, colors, and font style from the integrated user interface. You can also perform additional branding implementation options to change the applications title, or to replace the images, including all the toolbar icons.

Note

Currently, the branding feature does not support JAWS or color settings for the accessible.do web client.

To prevent unintended changes or problems in the web client interface, we recommend that an administrator perform web client branding tasks.

You can view the login page before the branding process, as shown in the following figure.

ک (ﷺ http://localhost.8088/webtier-9.40/inde: ۲۹ مار الله الله الله الله الله الله الله ال		
	Username Password English	jer
	Log In	
© 1994-2014 Hewlett-Packard Development Company, This software is protected by international co	, L.P. All rights reserved. opyright law.	

You can view the main page before the branding process, as shown in the following figure.



Specify the location for the branding files

Before you perform any branding operations, you need to enable the branding feature. The branding feature is enabled when you specify a location to store your branding files. If you do not do so, when you click **Tailoring** > **Branding**, an error message is displayed, which indicates that the branding feature is not enabled.

To specify the location for the branding files, follow these steps:

 On the web tier host, create a folder (for example, C:/customize). This folder is the root folder to store your branding image files, such as your custom images files, and your branding settings in the branding menu. In this folder, Service Manager saves your color and font settings in a branding.xml file and custom images in a subfolder named branding-images.

Note

You must have write access to this folder.

Backslash is used in the folder directory in Windows by default, but to be compatible with other platforms, we suggest using slash instead.

- 2. Stop the web application server.
- 3. Specify the folder location in the *customize-folder* web parameter. In the following example, we add C:/customize to the parameter value field:

```
<context-param>
<param-name>customize-folder</param-name>
<param-value>C:/customize</param-value>
</context-param>
```

4. Restart the web application server.

Tip

To apply the branding settings from one web tier to another, copy the customization folder you created from the source web tier to the target web tier.

Enable the branding menu in old applications

Note

In Service Manager 9.34 and 9.40, the branding menu is already integrated and you only need to set the *customize-folder* web parameter to enable the branding feature. However, if the version number of your Service Manager applications is earlier than 9.34, you need to perform this task to set up the branding menu.

To enable branding menu in Service Manager applications, follow these steps:

- 1. Click Tailoring > Tailoring Tools > Menus.
- 2. Type **TAILORING** in the **Menu Name** field.
- 3. Click Search.
- 4. Select the TAILORING menu record.
- 5. Append a row to the table with the values described below, and leave the rest of the columns empty.

Option#	Description	Application	Parameter Name	Parameter Value	Condition
Enter a sequentia l number	Branding	us.launch.inter nal	url	branding.jsp	index("SysAdmin", \$lo.ucapex)>0 and sysinfo.get("environment")~ ="scguiwswt"

The following figure shows how the menu item is displayed in Service Manager. The menu items between option 2 and option 35 are omitted here.

*	Option #	Group	Description	Command	Application	Parameter Name	Parameter Value	Thread	Condition	~
	1		Forms Designe		forms.designer			true	index("SysAdmin", \$lo.ucapex)>0 or index("developer", \$lo.ucapex)>0	
	2		Database Mana		database				index("SysAdmin", \$lo.ucapex)>0	
	35		Branding		us.launch.inter	url	branding.jsp		index("SysAdmin", \$lo.ucapex)>0 and sysinfo.get("environment")~="scguiwswt"	

Note

When you add the branding menu item to the applications, you assign a new ID for this item. The new id may cause id conflicts when you upgrade the applications later. We recommend that you delete this branding menu item before you upgrade the applications and add it back manually if you still need it after you upgrade the applications.

- 6. Save the menu record.
- 7. Log off Service Manager and then log back in.
- 8. Click **Tailoring** > **Branding** to open the branding menu.

Branding implementation options

The branding menu provides the implementation options that are displayed in the following figure. The branding menu enables you to change the logo, font, and colors of Service Manager applications.

