HP OpenView Service Desk

for the Windows and UNIX operating systems

Language Pack Release Notes

Software version: SD 5.10 Patch 3 Language Pack / May 2007

This document provides an overview of the language pack release for HP OpenView Service Desk 5.10 with Patch 3. It contains important information not included in the manuals or in online help.

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In This Version

This language pack release contains:

- The translations of the graphical user interface of Service Desk 5.10 with Patch 2, for the following languages:
  - Chinese (Simplified)
  - Dutch
  - French
  - German
  - Japanese
  - Korean
  - Portuguese (Brazilian)
  - Russian
  - Spanish

  NOTE: Although this language pack requires Service Desk 5.10 patch 3, it only covers localization of labels that already existed in patch 2. Any labels introduced in patch 3 or higher will appear in English.

- The translation of the following Service Desk 5.10 documentation to the same languages except Dutch:
  - Online help
  - Release Notes, Edition 2
  - Installation Guide
  - Concepts Guide
  - Service Level Manager Guide
  - Administrator's Guide (Japanese only)
- A Language Pack Installation Guide.

Documentation Updates

The first page of this 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://ovweb.external.hp.com/lpe/doc_serv/

1 In the **Product** list, click the product name.

2 In the **Version** list, click the version number.

3 In the **OS** list, click the OS type.

4 In the document list, click the document title.

5 To retrieve the document, click **Open** or **Download**.

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 URL:

http://www.adobe.com

Installation Notes

The language pack consists of two parts:

- Server Language Pack, to be installed on the Service Desk management server

- Client Language Pack, to be installed on Service Desk GUI client machines

For more details, refer to the *HP OpenView Service Desk 5.10 Language Pack Installation Guide*.

Software and Hardware Requirements

Before installing the HP OpenView Service Desk 5.10 Language Pack, make sure that your system meets the following minimum requirements:

- OS platform and compatibility

  — Supported operating systems

  — For information about the supported operating systems, and corresponding system requirements, refer to the *HP OpenView Service Desk 5.10 Installation Guide* and the *HP OpenView Service Desk 5.10 Language Pack Installation Guide*.

- Software

  — HP OpenView Service Desk 5.10 Patch 3

  Before installing the Service Desk 5.10 Language Pack, Service Desk 5.10 and Patch 3 or a higher patch must be installed.

  — Database server

  For information about supported databases, refer to the *HP OpenView Service Desk 5.10 Installation Guide* and the *HP OpenView Service Desk 5.10 Language Pack Installation Guide*.

  The use of the Unicode character set AL32UTF8 is recommended on Oracle. If you want to use the Unicode character set as your default character set, you must create the Oracle instance for supporting Unicode.

  For an Oracle Database, you should possess the appropriate rights (DBA account and password) for creating new Oracle Database users.

  — Microsoft SQL Server configuration

  Configure Microsoft SQL Server to accept non-Windows user name and password logons. You can configure this acceptance in the properties window of the SQL Server instance. Set the Authentication to "SQL Server and Windows."

Installing the Server

The purpose of the server installation is to install the resource bundles and the translated database records into the server application. This installation enables the additional languages in the application. It also localizes the Java WebStart client on that particular server. In a typical installation dialog flow, all of the available languages are installed. If you want to install only one or a few particular languages, you can choose the languages by using the Custom installation, and choosing the languages of your choice.

NOTE: If you install languages using the Custom installation, you should install the selected languages on all of the host application servers in your environment. Installing on all host application servers prevents the languages from disappearing when a client is redirected to another server in a failover situation.

Installing the Client

The purpose of the client installation is to enable the resource bundles on the client system. These resource bundles translate the application client into the supported languages. As in the server installation, the default Typical installation option installs all the supported languages on to the client system. The Custom installation option displays the languages supported, and allows you to select or deselect languages as needed.

To find out how to use the languages in the application, refer the *HP OpenView Service Desk 5.10 Administrator's Guide*.

Setting the Application Locale

To ensure that the Service Desk application is localized, do the following:

- Set the locale.

