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MERCURY BUSINESS AVAILABILITY CENTER™

Working in an I18N Environment

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BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Working in an I18N Environment

Version 6.5

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Working in an I18N Environment

This chapter lists considerations and limitations when working with a non-English locale.

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Installation and Deployment Issues

- Installing Mercury Business Availability Center in an I18N environment is only supported for Mercury Business Availability Center installed on a Windows platform. For details on installing Mercury Business Availability Center on a Windows platform, see "Installing Mercury Business Availability Center Servers on a Windows Platform" in *Deploying Servers*.
- The installation path for all Mercury Business Availability Center components must not contain non-English language characters.
- Business Process Monitors and the Core Server(s) must be installed on an operating system that has the same locale as the data.
- During Business Process Monitor installation, use English names only for the host name and location. If necessary, you can change the names to non-English names after installation, in Business Process Monitor Admin.

Database Environment Issues

- To work in a non-English language Mercury Business Availability Center environment, you can use either Oracle Server database or MS SQL Server database. The encoding of the database should be the same as the encoding of the specific language. When using Oracle Server database, the encoding of the database can also be UTF-8, which supports both non-English languages as well as multiple languages.
- When you create a new Oracle instance in an Oracle database, you must specify the character set for the instance. All character data, including data in the data dictionary, is stored in the instance's character set. For details on working with Oracle databases, see "Deploying and Maintaining the Oracle Server Database" in *Preparing the Database Environment*.

Administration Issues

- E-mail alerts sent with ISO-2022-JP encoding are supported only by an SMTP server running on a Windows NT platform.

- When using the default authentication strategy to authenticate users logging in to Mercury Business Availability Center, all user names and passwords must be in English.

Dashboard Issues

- To display non-Latin languages in Dashboard Top View:

  a Verify that you have followed the instructions on installing the JRE on a non-Western Windows system. The instructions are found at http://java.sun.com/j2se/1.5.0/jre/install-windows.html.

  b Make sure that you:

  - have administrative permissions to install the J2SE Runtime Environment on Microsoft Windows 2000 and XP.
  - (For users installing the JRE on non-Western 32-bit machines) choose a **Custom** Setup Type. In Custom Setup under feature 2 (**Support for Additional Languages**), select **This feature will be installed on local hard drive**.

  c Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, click **Applications**, select **Dashboard Application**, and locate the **Top View Font Name** entry in the **Dashboard Application – Top View Properties** table. Change the value to **Arial Unicode MS**.

  d Close all instances of the Web browser.

  e Log in to Mercury Business Availability Center and access Dashboard Top View. Verify that the Chinese or Japanese characters now appear correctly.

Service Level Management Issues

Service Level Management does not support service names that contain more than 50 multibyte characters.

Mercury Business Availability Center for Siebel Issues

- Non-English characters may not appear or may be corrupted in the Topology View. If you encounter this problem, install the Arial Unicode Microsoft font from the Microsoft Web site.
- Mercury Business Availability Center by default only supports English language Siebel. Data is not be delivered from a non-English version of Siebel to Mercury Business Availability Center. You need to use special translation adapters to enable Mercury Business Availability Center to work with a non-English version of the Siebel application. For details, contact Mercury Customer Support.

Report Issues

- If Mercury Business Availability Center is installed on a Solaris platform, reports that include non-English characters cannot be displayed in PDF format.
- Mercury Business Availability Center does not support Custom Report names that contain more than 50 multibyte characters.
- The Page Component Breakdown report does not support URLs that contain multibyte characters. When specifying a URL and a location from which to run the breakdown, you must enter English characters in the URL box.
- Excel reports must have English file names when uploading to Mercury Business Availability Center running on a Chinese Simplified operating system. To view Excel reports, select **Applications** > **End User Management**. Choose the User Reports tab and click **Excel Reports**.
- Reports downloaded from Mercury Business Availability Center to Excel cannot be displayed properly on an operating system whose language differs from the data language.

  To download Excel files with multibyte data when Mercury Business Availability Center is installed on an English-language machine, set the **user.encoding** entry in the **MercuryAM\AppServer\resources\strings.properties** file to the correct encoding.

Business Process Monitor Issues

- If the Business Process Monitor log files contain non-English data, you must open them in a viewer that supports UTF-8 format parsing, for example, Notepad, rather than from the View BPM Files window in the Business Process Monitor Admin.

  Log files that are saved in the default encoding of the server on which the Business Process Monitor Admin is installed are shown correctly in the View BPM Files window.

- Mercury Business Availability Center does not support Business Process Monitor host names that contain more than 25 multibyte characters.

Client Monitor Issues

- Client Monitor supports English characters only, but can run on any locale operating system.

SiteScope Issues

- In SiteScopes running in I18N mode, the **Return to Group** link displayed during monitor set creation shows the indexed-based group name (for example, **group0**) instead of the user-defined group name.
- The Database Query Monitor can connect to an Oracle database only if the Oracle user names and passwords contain English-only characters.
- Beginning with SiteScope version 8.5, the user interface can be displayed in several languages. For details, see "Working in an I18N Environment" on page 53 in *Managing SiteScope*.

Real User Monitor Issues

- Real User Monitor supports non-English characters in UTF-8 format.

- To support non-English character from Real User Monitor, the encoding for Mercury Business Availability Center databases must be defined as UTF-8, or set to the specific language. For further details, see "Database Environment Issues" on page 2.

Monitor Administration Issues

- Global replace does not support non-English languages.
- SiteScopes, SiteScope monitors, and SiteScope groups that contain non-English language characters are not supported and not displayed correctly in Monitor Administration.

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