Service Manager Open Localization Toolkit

Software Version: 9.50

For the supported Windows® operating system

User Guide

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Contents

Introducing the HPE Service Manager Open Localization Toolkit

The HPE Service Manager Open Localization Toolkit enables HPE partners to localize Service Manager into non-supported languages.

The Open Localization Toolkit version 9.50 supports Service Manager versions 9.3x, 9.40, and 9.50. It may also support future versions of Service Manager. For more information about the supported Service Manager versions, contact your Open Localization Toolkit supplier.

HPE Service Manager Open Localization Toolkit

The HPE Service Manager Open Localization Toolkit includes the following:

- HPE Language Builder

  HPE Language Builder is a tool for HPE partners to use to localize Service Manager into non-supported languages. For a list of the localization languages HPE Language Builder supports for Service Manager, see "Supported languages for Language Builder" on page 27.

  HPE partners use Language Builder to export translatable content from HPE Service Manager. After the partners send the content to be translated and receive it back, they create Language Packs using Language Builder and then send them to customers. Customers deploy the Language Packs in Service Manager using the unload mechanism of Service Manager. For more information about Language Builder, see "HPE Language Builder" on page 8.

- Configuration files specific for Service Manager version 9.3x

File	Description
excludeStrings.str	A configuration file that specifies the lines that Language Builder should exclude from translation during export. For more information, see "Task 2: (Optional) Create your own excludeStrings.str file" on page 17.

File	Description
scml.h	This file specifies which key values in Service Manager should not be translated. For more information, see "Task 3: Export content for translation" on page 18.
setupLP_SM_93x.xml	Language Builder configuration file for Service Manager 9.3x. For more information, see "Setting up Language Builder configuration file" on page 10.
SM_LP_9_30.mpi	This is a configuration file based on which InstallJammer will generate the language packs. For more information, see "Task 2: Run the import process" on page 23.

- Configuration files specific for Service Manager version 9.40

File	Description
excludeStrings.str	A configuration file that specifies the lines that Language Builder should exclude from translation during export. For more information, see "Task 2: (Optional) Create your own excludeStrings.str file" on page 17.
scml.h	This file specifies which key values in Service Manager should not be translated. For more information, see "Task 3: Export content for translation" on page 18.
setupLP_SM_940.xml	Language Builder configuration file for Service Manager 9.40. For more information, see "Setting up Language Builder configuration file" on page 10.
SM_LP_9_40.mpi	This is a configuration file based on which InstallJammer will generate the language packs. For more information, see "Task 2: Run the import process" on page 23.

- Configuration files specific for Service Manager version 9.50

File	Description
excludeStrings.str	A configuration file that specifies the lines that Language Builder should exclude from translation during export. For more information, see "Task 2: (Optional) Create your own excludeStrings.str file" on page 17.
scml.h	This file specifies which key values in Service Manager should not be translated. For more information, see "Task 3: Export content for translation" on page 18.
setupLP_SM_950.xml	Language Builder configuration file for Service Manager 9.50. For more information, see "Setting up Language Builder configuration file" on page 10.
SM_LP_9_50.mpi	This is a configuration file based on which InstallJammer will generate the language packs. For more information, see "Task 2: Run the import process" on page 23.

- HPE Service Manager Open Localization Toolkit Documentation

  The following documents are available in the Documentation folder in the localization toolkit installation package.

  - *HPE Service Manager Open Localization Toolkit User Guide* (this document). Note that this document provides an overview of the toolkit, and instructions on how to create language packs for Service Manager.
  - *HPE Service Manager Localization Rules*. This document contains a set of translation guidelines specific to Service Manager. This information should be sent to your localization vendors.
  - *HPE Service Manager Open Localization Toolkit Language Pack Installation Guide*. This document should be sent to your Service Manager customers who will install a new Language Pack created by this toolkit.
  - *Compatibility Matrix*. This document contains support matrix information of this toolkit.
  - *README* text file. This file contains release notes for this toolkit.

The following table lists the files on the HPE Service Manager Open Localization Toolkit installation package (also referred to as “the localization toolkit package” throughout the toolkit documents).

Files on the localization toolkit package

Folder name	File	Description
\LanguageBuilder\ThirdParty\	LanguageBuilder-4.00.000-WinNT4.0.exe	This is the Language Builder installation file.
\LanguageBuilder\SM-OLT\	SM_LP_9_30.mpi excludeStrings.str scml.h setupLP_SM_930.xml	Configuration files specific for Service Manager version 9.3x.
\LanguageBuilder\SM-OLT\	SM_LP_9_40.mpi excludeStrings.str scml.h setupLP_SM_940.xml	Configuration files specific for Service Manager version 9.40.
\LanguageBuilder\SM-OLT\	SM_LP_9_50.mpi excludeStrings.str scml.h setupLP_SM_950.xml	Configuration files specific for Service Manager version 9.50.

