



Branding the Service Manager Web Client

December 2014 (Updated November 19, 2015)

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.

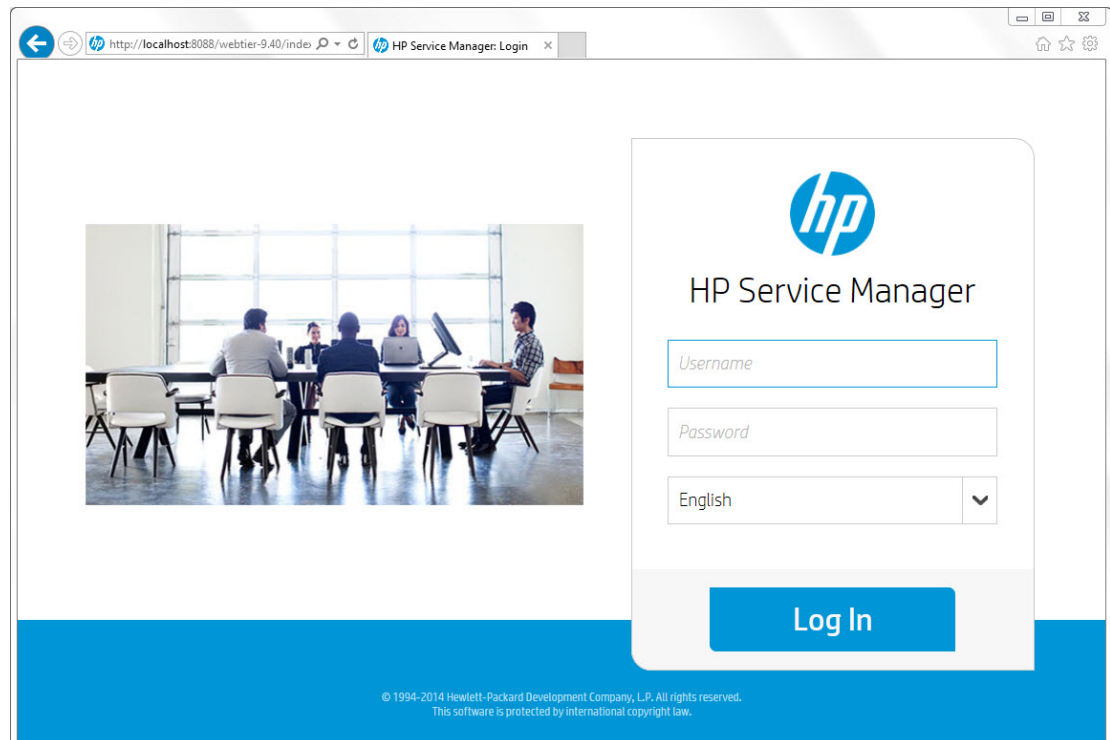
The out-of-box Service Manager web client includes a preset HP theme, which can be modified to express your organization's own branding. You can change your Service Manager logo icons, colors, and font style from the integrated user interface. You can also perform additional branding implementation options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

Note

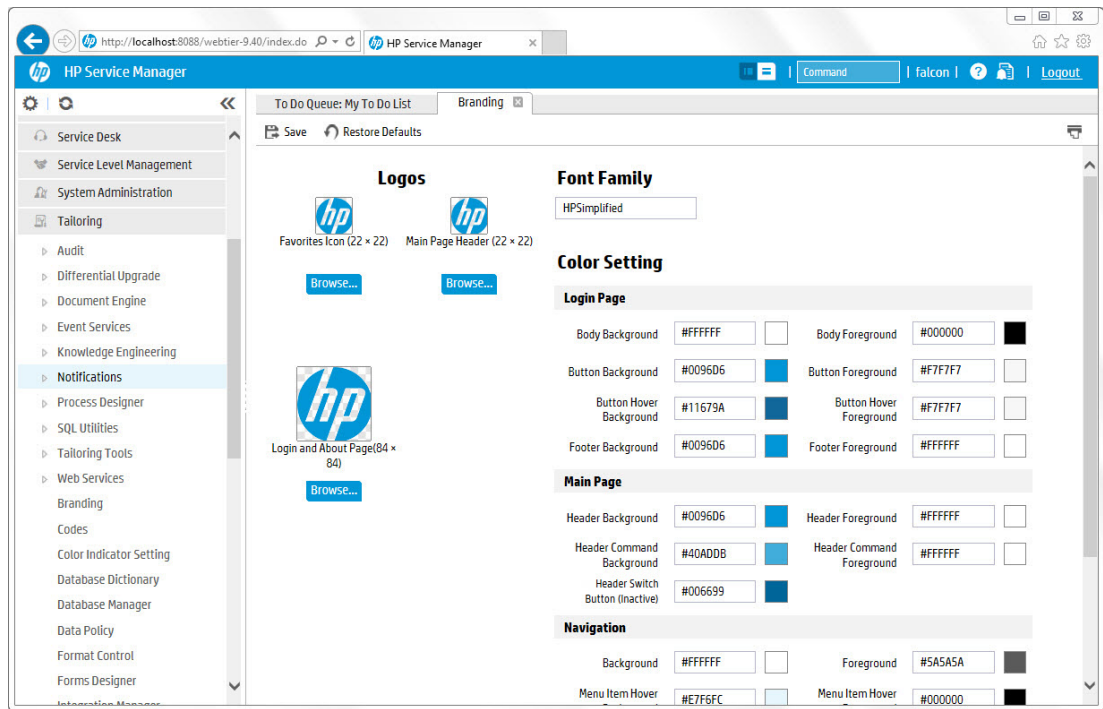
Currently, the branding feature does not support JAWS or color settings for the accessible.do web client.

