

Peregrine

ServiceCenter

Accessibility

Release 6

© Copyright 2004 Peregrine Systems, Inc.

PLEASE READ THE FOLLOWING MESSAGE CAREFULLY BEFORE INSTALLING AND USING THIS PRODUCT. THIS PRODUCT IS COPYRIGHTED PROPRIETARY MATERIAL OF PEREGRINE SYSTEMS, INC. ("PEREGRINE"). YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THIS PRODUCT IS SUBJECT TO THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE. BY INSTALLING OR USING THIS PRODUCT, YOU INDICATE ACCEPTANCE OF AND AGREE TO BE BOUND BY THE TERMS AND CONDITIONS OF THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE. ANY INSTALLATION, USE, REPRODUCTION OR MODIFICATION OF THIS PRODUCT IN VIOLATION OF THE TERMS OF THE SOFTWARE LICENSE AGREEMENT BETWEEN YOU AND PEREGRINE IS EXPRESSLY PROHIBITED.

Information contained in this document is proprietary to Peregrine Systems, Incorporated, and may be used or disclosed only with written permission from Peregrine Systems, Inc. This book, or any part thereof, may not be reproduced without the prior written permission of Peregrine Systems, Inc. This document refers to numerous products by their trade names. In most, if not all, cases these designations are claimed as Trademarks or Registered Trademarks by their respective companies.

Peregrine Systems, AssetCenter, AssetCenter Web, BI Portal, Dashboard, Get-It, Get-Services, Get-Resources, Peregrine Mobile, and ServiceCenter are registered trademarks of Peregrine Systems, Inc. or its subsidiaries.

Microsoft, Windows, Windows NT, Windows 2000, SQL Server, and names of other Microsoft products referenced herein are trademarks or registered trademarks of Microsoft Corporation. Oracle is a registered trademark of Oracle Corporation.

zlib software copyright © 1995-2004 Jean-loup Gailly and Mark Adler ServiceCenter includes cryptographic software written by Eric A. Young (eay@cryptsoft.com). ServiceCenter includes software written by Tim J. Hudson (tjh@cryptsoft.com). Spell Checker copyright © 1995-2004 Wintertree Software Inc. Smack software copyright © Jive Software, 1998-2004. SVG Viewer, Mozilla JavaScript-C (SpiderMonkey), and Rhino software Copyright © 1998-2004 The Mozilla Organization. OpenSSL software copyright (c) 1998-2004 The OpenSSL Project. All rights reserved. MX4J software copyright © 2001-2004 MX4J Team. All rights reserved. JFreeChart software © 2000-2004, Object Refinery Limited. All rights reserved. JDOM software copyright © 2000 Brett McLaughlin, Jason Hunter. All rights reserved. LDAP, OpenLDAP, Java, and the Netscape Directory SDK Copyright © 1995-2004 Sun Microsystems, Inc. Japanese Morphological Analyzer ©2004 Basis Technology Corp. The Sentry Spelling-Checker Engine Copyright © 2000 Wintertree Software Inc. CoolMenu software copyright © 2001 Thomas Brattli. All rights reserved. Coroutine Software for Java owned by Neva Object Technology, Inc. and is protected by US and international copyright law. Crystal Reports Pro and Crystal RTE software © 2001 Crystal Decisions, Inc., All rights reserved. Eclipse software (c) Copyright (c) 2000, 2004 IBM Corporation and others. All rights reserved. Copyright (C) 2001-2004 Kiran Kaja and Robert A. van Engelen, Genivia inc. All rights reserved. WebFX Software copyright 2004 Emil A. Eklund and Erik Arvidsson. This product includes software developed by the Indiana University Extreme! Lab (<<http://www.extreme.indiana.edu/>>).

The information in this document is subject to change without notice and does not represent a commitment on the part of Peregrine Systems, Inc. Contact Peregrine Systems, Inc., Customer Support to verify the date of the latest version of this document. The names of companies and individuals used in the sample database and in examples in the manuals are fictitious and are intended to illustrate the use of the software. Any resemblance to actual companies or individuals, whether past or present, is purely coincidental. If you need technical support for this product, or would like to request documentation for a product for which you are licensed, contact Peregrine Systems, Inc. Customer Support by email at support@peregrine.com. If you have comments or suggestions about this documentation, contact Peregrine Systems, Inc. Technical Publications by email at doc_comments@peregrine.com. This edition of the document applies to version 6 of the licensed program.

