

SAP Architecture Governance – Accessibility

SAP CUSTOMER
INFORMATION



Front-End Requirements and Infrastructure for Accessibility

Including statements about platforms and
recommended client PC settings

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2 General Statements about Platforms

Our efforts in the accessibility program are currently focused on the following front-end/client-platform environment.

2.1 Operating System

The following operating systems are supported:

- Windows XP
- Windows 2003 (also known as Windows XP Server)
- Windows Vista
- Windows 7

Note: For users of SAP GUI for Windows with JAWS® for Windows by Freedom Scientific® and a Braille output, we recommend to use SAP GUI for Windows, JAWS for Windows, and Windows Vista or Windows 7 running on the same platform, currently the 32-bit platform.

2.2 Web Browser

The following Web browsers are supported:

- Microsoft Internet Explorer 6
- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8

2.3 SAP GUI for Windows

SAP GUI for Windows is the standard GUI for applications based on the ABAP/Dynpro environment. The following SAP GUI version is required for applications based on ABAP Dynpro:

SAP GUI for Windows 7.20 Patchlevel 6 (or higher)

The latest version of SAP GUI for Windows is available as DVD files on SAP Service Marketplace at <http://service.sap.com/installations> → *Browse our Download Catalog* → *SAP Frontend Components* → *SAP GUI for Windows* → *SAP GUI for Windows 7.20 Core*. The most up-to-date patches are available at <http://service.sap.com/patches> → *Browse our Download Catalog* → *SAP Frontend Components* → *SAP GUI for Windows* → *SAP GUI for Windows 7.20 Core*.

SAP GUI for Windows 7.20 is also available on DVD through the usual channels. If you want to install a new SAP GUI for Windows on your client PC, you must first download the DVD files, install SAP GUI, and then install the latest patch.

2.4 SAP Interactive Forms by Adobe

To display SAP Interactive Forms by Adobe, you need to have an Adobe Reader. The current version is 9.3.4.

2.5 Screen Readers

SAP does not provide screen readers; these technologies must be acquired separately.

The following screen readers work with SAP GUI for Windows:

- JAWS® for Windows by Freedom Scientific®, Version 11.0
Details about the supported JAWS for Windows versions are available in [SAP Note 988421](#).
- Screen readers certified by SAP
Be aware that each screen reader differs in the scope of functions it offers.

By exposing the SAP GUI object model, SAP has met the technical requirements for screen readers to work together with SAP GUI for Windows.

3 Recommendations for ABAP-Based Applications

This system landscape covers only some of the accessibility requirements, however, and you also need to perform the further activities described in this document.

SAP recommends SAP GUI for Windows 7.20 Patchlevel 6 or higher for ABAP-based applications. For using the Accessibility mode SAP GUI for Windows needs to be run in *SAP Signature Theme* or in *Classic Theme*.

As of SAP GUI for Windows 7.20 SAP recommends using the *SAP Signature Theme* for using accessibility of ABAP-based applications. Compared with the traditional *Classic Theme*, the *SAP Signature Theme* comes with two enhancements related to accessibility:

- A specific High Contrast black theme
- Improved font scaling

SAP Signature Theme only supports a High Contrast Black theme in addition to its default theme. If other themes defined in Windows are to be used (e.g. „High Contrast White“), SAP recommends to use the *Classic Theme*.

3.1 Recommended Settings in SAP GUI for Windows 7.20

To support screen readers based on SAP GUI scripting, SAP GUI scripting must be activated on the application server. More information is available in [SAP Note 480149](#). SAP SDN provides you with more information about SAP GUI scripting and security-related questions at <http://sdn.sap.com/iri/sdn/sap-gui> → *SAP GUI Scripting*.

You can access the Accessibility settings of SAP GUI for Windows in the SAP GUI options dialog in the Windows Control Panel. Alternatively the same options dialog can be started from a SAP GUI for Windows session and SAP Logon.

The following table shows you the recommended settings in SAP GUI for Windows 7.20 according to the type of assistive technology used or the type of disability. The settings are described in more detail further below.