  Set the operating system locale to the locale you want. To find out how to do this, refer to the manual for the specific operating system you are using.

- Choose a language.

  Choose the language you want for users who will log on to the Service Desk application. If you do not specify a language, the default operating system locale is used.

- Check the operating system.

  Make sure that the operating system you are using is able to display the desired locale. For details, refer to the manual for the specific operating system you are using.

Enhancements and Fixes

This section describes any new fixes.

Fixes

Defects Fixed in Service Desk 5.10 Patch 3 Language Pack

This release contains the following fixes.

Defect Number	Short Description
QXCR1000424590	Localization characters cannot display correctly after upgradinge to SD 5.10 patch 3. SD 5.10 patch 3 uses a new jar signing algorithm (DSA) that is not compatible with the previous algorithm (RSA) used in the SD 5.10 patch 2 Language Pack (prior to build 05.10.032). The SD 5.10 patch 3 Language Pack (build 05.10.032) uses the new jar signing algorithm (DSA).

Defects Fixed in Service Desk 5.10 Patch 2 Language Pack

This release contains the following fixes.

Defect Number	Short Description
QXCR1000371764	Character is broken after installing localization package: in Korean, the text on three of the buttons in the Service Definition Hierarchy screen is garbled.

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds for Service Desk Language Pack.

NOTE: Problems and limitations in this Language Pack may be solved in Service Desk patches released after this Language Pack was released. Refer to the release notes of the Service Desk patches to see which issues are solved.

Known Problems

This section describes how to work around problems you may encounter with Service Desk Language Pack.

QXCR1000373449:
Java Web Start Does Not Work in Some JRE Versions

Problem

Java Web Start does not start after you install the language pack. You will encounter this problem if you use JRE 1.4.2_10.

Solution

This problem will be fixed after Service Desk 5.10 Patch 3.

Workaround

This is caused by a missing file in JRE 1.4.2_10. Please refer to the Patch 3 Release Notes for information on how to work around this issue.

Error When Creating a New Form

Problem

When creating a new form in a view with grouped objects, the error message "`No object found with this search code. Please enter an existing search code.`" is displayed and a new form cannot be created. This happens in all languages in this language pack, but not in English.

Workaround

Before creating a new form, ungroup the objects in the view by right-clicking any of the groups and choosing **Ungroup**.

Client Locale Setting is Incorrect

Problem

If the client changes the global default locale to another language, the correct client locale is not shown until the server running Object Server is restarted.

To set a client locale, you follow this order of precedence:

1 User's account locale (if set in the account's default language field)

2 Global default locale (as set by the default language field in System Settings/Regional Settings)

3 Machine locale

If the user account locale is not set, and the Object Server global default locale is set to one language (for example, German), the client correctly shows that language (German) as its locale. If the client changes the Object Server global default locale to another language (for example, English), and then restarts, the client incorrectly shows its locale as the original language (German), not the new language (English). The correct client locale is not shown until the server running Object Server is restarted.

Solution

After changing the global default locale, restart the Object Server process. You can restart the Object Server process using the command `ovc -restart` from a shell or an MS-DOS prompt.

Localhost Displays Garbled Text

Problem

In some cases, **http://localhost/ovconsole** displays a garbled page instead of the proper translated page.

Solution

To solve this problem, follow these steps:

1 Shut down Apache using the following command:

ovc -stop ovapacheA

2   Open `httpd.conf.ovtemplate` in one of the following directories:

— Windows

`<install_dir>/data/conf/apache/a/`

— UNIX

`/var/opt/OV/conf/apache/a`

3   Change the following line:

— Change

`AddDefaultCharset ISO-8859-1`

— To

#AddDefaultCharset ISO-8859-1

4   Change the following line:

— Change

`AddCharset WINDOWS-1251 .cp-1251    .win-1251`

— To

AddCharset WINDOWS-1251 .cp-1251   .win-1251 .ru

5   Change the following line:

— Change

`AddCharset GB2312       .gb2312 .gb`

— To

AddCharset GB2312   .gb2312   .gb .cn

6   Change the following line:

— Change

`AddCharset EUC-KR       .euc-kr`

— To

AddCharset EUC-KR   .euc-kr .ko

7   Change the following line:

— Change

`AddCharset shift_jis   .sjis`

— To

AddCharset shift_jis   .sjis   .ja

8   Save the file.

9   Restart Apache using the following command:

ovc -start ovapacheA

The ovc command is located in the following directories:

— Windows

`%OVINSTALLDIR%\bin`

— UNIX

```
/opt/OV/bin
```

Garbled Text in Command Output

Problem

In Brazilian Portuguese, Dutch, French, German, Russian and Spanish, the output of Service Desk commands run in the Windows command prompt window sometimes shows garbled text.

Workaround

Before running a command in a Windows command prompt window, follow these steps to set the appropriate codepage and font for the command prompt window:

1 In the command prompt window, enter this command:

— For Brazilian Portuguese, Dutch, French, German and Spanish:

   chcp 1252

— For Russian:

   chcp 1251

2 Click the upper-left corner of the command prompt window and click **Properties**.

3 On the **Font** tab page, make sure that a TrueType font is selected (for example Lucida Console) and not a raster font.

4 Click **OK**.

Untranslated Online Help Topics in German and Spanish

Problem

In German and Spanish, a few online help topics are not translated. In Spanish, some topics appear in an incorrect order in the Contents pane of the help window and a few topics cannot be displayed.

Solution

Fixed files are included in this language pack distribution, in the folder `OnlineHelpFix`. Copy the folders `OnlineHelpFix\de` (for the German fixes) and `OnlineHelpFix\es` (for the Spanish fixes) with all their contents into the `<install_dir>/help` folder, overwriting existing files.

Role Names Not Localized

Problem

The role names such as `system administrator` are not translated. The English role names are shown in the HP OpenView Configuration workgroup, under **Users & Security ➔ Access ➔ Roles** and on the **Roles** tab page of the Application Account window.

Missing Single Quotes

Problem

In some translated text strings, single quotes (`'`) are not displayed. For example, in some French messages, `l'incident` is displayed as `lincident`.

"From" and "To" Not Localized In Japanese

Problem

In the Japanese language pack, the text strings `From` and `To` are not translated.

Known Limitations

This section describes the known limitations of this Service Desk release.

Installer on HP-UX

The installer on HP-UX does not use the argument, `-x mount_all_filesystems=false`, to install the Service Desk – Service Level Manager (SD-SLM) packages. As a result, if there are file systems declared in `etc/fstab`, the installation fails with the following error: `One or more filesystems that appear in the filesystem table are not mounted and cannot be mounted.` You must modify the file `/etc/fstab` before you can install SLM (remove one or more file systems).

By design, the Software Distributor uses `mount_all_filesystems=true` as a default value, for two reasons. First, file systems may be mounted in the `/opt/OV` or `/var/opt/OV` rooted directory structure. Second, the `/opt/OV` or `/var/opt/OV` directory structure may contain symbolic links that reference other mounted file systems.

QXCR1000241122:
LoadObject Functionality

The LoadObject functionality in Service Desk 5.10 uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode. As a result, all Service Desk functionality that uses LoadObject cannot handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject (for example, OVO for Windows and OVO for UNIX).

Some Parts of Service Desk Are Not Localized

The following parts of Service Desk are not localized in this language pack:

- Installer.

- Integrations.

- Web console and Service Pages.

  Although the web console and Service Pages may appear as partially translated, because they use some of the same sources as the full-client Service Desk console, localization of these interfaces is not targeted by this language pack, has not been tested and is not supported.

- Some reporting functionality.

  The report packs are not part of Service Desk but they are part of HP OpenView Performance Insight (OVPI). As a result, some of the Service Desk reporting functionality is not localized by this language pack. Some information about reporting in the localized Service Desk online help and manuals, such as screen shots and user interface terms, is also not localized. For information about language availability of OVPI and the report packs, refer to the OVPI product information.

