

# HP Service Manager Software

for supported Windows® and UNIX® operating systems

Software Version: 7.00

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## Language Pack Installation Guide

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# 1 Language Pack Installation

This chapter includes the requirements and instructions for installing the HP Service Manager language pack components. This chapter includes:

- [Language pack installation checklist](#) on page 10
- [Installing the server language pack](#) on page 12
- [Installing the multi-language version of the web tier](#) on page 16
- [Installing the multi-language Windows client](#) on page 18
- [Accessing the Windows client localized dictionaries](#) on page 20
- [Installing the Change Calendar language pack](#) on page 22
- [Installing a localized help server](#) on page 24

# Language pack installation checklist

Use the following steps to install the HP Service Manager language packs.

**Task 1:** If you have not done so already, install the following components from the Service Manager installation:

- Service Manager server
- Help server (if you want an English version of the help server)

See the localized versions of the *HP Service Manager 7.00 Installation Guide* on the Language Pack installation CD for installation instructions for these components.

**Task 2:** Back up your Service Manager application data.

**Task 3:** Install the Service Manager server language pack.



Each language has its own separate installation CD. To install multiple language packs you will need the installation CD for each language.

See [Installing the server language pack](#) on page 12.

**Task 4:** Do you want to support localized Web clients?

Yes. Download and deploy the localized `webtier-7.00.war` file. See [Installing the multi-language version of the web tier](#) on page 16.

**Task 5:** Are you deploying localized Windows clients?

Yes. Install the multi-language Windows client. See [Installing the multi-language Windows client](#) on page 18.

No. Go to [step 11](#).

**Task 6:** Do you want to provide a localized dictionary for the Windows client?

Configure the Windows client localized dictionaries. See [Accessing the Windows client localized dictionaries](#) on page 20.

Task 7: Do you want to make customizations to your Windows clients such as changing the splash screen, adding custom images, adding company branding, saving default settings and connections, and configuring connections to a help server or update site?

Yes. Install the Client Configuration Utility from the English installation CD. See the localized *HP Service Manager 7.00 Installation Guide* on the Language Pack installation CD for instructions on using the Client Configuration Utility.



If you have already installed the Client Configuration Utility from the English release you do not need to install it again.

No. Install localized Windows clients in your development environment, and then go [step 11](#).

Task 8: Open a multi-language Windows client and add any settings that you want to deploy as part of a template installation.

Task 9: Open the Client Configuration Utility and customize any additional settings you want the multi-language Windows client to have.

Task 10: Deploy the customized and localized Windows client installer to your development environment.

Task 11: Are you providing localized online help from a central help server?

Yes. Install the localized help server for the language you want to support. See [Installing a localized help server](#) on page 24.

# Installing the server language pack

You must install the server language pack on the same system where you installed the Service Manager server. You can install multiple languages on a Service Manager server. This allows users to select the language they want Service Manager to display application forms in.



While the server displays Service Manager application forms in a language selected, the client's operating system language determines the language the client menus display. For example, a Windows client running on an English operating system will display menus in English even though the application forms might be in Japanese.

You can install the Service Manager server language pack on either a Windows or Unix system.

To install the Service Manager server language pack on a Windows system, see [Windows installation requirements](#) on page 12.

To install the Service Manager server language pack on a Unix system, see [Unix installation requirements](#) on page 14.

## Windows installation requirements


- Compatible Windows operating system (See the Service Manager compatibility matrix)
  - Install the most current Windows updates
  - Install the Windows language pack
- Existing Service Manager server installation (in English)
  - Back up of your application data
- 50 MB disk space for each language pack you install

## Windows Service Manager server language pack setup

Use the following steps to install Service Manager server language pack.

- 1 Before installing the Language pack, make sure you can start the Service Manager server and log in.

- a Login to the Service Manager server with the user account that owns the Service Manager installation.

 This user account must be the same account that you created for the Service Manager server installation.

- b Stop the Service Manager server.

- 2 Insert the HP Service Manager Language Pack installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:  
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

- 3 The Service Manager Language Pack splash screen opens.