Type of Setting (Path in the SAP GUI options dialog)	Screen reader users	Screen magnifier users	Users with visual impairments who do not use assistive technologies	Users with motor impairments
SAP Signature Theme (dropdown listbox at the top left corner of the options dialog)	Switch on	Switch on	Switch on ¹	Switch on
Activate high contrast theme (Visual Design → Theme Preview / Settings)	Switch off	Switch on if required ¹	Switch on if required ¹	Switch off
Activate animated focus (Visual Design → Theme Preview / Settings)	Not relevant	Switch on only if preferred	Switch on only if preferred	Not relevant
Show success messages in a dialog box, show warning messages in a dialog box, show error messages in a dialog box (Interaction Design → Notifications)	Switch on	Switch on	Switch on only if preferred	Switch off
Use accessibility mode (Accessibility & Scripting → Accessibility)	Switch on	Switch on	Switch on	Switch on
Include read-only and disabled elements in tab chain (Accessibility & Scripting → Accessibility)	Switch on	Switch on only if preferred	Switch on only if preferred	Switch off
Display symbols in lists as letters (Accessibility & Scripting → Accessibility)	Switch on	Switch off	Switch off	Switch off
Notify when a script attaches to SAP GUI (Accessibility & Scripting → Scripting)	Switch off, if screen reader uses such a script	Switch off, if screen magnifier uses such a script	Not relevant	Not relevant
Set F4 help to modal dialog, in SAP GUI main menu → Help → Settings → F4 Help	Switch on	Switch on only if preferred	Switch on only if preferred	Switch off

3.1.1 Settings in the SAP GUI for Windows Options Dialog

For accessible version of SAP GUI for Windows, SAP recommends the following settings in the SAP GUI Options Dialog.

¹ SAP Signature Theme only supports a High Contrast Black theme in addition to its default theme. If other themes defined in Windows are to be used (e.g. „High Contrast White“), choose *Classic Theme* instead of the *SAP Signature Theme* in SAP GUI Options dialog.

1. In Windows Control Panel, choose *SAP GUI Configuration*. Alternatively you can choose *Customize local Layout* → *Options* in the SAP GUI session (or use the key combination [ALT] + [F12] (for *Customize Local Layout*) and then press the key [o] (for *Options*)) or invoke the SAP GUI Options Dialog from the menu in the top left corner of the SAP Logon (Pad) window.
2. In the *Theme* dropdown listbox, select the *SAP Signature Theme*.
3. On the page *Visual Design* → *Theme Preview Settings* select *Activate high contrast theme* if you need a High Contrast Black display.
Notes:
 - a) For a consistent High Contrast Black display in SAP GUI for Windows with SAP Signature Theme, we recommend to use also a High Contrast Black theme in Windows.
 - b) *SAP Signature Theme* only supports a High Contrast Black theme in addition to its default theme. If other themes defined in Windows are to be used (e.g. „High Contrast White“), choose *Classic Theme* instead of the *SAP Signature Theme* in SAP GUI Options dialog.
4. On the page *Interaction Design* → *Notifications* select *Show error messages in a dialog box* and *Show warning messages in a dialog box*. If you also want to display dialog boxes for success messages and play beeps for messages, set the appropriate options. (We recommend that users of screen readers or screen magnifiers use this setting.)
5. On the page *Accessibility & Scripting* → *Accessibility* select the *Use accessibility mode* flag.
6. On the same page check the following settings:

“Include read-only and disabled elements in tab chain”

You use this flag to include inactive elements in the tab chain (which makes them reachable using the tab key).

“Display list symbols as letters”

You use this flag to specify whether the SAP GUI list symbols (such as the symbol for opening or closing a tree node) are displayed as alphanumeric characters or as symbols. You only need to set this flag if you use an assistive technology that is not compatible with the SAP Symbol font.

Deselect these two options only if you do not need the information they provide. More information is available in [SAP Note 883706](#).

7. If your assistive technology uses a script, go to the page *Accessibility & Scripting* → *Scripting* and deselect the *Notify when a script attaches to SAP GUI* flag. (This setting is not relevant if you do not use an assistive technology.)

More information about this option and about security is available in the Security Guide for SAP GUI Scripting on SAP SDN under <http://sdn.sap.com/irj/sdn/sap-gui> → SAP GUI Scripting -> Security Considerations.

Activating the Accessibility mode in SAP GUI for Windows has effects on both SAP Logon (Pad) and the SAP GUI options dialog:

- In SAP Logon (Pad) the buttons for managing connection entries are displayed with texts instead of icons
- In SAP Logon (Pad) the *“List View”* is automatically activated instead of the tree.
- In the SAP GUI options dialog the tree on the left side is replaced by a standard tree which is provided by the operating system. From a functional perspective this does not have any impact, but the visual appearance is slightly different.

