



# Service Manager Open Localization Toolkit

Software Version: 9.50

For the supported Windows® operating system

# Language Pack Installation Guide

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# Installing a New Language Pack in Service Manager

This chapter describes how to deploy a new Language Pack created by the HPE Service Manager Open Localization Toolkit.

## Introducing HPE Open Localization Language Packs

By default, the HPE Service Manager Open Localization Toolkit creates the setupwin32.exe Language Pack for Service Manager on Windows.

Each Language Pack contains the following components:

- Service Manager server Language Pack
- Service Manager web client Language Pack
- Service Manager Eclipse client (RCP) Language Pack

You can select to deploy one or more or all of them on Windows. For example, you may want to install the server, web Client and Calendar Language Packs on one computer, and to install only the Eclipse Client Language Pack on another computer.

**Caution:** If you have HPE Unified Functional Testing (HPE UFT), HPE UFT Java add-in, and Service Manager Eclipse client installed on the same target computer, be sure to remove the JAVA\_TOOL\_OPTIONS variable for the duration of a Language Pack installation. Otherwise, as a result of the incompatibility with HP UFT, a Picked up JAVA\_TOOL\_OPTIONS: -agentlib:jvmon error will occur during the Language Pack installation.

## Items the Service Manager Open Localization Solution 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

**Tip:** For more localization information, refer to the *HPE Service Request Catalog Customization Guide*.

- Service Manager Mobile Applications

**Tip:** For more localization information, refer to the *HPE Service Manager Mobile Applications User 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 will not allow adding languages that Service Manager or the database in use does not allow (because of problems like non-supported collations etc.).

## Installing a New Language Pack

This section describes how to install a new Language Pack in HPE Service Manager. Note that if you are installing a Language Pack of any language that is not listed in the Service Manager language table or does not use the standard Java locale code, you need to perform an extra step to edit the Service Manager language table; otherwise the Language Pack installation will fail.

## Editing the Service Manager language table

Some target languages that Language Builder supports are either not listed in the Service Manager language table or do not use the standard Java locale codes. The following table provides some examples of such languages.

Before installing a Language Pack of such a language, you must add its language ID to the Service Manager language table or change its Service Manager language ID to the one in Language Builder.

For example, before installing a Vietnamese Language Pack, you need to add Vietnamese and its language ID `vi` to the Service Manager language table; before installing a Chinese Simplified Language Pack, you need to change its Service Manager language ID (`zh-Hans`) to `zh-CN`.

#### Examples of 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	id	/
Malay	ms	z3
Thai	th	z2
Vietnamese	vi	/

## Installing a Language Pack

As an example, follow these steps to install a Hebrew Language Pack in Service Manager on 32-bit Windows.

#### Caution:

- Stop the Service Manager Eclipse client before you install the RCP (Eclipse client) Language Pack. Failure to do so will cause the installation process to get stuck.
- To install a Language Pack on 64-bit Windows with 64-bit Tomcat application sever, you need to perform the following tasks:
  - a. Stop the Tomcat application sever.
  - b. Browse to the `<Tomcat>\webapps` directory and copy the `webtier-<version>.war` file to another directory.
  - c. Install the Language Pack by following the instructions described in this section. Note you must specify the new directory where the copied `webtier-<version>.war` file is located for Webapps Diectory in ["Installing a Language Pack" above](#). Failure to do so will cause the installation process to get stuck in ["Installing a Language Pack" above](#).
  - d. When the Language Pack is successfully installed, copy the `webtier-<version>.war` file

from the new directory to <Tomcat>\webapps.

e. Restart the Tomcat application sever.

1. Check that JDK or JRE 8 or higher has been installed on the target computer.

**Note:** Only the Web tier and Calendar require full JDK. The Eclipse Client and Server require only JRE.

2. (If you are going to deploy the Server Language Pack component) Before installing the Language Pack, make sure you can start the Service Manager server and log on.

Log on 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.

3. Navigate to the directory where the setupwin32.exe Language Pack is located, and then double-click setupwin32.exe to open the Language Selection window.

From the drop-down menu, select the installation language. Click **OK** and then **Yes** to continue.

**Note:** If multi-language GUI is generated when creating the Language Pack installer, the Language Pack installation wizard display can be changed to the target language with your language selection. For more information about multi-language GUI generation, refer to the *HPE Service Manager Open Localization Toolkit User Guide*.

As an example, **English** is used in the following screenshots.

4. The HEBREW LP Installer Setup window opens. Click **Next**.
5. Review and accept the license agreement. Click **Next** to open the Choose Destination Location window.
6. Accept the default location or browse to another directory to install the Language Pack. Click **Next**.
7. Select the setup type that best suits your needs: **Typical Install**, or **Custom**.
  - o Select **Typical Install** to deploy all the Language Pack components on your system. Click **Next** to proceed to ["Installing a Language Pack" on the previous page](#).
  - o Select **Custom** to deploy one or more components on your system. In most cases, you should select this type, and then click **Next**. The Select Components window opens. Select the components you need. Click **Next**.
8. Specify the installation directories of the installed Service Manager components you wish to

localize. Select the **Websphere Application Server** check box only when you have deployed an EAR file for the web tier on Websphere Application Server. Click **Next**.

9. Review your settings. If anything wrong, click **Back** to make corrections and repeat the required steps. Otherwise click **Next**.
10. The installation of the Language Pack components begins.

Wait until the installation is complete.