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.



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:

1. 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 sequential 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 Manag		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.

The screenshot shows the 'Branding' menu in the HP Service Manager interface. At the top, there's a 'To Do Queue: My To Do List' tab and a 'Branding' tab. Below the tabs are 'Save' and 'Restore Defaults' buttons. The main content area is divided into three sections: 'Logos', 'Font Family', and 'Color Setting'.

Logos

- Favorites Icon (22 x 22)**: Shows an HP logo with a 'Browse...' button.
- Main Page Header (22 x 22)**: Shows an HP logo with a 'Browse...' button.
- Login and About Page (84 x 84)**: Shows a larger HP logo with a 'Browse...' button.

Font Family

HP Simplified

Color Setting

Login Page

Body Background	#FFFFFF		Body Foreground	#000000	
Button Background	#0096D6		Button Foreground	#F7F7F7	
Button Hover Background	#11679A		Button Hover Foreground	#F7F7F7	
Footer Background	#0096D6		Footer Foreground	#FFFFFF	

Main Page

Header Background	#0096D6		Header Foreground	#FFFFFF	
Header Command Background	#40ADD8		Header Command Foreground	#FFFFFF	
Header Switch Button (Inactive)	#006699				

Navigation

Background	#FFFFFF		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

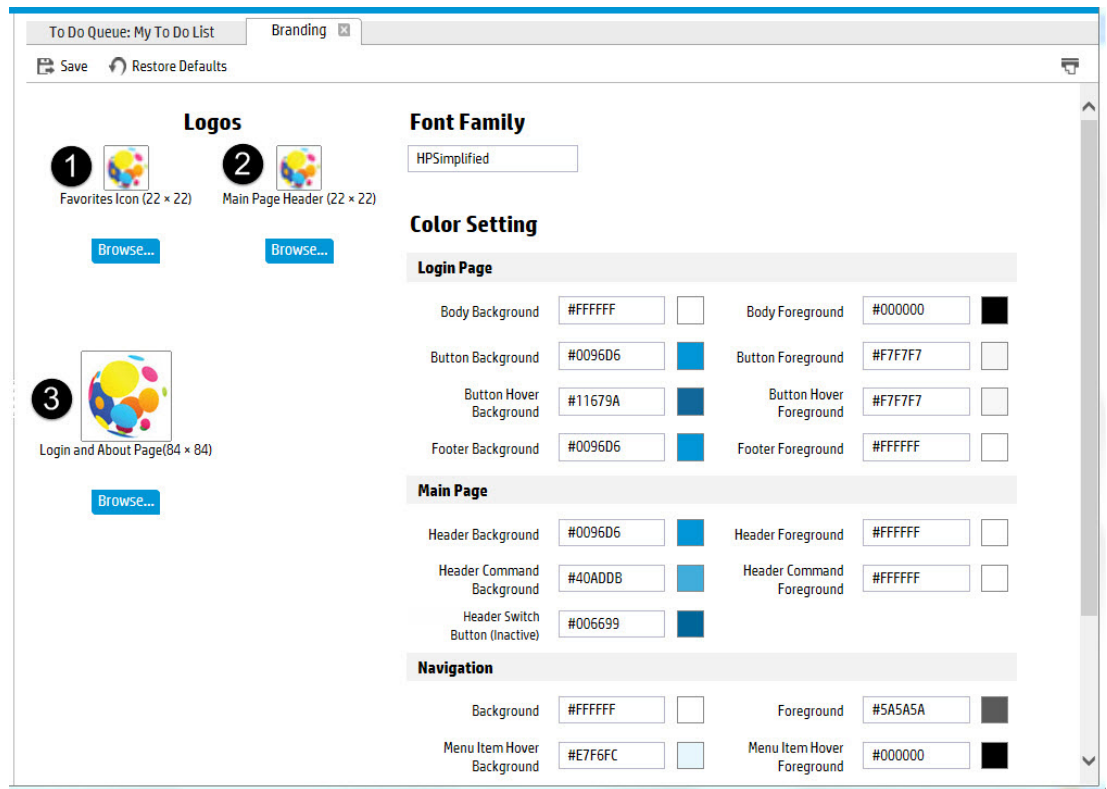
If you want to restore the default settings, click **Restore Defaults**, and then click **Save**.

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.