The Language Pack splash screen will display the instructions in the same language as the language pack you are installing. See [Windows installation requirements](#) on page 12 for more information.

- 4 Click **Install the [language] language pack for HP Service Manager server for Windows** where [language] is the name of the language you are installing.
- 5 The installer prompts you to select the language you want the installation wizard to use. Select the language you want the wizard to use and click **OK**.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.

- 6 Click **Next** to read and accept the licensing agreement.
- 7 Select the **I accept the terms in the License Agreement** option. The **Next** button becomes active.
- 8 Click **Next** to select the destination folder.

The Destination Folder page opens.

- 9 Click **Browse** to type or select the path where you want to install the Service Manager server language pack.

- 10 Click **Next** to prepare the installation process.

The Ready to Install page opens.

- 11 Click **Install** to begin copying the installation files.

You can stop the installation by clicking **Cancel**.

The setup wizard automatically applies the language pack unload files to the Service Manager server.

- ▶ The unload process may take twenty minutes or more to apply depending upon on your system performance.

The Wizard Completed page opens when the installation is complete.

- 12 Click **Finish** to exit the Setup Wizard.

- 13 Restart the Service Manager server.

You may have to wait up to one minute for the Supported Languages record to expire and reset within Service Manager. The server language packs are available after this record resets.

## Unix installation requirements

- Compatible Unix platform (See the Service Manager compatibility matrix)
  - Install the most current Unix platform updates
  - Install the Unix language pack
- Existing Service Manager server installation (in English)
  - Back up of your application data
- 50 MB disk space per language installed

## Unix Service Manager server language pack setup

- 1 Before installing the Language pack, make sure you can start the Service Manager server and log in..

- a Login to the Service Manager server with the user account that owns the Service Manager installation.



This user account must be the same account that you created for the Service Manager server installation.

- b Stop the Service Manager server.
- 2 Insert the HP Service Manager Language Pack CD-ROM in the drive.
- 3 Mount the CD-ROM drive.
- 4 Run the following executable script from the root of the CD:

```
./install_lang_pack.sh
```

The install script identifies the operating system you are running and verifies that it is a compatible Unix system. If you are running a valid Unix operating system, the installation script displays the Service Manager license agreement.

The Unix installation script can only display installation instructions in English.

- 5 To agree to the license agreement, type yes and press ENTER.

The installation script prompts you for the full path to the Service Manager installation.

- 6 Type the full path to the Service Manager installation directory and press ENTER.

For example:

```
\Service_Manager_Server
```

- 7 Restart the Service Manager server.

You may have to wait up to one minute for the Supported Languages record to expire and reset within Service Manager. The server language packs are available after this record resets.

# Installing the multi-language version of the web tier

You can provide a localized Web client by deploying the localized `webtier-7.00.war` file to your application server. This file contains all supported languages for the web tier.

## Installation requirements

- Compatible Web application server (See the Service Manager compatibility matrix)
  - Installed and configured as per the instructions in the *HP Service Manager 7.00 Installation Guide*
- Approximately 300 MB disk space

## Multi-language web tier setup

The Service Manager multi-language web tier contains a J2EE-compliant web application that runs on your web application server. Each web application server has its own method of deploying web applications. See your web application server documentation for specific instructions on deploying a web application.

The following table provides a summary of deployment methods required.

**Table 1 Web tier deployment methods**

<b>Web application server</b>	<b>Deployment method</b>
Apache Tomcat	Copy the <code>webtier-7.00.war</code> file to the <code>webapps</code> folder and start the web application server.
BEA WebLogic	Open the administration console and install the web application from the <code>webtier-7.00.war</code> file.
IBM WebSphere	Open the administration console and install the web application from the <code>webtier-7.00.war</code> file.



For example, use the following steps to deploy the multi-language `webtier-7.00.war` file on Tomcat.

- 1 Log in to the server as a user with local administrator privileges.
- 2 Stop the Tomcat Web application server.
- 3 Insert the HP Service Manager Language Pack installation CD into the appropriate drive of the server.