- Self-Healing Services, including online help topics for Self-Healing Services.

  The Self-Healing Services software is shipped with Service Desk but it is not part of the Service Desk software. As a result, the Self-Healing Services functionality and the online help topics for Self-Healing Services are not localized by this language pack.

- Demo database.

  Some screen shots in the localized online help and manuals also show untranslated data from the demo database.

- Manpages.

- Labels that were introduced in Service Desk 5.10 patch 3 or higher. Although this language pack requires Service Desk 5.10 patch 3, it only covers localization of labels that already existed in patch 2. Any labels introduced in patch 3 or higher will appear in English.

Accessibility Support

HP is working to ensure that new HP OpenView management software releases comply with the latest international accessibility standards. HP OpenView Service Desk 5.10 accessibility includes an improved user interface interaction model that allows screen readers to support users with visual impairments, and enhanced keyboard navigation as an alternative to mouse control.

Product characteristics based on accessibility standards include:

- No animations in the user interface

- No requirement for user speech

- Operability within a limited reach and strength

- No requirements for simultaneous actions except as provided by the operating system

- Consistent meanings of images

- No flashing at a frequency where photosensitive epilepsy is a risk

- Redundant coding of all audio signals as provided by the operating system

- No requirements for timed responses

- Consistent and well-defined focus and selection indicators

- Alternative text for images

- Redundant coding for use of color

- Online help optimized for screen readers

HP OpenView Service Desk 5.10 supports accessibility on Microsoft Windows operating systems using JAWS for Windows 4.5. For a more detailed report of product compliance with Section 508 of the American Rehabilitation Act, go to the Check Product Accessibility web page at **http://vgwh3pro.cce.hp.com/508/**. From the Select Product Category drop-down menu, select Software and Operating Systems, then click Go. On the next screen, select product family HP OpenView Service Desk, then click Go.

Accessible electronic manuals for this product can be requested from the HP OpenView Product Manuals web site at **http://ovweb.external.hp.com/lpe/doc_serv/** by clicking the **Send Feedback** link near the bottom of the page, and specifying the product name, product version, operating system, and document names that you would like to obtain in fully accessible form.

1   After product installation, look in the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\lib\ext`

On Windows, the `INSTALLDIR` is the following:

`C:\Program Files\HP OpenView`

Make sure the Sun Java 2 platform edition 1.4.x files are located in the following directory:

—   `jaccess-1_4.jar`

—   `access-bridge.jar`

If the files are not in the correct directory, copy them from the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles.`

2   Add the `AccessBridge` directory to your path:

`PATH=%INSTALLDIR%\nonOV\jre\1.4\AccessBridge;%PATH%`

This step ensures that the DLLs are part of the Java Access Bridge, and can be found and instantiated.

3   Make sure the accessibility.properties file is located in the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\lib`

If needed, you can copy the file from the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles`

The Java Virtual Machine (JVM) reads a number of property files as it starts up.

4   Use each line in the accessibility properties file to enable different accessibility features.

For example, to enable assistive technologies to use the Java Access Bridge, use a text editor to include the following line in the file:

`assistive_technologies=com.sun.java.accessibility.AccessBridge`

For additional properties examples and explanations (for example, how to set up screen magnifiers), refer to the Java Accessibility Utilities documentation:

http://java.sun.com/products/jfc/jaccess-1.2/doc/examples.html

For more about configuring accessibility with Sun Java applications, refer to the following web site:

http://java.sun.com/products/accessbridge/docs/setup.html

Support

Please visit the HP OpenView support web site at:

http://www.hp.com/managementsoftware/support

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

HP OpenView 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 valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest

- Submit and track progress on support cases

- Submit enhancement requests online

- Download software patches

- Manage a support contract

- Look up HP support contacts

- Review information about available services

- Enter discussions with other software customers

- Research and register for software training

NOTE: 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://www.hp.com/managementsoftware/access_level

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

http://www.managementsoftware.hp.com/passport-registration.html

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