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

Note

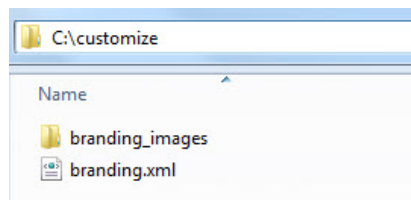
The logo file you provide is automatically compressed to the suggested ratio. If your logo file has a different ratio and cannot be compressed to 22x22 or 84x84 pixels, the system can automatically adjust to accommodate it.

Item	Logo name	Description	Format
1	Favorites Icon	<p>This icon appears in the browser's address bar, the browser tab title, and in the web client URL bookmark link.</p> <hr/> <p>Note The MIME type of the logo file should be x-icon and the browser must be able to display the .ico files.</p>	.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

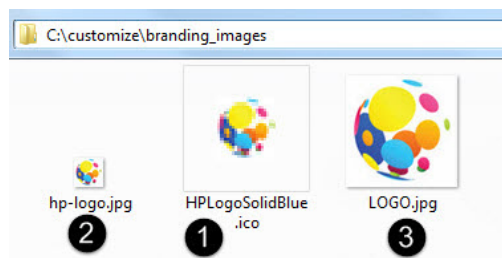
Item	Logo name	Description	Format
3	Login and About Page logo	This icon appears on the Login page and the About information page.	.jpg, .gif, .png

4. Click **Save**.

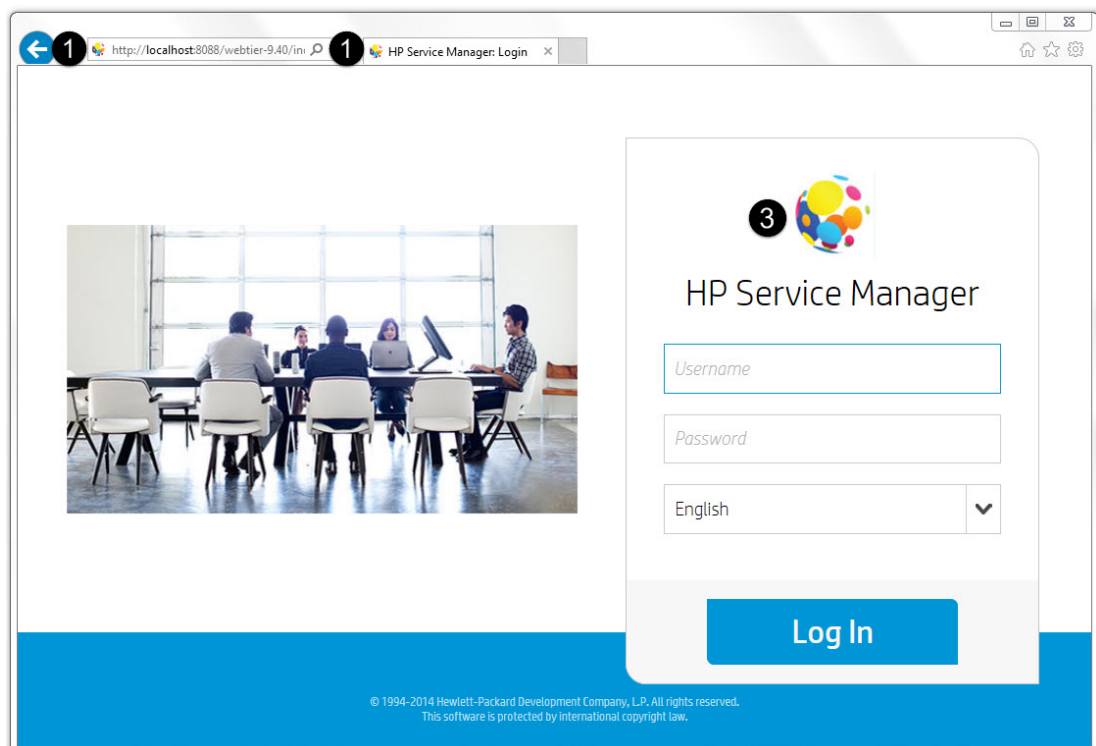
Service Manager creates a branding_images folder to save the logo files and a branding.xml file in the customization folder that you created earlier.