Files on the localization toolkit package, continued

Folder name	File	Description
\LanguageBuilder\Documentation	The above-described documents	Documents of the toolkit.

Items the Service Manager Open Localization Toolkit does not localize

The following items will not be localized using the Service Manager Open Localization solution:

- Service Manager Server Installer
- Help Server Installer and its contents
- Client Installer
- Configuration tool
- Strings that are not localized in the regular Language Packs provided by HPE
- Service Request Catalog

  For more localization information, refer to the *HPE Service Request Catalog Customization Guide*.
- Service Manager Mobile Applications

  For more localization information, refer to the *HPE Service Manager Mobile Applications User Guide*.
- Service Manager Service Portal

  For more localization information, refer to the *HPE Propel Customizing Launchpad* guide.
- Service Manager Collaboration End User Chat window

  For more localization information, refer to the *HPE Service Manager Collaboration Guide*

In addition, this solution has the following limitations:

- Localized search capability in the Knowledge Management and IR-Expert modules of Service Manager will not be affected by the Open Localization Language Packs.
- This solution does not allow adding languages that Service Manager or the database in use does not allow (because of problems like non-supported collations etc.).

HPE Language Builder

HPE Language Builder provides the following functionality:

Export

You use the **Export** option to extract translatable content from HPE Service Manager. The content is extracted as a set of localizable files in a specific folder structure as described in " Exporting content for translation" on page 17.

Create Language Installer

You can use the **Create Language Installer** option to import translated content into your installed Service Manager and then create new Language Packs. The new Language Packs can then be deployed in Service Manager.

Language Builder configuration file

Language Builder exports and imports resources based on an XML configuration file that is compatible with HPE Service Manager.

As a part of the HPE Service Manager Open Localization Toolkit, Language Builder includes four XML configuration files for Service Manager 9.3x, 9.40, and 9.50. The XML configuration file for Service Manager 9.3x is not included in Language Builder, but provided in a separate folder on the localization toolkit installation package (see "Files on the localization toolkit package" on page 6).

All configuration files support localization of the following Service Manager components:

- Server
- Web tier
- Eclipse Client

Before running Language Builder, you may need to modify the configuration file. For more information, see "Setting up Language Builder configuration file" on page 10.

> XML configuration files for future major versions of Service Manager will be available from HPE.

Getting Started with Language Builder for Service Manager

This chapter describes how to set up and configure Language Builder to be used with HPE Service Manager as a part of the Service Manager Open Localization Toolkit.

System requirements

To install and run Language Builder for HPE Service Manager, your computer must meet the following minimum system requirements:

System requirements

Item	Requirement
Operating System	Windows Server 2008, 2012
Memory	Minimum of 3 GB
Color Settings	Minimum of High Color (16 bit)
Graphics Card	Graphics card with 4 MB video memory (8 MB and above recommended). **Note:** The command line version requires no graphics card.
Free Hard Disk Space	80 MB of free disk space for application files and folders. You must also have an additional 500 MB of free disk space for storing translated content folders.
Software Prerequisites	The following software applications must be installed on the same machine: • OpenJDK 8 or later or Java (TM) SE Development Kit 8 or later (for installation package and instructions, see http://www.oracle.com/technetwork/java/index.html). In addition, the following conditions must be met: ◦ The JAVA_HOME environment variable is set to the path of JDK 8 or later on your system.

System requirements, continued

Item	Requirement
	◦ `%JAVA_HOME%\bin` is listed as a value of the PATH environment variable. • InstallJammer 1.2.13 or higher (supported, tested and recommended). > Other installer tools such as InstallAnywhere and InstallShield are also supported but not tested. • Service Manager Server, Eclipse Client, and Web Tier > **Caution:** If any of the required components is not installed on the machine, Language Builder will fail to export translatable content from Service Manager.

Setting up Language Builder

To use Language Builder for HPE Service Manager, you must install Language Builder on your system, set up the configuration file for Service Manager, and configure Language Builder for Service Manager.

Installing Language Builder

To install Language Builder, follow these steps:

1. Navigate to the <HPE Service Manager Open Localization Toolkit installation package>\ThirdParty folder.
2. Run the LanguageBuilder-4.00.000-WinNT4.0.exe file.

The default installation location is: %ProgramFiles%\HPE\LanguageBuilder\

Setting up Language Builder configuration file

After installing Language Builder, you must set up the Language Builder configuration file for your specific version.

Language Builder configuration file

Configuration file	Service Manager version
\LanguageBuilder\SM-OLT\setupLP_SM_93x.xml	9.3x

Language Builder configuration file, continued

Configuration file	Service Manager version
\LanguageBuilder\SM-OLT\setupLP_SM_940.xml	9.40
\LanguageBuilder\SM-OLT\setupLP_SM_950.xml	9.50

To set up the XML configuration file, follow these steps:

1. Open the file in a text editor. See the above table for the file location.
2. Check the following property values and modify them if needed.

