Service Manager

Software Version: 9.50
For the supported Windows® operating systems

Localization Rules

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Preface

This document describes the localization rules for HPE Service Manager. Be sure to adhere to these rules and localize language and words only when allowed.

The product name Service Manager should always be in English in all cases. Module names such as Incident Management, and Problem Management should be localized according to ITIL standards or left in English, depending on market requirements.

Localization rules for software

Properties files for format, message and help on field

The strings extracted from format, message and help on field are placed in the format.properties, message.properties, and help.properties files, respectively. When you translate strings from format, message, and help on field, you must follow these rules:

- Files that return from translation and need to be imported must be encoded in ANSI (not Unicode).

  For example, the English string "Properties" should appear as: "Propri\u00e9t\u00e9s" (which is encoded in ANSI) rather than the native string in French: "Propriétés" (which is encoded in Unicode).

  > **Note:** To convert a file with native strings to ASCII encoding (in the /u#### representation) and vice versa, you can use the "native2ascii" tool provided in the Java JDK. More information on this tool is available at
  > http://docs.oracle.com/javase/1.5.0/docs/tooldocs/solaris/native2ascii.html.

- Use hyphens instead of n-dashes.

  Use hyphens instead of n-dashes when localizing strings such as: `FORMAT.STR/ AlertDef.g\13\0\0\0\Caption=$L.slo.expiration - SLO expiration date/time`.

  If you use an n-dash (for example, `$L.slo.expiration - SLO expiration date/time`), this character will display as a symbol (something like a vertical rectangle).

- Use a backslash before double quotes.

  If you need to insert double quotes within a string to identify GUI terms, use an escaping backslash before the double quotes.

  > **Caution:** If we do not have backslashes preceding the double quotes, the string will be truncated, giving us error while re-importing the files into Translation Editor.

  The following is an example:

  When you write:

```
<span class=FormTitle>Recherche $$(_DocumentLabel)</span><br> Entrez
autant de valeurs que vous le souhaitez pour affiner la recherche, puis
appuyez sur le bouton "Rechercher".
```

The string will be truncated and will display as:

```
<span class=FormTitle>Recherche $$(_DocumentLabel)</span><br> Entrez
autant de valeurs que vous le souhaitez pour affiner la recherche, puis
appuyez sur le bouton
```

In order to avoid this, you need to write the string like this:

```
<span class=FormTitle>Recherche $$(_DocumentLabel)</span><br> Entrez
autant de valeurs que vous le souhaitez pour affiner la recherche, puis
appuyez sur le bouton \"Rechercher\".
```

> **Note:** If double quotes are already included in the strings, do not delete them.

- If the strings contain logic or variables, the logic should not be broken and the variables should not be translated.
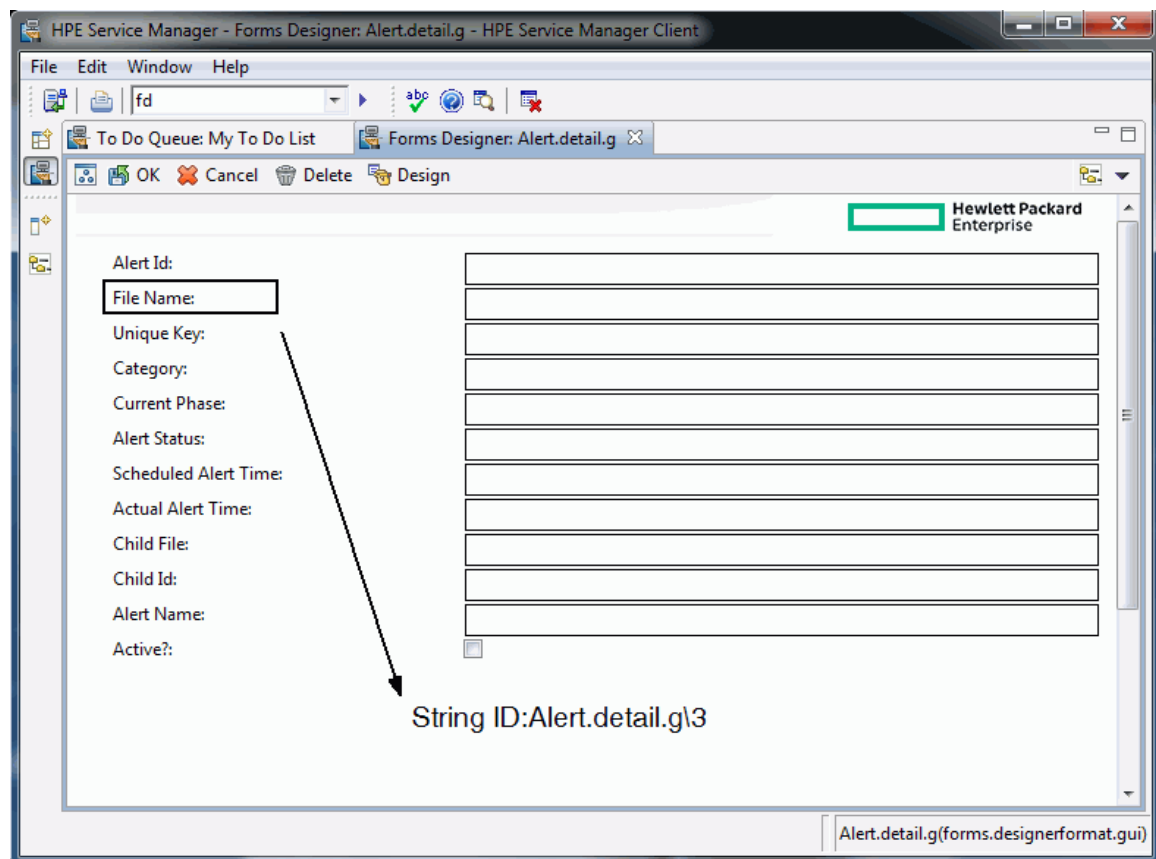
  See the following examples:

  ○ `<word>;<word>:\:\<word>` should be translated as `<trans>;<trans>:\:\<trans>`.