To Do Queue: My To Do List	Branding 📓					
Save Restore Defaults						5
Logo	s	Font Family HPSimplified				^
Favorites Icon (22 × 22) M	lain Page Header (22 × 22) Browse	Color Setting				
		Login Page				
		Body Background	#FFFFFF	Body Foreground	#000000	•
		Button Background	#0096D6	Button Foreground	#F7F7F7	
ΠΠ		Button Hover Background	#11679A	Button Hover Foreground	#F7F7F7	
Login and About Page(84 × 84)		Footer Background	#0096D6	Footer Foreground	#FFFFFF	
Browse		Main Page				
		Header Background	#0096D6	Header Foreground	#FFFFF	
		Header Command Background	#40ADDB	Header Command Foreground	#FFFFFF	
		Header Switch Button (Inactive)	#006699			
		Navigation				
		Background	#FFFFF	Foreground	#5A5A5A	
		Menu Item Hover	#E7F6FC	Menu Item Hover	#000000	

Note

The new settings are applied when you next log in to Service Manager or when the system restarts.

Tip

If you want to restore the default settings, click **Restore Defaults**, and then click **Save**.

Change the logo icons

To change the logo icons of the web tier, follow these steps:

- 1. Log in to the web client.
- 2. Click Tailoring > Branding.
- 3. Click **Browse** to find the logo file and select it.

When you select the logo files, you can view them directly, as shown in the following figure.

To Do Queue: My To Do List Branding 🖾					
😫 Save 🕥 Restore Defaults					5
Logos	Font Family HPSimplified				^
Favorites Icon (22 × 22) Main Page Header (22 × 22) Browse Browse	Color Setting				
	Login Page				
	Body Background	#FFFFFF	Body Foreground	#000000	
	Button Background	#0096D6	Button Foreground	#F7F7F7	
3 😽	Button Hover Background	#11679A	Button Hover Foreground	#F7F7F7	
Login and About Page(84 × 84)	Footer Background	#0096D6	Footer Foreground	#FFFFFF	
Browse	Main Page				
	Header Background	#0096D6	Header Foreground	#FFFFFF	
	Header Command Background	#40ADDB	Header Command Foreground	#FFFFFF	
	Header Switch Button (Inactive)	#006699			
	Navigation				
	Background	#FFFFFF	Foreground	#5A5A5A	
	Menu Item Hover Background	#E7F6FC	Menu Item Hover Foreground	#000000	~

The following table describes the format requirements for the logo files.

Note

The logo file you provide is automatically compressed to the suggested ratio. If your logo file has a different ratio and cannot be compressed to 22x22 or 84x84 pixels, the system can automatically adjust to accommodate it.

ltem	Logo name	Description	Format
1	Favorites Icon	This icon appears in the browser's address bar, the browser tab title, and in the web client URL bookmark link. Note The MIME type of the logo file should be x-icon and the browser must be able to display the .ico files.	.ico
2	Main Page Header logo	This icon appears on the horizontal masthead at the top left corner of the web client screen.	.jpg, .gif, .png

ltem	Logo name	Description	Format
3	Login and About Page logo	This icon appears on the Login page and the About information page.	.jpg, .gif, .png

4. Click Save.

Service Manager creates a branding_images folder to save the logo files and a branding.xml file in the customization folder that you created earlier.

*

In this example, the logo files are saved in the C:/customize/branding-images subfolder, as shown in the following figure.

C:\customize\br	anding_images	
6	÷	6
hp-logo.jpg	HPLogoSolidBlue .ico	LOGO.jpg

When you next log in, the logo change takes effect on the login page, as shown in the following figure.



The logo change takes effect on the main page, as shown in the following figure.

0	1								l	
	HD Corvice Manager	webtier-9	HP Service Manage	er ×		(11) -)	Comment	Links		양자양
ð	HP Service Manager						Commanu		DILL 🐨 🛕	<u> </u>
9	0	**	To Do Queue: My To Do List	Branding	×					
Δ	Incident Management	^	😫 Save N Restore Defaults							7
	Knowledge Management		2							~
8	Problem Management		Logos		Font Family					
the	Reporting		1 😥 🛛 🕻	2	HPSimplified					
Z	Request Fulfillment		Favorites Icon (22 × 22) Main Page I	Header (22 ×						
्रि	Service Catalog		2	2)	Color Settin	ıg				
0	Service Desk		Browse	wse	Login Page					
13	Service Level Management				Body Background	#FFFFFF	Body F	oreground	#000000	- I
A	System Administration				Button	HODOGRE	1	Button		
R	Tailoring				Background	#009606	F	oreground	#F/F/F/	_
Þ	Audit		3 🏹		Button Hover Background	#11679A	But	tton Hover oreground	#F7F7F7	
⊳	Differential Upgrade		Login and About Page(84		Footer	#0096D6		Footer	#FFFFFF	
⊳	Document Engine		× 84)		Background			oreground L		
Þ	Event Services		Browse		Main Page					
Þ	Knowledge Engineering				Header Background	#0096D6	F	Header oreground	#FFFFFF	
⊳	Notifications				Header Command	#40ADDB	Header	Command	#FFFFFF	- T
⊳	Process Designer				Background		F	oreground		_
₽	SQL Utilities				Header Switch Button (Inactive)	#006699				
Þ	Tailoring Tools				Navigation					
D	Web Services				Destances	#555555			#545454	
	Branding				Background	#FFFFFF		oreground	HCHCHCH	
	Codes	~			Menu Item Hover Background	#E7F6FC	Menu l	tem Hover oreground	#000000	~
	Color Indicator Setting					59				