Properties to be modified

Property Name	Default Value	Description
GPM Values Start		

SM_Version_Major
SM_Version_Minor
SM_Version_Sub_Minor
	`9`
	`30`, `40`, or `50`
	empty, `.043`, `.021`, or `.015`
		The major, minor and subminor version numbers of Service Manager.
		Note: If your Service Manager does not have a subminor, leave it empty (default).

SM_Version_Sub_Minor_MASK	`XXX`	This is simply a placeholder for all sub-minor values. It is used to mask the real subminor. Currently set to `XXX`. It can be whatever you would like.
LB_ROOT	`C:/Program Files (x86) /HPE/LanguageBuilder`	The home directory of Language Builder.
PRODUCT_ROOT	`C:/Program Files (x86)/HPE/Service Manager ${SM_ Version}`	The installation directory of the Service Manager server and Eclipse Client.
Installjammer_ROOT	`C:/Program Files (x86) /${Installjammer_ PROG_OFFEST}`	The root directory in which you have installed InstallJammer.
DB_HOST	`localhost` or `g11nvm62` or `G11NVM08`	The host name or IP address of the Service Manager database host (running SQL Server or Oracle).
DB_NAME	`sm950_demo` or `Amanda_`	The Service Manager database name.

Properties to be modified, continued

Property Name	Default Value	Description
	LB or ORCL	
DB_USERID	sm950 or sa or SM119	The login name used to access the Service Manager database.
DB_ PASSWORD	openview or sa	The password of the login name used to access the Service Manager database.
DB_ ENCODING	utf-8	It should be utf-8, which then covers all languages. Make sure that your database supports this encoding.
MS_SQL_FLAG	true	If you are using a SQL Server database, turn this flag on and ORACLE_FLAG off, and vise versa.
MS_SQL_ INSTANCE	MSSQLSERVER or HEBREW	SQL Server instance name.
ORACLE_ FLAG	false	If you are using an Oracle database, turn this flag on and MS_SQL_FLAG off, and vise versa.
ORACLE_ TYPE	oracle:thin	Oracle database type.
ORACLE_ PORT	1521	Oracle database port number.
LP_ COMPONENT_ ROOT	C:\HP_BTO or C:\HPE_BTO	Root directory of the payload to be delivered to the customer's computer. This directory will be deleted/created/modified. Hence it must be a location that exits and has full user access (read/write). It is used to package all files to be delivered to the target computer.
APP_SERVER	Tomcat	Service Manager web application server. For Service Manager 9.3x, 9.40, Tomcat is supported and tested, while WebLogic is supported but not tested. For Service Manager 9.50, Tomcat is supported and tested.
APP_ SERVER_VER	7.0	Version number of the web application sever.
WEBAPPS_ DIR	C:/Program Files/Apache	The location of the web archive files to be deployed (Web tier and Calendar war files). For

Properties to be modified, continued

Property Name	Default Value	Description
	`Software Foundation/Tomcat 7.0/webapps`	Tomcat, this is the webapps directory.
INSTALL_GEN	`InstallJammer`	The binary tool to be used to create a Language Pack. The default is InstallJammer, which is supported and tested. **Note:** Other installer tools such as InstallAnywhere, and InstallShield are supported but not tested.
INSTALL_ GEN_DIR	`C:/Program Files (x86)/InstallJammer`	The location where the installer tool is installed. **Note:** You must grant read-and-write access to this folder. The Open Localization Toolkit will copy files to this folder.
INSTALL_ GEN_ TEMPLATE_ DIR	`${INSTALL_GEN_DIR} /HPE_config`	The directory that contains the installer tool configuration files.

INSTALL_ GEN_ TEMPLATE	`SM_LP.mpi`
	`SM_LP_9_30.mpi`
	or
	`SM_LP.mpi`
	`SM_LP_9_40.mpi`
	or
	`SM_LP.mpi`
	`SM_LP_9_50.mpi`
		The master configuration file which defines both the contents of the Language Pack and logic to run on the target computer (for example, pre/post install scripts). You may wish to use your own configuration, or modify the HPE version. If this is the case, this value should point to your own configuration file.

LP_OUTPUT_ DIR	`${LB_SCRATCH_DIR} /SM_LP`	The target location for the Language Packs to be created. **Note:** You must grant read-and-write access to this folder.
PLATFORMS	`--platform Windows`	The platform to be supported by the Language Packs. You cannot add additional platforms.