If you are installing on a system that has auto-run enabled, the CD browser starts automatically. If auto-run is disabled, follow these steps to start the DVD browser manually.

- a Navigate to the DVD directory.
- b Open `clickme.htm`.
- 4 Click the **Downloads** tab.
- 5 Click the multi-language version of HP Service Manager Web war.  
A file Download prompt opens.
- 6 Click **Save**. The Save As dialog box opens.
- 7 Save the file to your Tomcat webapps directory.

For example:

```
C:\Program Files\Apache Software Foundation\Tomcat  
5.0\webapps)
```

- 8 Start the Tomcat server.

Tomcat automatically opens the `webtier-7.00.war` file and creates the folders and files you need.

See the localized versions of the *HP Service Manager 7.00 Installation Guide* on the Service Manager Language Pack installation CD for instructions on deploying the Web Tier.

# Installing the multi-language Windows client

You can install a multi-language version of the Service Manager Windows client from the Language Pack installation CD. The multi-language version of the Windows client contains language strings for all supported languages of Service Manager.



To reduce the amount of installation steps necessary to deploy localized Windows clients, you can install the multi-language Windows client once on the same system where you installed the Client Configuration Utility. After installing the multi-language Windows client, you can run the Client Configuration Utility to create a customized and localized Windows client that you can then deploy to the rest of your organization.

## Installation requirements

- Compatible Windows operating system (See the Service Manager Compatibility Matrix)
  - Install the most current Windows updates
  - Install the Windows language pack
- Approximately 270 MB disk space

## Multi-language Windows client setup

Use the following steps to install the multi-language Windows client.

- 1 Login to the Windows server as a user with local administrator privileges.
- 2 Insert the HP Service Manager Language Pack installation CD into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

D:  
setup

where D identifies the CD drive. Substitute your CD drive identifier.

- 3 The HP Service Manager Language Pack splash screen opens.

The Language Pack splash screen will display the instructions in the same language as the language pack you are installing. See [Windows installation requirements](#) on page 12 for more information.

- 4 Click **Install the multi-language version for HP Service Manager Client for Windows**.

- 5 The installer prompts you to select the language you want the installation wizard to use. Select the language you want the wizard to use and click **OK**.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.

- 6 Click **Next** to read and accept the licensing agreement.

- 7 Select the **I accept the terms in the License Agreement** option.

The **Next** button becomes active.

- 8 Click **Next** to select the destination folder.

The Destination Folder page opens.

- 9 Click **Browse** to type or select the path where you want to install the Service Manager Windows client language pack.



You cannot install the multi-language Windows client in the same directory as an existing English installation.

- 10 Click **Next** to prepare the installation process.

The Ready to Install page opens.

- 11 Click **Install** to begin copying the installation files.

You can stop the installation by clicking **Cancel**.

The InstallShield Wizard Completed page opens when the installation is complete.

- 12 Click **Finish** to exit the Setup Wizard.

The multi-language Windows client installation is complete.

# Accessing the Windows client localized dictionaries

The Windows client localized dictionaries are available as dictionary (DCT) files on the Language Pack installation CD. You can install dictionary files for the following languages:

- French
- German
- Italian
- Spanish



There are no dictionaries for Japanese, Chinese, or Korean.

## Configuring the Windows client to use a localized dictionary

Use the following steps to configure the Windows client to use a localized dictionary.



Set the dictionary language in one Windows client and then use the Client Configuration Utility to create a custom MSI installer that includes your dictionary language choice.

- 1 Login in to the Windows client.
- 2 Click **Windows > Preferences**.  
The Preferences window opens.
- 3 Click **Spell Checker Options**.  
The Spelling Preferences window opens.
- 4 From the Language drop-down combo box, select the language dictionary you want to use.
- 5 To define a custom dictionary, click **Browse**.
  - a Type or browse to the path of your custom dictionary. You can use the default custom dictionary file `customdict.tlx` provided in the `\spellchecker` folder or create your own file.
  - b Click **OK**.