Note: The same effects are valid even if the Accessibility mode in SAP GUI for Windows is not turned on, but JAWS is running.

3.1.2 F4 Help Settings

In SAP GUI for Windows, choose *Help* → *Settings*. On the *F4 Help* tab page, set the F4 help display to *Dialog (modal)*. This setting displays the input help in SAP GUI in a dialog box instead of in an amodal search help UI element.

3.1.3 Font Settings and Color Customizing in SAP GUI for Windows

In SAP GUI for Windows you can tailor the font, its size and color, and the background color to meet your requirements for specific parts of the application. You must first select accessibility mode for SAP GUI for Windows (as described in section 3.1.1).

For users, who need a high contrast black display with black background color and white foreground color, we recommend the usage of the *SAP Signature Theme* and the activation of the option “*Activate high contrast theme*” (on the page “*Visual Design*” → “*Theme Preview / Settings*”) in the SAP GUI Configuration. In addition to this, we recommend to use also a High Contrast Black theme in Windows.

When SAP Signature Theme is used without the high contrast theme and the contrast of the animated focus is not sufficient the following registry value can be used to define a more suitable color for the animated focus frame:

For all users working on a client PC:

- HKEY_LOCAL_MACHINE\SOFTWARE\SAP\SAPGUI Front\SAP Frontend Server\Accessibility\FocusRGB (on 32bit operating systems)
- HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\SAP\SAPGUI Front\SAP Frontend Server\Accessibility\FocusRGB (on 64bit operating systems)

For single users:

- HKEY_CURRENT_USER\Software\SAP\SAPGUI Front\SAP Frontend Server\Accessibility\FocusRGB (on both 32bit and 64bit operating systems)

The value needs to be created with type “String Value” (REG_SZ) and takes an RGB value like “000,000,255”. Each of the segments for red, green and blue takes any integer value between 0 and 255. “000,000,255” means a blue color, “255,000,255” would mean a purple color.

If other themes defined in Windows are to be used (e.g. „High Contrast White“), choose *Classic Theme* instead of the SAP Signature Theme in SAP GUI Options dialog. Among others, the color display in SAP GUI for Windows with *Classic Theme* depends on the color customizing in operating system Windows. To enable the minimum contrast in SAP GUI for Windows with *Classic Theme*, we recommend using the color scheme *Windows Classic* within Windows operating system.

The following table shows you the difference between the SAP Signature Theme and the Classic Theme regarding the color settings.

Requirement	SAP Signature Theme	Classic Theme
Theme with minimum contrast 4.5:1	Use default theme of <i>SAP Signature Theme</i> (without activating High Contrast)	Use <i>Classic Theme</i> together with <i>Windows Classic</i> .
High Contrast Black theme	Activate High Contrast in SAP Signature Theme and use it together with Windows High Contrast Black	Not recommended.
High Contrast White theme	Not available	Use together with Windows High Contrast White
User-specific color settings	Not possible.	Possible.

3.1.4 SAP NetWeaver Application Server ABAP (Back End)

Accessibility mode in SAP GUI for Windows is located locally on your host, which means that you do not usually need to make any changes to the server configuration of SAP NetWeaver Application Server ABAP when using assistive technologies.

One exception to this, however, is technologies that are based on the SAP GUI scripting interface, with the underlying security concept of this interface being particularly relevant. The main additional requirement is that the profile parameter `sapgui/user_scripting` must be set to TRUE in SAP systems. The system administrator can do this in transaction RZ11 (Profile Parameter Maintenance) or in the initialization file of the application server. Documentation about this procedure and the SAP GUI scripting security concept is available on SAP SDN at <http://sdn.sap.com/irj/sdn/sap-gui> → SAP GUI Scripting. Technical details and information about any updates are available in [SAP Note 480149](#).

4 Recommendations for Web-Based Applications

For Web applications not based on ABAP technology, HTML output is generated directly using SAP NetWeaver Application Server (Release 2004 or higher).

Alongside the operating system and Web browser mentioned in this document, there are also other recommendations for the front-end infrastructure.

4.1 Web Browser for Portal and Web Dynpro Applications

For an accessible version of HTML-based applications within SAP NetWeaver (such as the portal, Web Dynpro, BSP, and HTMLB-based applications), we recommend that you do the settings described in this section. The settings involved also depend on the requirements of the individual user.

4.1.1 Special Software Requirements

We recommend Microsoft Internet Explorer 6, 7 or 8 as a Web browser. You can keep the defaults in this browser since no further settings are required in Internet Explorer itself.