The logo change takes effect on the **About** page, as shown in the following figure.

ftware - Windows Internet Explorer	
HP Service Manager	
version 9.40.0015	
Installed Components	
FastInfoset-jwsdp-2.0.jar	^
Sun Microsystems, Inc.	
om.sun.xml.fastinfoset	
1.0.1	
acedi_security_10.4 jar	
Acegi Technology Pty Limited	
cegi-security	
1.0.4	
activation-1.1.iar	
Sun Microsystems, Inc.	
vax.activation	
1.1	
anticamu 1.4.5 iar	~
anusany-1.4.3.jai	
© 1994-2014 Hewlett-Packard Development Company, L.P. All r	rights reserved.
	tware - Windows Internet Explorer HP Service Manager version 9.40.0015 Installed Components FastInfoset-jwsdp-2.0.jar Sun Microsystems, Inc. um.sun.xml.fastInfoset 1.0.1 accegi-security-1.0.4.jar Accegi Technology Pty Limited cegi-security 1.0.4 activation-1.1.jar Sun Microsystems, Inc. vax.activation 1.1 antisamy-1.4.5.jar e 1994-2014 Hewlett-Packard Development Company, LP.AU

Change the colors

To change the color of the web tier, follow these steps:

- 1. Log in to the web client.
- 2. Click Tailoring > Branding.
- 3. Type a desired hex color code in the color value field. A sample color is displayed after the value field, which automatically changes according to the hex color code you type.

To Do Queue: My To Do List 🛛 🛛 Branding 🛛					
🛱 Save N Restore Defaults					5
Logos	Font Family				^
🥪 😪	HPSImputied				
Favorites Icon (22 × 22) Main Page Header (22 × 22)	Color Setting				
	Login Page				
0	Body Background	#C9C9C9	Body Foreground	#8B2323	
2	Button Background	#9ACD32	Button Foreground	#363636	U 1
\$	Button Hover Background	#218868	Button Hover Foreground	#363636	
Login and About Page(84 × 44)	Footer Background	#9ACD32	Footer Foreground	#FFFFFF	
Browse	Main Page				
5	Header Background	#9ACD32	Header Foreground	#0000FF	
6	Header Command Background	#666699	Header Command Foreground	#FFFFFF	
0	Header Switch Button (Inactive)	#FFFF00			
	Navigation				
8	Background	#C9C9C9	Foreground	#8B2323	L
9	Menu Item Hover Background	#E7F6FC	Menu Item Hover Foreground	#DAA520	- 1
Ð	Menu Group Background	#BCD2EE	Menu Group Foreground	#218868	
0	Menu Group Icon	#DAA520			
	Tab				
12	Active Tab Background	#98F5FF	Active Tab Foreground	#8B2323	

You can change the following colors.

Category	ltem	Title	Description
Login Page	1	Body Background/Foreground	The background/foreground color of the login page
	2	Button Background/Foreground	The background/foreground color of the login button on the login page
	3	Button Hover Background/Foreground	The background/foreground color of the login button on the login page when you hover your mouse over the button

Category	ltem	Title	Description
	4	Footer Background/Foreground	The background/foreground color of the footer on the login page
Main Page	5	Header Background/Foreground	The background/foreground color of the header on the main page
	6	Header Command Background/Foreground	The background/foreground color of the command line box on the header of the main page
	7	Header Inactive Switch Button	The color of the inactive switch button on the header of the main page.
Navigation	8	Background/Foreground	The background/foreground color of the navigation accordion on the left side of the applications menu
	9	Menu Item Background/Foreground	The background/foreground color of the navigation menu items
	10	Menu Group Background/Foreground	The background/foreground color of the navigation menu groups
	11	Menu Group Icon	The color of the navigation menu group icon
Tab	12	Active Tab Background/Foreground	The background/foreground color of the active tab

4. Click **Save** to save the color changes in the C:/customize /branding.xml file.

The color changes of items 1 to 4 take effect on the login page, as shown in the following figure.