3. (For experts only) Modify the `createSM_LP` entity if you want Language Builder to use an installer tool other than InstallJammer. See also the descriptions of INSTALL_GEN, INSTALL_GEN_DIR, INSTALL_GEN_TEMPLATE_DIR, and INSTALL_GEN_TEMPLATE in above table.

   Currently only InstallJammer is supported and tested. However this section can be customized to support InstallAnywhere or InstallShield. All values need to be changed for this entity and therefore it is only for experts.

   ```
   <entity name="createSM_LP" interface="com.hp.mls.ifs.IImporter"
   actor="${Script}">
   ...
   </entity>
   ```

4. Save your changes to the configuration file.

Configuring Language Builder for Service Manager

To configure Language Builder for Service Manager, follow these steps:

1. Double-click the Language Builder icon on your desktop to launch Language Builder on your system. The Language Builder window opens.

   Each option of this window is described in the following table.

Option	Description
Configuration	The path of the XML configuration file for Service Manager. The configuration file is located in the SM-OLT directory.
Working Space	The folder path for storing exported and translated content.
Monitor	Displays a log of exported or imported files.
Export	Enables you to export content to the working space folder.
Create Language Installer	Enables you to create a new Language Pack for Service Manager based on the translated content.
status bar	Displays the Language Builder status in real time.

2. Specify a configuration file:

a. In the Configuration field, browse to the configuration file for your Service Manager version.

b. Click **OK**.

3. Create a working space:

a. Create a folder on your system, for example, C:\workdir.

b. In the `Working Space` edit box of Language Builder, browse to the folder you created.

c. Click **Open**.

4. (Optional) Set default values for the configuration file and working space folders:

a. Locate the <Language Builder installation folder>lb.conf file and copy the paths as shown in the following example:

`CONFIGURATION_FILE= <configuration file path>`

Example: `CONFIGURATION_FILE=C:/Program Files/HPE/Language Builder/setupLP_SM_950.xml`

`WORKING_SPACE_DIR= <working space directory path>`

Example: `WORKING_SPACE_DIR=C:/workdir`

b. Replace backslashes with slashes.

The next time you open Language Builder, the default values you set here are displayed automatically in the Language Builder window. You can set the default values at any time after installation, and you can change the default values as needed.

Working with Language Builder for Service Manager

This chapter describes how to export content from HPE Service Manager using Language Builder, translate the exported content, and use the content to create a new Language Pack to be deployed in Service Manager.

Update Service Manager messages

This section describes how to update the OOB_UPG_COMPLETE message and the CUSTOM_UPG_COMPLETE message. Otherwise, HPE Service Manager will crash when creating language packs with the Open Localization Toolkit.

To update the OOB_UPG_COMPLETE message and the CUSTOM_UPG_COMPLETE message, follow these steps:

1. Log on to Service Manager as a system administrator.
2. Type `db` in the Service Manager command line field, and then press Enter to open Database Manager opens.
3. Type `scmessage` in the Table field, and then click **Search**.
4. Click **message.edit**.
5. Type `upg` in the Class field, type `OOB_UPG_COMPLETE` in the Message Number field, and then click **Search**.
6. Change the description in the Text field to `upgrade is only for English version`.
7. Click **Save** and **OK**.
8. Type `upg` in the Class field, type `CUSTOM_UPG_COMPLETE` in the Message Number field, and then click **Search**.
9. Change the description in the Text field to `We need to update this message. Otherwise, sm will crash when create language builder.`
10. Click **Save** and **OK**.

Exporting content for translation

This section describes how to extract content so that it can be translated and imported back to create Language Packs.

Task 1: Enable TCP/IP for SQL Server (SQL Server only)

If your HPE Service Manager is using a SQL Server database, do the following before running the export process:

1. Make sure that the SQL Server Browser service is started on your system.
2. Make sure that TCP/IP access is enabled for your SQL Server.

Task 2: (Optional) Create your own excludeStrings.str file

Some lines in the content exported from Service Manager needs to be excluded from translation. The exclusion is relevant only to all three DB files (Format, Messages, and Help). The database files will be divided into two types of files during export:

- *.properties files, which contain the strings to be translated.
- *_delta.str files, which contain the strings not to be translated. The English strings will be loaded back to the translated content during the import process. See " Creating language packs" on page 21.

During export, Language Builder excludes lines in the following way:

1. Language Builder looks for an STR (string key or string value) file named excludeStrings.str in your working space, which specifies the lines that should be excluded from translation.

- If such a file exists, Language Builder copies this file to the <Language Builder installation directory>\scratch_dir folder.
- If such a file does not exist, manually copy the default excludeStrings.str file from the \LanguageBuilder\SM-OLT folder to your working space.