(If you installed the Server Language Pack) A black window pops up at this point. The server is uploading language data into your database. This may take 20 to 40 minutes or even more depending on your server and database server performance.

11. Click **Finish** to exit the installation wizard.
12. (If you installed the Server Language Pack) Wait until the server has completed the data uploading (that is, until the black window has disappeared), restart your application server.

The Language Pack now has been successfully installed in Service Manager.

## Uninstalling a New Language Pack from Service Manager

When you installed a new Language Pack on your system, an uninstall executable file (`_uninstall.exe`) was created in the Language Pack installation directory. This file can only uninstall the Language Pack from your Service Manager Eclipse client, that is, it cannot uninstall the Language Pack from your Service Manager sever, web tier, or Calendar. The new language installed on your Service Manager Server will still be active when users log in unless you disable it manually.

This chapter describes how to uninstall a new Language Pack from the Service Manager Eclipse client, and how to disable a new language installed on your Service Manager server.

## Uninstalling a New Language Pack from the Service Manager Eclipse Client

As an example, the following steps describe how to uninstall a new Language Pack from your Service Manager Eclipse client on Windows:

1. Navigate to the installation directory of the new Language Pack. For example, C:\Program Files\HPE\SM-9.50\_HEBREW\_LanguagePack.
2. Double-click `_uninstall.exe`.
3. A dialog opens to confirm if you wish to uninstall the Language Pack.
4. Click **Yes** to start uninstall process begins.
5. Wait until the uninstall is complete. Click **Finish**.

The Language Pack now has been successfully removed from your Service Manager Eclipse client.

## Disabling a New Language on the Service Manager Server

If you want a new language installed on your HPE Service Manager server to be invisible to users, follow these steps:

1. Log on to Service Manager as a system administrator.
2. Click **Tailoring > Database Manager**.
3. Type `language` in the Table field, and then click **Search**.
4. Double-click the row in which the Format Name and File Name are **language**.
5. Click **Search**. A list of languages opens.
6. Select the new language, for example, **Arabic**.
7. On the Language Identification pane, clear the **Active for logins** check box.
8. Click **OK**.

# Troubleshooting

This chapter describes some issues that might occur during or after installation of a new Language Pack, and provides the solutions.

## Error when logging in to Change Calendar after successful installation of a Language Pack

### Issue

After successful installation of a Language Pack, the following error message appears after logging into Change Calendar.

```
System Error  
A system error occurred.  
Please contact your administrator.
```

### Solution

Contact your Service Manager administrator to ensure that the web tier server and Calendar started correctly without exceptions or errors. Restart the application server (Tomcat/Websphere/Weblogic) and Service Manager server if necessary.

## Service Manager fails to start or fails to restart on Windows

### Issue

On Windows, Service Manager fails to start or fails to restart via the Windows services interface.

### Solution

Follow these steps:

1. Stop the Service Manager Windows service.
2. When the service is stopped, run the following command in the <Service Manager server>/RUN directory.

**sm.exe -shutdown**

3. Double-click the sm.exe file to start Service Manager.

## Error when starting Service Manager 9.50 Windows client

### Issue

Service Manager 9.50 Windows client fails to start after the installation of the RCPCClient file.

### Solution

Browse to the <Service Manager installation directory>\Client\plugins directory, and then update com.hp.debug.ui.xx.jar, com.hp.help.base.xx.jar, com.hp.help.ui.fr.jar, com.hp.jface.fr.jar, com.hp.swt.win32.fr.jar, and com.hp.ui.workbench.fr.jar, respectively.

Use the com.hp.debug.ui.xx.jar file as an example. Follow these steps to update the com.hp.debug.ui.xx.jar file:

1. Open the com.hp.debug.ui.xx.jar file with an archive management program.
2. Open plugins\com.hp.debug.ui.xx.jar\META-INF\MANIFEST.MF, and then update Bundle-Version to 3.7.0.v20121120090237.
3. Save your changes.
4. Open plugins\com.hp.debug.ui.fr.jar\com.hp.debug.ui.MF, and then update Bundle-Version to 3.7.0.v20121120090237.
5. Save your changes.

# Error when installing a Language Pack on Windows

## Issue

During Language Pack installation on Windows, an error may pop up as follows:

```
User running SM Server process could not be Retrieved.  
Could not retrieve user running SM server process. Please make sure SM  
server is running and try to install the Language Pack again. Choose Custom  
and SM server component only.
```

## Solution

While the Language Pack has failed to install on the Service Manager server, all other selected components have installed successfully.

Do the following:

1. Make sure that the Service Manager server is running.
2. Install the Language Pack again. Select **Custom** install and select only the Service Manager server component.

# Error when installing a Language Pack

## Issue

During Language Pack installation, an error may pop up as follows:

```
You must provide the directory where the original Service Manager Web  
Client "webtier-9.20.war" file was installed.
```

## Solution

Language Pack installation requires the webtier-<version>.war file in user specified directory. If the webtier-<version>.war file does not exist, you need to create it manually.

Do the following:

1. Browse to the <Tomcat>\webapps directory and locate the folder in which all the resources required to run the Web application are stored.
2. Make a backup of this folder before installing a Language Pack if you have any customized content in it.
3. Rename the original folder to webtier-9.20.
4. Open a command prompt. Navigate to the <Tomcat>\webapps\webtier-9.20 directory and type the following command:

```
jar -cvf webtier-9.20.war *
```

5. The webtier-9.20.war file will be created for Language Pack installation.



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