Peregrine Systems, Inc.
3611 Valley Centre Drive San Diego, CA 92130
Tel 800.638.5231 or 858.481.5000
Fax 858.481.1751
www.peregrine.com



1 Accessibility

CHAPTER

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 ServiceCenter 6.0 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 Peregrine Systems 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/sc/detail.do?accessible=true&sc.viewrecordlist=false&sc.viewclassicmenu=false
```

Client Configuration Recommendations

There are a number of accessibility tools available from third-party vendors. These tools vary in the disabilities that they address and the technology they support. Peregrine Systems strives to ensure that our software products do not interfere with the proper functioning of any accessibility product. Peregrine tests the ServiceCenter 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 ServiceCenter.

Minimally impaired accessible users should try the standard Web client and the accessible Web client using the browser versions listed in the ServiceCenter Compatibility Matrix on the Customer Support Web site. You may find that the standard Web client is a better fit if you are not visually impaired or that one browser works better for you.

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).
- Connect Outloud version 2.0 by Freedom Scientific has support for the Web, including Internet Explorer 5 and 6, and support for Adobe™ Acrobat™ Reader 5.0.

JAWS

ServiceCenter 6.0 supports different browsers; however, Microsoft Internet Explorer provides the best integration with JAWS and the ServiceCenter Web client. Impaired users can use the ServiceCenter web client with the out-of-box configuration. If you tweak 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](#). Peregrine Systems does not provide third-party technical support.

Screen readers and the ServiceCenter Web client

The ServiceCenter 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 these 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 ServiceCenter Web client.
- Configure buttons to use **Both Label and Title if Different**.

ServiceCenter uses many long titles to describe the action, or result of following a link or button. Forms can be very complex with many form fields and links. This may result in redundant, but necessary, oral descriptions. Peregrine Systems recommends that novice ServiceCenter users slow down the words-per-minute setting until they are familiar with the application. Some out-of-box forms may be complex for screen readers. If this occurs, application administrators can re-design complex forms and add accessibility attributes as needed.

The ServiceCenter 6.0 Web client supports all accessible users and is designed to integrate with screen reader assistive technology.

Web Browsers

The ServiceCenter accessible Web client does not require changes to browser settings, although you can change personal preferences if necessary. Applications use embedded style sheets that you cannot customize. All browsers have preference settings. Users can change browser font families, colors, and sizes, as well as background color to improve contrast or adapt to personal preferences. Ensure that you enable JavaScripts and cookies to enable the Web client.

Product Usage Recommendations

The ServiceCenter Web client has the familiar functionality of earlier releases if you used the Java client. 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.

Working with JAWS

Successful access to the ServiceCenter Web client through JAWS varies depending on the JAWS configuration. If you customize too many JAWS configuration settings, basic accessible Web client functionality may be compromised. Follow these recommendations to optimize your user experience.

- Start with the out-of-box JAWS configuration and change configuration parameters incrementally. Test these changes before you add others. If the Web client becomes unusable, you can reset the JAWS Configuration Manager to its default settings.
- If you have difficulty using the JAWS key to start reading an entire Web page, use Select All (Ctrl+a) to ensure that JAWS reads all the text in the page.
- The accessible Web client has descriptive title and summary attributes advise the user about required actions. Position the cursor over most forms elements and links to access a descriptive tool tip.
- To ensure that JAWS reads all title, alt, or summary attributes, you may need to adjust settings in the JAWS Configuration Manager. Success can vary depending on your browser choice.
- Information in the browser address text box may not be relevant for the accessible user. If possible, omit reading this information.

- Ensure that you enable JAWS virtual cursor tracking.
- JAWS navigation keys may interfere with browser navigation. Review the JAWS documentation to adjust navigation key preferences.
- JAWS may read hidden form or page elements. JAWS treats these elements as vague or unknown objects in the form or page. If this occurs, you can ignore them safely.

Known issues

There are known issues that the accessible user or system administrator should review.

JAWS

JAWS has these known issues:

- Labels for tags that associate text labels with form fields may not read properly. In some cases, these labels are associated with a text string instead of a form element. Although the association is correct, JAWS may not read them correctly.
- JAWS may not read all data tables in an associative manner. Although columns, rows and cells are properly constructed for accessible users to relate data and headings, JAWS may not recognize this successfully.
- The accessible Web client is designed to use JAWS successfully. The ServiceCenter Windows client is not designed to use JAWS. If you attempt this combination, unexpected results can occur, the client can crash, or performance can degrade.

Browsers

Browsers have these known issues:

- Although you can increase font sizes, at a certain size the page will begin to display overlapped text and form elements. If you need very large fonts, choose a font size in the browser that does not cause overlap and use a screen magnifier.
- Accessible users cannot use custom style sheets or disable the embedded ServiceCenter style sheets. The out-of-box style sheets attempt to address the requirements of the accessible user community.

- Internet Explorer may not correctly display all tool tips. The Mozilla browser is better at supporting accessible attributes. Mozilla provides a Properties menu item for all elements on a web page if you are able to use the Shortcut menu. This menu displays the entire accessible title of any element.
- You cannot change or edit a URL during a Web client session. You may need to launch a different browser session to link to other URLs.
- The accessible Web client does not support the graphical workflow feature.
- You cannot log on to the accessible Web client from a standard Web client session. To log on to the accessible Web client, do one of the following:
 - End the current browser session. Start a new browser session and type this URL:
`http://server_name:port_number/sc/detail.do?accessible=true&sc.viewrecor
dlist=false&sc.viewclassicmenu=false`
 - Log off the standard Web client. The final page has a link to the accessible Web client logon page.



June 18, 2004