2. Language Builder generates *_delta.str files based on the excludeStrings.str file in the scratch_dir folder.

You are allowed to create your own excludeStrings.str file. Normally, you do so by extending the default exclusion:

1. For Service Manager 9.3x, 9.4x, and 9.5x, find the excludeStrings.str file in the \LanguageBuilder\SM-OLT directory.
2. Copy the default excludeStrings.str file, and add more entries to it.

   > **Note:** Make sure that the entries that you add follow the same format of the other strings: “<string-key>,<string-value>”.

3. Place the new excludeStrings.str file in the working space directory. See step 3.

Task 3: Export content for translation

Before exporting, modify the Language Builder configuration file if you have not already done so. See "Setting up Language Builder configuration file" on page 10.

To export content for translation, follow these steps:

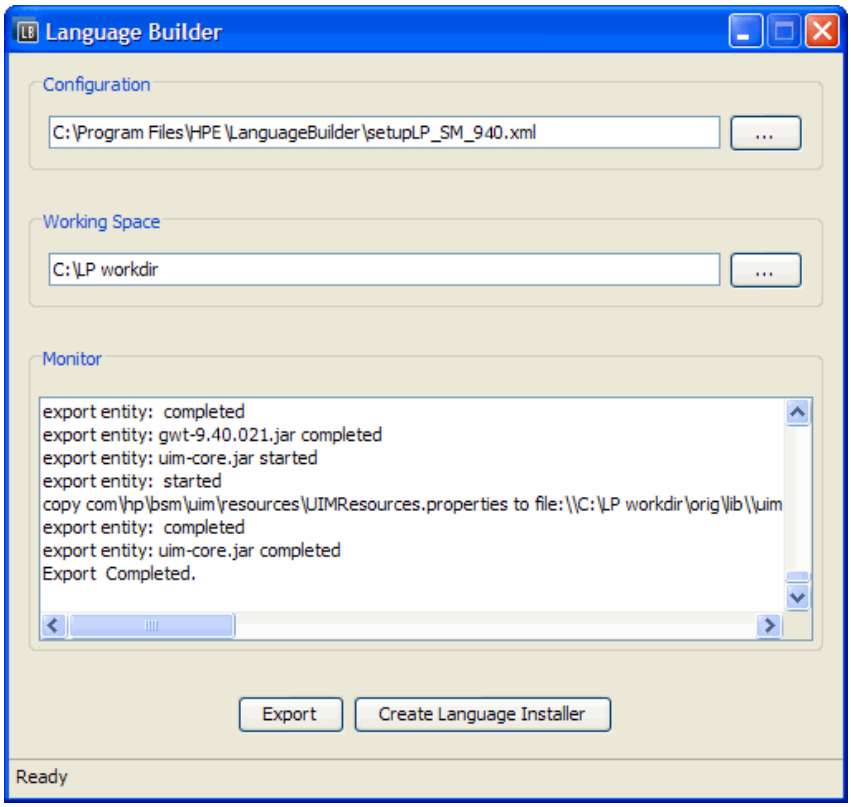
1. Start Language Builder as described in "Configuring Language Builder for Service Manager" on page 14.
2. If needed, specify the configuration file (for example, setupLP_SM_940.xml) and working space as described in "Configuring Language Builder for Service Manager" on page 14.
3. (Optional) If you want Language Builder to use your own excludeStrings.str file, place it in your working space directory (for example, C:\workdir\excludeStrings.str).
4. Copy the scml.h file from the \LanguageBuilder\SM-OLT directory in the localization toolkit package to your working space directory (for example, C:\workdir\scml.h).

   > **Note:** This file specifies which key values in Service Manager should not be translated.

5. Click **Export**. The status bar displays the export progress. The Monitor section lists the exported files.

   While exporting, Language Builder creates a new folder named orig in the working space folder, containing the exported content in a series of subfolders, including dv, InstallJammer, lib, RCPClient, RCPFramework, Server, and WebClient.

   The following example illustrates a completed export:



   > **Note:** If the export fails, check the log file in <Language Builder installation directory>\logs. Fix the problems indicated in the log file, and re-run the export.

6. Click **Close** to exit Language Builder.

The `orig` folder content is now ready for translation.

Translating exported content

After you export content, it must be translated to the target language(s). This section provides instructions on how to manage content translation.

> **Note:** This section is intended for software localization professionals. It assumes some understanding of localizing software products, knowledge of which items need to be translated, and knowledge of the relevant translation tools.
>
> HP Language Builder is not a translation tool, and hence does not provide any translation or translation memory features. It is recommended that Language Builder users either use a translation tool (such as Passolo or Trados) or use the services of professionals that use such kinds of tools.

Follow these steps to access, configure, and translate exported content:

1. Ensure that you have received a copy of *HPE Service Manager Localization Rules*. Make sure that your translations meet the guidelines and requirements described in this document.
2. Create a copy of the orig folder that was created during the export process, and rename the copied orig folder as `<new_lang>` according to the target language abbreviations listed in "Supported languages for Language Builder" on page 27. For example, `da` for Danish.