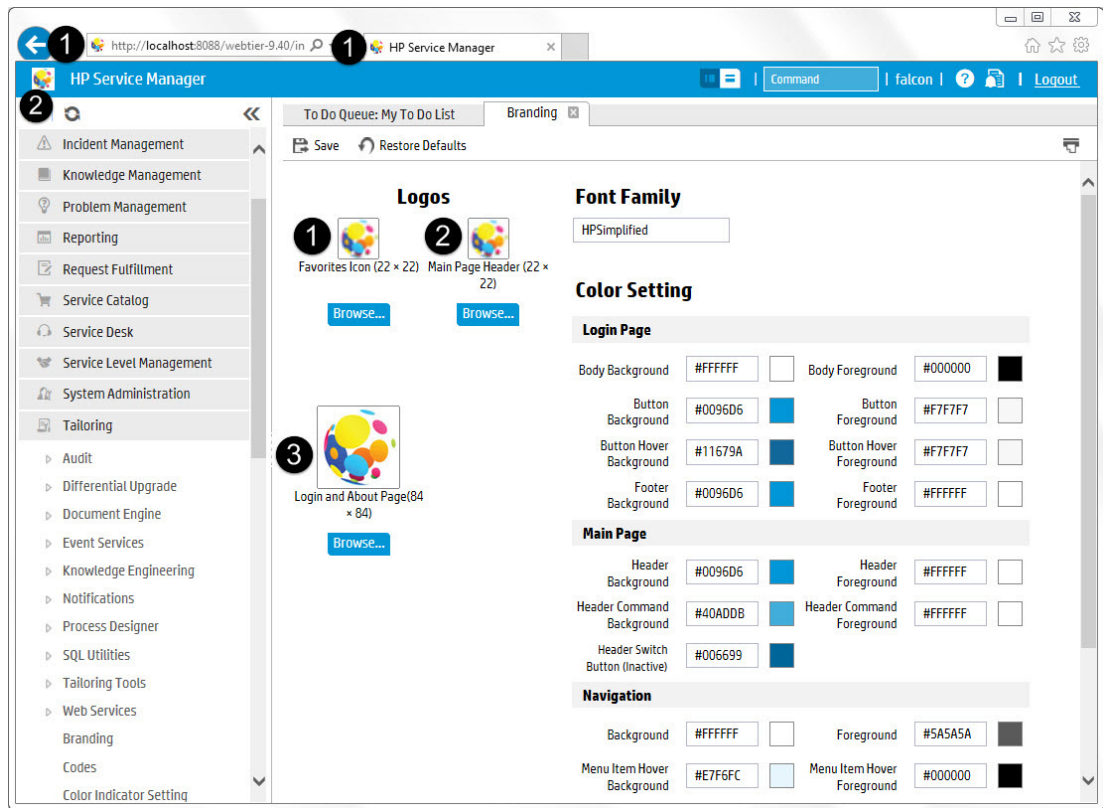
In this example, the logo files are saved in the C:/customize/branding-images subfolder, as shown in the following figure.



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.



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



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.

The screenshot shows the 'Branding' configuration window. On the left, there are sections for 'Logos' (Favorites Icon, Main Page Header, Login and About Page) with 'Browse...' buttons. The main area is 'Color Setting', which is divided into sections for 'Login Page', 'Main Page', 'Navigation', and 'Tab'. Each section contains numbered items (1-12) with color pickers and hex value fields. The current values are as follows:

Item	Category	Property	Hex Value
1	Login Page	Body Background	#C9C9C9
2		Button Background	#9ACD32
3		Button Hover Background	#218868
4	Main Page	Footer Background	#9ACD32
5		Header Background	#9ACD32
6		Header Command Background	#666699
7	Navigation	Header Switch Button (Inactive)	#FFFF00
8		Background	#C9C9C9
9		Menu Item Hover Background	#E7F6FC
10	Tab	Menu Group Background	#BCD2EE
11		Menu Group Icon	#DAA520
12		Active Tab Background	#98F5FF

Each item also has a corresponding foreground color field, often with a color swatch. For example, Item 1 has a foreground color of #882323.

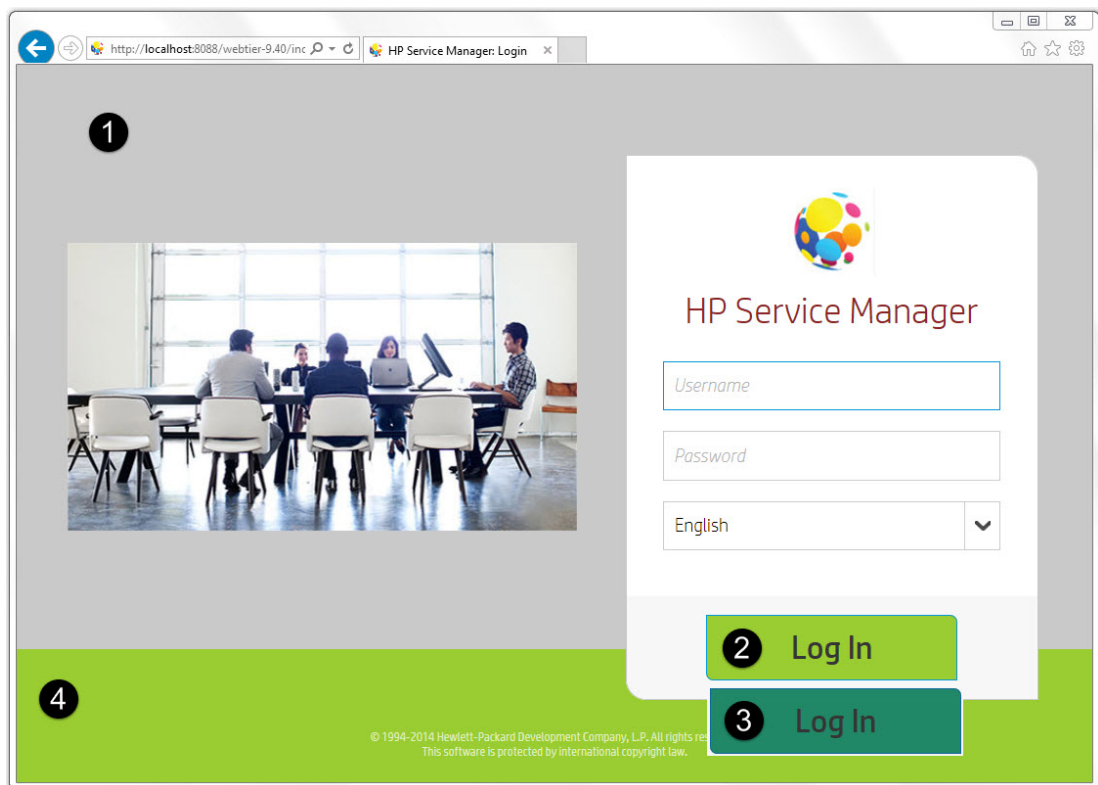
You can change the following colors.