  ○ `&<char>` or `$<word>` should remain untranslated.

  ○ Strings that contain parameters like {0} can be translated, but the variable representation must remain unchanged - {0}.

    For example: `{0} files were found in folder {1}` will be translated to Chinese as {1} 文件夹中发现了{0} 个文件.

- Do NOT add special characters unless they appear in the English strings.

- Translate the output and caption strings for each label exactly the same way.

  For each label in a form, there are two strings: output and caption. The two strings must be translated exactly the same way. The following screenshots illustrate an example string ID: Alert.detail.g\3. The first part of the string corresponds to the actual form, the numbers correspond to the position within the form (x and y coordinates).

```
"Alert.detail.g\1\1\0\0\output", "Alert Id"
"Alert.detail.g\1\1\0\0\Caption", "Alert Id"
"Alert.detail.g\3\1\0\0\output", "File Name"
"Alert.detail.g\3\1\0\0\Caption", "File Name"
"Alert.detail.g\5\1\0\0\output", "Unique Key"
"Alert.detail.g\5\1\0\0\Caption", "Unique Key"
"Alert.detail.g\7\1\0\0\output", "Category"
"Alert.detail.g\7\1\0\0\Caption", "Category"
"Alert.detail.g\9\1\0\0\output", "Current Phase"
"Alert.detail.g\9\1\0\0\Caption", "Current Phase"
"Alert.detail.g\11\1\0\0\output", "Alert Status"
"Alert.detail.g\11\1\0\0\Caption", "Alert Status"
"Alert.detail.g\13\1\0\0\output", "Scheduled Alert Time"
"Alert.detail.g\13\1\0\0\Caption", "Scheduled Alert Time"
"Alert.detail.g\15\1\0\0\output", "Actual Alert Time"
"Alert.detail.g\15\1\0\0\Caption", "Actual Alert Time"
"Alert.detail.g\17\1\0\0\output", "Child File"
"Alert.detail.g\17\1\0\0\Caption", "Child File"
"Alert.detail.g\19\1\0\0\output", "Child Id"
"Alert.detail.g\19\1\0\0\Caption", "Child Id"
"Alert.detail.g\21\1\0\0\output", "Alert Name"
"Alert.detail.g\21\1\0\0\Caption", "Alert Name"
"Alert.detail.g\23\1\0\0\output", "Active?"
"Alert.detail.g\23\1\0\0\Caption", "Active?"
"Alert.g\1\0\0\0\output", "Alert"
"Alert.g\1\0\0\0\Caption", "Alert"
"Alert.g\2\1\0\0\output", "Alert Name"
"Alert.g\2\1\0\0\Caption", "Alert Name"
"Alert.g\4\1\0\0\output", "Alert Status"
"Alert.g\4\1\0\0\Caption", "Alert Status"
"Alert.g\6\1\0\0\output", "Scheduled Alert Time"
"Alert.g\6\1\0\0\Caption", "Scheduled Alert Time"
"Alert.g\8\1\0\0\output", "Actual Alert Time"
"Alert.g\8\1\0\0\Caption", "Actual Alert Time"
"Alert.g\10\1\0\0\output", "Active?"
"Alert.g\10\1\0\0\Caption", "Active?"
"Alert.qbe\1\0\0\0\output", "Alert Name"
```

Properties files for the clients

Do not to remove \n where in use, otherwise the string will be truncated because sentences do not wrap automatically with the Eclipse client.

JS and HTML files

Follow the standard rules in the localization industry.

How to find strings in the application

The string ID consists of the format name and a numbering scheme for the position within the format. The format name can be entered in Service Manager Forms Designer. Follow these steps to find strings:

1. Start the Service Manager server.

2. Start the Service Manager client (do not close the Command Prompt window).

3. Select your login language.

4. Log on to Service Manager as a system administrator.

5. Type `fd` in the Service Manager command line field, and then press Enter. The Forms Designer window opens.

6. Type the full format name and click **OK** to search for a specific format.

7. Type `*.g` to search for all formats with the ending `.g` or type any letter to search for all formats starting with that letter.

How to find Help on Field messages in the application

Field Help enables the user to learn more about an individual field in a form and the value to specify in the field.

Follow these steps to view Field Help:

1. Navigate to any Service Manager form.

2. Insert the cursor in any field or table cell.

3. Do one of the following:

   - Press CTRL+H.

   - Click **Help** > **Help on Field**.

   - Click **Help** on the toolbar.

Strings that must remain in English

See the following table for strings that must remain in English.

Type	Examples
Event names	rmqin
	rmlin
	rmoin
Predefined system events	alerts recalc
	alerts reset
	approval
	approval reeval
boolean expressions	UNKNOWN
	TRUE
	FALSE
parameter names	analyzelog
	lockanalysis
	lockslog

Type	Examples
RAD debugger commands	d (display)
	t (trace)
	ta
	tar
	tt
	b (breakpoint)
	ba (ba menu.manager)
	bt (bt rinit)
	c (continue)
	s (step)
	gl (globals)
	v (variables)
	l (locals)
	sta (stack)
	re (relations)
	m (memory)
	h (help)
Display list variables	$G.init.impact.disp
	$G.urgency.disp

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