

HP Service Manager Software

for supported Windows® and Unix® operating systems

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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 8
- [Installing the server language pack](#) on page 9
- [Installing localized help](#) on page 12

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 (if you want an English version of the help)

See the localized versions of the *HP Service Manager 9.30 Interactive 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 9.

Task 4: If 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.

Install the Client Configuration Utility from the English installation CD. See the localized *HP Service Manager 9.30 Interactive 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.

Task 5: Open the Client Configuration Utility and customize any additional settings you want the multilanguage Windows client to have.

Task 6: Deploy the customized and localized Windows client installer to your development environment.

Task 7: If you want to provide localized online help from a central web server.

Install the localized help for the language you want to support. See [Installing localized help](#) on page 12.

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 the application forms in.

- ▶ While the server displays Service Manager application forms in the selected language, 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.

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)
 - Backup of your application data
- 50 MB disk space for each language pack you install

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)
 - Backup of your application data
- 50 MB disk space per language installed


Service Manager server language pack setup

Use the following steps to install the Service Manager server Language Pack.

- 1 Before installing the Language pack, make sure you can start the Service Manager server and log on.
 - a 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.
 - b Stop the Service Manager server.
- 2 Insert the HP Service Manager Language Pack installation CD-ROM into the appropriate drive of the server and run the executable script that matches your operating system.

- 3 Start the HP Service Manager installer.

Windows: If you are installing on a Windows 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:

D:\LanguagePack

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

- Double-click `ClickMe.html`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:  
ClickMe.html
```


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


Unix: Type in the startup script for your Unix operating system.

Table 1 Startup scripts by Unix operating system


Unix operating system	Startup script
AIX	setupaix
Solaris	setupSolaris.bin
Linux	setupLinuxX86.bin
HP-UX on PA-RISC systems	setupHP11.bin
HP-UX on Itanium systems	setupHPIA64.bin

- 4 The Service Manager Language Pack installation screen opens.

 The Language Pack displays the instructions in the same language as the Language Pack you are installing.
- 5 Click **Install the [language] language pack for HP Service Manager server** where [language] is the name of the language you are installing.
- 6 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 then click **OK**. The setup wizard creates the installer in the language you selected, and the installer welcome page opens.
- 7 Click **Next** to read and accept the licensing agreement.
- 8 Select the **I accept the terms in the License Agreement** option. The **Next** button becomes active.
- 9 Click **Next** to select the destination folder. The Destination Folder page opens.

- 10 Select the path where you have installed the Service Manager server.
 -  The Language Pack must be installed in the directory where the Service Manager server is installed.
- 11 Click **Next** to prepare the installation process. The Ready to Install page opens.
- 12 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.

- 13 Click **Finish** to exit the Setup Wizard.
- 14 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 localized help

You can install localized help on one or more web servers. You can host multiple languages from a single web server if you configure the web server so that each language has its own virtual directory and its own unique URL. See your web server help for more information on creating virtual directories.

- ▶ You cannot install localized help in the same folder as existing English help. You can either choose a new installation folder or uninstall the English help.
- ▶ The help is not available in the following languages:
 - Czech
 - Hungarian
 - Polish

Installation requirements

- Have an archive extraction utility
- Have 240 MB disk space
- Have a minimum of 256 MB RAM
 - For testing purposes, 128 MB RAM is sufficient
 - For production purposes, RAM is based on the expected user load
- Have the multilingual version of Sun's Java Runtime Environment (JRE)
- If you plan on installing the help on a web server:
 - Have a web server installed on the system
 - Have a free communications port to listen for HTTP connection requests. For most web servers, the default communications port is 80.


Help language pack setup

Use the following steps to install a help language pack.

- 1 Log on to the system on which you want to install help 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.
- 3 Access the help archive:
 - a To access the help archive from Internet Explorer:
 - If you are installing on a system that has auto-run enabled, the DVD browser starts automatically. If auto-run is disabled, start the DVD browser manually by navigating to the DVD directory and opening `ClickMe.html`.
 - Open the Downloads tab.
 - Click Download HP Service Manager help to open the help archive, `SM_help_<language>.zip`.


- b To access the help archive from the command prompt:
 Navigate to the \SM_help directory on the installation media. Open SM_help.zip.
- 4 Extract the online help into your web server's document root. For example, to install the online help on an Apache web server on a Windows system extract the online help into the folder C:\Program Files\Apache Software Foundation\Apache2.2\htdocs.

The archive creates a folder called SM_help.

 You cannot install localized help in the same directory as an existing English installation.

- 5 Optionally, change the “SM_help” folder name to “help”.

Now the online help is deployed in your web server’s “help” virtual directory. For example, C:\Program Files\Apache Software Foundation\Apache2.2\htdocs\help.

 This step is required only when you want to access the online help directly from Service Manager by setting your Windows client or web client preferences. This is because of a defect in Service Manager 9.30, which automatically appends “help” to your online help URL when launching the the help.

This issue has been addressed in Service Manager 9.30 patch 1 by introducing a new parameter helpServerContext for both the Windows and web clients. This parameter allows you to specify any virtual directory in which you install the online help. For details, refer to the Service Manager 9.30 patch 1 release notes.

If you only want to view the online help in a web browser, you can deploy it in any virtual directory without upgrading to Service Manager 9.30 patch 1. For example:

- C:\Program Files\Apache Software Foundation\Apache2.2\htdocs\help
- C:\Program Files\Apache Software Foundation\Apache2.2\htdocs\SM_help_fr
- C:\Program Files\Apache Software Foundation\Apache2.2\htdocs\fr

- 6 Start your web server.
- 7 Test the help by browsing to the web server's URL:

`http://<helpserverhost>:<helpserverport>/<helpdirectory>/`

<helpserverhost> is the fully qualified domain name or IP address of the web server hosting the help.

<helpserverport> is the communications port used to connect to the web server hosting the help. You can omit the port number if you use the default port 80 HTML port.

<helpdirectory> is the name of the virtual directory where you have installed the online help.

The Service Manager Help Language Pack installation is complete.

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