Category	Item	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

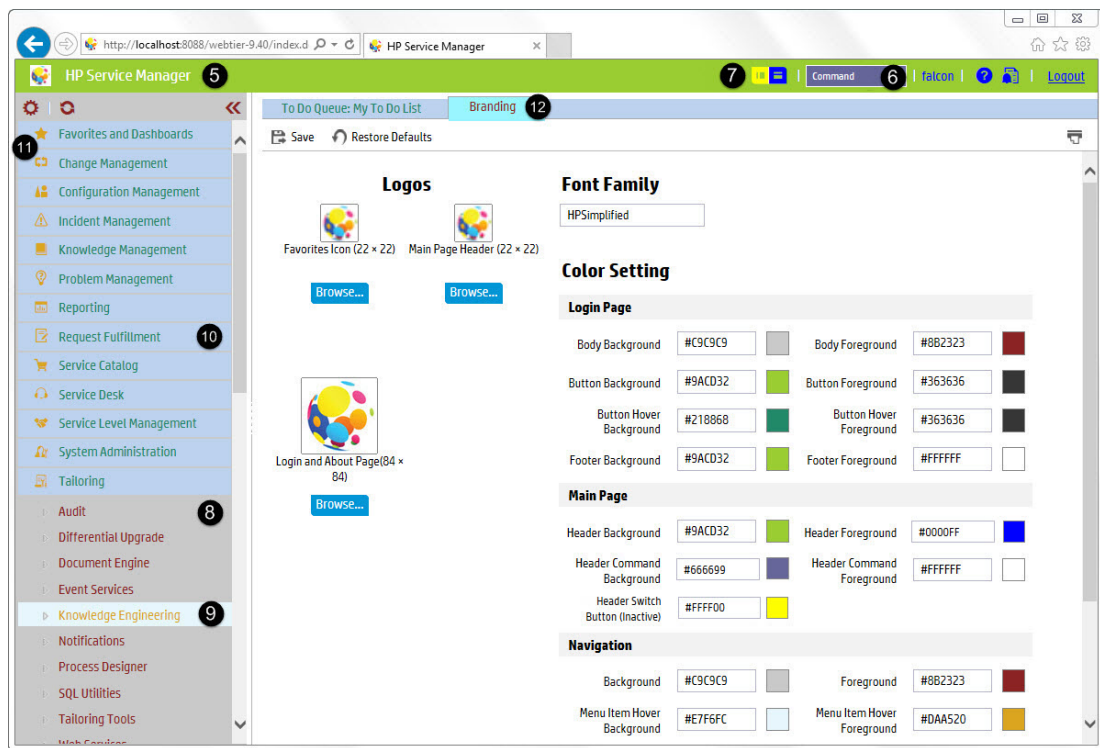
Category	Item	Title	Description
	4	Footer Background/Foreground	The background/foreground color of the footer on the login page
Main Page	5	Header Background/Foreground	The background/foreground color of the header on the main page
	6	Header Command Background/Foreground	The background/foreground color 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

- 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.



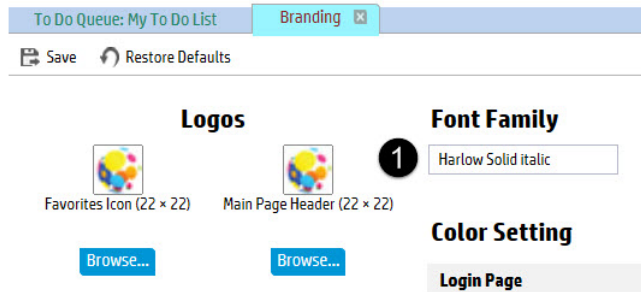
The color changes of items 5 to 10 take effect on the main page, as shown in the following figure.