   > **Caution:** Do not delete or move the `orig` folder from the working space folder.

3. Translate each file in the <new_lang> folders, but do not translate those suffixed with _delta.str (for example, `format_delta.str`).

   > **Caution:** Do not rename any files or folders in the target language folder, including the files named en.js.

(Optional) Generating multi-language GUI for language installer

Language Builder supports multi-language GUI generation when creating the Language Pack installer. If multi-language GUI is generated for a Language Pack installer, the Language Pack installation wizard display can be changed to the target language.

> **Note:** Language Pack installer GUI does not support the Catalan language in this release.

To generate multi-language GUI for a new Language Pack, follow these steps:

1. Export the content for translation. For details, see " Exporting content for translation" on page 17.

   > **Note:** After the content is exported, you will find a file named en.properties in your

> orig\InstallJammer\lib\msgs\installer working space directory. This is the English GUI file used by the Language Pack installer.

2. Translate the exported content in the <new_lang> folder. For details, see " Translating exported content" on page 19.
3. Before creating the Language Pack, you need to localize corresponding content of the en.properties file in the <new_lang>\InstallJammer\lib\msgs\installer directory. This file is UTF-8 format required.
4. Add your target language to the languages.txt file.
   a. Browse to the <workspace>/<new_lang>/InstallJammer/lib/msgs/ folder, and then copy the InstallJammer languages.txt file to the new language folder.
   b. Open the languages.txt file in a text editor and add the target language together with its language ID to the list using this format: <language ID> “<full language name>”. For example, to generate a Vietnamese GUI, you need to add this line:

      ```
      vi “Vietnamese”.
      ```

   c. (Optional) Localize the language name enclosed in the quotation marks (for example, “Vietnamese”) to the target language.

      > **Note:** Once the language name has been localized, when users launch the language pack installer later, the localized language name will appear in the GUI language selection dropdown.

   d. Save and close the languages.txt file. This file is UTF-8 format required and should not contain a byte order mark (BOM).

The translated content is now ready for multi-language GUI generation.

> **Caution:** Do not rename the en.properties file.

Creating language packs

When the exported content is translated, you can import the translated content into your installed Service Manager and then create new Language Packs.

Before running the import process, you may need to create or edit language IDs in Service Manager, depending on your target languages.

Task 1: Create or edit language IDs in Service Manager

> **Note:** This step is required only for target languages that either are not listed in the Service Manager language table or do not use the standard Java locale codes.

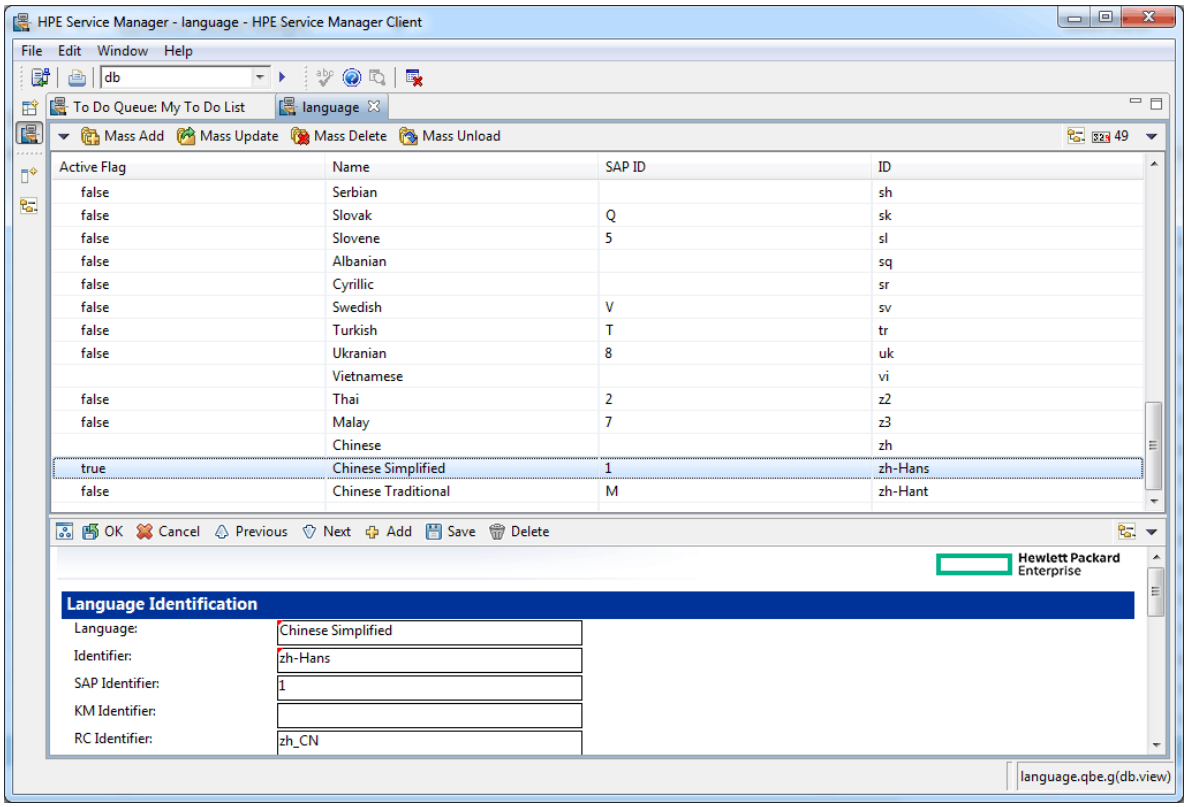
"Supported languages for Language Builder" on page 27 lists all the languages that Language Builder supports. Some of these languages (for example, `Vietnamese`) are not listed in the Service Manager language table, and some (for example, `Chinese Simplified`) have different language IDs in Language Builder and Service Manager. See the following table for some examples.