4.1.2 Activating Accessibility Mode

Either the user or a system administrator can enable support for accessibility mode. All applications and the portal run in accessibility mode once it has been enabled. This setting can also be

enabled for applications that do not run in the portal but in their own browser instance. This is done using a URL parameter (as shown in method 3 below).

- Method 1: The portal user activates accessibility mode.

The user can activate or deactivate accessibility mode for the portal and its applications as follows:

In the Portal, choose *Personalize* → *User Profile* and select or deselect the *Activate Accessibility Feature* checkbox.

- Method 2: The portal administrator activates accessibility mode.

The portal administrator can also enable accessibility mode for individual users. This can be done when the administrator creates a new user in *User Management Administration Console* by choosing *User Administration* → *Identity Management* → *Create User*. It is also possible when distributing roles in *SAP User Management Engine* (UME). More information is available in the SAP portal documentation.

- Method 3: Enabling accessibility mode without the portal

If you want to run, for example, the Web Dynpro application in a Web browser outside of the portal, a dedicated URL parameter exists for enabling accessibility mode. Add the following parameter to the end of the application URL:

?sap-accessibility=x

Example:

<http://appserver:50000/webdynpro/dispatcher/myappdir/myapp?sap-accessibility=x>

Additional Notes

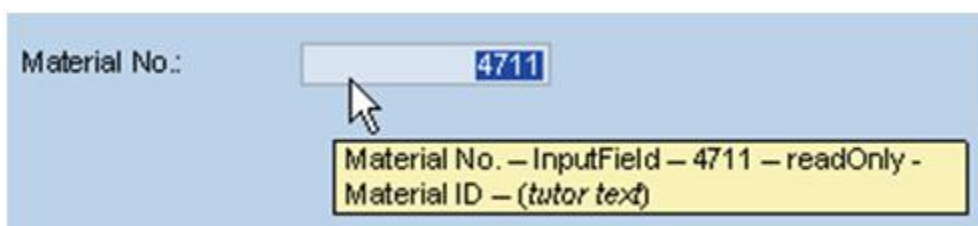
When the Accessibility Mode is activated, the **extended element information for screen readers** is generated for the actually focused element.

For an InputField element, the extra info is organized as follows:

<labeltext> <type> <value> <state> <tooltip> <tutor>

where

- <labeltext> is the text of the label
- <type> is the type of the element (an input field in this case),
- <value> is the value of the field
- <state> is the state of the current field (such as not available, modifiable, read-only, inactive)
- <tooltip> is the tooltip of the field
- <tutor> text is additional information about how to use the element



The Figure above shows an example for the extended Web Dynpro, BSP and HTMLB element information in the Accessibility Mode of the application. The information is exposed in the title attribute of the native HTML element (in this case, an <input> element).

Please note:

1. If the extended information is **not** present, accessibility mode is likely **not activated**.
 - Quick Check without Screen Reader: User Agents (Browsers) show the title attribute content as tooltip when hovering with the mouse over the respective element.
2. To get the extended information properly spoken by JAWS® for Windows, **special JAWS settings are required**. See Chapter 6.2 for details.

4.1.3 Font Settings and Color Customizing for SAP NetWeaver Portal

Support for different color schemes, fonts, and font sizes is provided by assigning a different visual theme within the portal. A chosen theme also involves the definition of colors, fonts, and font sizes. You can use Theme Editor to modify a theme to meet different user requirements.

You can also set the font size for a theme to one of five levels in the web browser. To do this, choose *View* → *Font Size* in Microsoft Internet Explorer and select one of the options. If you want the font to be larger, we recommend that you use a screen magnifier. Another option is to copy the theme shipped by SAP and modify this copy.

A range of themes are available, including high contrast themes with black backgrounds and white fonts. There are two ways of assigning themes to a user:

- Method 1: The portal user selects the theme.

The user can switch the theme for the portal and any applications running in it. To do this, choose *Personalize* → *Portal Themes* and select a new theme. If a preferred theme is not available, the portal administrator can create an individual theme (as shown in method 2).
- Method 2: The portal administrator assigns the theme or creates a new theme.

The portal administrator can assign a different theme to a user when asked. The new theme is assigned to the user when the portal desktop is assigned and is subject to the display rules from the portal role collection.

If a preferred theme is not available, the portal administrator can create an individual theme in Theme Editor. To do this, choose *System Administration* → *Portal Display* → *Theme Editor* (in the administrator role). To enable the user to select a new theme, the portal administrator must assign this theme to the portal desktop used by the user.