Change the font

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

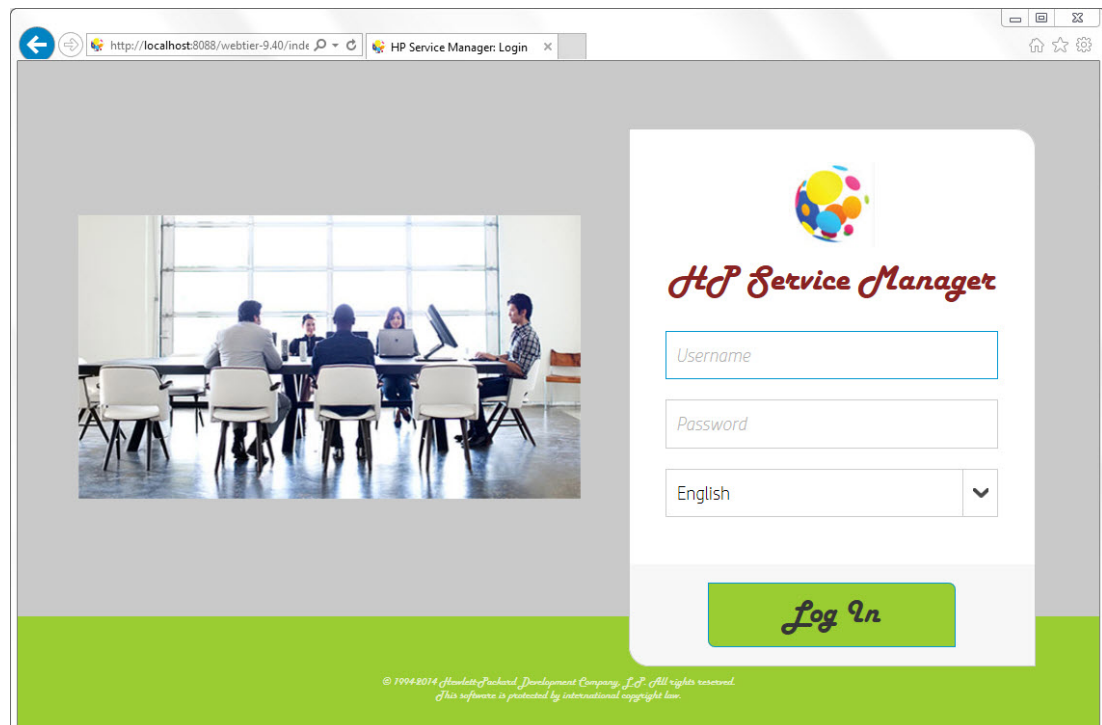
1. Log in to the web client.
2. Click Tailoring > Branding.
3. Type a desired font name in the font value field. For example, type **Harlow Solid italic** as the new font.



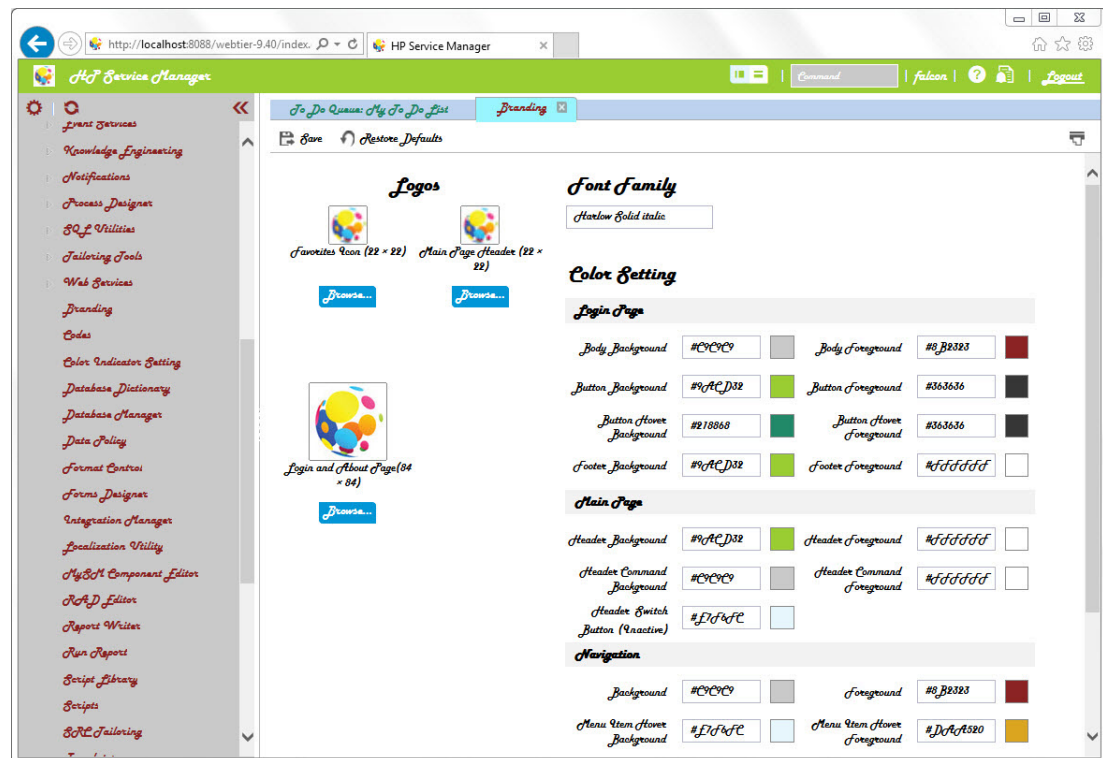
4. Click Save.

