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# HP Service Manager 9.30 Hebrew Language Pack

for supported Windows® and UNIX® operating systems

## Release Notes

Software version: 9.30 / December 2012

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

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## 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>

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

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

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**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

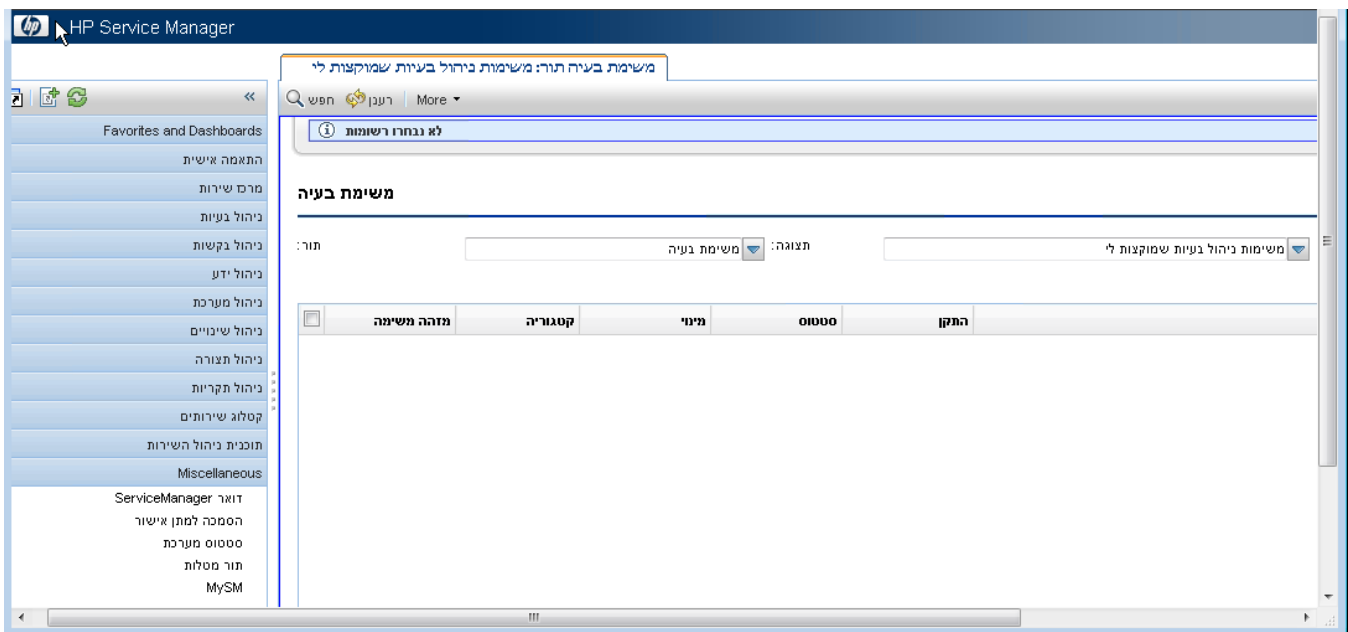
The Service Manager (SM) 9.30 Hebrew Language Pack provides Hebrew language support for the Service Manager 9.30 applications.

**Note:** This language pack requires the Service Manager 9.31, 9.31p1 or later clients (Windows or web). This is because earlier versions of the clients have not been localized into Hebrew. See the [Installation Notes](#) section for information on the prerequisites for using this language pack, as well as recommended SM components to use with it.

## Web Client

Applying the Hebrew language pack will create a Hebrew Web Client User Interface (UI) with a left-to-right layout, rather than right-to-left.

### Left-to-Right Layout



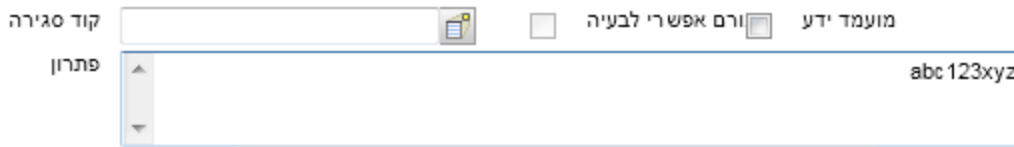
### Right-to-Left Text/Data Direction

**Important:** Support of right-to-left text display requires the SM9.31p1 or later web client. For more information, see [QCCR1E76685](#) and other issues in the [Known Problems, Limitations, and Workarounds](#) section.

