

---

# HP Service Manager 9.30 Language Pack

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.30 / November 2011

This document provides an overview of the HP Service Manager 9.30 Language Pack. It contains important information not included in the manuals or in online help.

Documentation Updates .....	2
In This Version .....	3
Known Problems, Limitations, and Workarounds .....	4
Installation Notes.....	5
Verified Environments.....	5
Support .....	6
Legal Notices .....	7

---

## Documentation Updates

The first page of this release notes document contains the following identifying information:

- Version number, which indicates the software version.
- Publish date, which changes each time the document is updated.

To check for recent updates or to verify that you are using the most recent edition, visit the following URL:  
<http://h20230.www2.hp.com/selfsolve/manuals>

This site requires that you register for an HP Passport and sign in. To register for an HP Passport ID, go to:  
<http://h20229.www2.hp.com/passport-registration.html>

Or click the **New users - please register** link on the HP Passport login page.

You will also receive updated or new editions if you subscribe to the appropriate product support service. Contact your HP sales representative for details.

**Note:** To view files in PDF format (\*.pdf), Adobe Acrobat Reader must be installed on your system. To download Adobe Acrobat Reader, go to the following web site:  
<http://www.adobe.com/>

---

## In This Version

The Service Manager 9.30 Language Pack provides the following language support for the Service Manager server, the Service Request Catalog (SRC) 1.30p2 war file (src-1.30p2.war), and the online help (in alphabetical order).

<b>Language</b>	<b>Service Manager server</b>	<b>Service Request Catalog</b>	<b>Service Manager online help</b>
Brazilian Portuguese	Yes	Yes	Yes
Czech	Yes	Yes	No
Dutch	Yes	Yes	Yes
French	Yes	Yes	Yes
German	Yes	Yes	Yes
Hungarian	Yes	Yes	No
Italian	Yes	Yes	Yes
Japanese	Yes	Yes	Yes
Korean	Yes	Yes	Yes
Polish	Yes	Yes	No
Russian	Yes	Yes	Yes
Simplified Chinese	Yes	Yes	Yes
Spanish	Yes	Yes	Yes

---

## Known Problems, Limitations, and Workarounds

This software release has the following known issues.

<b>Global ID</b>	<b>Problem</b>	<b>Workaround</b>
QCCR1E65975	Knowledge Management (KM) documents with an Arabic locale cannot be found through KM searches.	No workaround is available.
QCCR1E65263	The Process Designer workflows UI (Tailoring > Process Designer > Workflows) is not localized.	Localize the following file: <code>\webtier-9.30\WEB-INF\classes\workflowBundle.properties.</code>
QCCR1E64210	When the user is attempting to log in to a Japanese web client with an invalid user account (username/password) or has exceeded the user's Max Logins, the error message displayed on the user's login page is not recognizable.	No workaround is available.
QCCR1E64124	In Knowledge Management, when the start path of a file crawler contains non-English characters, the file crawler will fail.	Use English characters in the start path of the file crawler.
QCCRIE63618	The queue names on the To Do queue page are localized but view names in the My To Do List are not. In addition, when the user selects certain queues, a localized view name displays, however the English list returns once the user clicks the My To Do List dropdown button.	No workaround is available.
QCCRIE64728	Special Japanese characters that are 3-bytes unicode characters are not displayed correctly in single-line text fields. For example, if the user enters these characters in the New Update field of a change record and then saves the record, the description of this update activity in the Activities history is not recognizable.	No workaround is available.
QCCR1E62712	MySM displays in user's default browser language instead of user's login language.	No workaround is available.

Global ID	Problem	Workaround
QCCR1E65036	In a Russian web client, nodes display without an icon and a label in the Relationship Graph of a configuration item.	No workaround is available.
QCCR1E64875	When the web tier is deployed in Tomcat that is embedded in Search Engine, attachment file names that contain non-English characters display as question marks ("??") in the web client.	Do not deploy the web tier in Tomcat embedded in Search Engine.

## Installation Notes

For instructions on how to install the Service Manager server language pack and online help, refer to the following document, which is available at <http://h20230.www2.hp.com/selfsolve/manuals>:

- *Service Manager 9.30 Language Pack Installation Guide* (in PDF format)

For instructions on how to deploy localized Service Request Catalog, refer to the following document available in the Documentation folder in the Language Pack release CD:

- *Service Request Catalog Installation and Configuration Guide*

To view this document:

- 1 Go to the Documentation folder, and unzip SRC\_InstallationGuide\_v1\_30p2\_9\_30p2.zip to your local directory.
- 2 Click `_Start_Here.htm`.

This will launch the interactive document in your default web browser.

## Verified Environments

The Compatibility Matrix lists supported versions of operating systems, browsers, HP Software products, and other compatibility and support information.

### To access the Compatibility Matrix:

- 1 Use a browser to navigate to the Software Support Online (SSO) Web page:  
[http://support.openview.hp.com/sc/support\\_matrices.jsp](http://support.openview.hp.com/sc/support_matrices.jsp)
- 2 Log on with your Customer ID and password or your HP Passport sign-in.
- 3 Navigate to the applicable information.

---

# Support

You can visit the HP Software support web site at:

[www.hp.com/go/hpsoftwaresupport](http://www.hp.com/go/hpsoftwaresupport)

This web site provides contact information and details about the products, services, and support that HP Software offers.

HP Software online software support provides customer self-solve capabilities. It provides a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the support site to:

- Search for knowledge documents of interest
- Submit and track support cases and enhancement requests
- Download software patches
- Manage support contracts
- Look up HP support contacts
- Review information about available services
- Enter into discussions with other software customers
- Research and register for software training

Most of the support areas require that you register as an HP Passport user and sign in. Many also require an active support contract. To find more information about support access levels, go to the following URL:

[http://h20230.www2.hp.com/new\\_access\\_levels.jsp](http://h20230.www2.hp.com/new_access_levels.jsp)

To register for an HP Passport ID, go to the following URL:

<http://h20229.www2.hp.com/passport-registration.html>

---

# Legal Notices

## Warranty

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

## Restricted Rights Legend

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

## Copyright Notice

© Copyright 1994-2011 Hewlett-Packard Development Company, L.P.

## Trademark Notices

- Adobe™ is a trademark of Adobe Systems Incorporated.
- Java™ is a registered trademark of Oracle and/or its affiliates.
- Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.
- Oracle® is a registered US trademark of Oracle Corporation, Redwood City, California.
- UNIX® is a registered trademark of The Open Group.

For a complete list of open source and third party acknowledgements, visit the HP Software Support Online web site and search for the product manual called HP Service Manager Open Source and Third Party License Agreements.