The color changes of items 5 to 10 take effect on the main page, as shown in the following figure.

G	(=) 😵 http://localhost:8088/v	webtier-9	.40/index.d 🔎 🔻 🖒 候 HP Service Manage	er ×					■ X ☆☆ŵ
	HP Service Manager	5				0	E Command	6] falcon 🕜 💦	l <u>Loqout</u>
0	0	«	To Do Queue: My To Do List Bi	anding 12					
A *	Favorites and Dashboards	^	Save Restore Defaults						5
C3	Change Management								^
42	Configuration Management		Logos		Font Family				- 1
	Incident Management		😜 😪		HPSimplified				
	Knowledge Management		Favorites Icon (22 × 22) Main Page Hea	der (22 × 22)					
0	Problem Management			_	Color Setting				
	Reporting		Browse	se	Login Page				
	Request Fulfillment	0			Body Background	#C9C9C9	Body Foregrour	d #8B2323	
٦	Service Catalog					#04(022		#262626	
0	Service Desk				Button Background	#9ALU32	Button Foregrour	id #363636	
- 13	Service Level Management				Button Hover Background	#218868	Button Hov Foregroun	er #363636	
Ωt	System Administration		Login and About Page(84 ×		Footer Background	#9ACD32	Footer Foregrour	d #FFFFFF	
E	Tailoring		84)		Main Page				
	Audit	3	Browse		Hannage		-		
	Differential Upgrade				Header Background	#9ACD32	Header Foregrour	d #0000FF	
	Document Engine				Header Command Background	#666699	Header Comman	d #FFFFF	
į.	Event Services				Header Switch	#FFFF00	- Conception		
Þ	Knowledge Engineering	9			Button (Inactive)				
	Notifications				Navigation				
	Process Designer				Background	#C9C9C9	Foregrour	d #8B2323	
P.	Tailoring Tools	~			Menu Item Hover	#E7F6FC	Menu Item Hov	er #DAA520	~
	Mah Convisor				background	10	roregrour		

Change the font

To change the font of the web client, follow these steps:

- 1. Log in to the web client.
- 2. Click Tailoring > Branding.
- 3. Type a desired font name in the font value field. For example, type Harlow Solid italic as the new font.

To Do Queue: My To Do List	Branding 🛛				
😫 Save 🕥 Restore Defaults					
Logos	-	Font Family			
	Harlow Solid italic				
Favorites Icon (22 × 22) Main	Page Header (22 × 22)				
Descuse	Desuga	Color Setting			
browse	browse	Login Page			

4. Click Save.

Service Manager saves the font change in the C:/customize/branding.xml file.

The font change takes effect on the login page, as shown in the following figure.

🔆 🛞 🖗 http://localhost.8088/webtier-9.40/inde ۹ ح گ 😵 HP Service Manager: Login 🛛 🗴		
	Get P Service Man Username Password English	ager
© 19942014 Jawland Jardapanan Company.	f og 2n Let All right varand	
© 1994 8014 oftenhead "Development Company, Hits suftware is protected by international	fog In J.J. All right resound.	

The font change takes effect on the main page, as shown in the following figure. The new font takes effect on all the characters on the main page.



Note

The new font takes effect only for users whose browser has the font installed. For users who do not have the font installed, the default font of the user's browser is used instead.

Your customized font does not apply to printed pages.

Additional branding implementation options

Service Manager provides additional branding implementation options to change the name on the splash screen to reflect your organization's name, and to replace the images, including all the icons.