See the following figures for more information. Note that these figures are based on the SM9.31p1 web client.

#### Text Area

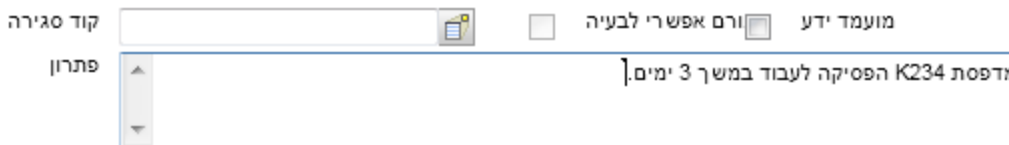
An English text string (for example, **abc123xyz**) is entered and displayed from left to right, and the cursor stays at the right.



A Hebrew text string is entered and displayed from right to left, and the cursor stays at the left.

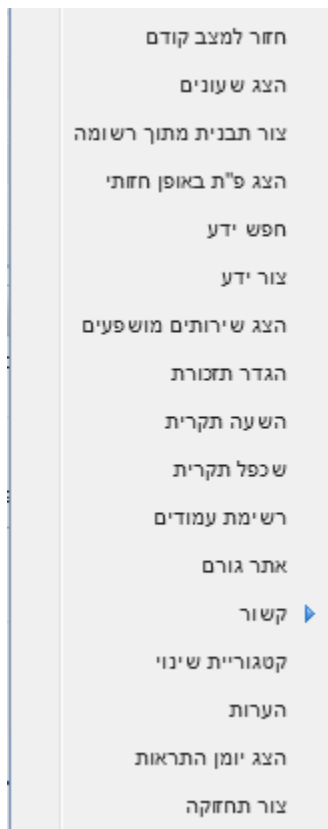


When entering a text string with both Hebrew and English characters, the English and Hebrew characters are entered and displayed according to the Hebrew right-to-left reading order.



### Drop-Down Menu Display

Menu options are right-aligned.



### Record List Display

Right-aligned.

סטטוס	דגם	מיקום	רשת	סוג	מזהה פ"ת
בשימוש	Africa ...7700 SFF			computer	adv-afr-desk-104
בשימוש	Africa ...7700 SFF			computer	adv-afr-desk-105
בשימוש	Africa ... 2300 MT			computer	adv-afr-desk-106
בשימוש	Africa ... 2300 MT			computer	adv-afr-desk-107
בשימוש	Africa ... 2300 MT			computer	adv-afr-desk-108
בשימוש	Africa ... 2300 MT			computer	adv-afr-desk-109
בשימוש	Africa ... 2300 MT			computer	adv-afr-desk-110

## Record Details Display

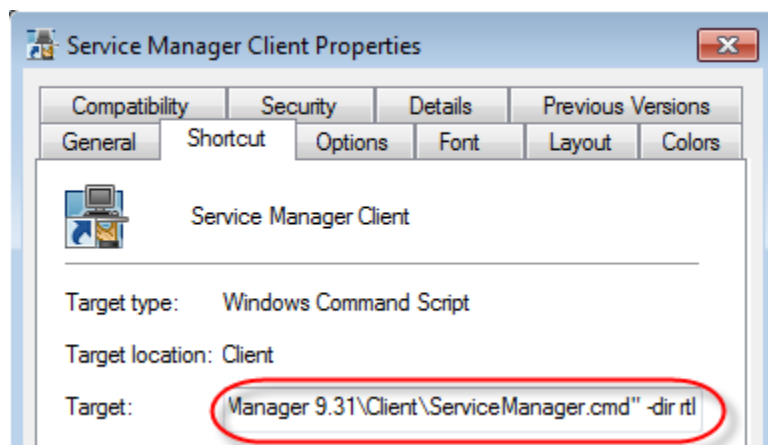
### פרטי פריט תצורה

שם פ"ת	CI10510	סוג פ"ת	computer
מזהה פ"ת *	adv-afr-desk-104	סוג משנה של פ"ת	Desktop
תג נכס		סביבה	
סטטוס *	בשימוש	סיווג אבטחה	
בעלים		סיווג SOX	
תצורת קבוצת ניהול *	Hardware	סיווג בקרת ייצוא	
קבוצות תמיכה		<input type="checkbox"/> תוכנית המשכיות שירותי טכנולוגיית מידע מופעלת	
		<input type="checkbox"/> פ"ת קריטי	

## Windows Client

Applying the Hebrew language pack will create a Hebrew Windows client User Interface (UI) with a left-to-right layout, rather than right-to-left; however, you can use the following workaround to switch the Windows client to a right-to-left layout (there is no workaround available for the web client). This workaround only changes the UI layout and text alignment.