More information is available in the SAP portal documentation.

5 Recommended Settings in Adobe Reader 7

You can configure Adobe Reader to appear in the Web browser (an integrated display) or in its own window (standalone mode). When you work in accessibility mode, you must make one of the following recommended settings in Adobe Reader to preview SAP Interactive Forms by Adobe, depending on the technology you use.

Depending on the forms you have, make sure that you:

- Run forms in standalone Adobe Reader for:
 - Print forms
 - Offline interactive forms (e.g. interactive forms sent by email)
- Do not run forms in standalone Adobe Reader for:

- Online interactive ZCI -based forms
- Online interactive ACF-based forms

We recommend the integrated display when you use the following technologies:

- Web Dynpro applications, if the forms are based on ZCI technology. This applies to Release SAP NetWeaver 7.0 Support Package 08 and above.

You can make this setting in Adobe Reader as follows:

1. In the Adobe Reader menu, choose *Edit* → *Preferences*.
2. In the Preferences dialog box, choose the *Internet* category.
3. If you want to display Adobe Reader in your Web browser (integrated display), select the Display PDF in Browser flag. Similarly, if you want to run Adobe Reader in standalone mode, deselect this flag.

6 Recommended Settings in JAWS for Windows

Details about the supported versions of JAWS® for Windows by Freedom Scientific® are available in [SAP Note 988421](#). As an example, the following sections describe the recommended settings for JAWS for Windows. Details about the recommended settings for JAWS for Windows when used with SAP products are also available in [SAP Note 995251](#).

6.1 Using JAWS with SAP GUI for Windows

To use the JAWS for Windows screen reader with SAP GUI for Windows, you must install the *SAP Screenreader Extension* (provided by SAP) on your client PC. More information is available in [SAP Note 740785](#) and [SAP Note 1023085](#). SAP provides this extension for free and it is included in SAP's standard shipment. The extension is located on the SAP NetWeaver Presentation DVD in the directory `PRES1\Screen_Reader_Extension`. You can also download this extension from SAP Service Marketplace at <http://service.sap.com/patches>. On this page, choose *Browse our Download Catalog* → *SAP Frontend Components* → *SAP Screenreader Extensions* → *SAP Screenreader Extensions* → *Win32*. To install the extension, you can either start the executable file on your client PC (administrative authorizations required) or add it to an existing SAP Installation Server (for more information have a look at the SAP GUI Installation Guide). Note that *SAP Screenreader Extension* does not work in a terminal server environment.

To activate *SAP Screenreader Extension* for the screen reader, enable SAP GUI scripting on the application server (see section 3.1.4).

When you use JAWS for Windows with SAP GUI for Windows, we recommend that you set the options listed in the following table in *JAWS Configuration Manager*.

Note: When you use the key combination [insert]+[6], to start *JAWS Configuration Manager* from an application, JAWS loads the configuration manager with this application's profile. For this reason, use the key combination [insert]+[6] to start *JAWS Configuration Manager* from the open SAP GUI for Windows window. The profile file for **SAP GUI for Windows** is `SAPFRONT.JCF`.

Options	Settings
Verbosity Options	<p>Tool tips are enabled.</p> <p>Set this option in the beginner, intermediate, and advanced preferences.</p>

Options	Settings
Cursor Options	<p>Notify when cursor changes shape</p> <p>If the SAP system is running in the background, the cursor changes its shape to signalize a waiting state. If this setting is activated, you are notified when the SAP system ends its waiting state.</p>
Braille Options	<p>For Braille Mode, structured mode is activated.</p> <p>SAP GUI Screenreader Extension supports only structured mode for JAWS.</p>

6.2 Using JAWS with SAP NetWeaver Portal and with Web Dynpro Applications

The following settings are required to be made in JAWS Configuration Manager when using JAWS for Windows with SAP NetWeaver Portal, Web Dynpro-, BSP- and HTMLB-based applications.

Important Notes:

- You need to invoke JAWS Configuration Manager to make the settings listed.
- When you use the key combination [Insert]+[6] to start JAWS Configuration Manager from a Windows Application (e.g. the web browser), JAWS loads the configuration manager with the respective (i.e web browser) application profile.

For this reason, use [Insert]+[6] to **start JAWS Configuration Manager always from the open/active web browser window**, not from the JAWS main window (otherwise, your settings will have no effect on the web browser).