Mismatched language IDs in Language Builder and Service Manager

Language	Language ID in Language Builder	Language ID in Service Manager
Chinese Simplified	zh-CN	zh-Hans
Hindi	hi	/
Indonesian	in	/
Malay	ms	z3
Thai	th	z2
Vietnamese	vi	/

Before running the import process for such a target language, you need to either create or change its language ID in the language table based on its language ID listed in "Supported languages for Language Builder" on page 27. Failure to do so will cause the import process to fail.

As an example, the following screenshot shows that a new language definition `Vietnamese` (ID: `vi`) is created and the language ID for `Chinese Simplified` is changed from `zh-Hans` to `zh-CN`.



Task 2: Run the import process

To run the import process, follow these steps:

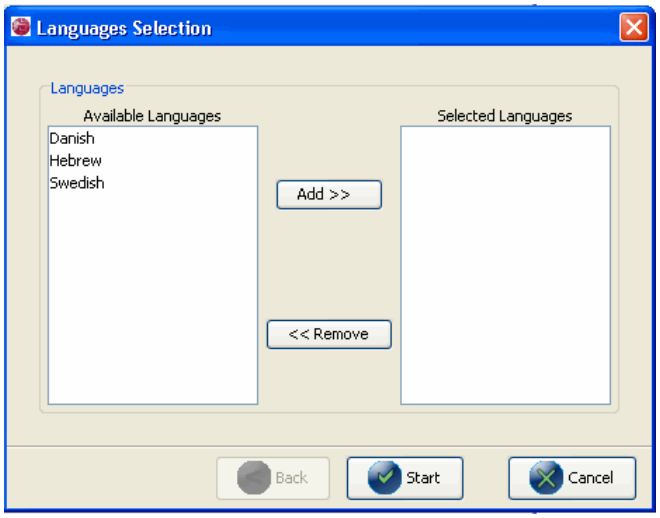
1. Start Language Builder. If needed, specify the language Builder configuration file and working space, which must be the same as you specified during the export process.
2. Copy the <new_lang> folders to the working space. The working space should now contain several folders, including orig and each target language, for example, <new_lang1>, <new_lang2>, and <new_lang3>.
3. If you want to use your own license file for the Language Packs, save the file as: <Working Space Directory>\SM_LP_LICENSE.txt. Otherwise Language Builder will use a default license file.

   > **Note:** As an HPE partner, you are responsible for managing the content of the Language Pack license file.

4. Copy the SM_LP_9_3x.mpi file (or SM_LP_9_4x.mpi, or SM_LP_9_5x.mpi) from the \LanguageBuilder\SM-OLT directory in the localization toolkit package to your working space