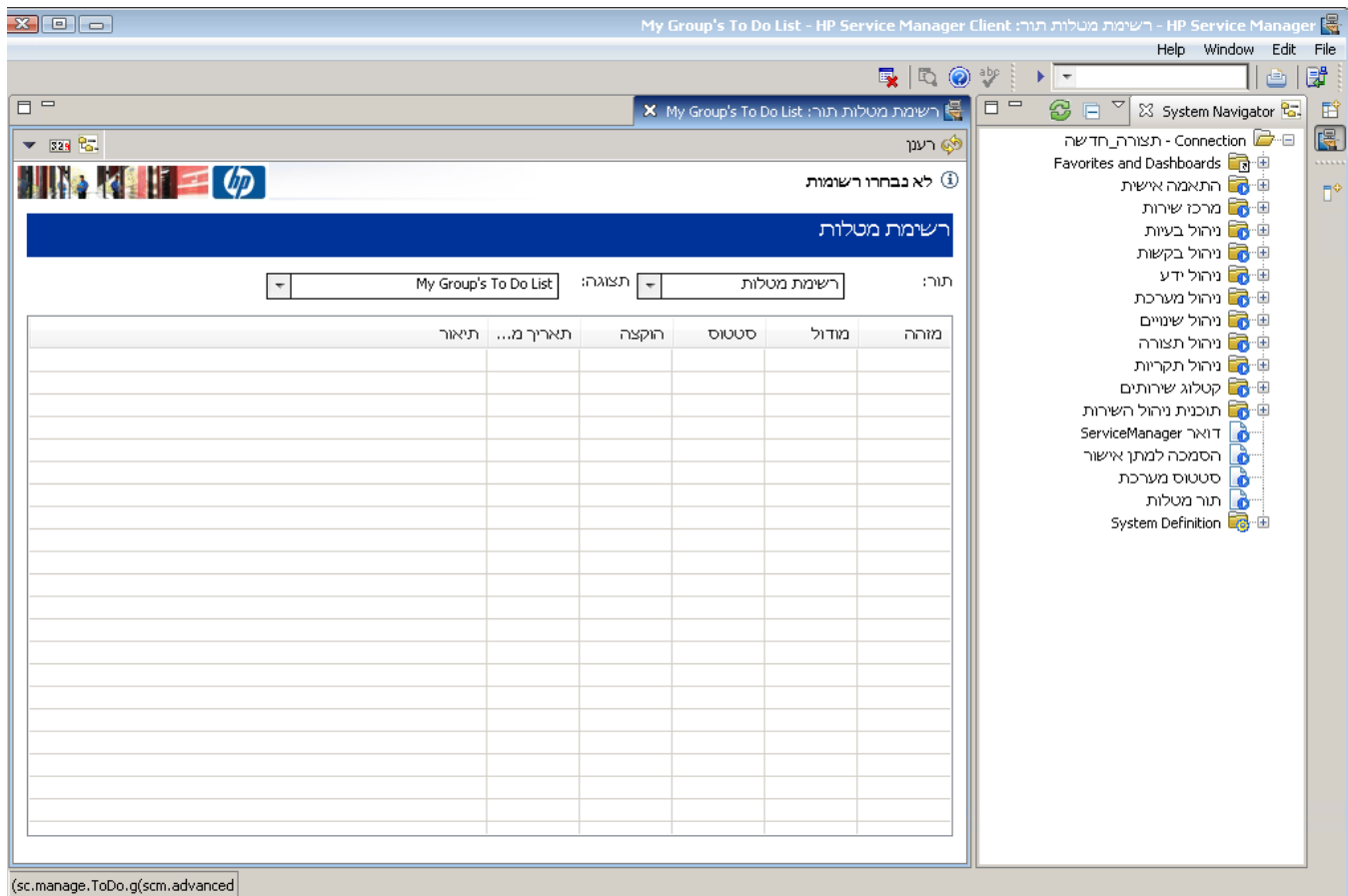
To switch to a right-to-left layout, append "-dir rtl" to the end of your Windows client startup command. For example: "C:\Program Files (x86)\HP\Service Manager 9.31\Client\ServiceManager.cmd" -dir rtl



**Important:** This workaround is provided as courtesy. HP does not guarantee to provide support for any problems resulting from the use of it. Be sure to perform extensive testing before using this workaround in your production environment.