- Verify that the Accessibility Mode has been set in the Portal or Web Dynpro-, BSP- and HTMLB-based application according to the procedures described in chapter "Activating Accessibility Mode".

The respective JAWS settings are listed in the following table. The process of setting options is as follows:

- Open JAWS Configuration Manager with [Insert]+[6] **from an active web browser window**.
- Choose "Set Options".
- Choose one of the option types listed in the table below.
- Apply the setting(s) listed in the table below.

Options	Setting
Advanced Options	<p>Deactivate "Use Virtual PC Cursor"</p> <p>Virtual PC Cursor should be disabled (see notes below).</p> <p>This setting is mandatory when using JAWS for Windows with Web Dynpro-, BSP- and HTMLB-based applications. It is also recommended for SAP NetWeaver Portal.</p>
HTML Options	<p>In Tab "Graphics":</p> <ol style="list-style-type: none"> 1. Select "Custom search string" 2. The following should be activated: "title alt src" <p>In Tab "Links":</p> <ol style="list-style-type: none"> 1. Select "Custom search string" 2. The following should be activated: "text title alt href".
Verbosity Options	<p>Tool Tip</p> <p>Set this option in the beginner, intermediate, and advanced preferences to enabled.</p>
Cursor Options	<p>Recommended:</p> <p>Check "Notify when cursor changes shape"</p> <p>If the SAP system is running in the background, the cursor changes its shape to signalize a waiting state. If this setting is activated, you are notified when the SAP system enters or ends its waiting state.</p>

Notes:

The Virtual PC Cursor must be **disabled** when using JAWS for Windows with Web Dynpro-, BSP- and HTMLB-based applications (JAWS generally enables the virtual PC Cursor by default when you open a HTML page).

There are two options to disable the Virtual PC Cursor:

1. Disable Virtual PC Cursor permanently: Open JAWS Configuration Manager with [Insert]+[6] from an active web browser window.
 - a. Choose "Set Options" → "Advanced Options".
 - b. Deactivate "Use Virtual PC Cursor".
2. Disable Virtual PC Cursor temporarily: You can enable or disable the virtual PC Cursor for the duration of a JAWS session by pressing the [y] key twice while keeping the [Insert] key pressed.

This means you do not have to access the Advanced Options in JAWS Configuration Manager. This is intended to be used when you want to switch dynamically modes, e.g. when the open concept of the SAP NetWeaver Portal can require you to navigate with the virtual PC Cursor in other non SAP NetWeaver-based applications, external HTML-based content hosted by a SAP NetWeaver application or entirely external content in the SAP NetWeaver Portal.

Additional Information:

- If you are not sure which mode you need, first try your SAP application with the Virtual PC Cursor disabled.

- When disabling the Virtual PC Cursor temporarily (see above), JAWS sometimes switches automatically to Virtual PC Cursor mode On when opening new pages or navigating content. When working exclusively with Web Dynpro-, BSP- and HTMLB-based applications, we recommend therefore to disable the Virtual PC Cursor permanently (see above) for better accessibility support.
- For some content of SAP NetWeaver Portal, Web Dynpro-, BSP- and HTMLB-based applications (e.g. RichTextFields), it may be necessary to enable the **extended style speaking** in the JAWS Speech and Sounds Manager as follows:
 1. Open JAWS Configuration Manager with [Insert]+[6] from an active web browser window.
 2. Choose "Set Options".
 3. Choose "Speech and Sounds Manager".
 4. In the "Select Scheme" dropdown listbox, select a scheme that supports extended attributes, e.g. "ProofReading (Attributes, Font Info and Color)".

6.3 Using JAWS with SAP Interactive Forms by Adobe

The virtual PC Cursor is of central importance when you use JAWS and PDF forms. You can use *Forms Mode* in JAWS to fill out form fields. More information and helpful key combinations are available in the JAWS help documentation. JAWS generally enables the virtual PC Cursor by default when you open a PDF document. We recommend that you start JAWS first and then open a form. The virtual PC Cursor in JAWS is enabled as soon as the form is opened.

6.4 Using JAWS with SAP CRM

We recommend the following HTML Options settings in *JAWS Configuration Manager* when using JAWS for Windows with SAP CRM 2006s (or higher)

HTML Options	Setting
Graphics → Graphics Options	Use Longest
Link → Text Link Options	Use Longest
Misc → Form Field Prompt Options	Use Both Label And Title If Different
Misc → Button Text Options	Use Longest