- 6 To add correction entries to the custom dictionary, click **Edit**.  
The Edit user dictionary window opens.
  - a To add a new correction entry to the dictionary, type the misspelled word in the Words field.
  - b Type the correction in the Other word field.
  - c Select an Action from the available list.
  - d Click **Add word**.
  - e Repeat these steps for each custom correction entry you want to add.
- 7 Select any other spelling preferences you want to use.
- 8 Click **OK**.

# Installing the Change Calendar language pack

You can provide a localized Change Calendar by deploying the localized Web archive (WAR) file to your Web application server. If you need to support multiple languages from the Change Calendar, you will need to deploy the appropriate localized WAR file to an additional application server.

## Installation requirements

- Compatible Web application server (See the Service Manager compatibility matrix)
  - Installed and configured as per the instructions in the *HP Service Manager 7.00 Change Calendar Installation and Configuration Guide*
- Approximately 11 MB disk space per language installed

## Change calendar language pack setup

Use the following steps to install the Web tier language pack.

- 1 Login to the Web tier server as a user with local administrator privileges.
- 2 Insert the HP Service Manager Language Pack installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:  
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

- 3 The Service Manager language pack splash screen opens.

The language pack splash screen will display the instructions in the same language as the language pack you are installing. See [Windows installation requirements](#) on page 12 for more information.

- 4 Click **Download HP Service Manager Change Calendar .war file**.

A download window opens for the `sccalendar.war` file.

- 5 Save the WAR file in the deployment folder required by your Web application server.

See your Web application server documentation for instructions on deploying a WAR file.

See the localized version of the *HP Service Manager 7.00 Change Calendar Installation and Configuration Guide* on the Service Manager Language Pack installation CD for instructions on deploying Change calendar.

# Installing a localized help server

Each localized help server is a separate help server installation. You can install multiple help servers to support multiple languages, but each help server must have its own installation folder and its own unique communications port.

- ▶ You cannot install a localized help server in the same folder as an existing English help server. You can either choose a new installation folder or uninstall the English help server.
- ▶ The help server is not available in Dutch or Brazilian Portuguese.

## Installation requirements

- Compatible Windows operating system (See the Service Manager Compatibility Matrix)
  - Install the most current Windows updates
  - Install the Windows language pack
  - Set your regional settings to the language in which you want the language pack instructions to be displayed
- Multilingual version of Sun's Java Runtime Environment (JRE)
- 220 MB disk space

## Help server language pack setup

Use the following steps to install help server language pack.

- 1 Login to the Windows server as a user with local administrator privileges.
- 2 Insert the HP Service Manager Language Pack installation CD-ROM into the appropriate drive of the server.


If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:



- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:  
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

- 3 The Service Manager language pack splash screen opens.  
The language pack splash screen will display the instructions in the same language as the language pack you are installing. See [Windows installation requirements](#) on page 12 for more information.
- 4 Click **Install the [language] version for the HP Service Manager Help Server** where [language] is the name of the language you are installing.
- 5 The installer prompts you to select the language you want the installation wizard to use. Select the language you want the wizard to use and click **OK**.  
The setup wizard creates the installer in the language you selected, and the installer welcome page opens.
- 6 Click **Next** to read and accept the licensing agreement.
- 7 Select the **I accept the terms in the License Agreement** option.  
The **Next** button becomes active.
- 8 Click **Next** to select the destination folder.  
The Destination Folder page opens.
- 9 Click **Browse** to type or select the path where you want to install the Service Manager Help server language pack.  
 You cannot install a localized help server in the same directory as an existing English installation.
- 10 Click **Next** to prepare the installation process.  
The Ready to Install page opens.
- 11 Click **Install** to begin copying the installation files.  
You can stop the installation by clicking **Cancel**.

The InstallShield Wizard Completed page opens when the installation is complete.

- 12 Click **Finish** to exit the Setup Wizard.

The Service Manager Help server language pack installation is complete.

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