The following figures illustrate how the Windows client UI looks like after this workaround is applied. Note that these figures are based on the SM9.31p1 Windows client.

## Right-to-Left Layout



## Right-to-Left Text/Data Direction

When entering English text (for example, abc123), the text displays from left to right and the cursor stays at the right. The text is right-aligned.

### Text Area



When entering Hebrew text, the text displays and the cursor moves from right to left. The text is right-aligned.



When entering a text string with mixed Hebrew and English characters, the string is entered and displayed according to the Hebrew reading order.

גלוי ללקוח

מדפסת K234 הפסיקה לעבוד במשך 3 ימים. בבבבבב

### Drop-Down Menu Display

F3	ביטול 
F11	הקודם 
F10	הבא 
F1	פתח מחדש 
F2	שמור וצא 
F4	שמור 
	חזור למצב קודם 
	הצג שעונים 
	צור תבנית מתוך רשומה 
	הצג פ"ת באופן חזותי 
	חפש ידע 
	צור ידע 
	הצג שירותים מושפעים 
	הגדר תזכורת 
	השעה תקרית 
	שכפל תקרית 
	רשימת עמודים 
	קשור 
	הערות 
	הצג יומן התראות 
	צור תחזוקה 

## Record List Display

מזהה תקרית	מועד	סטטוס	פ"ת	שירות	קטרת
IM10001	...08/3	closed	...Clos	...Printing (N	Printer malfunction
IM10002	...09/0	updated	...Wor	...E-mail / W	Webmail login failure
IM10003	...09/0	updated	...Wor	MyDevices	System crashes with message "not enough memory" while opening
IM10004	...09/0	updated	Open	MyDevices	Wireless doesn't connect
IM10005	...09/0	updated	...Wor	... Microsoft	Microsoft Office keeps asking to install Language packs
IM10006	...09/0	updated	...Wor	MyDevices	Pop-up appears while working with Office, Office needs installation
IM10007	...09/0	updated	Open	...E-mail / W	E-mail in outbox isn't being sent
IM10008	...09/0	updated	...Wor	MyDevices	Desktop DVD-drive makes strange noises
IM10009	...09/0	updated	...Wor	MyDevices	Desktop screen out of order
IM10010	...09/0	updated	...Acc	...Intranet / I	Network logon failure
IM10011	...09/1	updated	...Wor	MyDevices	Virus scan notification: Multiple Virusses found
IM10012	...09/1	updated	...Wor	...Printing (N	Error installing printer
IM10014	...09/1	updated	Open	...Internet Ex	IE is not responding to users request
IM10015	...09/1	updated	...Wor	MyDevices	System can't recover from sleep-mode, reboot is needed

## Record Details Display

זוהי הרשומה הראשונה ברשימה.

פרטי תקרית

מזהה תקרית	IM10001
סטטוס	Closed
איש קשר	
מיקום	advantage/North America

שירות מושפע	(Printing (North America
פ"ת מושפע	adv-nam-printer-hr-5550

פ"ת ניתן לתפעול (ללא הפסקת שירות)

התחלת הפסקת שירות	14:14:00 08/31/07
סיום הפסקת שירות	19:13:00 08/31/07
חווה שירות	

קבוצת מטלה	(Office Supplies (North America
מוקצה	Incident.Analyst
מפיץ	
כרטיס מפיץ	

קטגוריה	incident
אזור	failure
אזור משנה	job failed

השפעה	4 - משתמש
דחיפות	3 - ממוצע
עדיפות	3 - תמוצט



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## Known Problems, Limitations, and Workarounds

This Hebrew language pack release has the following known issues and limitations when used with the Service Manager 9.31/9.31p1 Windows and web clients. Some of the web client issues have been fixed in SM9.31p1, as listed below.

