

# HP Service Manager

Software Version: 9.40

For the supported Windows® and Unix® operating systems

## Language Pack Installation Guide

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# Language pack installation prerequisites

Before you install HP Service Manager 9.40 language packs, you must perform the following tasks:

1. Install the following components from the Service Manager installation media, if you have not done so already:
  - Service Manager 9.40 server
  - Service Manager 9.40 applications
  - Help (if you want an English version of the help)

**Note:** You can install the latest patch because some issues might have been fixed in the patch releases.

See the localized versions of the *HP Service Manager 9.40 Interactive Installation Guide* on the Language Pack installation DVD for installation instructions for these components.

2. Back up your Service Manager application data.

Perform the following steps if you want to customize your Windows client.

1. Install the Client Configuration Utility from the English installation media.

This task is needed only 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.

See the localized *HP Service Manager 9.40 Interactive Installation Guide* on the Language Pack installation media for instructions on using the Client Configuration Utility.

2. Open the Client Configuration Utility and customize any additional settings you want the multilanguage Windows client to have.
3. Deploy the customized and localized Windows client installer to your development environment.

# Installing the language pack

You must install the 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 in which they want Service Manager to display the application forms.

While the server displays Service Manager application forms in the selected language, the operating system language of the client determines the language in which the client menus are displayed. 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 support matrix at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>)
  - Install the most current Windows updates
  - Install the Windows language pack
- Existing Service Manager server installation (in English)
  - Back up your application data
- 190 MB disk space for each language pack you install

## Unix installation requirements

- Compatible Unix platform (See the Service Manager support matrix at <https://softwaresupport.hp.com/group/softwaresupport/support-matrices>)
  - Install the most current Unix platform updates
  - Install the Unix language pack

- Existing Service Manager server installation (in English)
  - Back up your application data
- 210 MB disk space per language installed

## Service Manager language pack setup

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

**Note:** Make sure that you use the same account that you used for the Service Manager server installation.

## Preparation for installation

1. If you are using the HP Service Manager Language Pack installation DVD, insert the DVD into an appropriate drive of the server.
2. Open the ClickMe.html file.
3. Click a flag icon to select an appropriate language. The corresponding information for this language pack and documentation is displayed.

## Installation for Windows system

1. Run the Windows language pack installer (Setup.exe) to start the installation for Windows.
2. Select the language for the installation wizard, and then click **OK**. The setup wizard opens the installer in the language you selected, and the Installation Introduction page opens.
3. Click **Next** to read and accept the license agreement.
4. Select the **I accept the terms of the License Agreement** option if you accept the terms. The **Next** button becomes active.
5. Click **Next** to set the destination folder. The Destination Folder page opens.

6. Select the location where you have installed the Service Manager server.

**Note:** The Language Pack must be installed in the directory where the Service Manager server is installed.

7. Click **Next** to prepare the installation process. The Pre-installation Summary page opens.
8. Click **Install** to start the installation of the language pack. You can stop the installation by clicking **Cancel**.

**Note:** The setup wizard automatically uploads language data to your database. This process may take twenty minutes or more, depending on your system performance.

The Install Complete page opens when the language data is successfully uploaded.

9. Click **Done** to exit the Setup wizard.
10. Restart your Tomcat server. The installed language is available upon your next login.

## Installation for Unix systems

Run the language pack installer specific to your operating system.

Operating system	Language pack installer
AIX	setupAIX.bin
Solaris	setupSolaris.bin
Linux	setupLinuxX64.bin
HP-UX on Itanium systems	setupHPIA64.bin

You can install the language pack for Unix operating systems by using the command interface or the GUI interface. Follow corresponding instructions in the installer to install the language pack step by step.

**Note:** It may take twenty minutes or more to load the language pack data, depending on your system performance.

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