Change the applications name

You can change the name of the applications as it appears on the login page, the main page, and the **About** page. To change the applications name, follow these steps:

- 1. Stop your web application server.
- 2. Navigate to the following directory:

<SM web tier .war file>/WEB-INF/classes/com/hp/ov/cwc/web

- 3. Open the app_labels_<language version>.properties file in a text editor. For example, open the app_labels_en.properties file.
- Modify the App.Name and App.Title field values according to your organization's needs. The default value of these two fields is HP Service Manager. In this example, the values are changed to My Service Manager X.
- 5. Save the properties file.
- 6. Restart your web application server.
- 7. Launch the web client in your browser.

The following figure displays the new name **My Service Manager X** as it appears on the login page.



The following figure displays the new name **My Service Manager X** as it appears on the main page.



The following figure displays the new name **My Service Manager X** as it appears on the **About** page.

🥖 About HP :	Software - Windows Internet Explorer	
Ģ	My Service Manager X 1	
	version 9.40.0015	
	Installed Components	

Tailor the web client images

You can change the appearance of the web client by replacing the images in the *<customize-folder>/*images folder. Any images you place here override the existing out-of-box images that have the same file name. Using this images folder enables you to preserve the existing HP-provided images, and ensures that any future upgrade process does not overwrite your tailoring changes. You can delete your specified images folder at any time to restore the original HP images.

Each of your custom images must be in the .png, .gif, or .jpg format, and have the same name (but not necessarily the same format) as the out-of-box one. Service Manager looks for a custom image by name and then by format in the following order: .png, .gif, and then .jpg. For example, if the out-of-box image is back.gif, and your customization images folder contains back.png and back.gif, Service Manager uses back.png.

To change the images, follow these steps:

- 1. Stop your web application server.
- 2. Create an images subfolder in the customize-folder you specified. For example: C:/customize/images.
- 3. Browse to the **images** folder of your web tier to find the context path of the image you want to replace. In this example, you want to replace the refresh icon S on the toolbar, the path of this icon is <web tier .war file>/images/toolbar/trefresh.png.

To Do Queue: My To Do List	
🗙 Refresh 🛛 More 🗸	
To Do	

4. Add the new image under the same web tier context path in your **images** folder. In this example, you add a new image as C:/customize /images/toolbar/trefresh.png to replace the icon image mentioned in the previous step.

C:\customize\images\te	oolbar
දලිං	
trefresh.png	

- 5. Restart your web application server.
- Clear your browser's cache. The steps to do this vary, according to the specific browser that you use.
 To clear the browser's cache for Internet Explorer 10, follow these steps:
 - a. Go to **Tools** > **Internet Options** from the menu bar at the top of your browser's screen.

		ଳ 🛣 🗱
	Print	×
	File	+
	Zoom (100%)	+
	Safety	+
	Add site to Start menu	
	View downloads	Ctrl+J
	Manage add-ons	
~	F12 developer tools	
	Go to pinned sites	
	Internet options	
	About Internet Explorer	

b. On the General tab, click **Delete** in the Browsing history field.

ternet Options				? 🛛
General Securit	y Privacy Con	tent Connectio	ons Programs	Advanced
		and the second		
Home page	reate home name	tabs type each	address on its	own line
	cute nome page	tabb, type cach		even inc.
				*
	Use current	Use defa	ult Use n	new tab
Startup				
Start with	tabs from the las	t session		
Start with	home page			
Tabs				
Change how	webpages are dis	played in tabs.	Т	abs
Browsing histor	у <u>— с</u> і			1
form informat	ion.	, cookles, saved	i passwords, an	d web
V Delete bro	wsing history on	exit		
		Delete		tings
•		Delete		lungs
Appearance -				
Colors	Language	s Font	s Acce	essibility
			Consul	Analy
		UK	Cancel	Арріу

- c. Check all the items.
- d. Click **Delete** to delete the browsing history.



Now you can log in to the web client to verify the new images.

If you prefer to retain the previous icons in the toolbars and forms of Service Manager 9.33, you can download the Service Manager legacy icons from HP Live Network: <u>https://hpln.hp.com/node/6/otherfiles/?dir=20276</u>.

Service Manager provides the following packages. Copy the unzipped files to the subfolders in the customization folder that you created earlier. The table includes example locations for the subfolders.

File name	Description	Icon location example
images	This package contains the Service Manager 9.33 toolbar and form images.	C:/customize/images
toolbar	This package contains the Service Manager 9.33 toolbar and form images.	C:/customize/images/too lbar