### Web Client Issues Fixed in SM9.31p1

Global ID	Problem	Resolution
QCCR1E88592	Text string direction in htmlviewer is left-to-right, which is incorrect.	Text string direction in htmlviewer is now right-to-left.
QCCR1E76685	If users enter a text string with mixed Hebrew (HE) and English (En) characters, the text string displays in the wrong direction.	Text strings with mixed Hebrew and English characters are displayed from right to left. <b>Note:</b> Right-to-left text display of mixed text strings is not supported for the following modules: Dashboard and Charts, Process Designer, and MySM.
QCCR1E88574	Message text direction in the Messages and Alerts dialog is not as expected.	Message text direction in the Messages and Alerts dialog is now right-to-left.
QCCR1E84604	A date/time format string displays incorrectly after you copy it to a text field in SM9.31. In addition, if you continue to enter Hebrew characters without manually changing the cursor's position, the characters are inserted in the wrong place.	Date/time strings are displayed correctly; when you continue to enter Hebrew characters, the cursor automatically moves to the correct position.

### Issues in SM9.31 and SM9.31p1

Global ID	Problem	Workaround
<i>Text / Data Display Issues</i>		
QCCR1E89116	Comfill widget input boxes extend to a larger width than normal. As a result, their content is not displayed correctly.	None
QCCR1E88552	Favorite names displayed under the Manage Favorite menu are left-aligned and have an incorrect reading sequence.	None
QCCR1E87724	If an attachment uses the system-generated Hebrew filename (similar to <b>New Text Document.txt</b> in an English system), after	Do not use system-generated filenames.

Global ID	Problem	Workaround
	the attachment is uploaded to Service Manager, the displayed filename contains unrecognizable characters.	
QCCR1E84715	Hebrew text strings display incorrectly when containing special characters (@#\$\$%&*[];'<>,etc.).	None
QCCR1E88554	If users add a new favorite whose name contains mixed English, numeric, and Hebrew characters, the characters are not vertically aligned.	None
<i>Text Search (IR Search) Issues</i>		
QCCR1E84547	Hebrew text search is not supported for the following modules: Incident Management, Service Desk, Change Management, Problem Management, Service Level Management, and Service Catalog.  <b>Note:</b> Service Manger supports text search only for English, Chinese, Japanese, and Korean.	None
QCCR1E84086	If a Service Catalog item's name contains both English and Hebrew characters, the item is searchable using the English characters but not searchable using the Hebrew ones.  <b>Note:</b> Service Manger supports text search only for English, Chinese, Japanese, and Korean.	None
<i>Truncation Issues</i>		
QCCR1E84075 (Windows)	When opening the User Quick Add Utility, if the user reduces the size of the client window, the window is truncated.	None
QCCR1E87705 (Web)		
<i>Localization Issues</i>		
QCCR1E84631	In the Windows client, when you click <b>Tailoring &gt; Process Designer &gt; Workflows</b> , the message window that occurs still displays in English instead of Hebrew.	None
QCCR1E84078	When creating a new Change, the Risk list	None

Global ID	Problem	Workaround
	that appears is not localized.	
QCCR1E84101	Pages opened from <b>Process Designer &gt; Workflows</b> are not localized.	None
<i>Other Issues</i>		
QCCR1E84076	In the Web client on a Windows 7 operating system, no error messages display when the user attempts to change a Problem Phase that still has outstanding tasks.	None
QCCR1E 84504	Cannot install the Service Manager Windows client on a Hebrew Windows 7 operating system by double-clicking the setupwin32.exe file. There is no response after clicking the file.	Right-click the setupwin32.exe file and select <b>Run as administrator</b> . The installation will complete successfully.

## Installation Notes

### Prerequisites

Before applying this language pack, make sure your system has the following components installed:

- Service Manager 9.30 applications
- Service Manager 9.31 or later server
- Service Manager 9.31 or later clients (Windows or web)

### Recommended Components

- Service Manager 9.31p1 or later web client is strongly recommended.

### Installation Instructions

For details, refer to the *Service Manager 9.30 Language Pack Installation Guide*, which is available at <http://h20230.www2.hp.com/selfsolve/manuals>

## Verified Environments

The Hebrew language pack has been verified in the following environments:

- Service Manager 9.30 applications + Hebrew Language Pack
- Service Manager 9.31/ 9.31p1 server
- Service Manager 9.31p1 Web client
- Service Manager 9.31/9.31p1 Windows client

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# Support

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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:

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- 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

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

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