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.



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

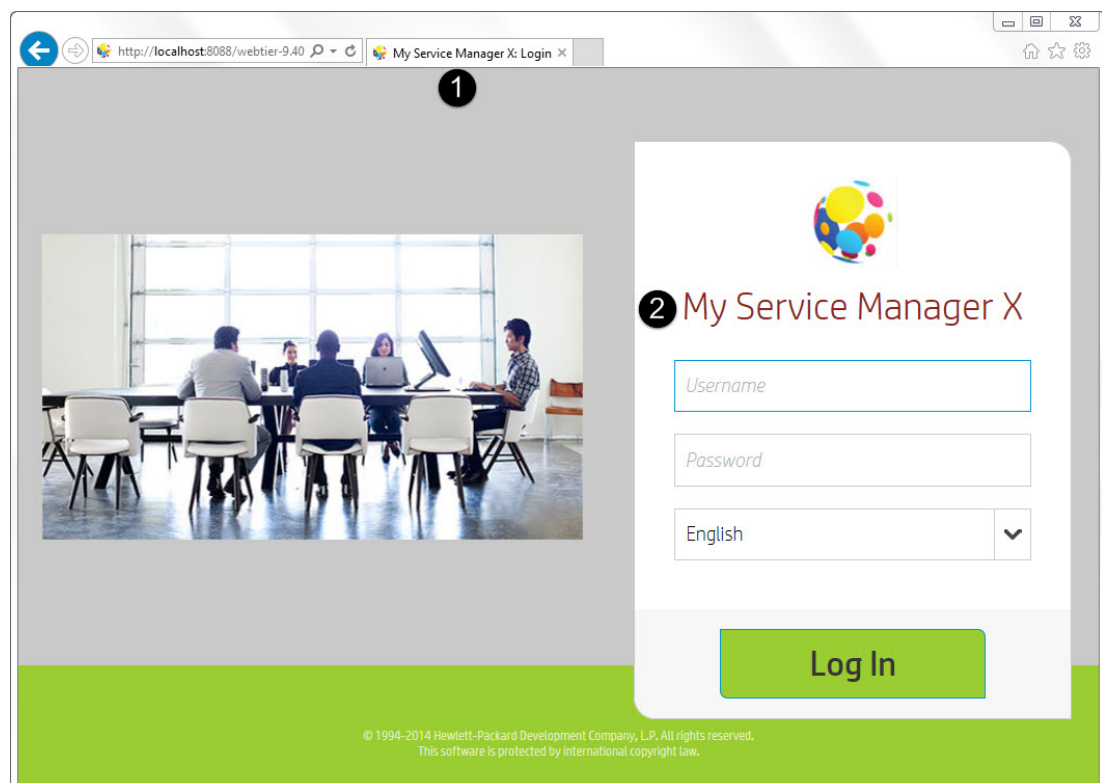
Service Manager provides additional branding implementation options to change the name on the splash screen to reflect your organization's name, and to replace the images, including all the icons.

Change the applications name

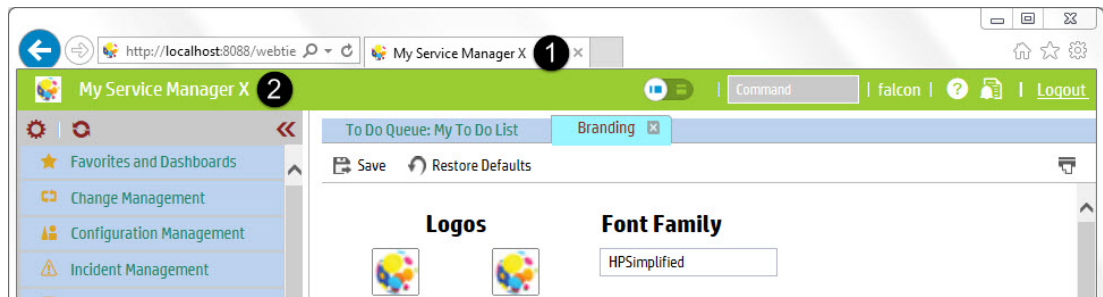
You can change the name of the applications as it appears on the login page, the main page, and the **About** page. To change the applications name, follow these steps:

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.
4. 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.

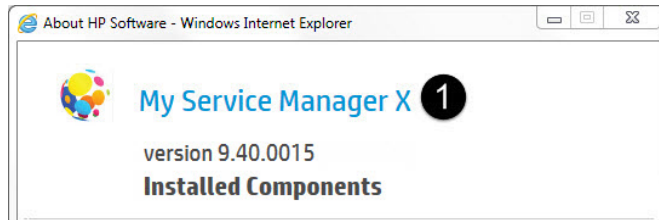
The following figure displays the new name **My Service Manager X** as it appears on the login page.



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.