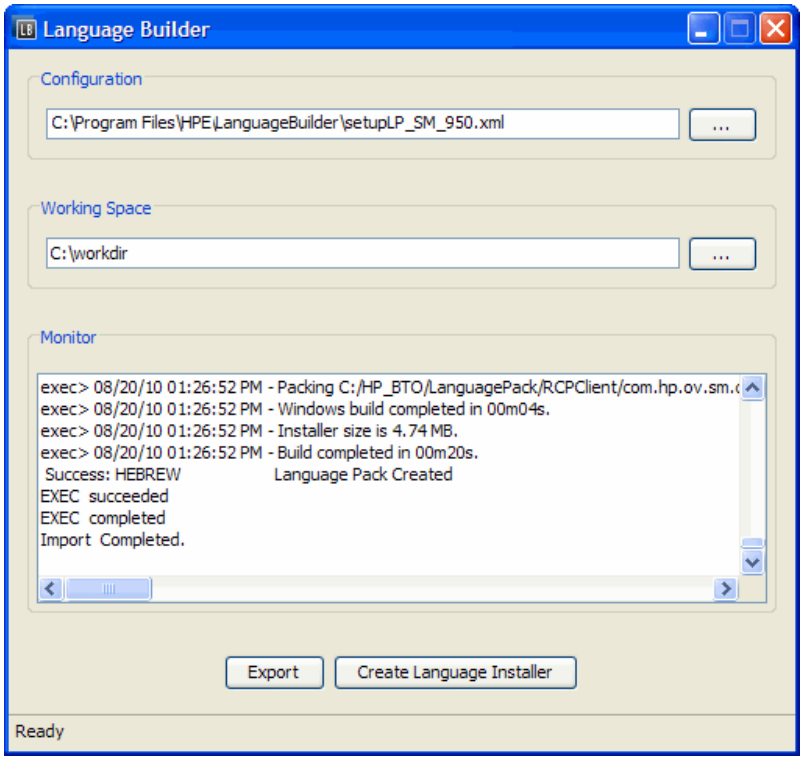
directory: <workspace>/. InstallJammer will generate the language pack installer based on this configuration file.

5. Click **Create Language Installer**. The Languages Selection dialog box opens. The available target languages appear in the left-hand pane, which correspond to the <new_lang> folders in the working space.



6. Select the target languages. Make sure that the languages correspond with the <new_lang> folders.
7. Click **Start**. Language Builder begins the import process to create a Language Pack for each language you selected.

   The following example illustrates a successful import.



8. Check that the Language Packs have been successfully created in the ${LP_OUTPUT_DIR}\<new_lang> folders (default: C:\Program Files\HP\LanguageBuilder\scratch_dir\SM_LP\<new_lang>). The platforms supported by the Language Packs may vary depending on the `PLATFORMS` property defined in the XML configuration file (see the Properties to be modified table). By default, the setupwin32.exe Language Pack is created for each target language.

Troubleshooting

This chapter describes some Language Builder related issues and provides the solutions.

Language Builder fails to export localizable content and displays errors

Issue

Language Builder fails to export localizable content and displays errors similar to those below:

```
Export started
EXEC started
Executing [ cmd.exe /c mkdir C:HPLanguageBuilder/scratch_dir]
exec-error> The syntax of the command is incorrect.
Failure: Failed to create directory: C:HPLanguageBuilder/scratch_dir
Failure: [Exit code: 1]
EXEC failed
```

Solution

Set the correct path to the Language Builder installation in the XML configuration file, taking care to use only slashes (NOT backslashes).

For example:

<property name="LB_ROOT" value="C:/HP/LanguageBuilder"/>.

Language Builder shortcut icon remains on Windows desktop

Issue

On Windows platforms, the Language Builder shortcut icon is still shown on desktop after Language Builder is successfully uninstalled.

Solution

Restart Windows, and the shortcut icon will disappear.

Supported languages for Language Builder

The following table lists the abbreviations for supported language locales for HPE Service Manager (in alphabetical order).

> **Note:** The following languages are defined in the cultures.xml file in the Language Builder installation folder. The language abbreviations are the LocaleDisplay values defined in the cultures.xml file.
>
> You can add more languages to the cultures.xml file if needed. However, before your Service Manager customers install a language pack, they may need to add the target language to the language table in their Service Manager environment if it does not already exist or does not match the language code used in Service Manager. For details, see the *HPE Service Manager Open Localization Toolkit Language Pack Installation Guide*, which is available in the HPE Service Manager Open Localization Toolkit installation package.

Supported target languages for Service Manager

Languages	Abbreviation
Albanian	sq
Arabic	ar
Belarusian	be
Brazilian Portuguese	pt_BR
Breton	br
Bulgarian	bg
Catalan	ca
Croatian	hr
Czech	cs
Danish	da
Dutch	nl
English	en

Supported target languages for Service Manager, continued

Languages	Abbreviation
Estonian	et
Finnish	fi
French	fr
German	de
Greek	el
Hebrew	iw
Hindi	hi
Hungarian	hu
Icelandic	is
Indonesian	in
Italian	it
Japanese	ja
Korean	ko
Latvian	lv
Lithuanian	lt
Macedonian	mk
Malay	ms
Maltese	mt
Norwegian	no
Polish	pl
Portuguese	pt
Romanian	ro
Russian	ru
Serbian	sr
Simplified Chinese	zh_CN
Slovak	sk

Supported target languages for Service Manager, continued

Languages	Abbreviation
Slovene	sl
Spanish	es
Swedish	sv
Thai	th
Traditional Chinese	zh
Turkish	tr
Ukrainian	uk
Vietnamese	vi
Welsh	cy

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