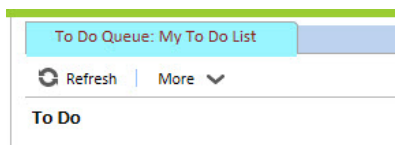
Tailor the web client images

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.

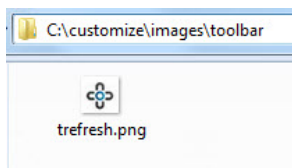
Each of your custom images must be in the .png, .gif, or .jpg format, and have the same name (but not necessarily the same format) as the out-of-box one. Service Manager looks for a custom image by name and then by format in the following order: .png, .gif, and then .jpg. For example, if the out-of-box 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  on the toolbar, the path of this icon is `<web tier .war file>/images/toolbar/trefresh.png`.



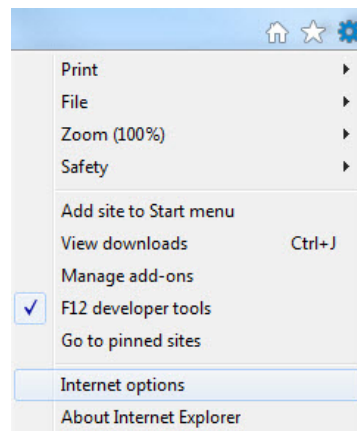
4. Add the new image under the same web tier context path in your **images** folder. In this example, you add a new image as C:/customize/images/toolbar/trefresh.png to replace the icon image mentioned in the previous step.



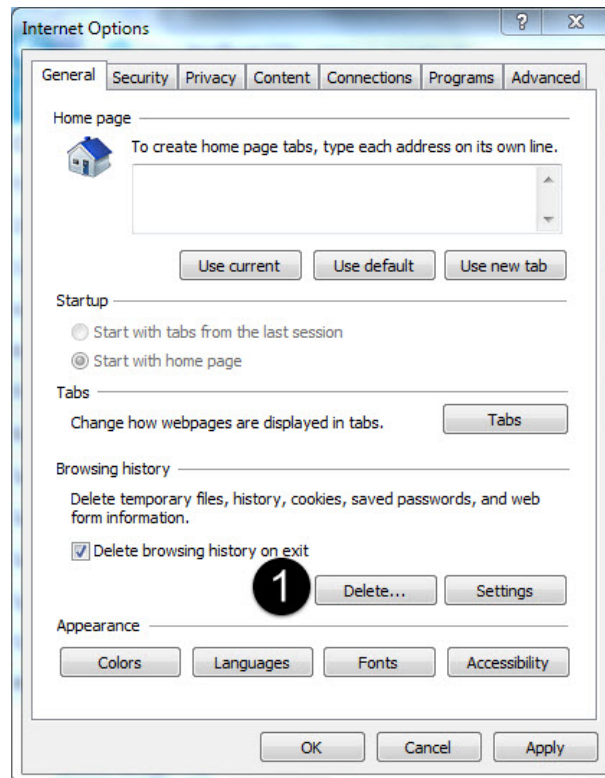
5. Restart your web application server.
6. Clear your browser's cache. The steps to do this vary, according to the specific browser that you use.

To clear the browser's cache for Internet Explorer 10, follow these steps:

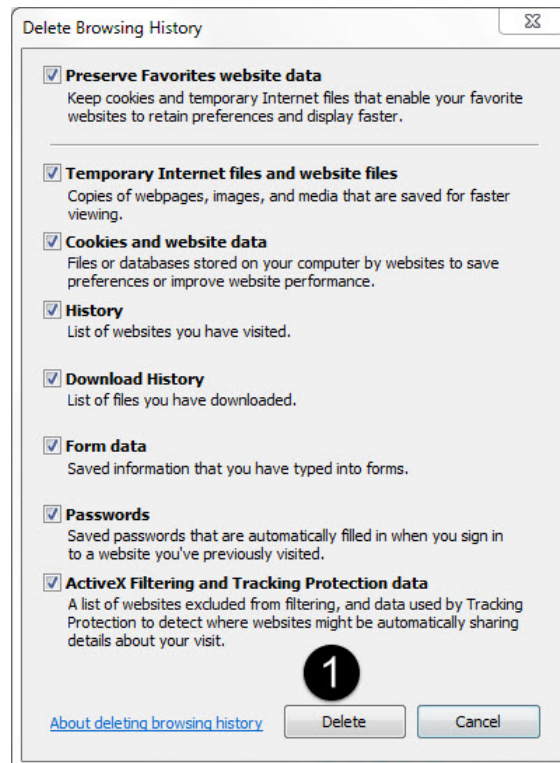
- a. Go to **Tools > Internet Options** from the menu bar at the top of your browser's screen.



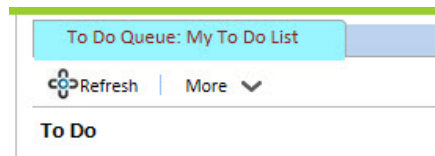
- b. On the General tab, click **Delete** in the Browsing history field.



- 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: <https://hpln.hp.com/node/6/otherfiles/?dir=20276>.

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/toolbar