

# HP Service Manager

Software Version: 9.40

For the supported Windows® and Unix® operating systems

## Service Manager 9.40 Language Pack Release Notes

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# Contents

|  |    |
|--|----|
| Introduction to the Service Manager 9.40 Language Pack ..... | 4  |
| Local language support .....                                 | 5  |
| Supporting documents .....                                   | 6  |
| Enhancements .....   | 7  |
| Fixed defects .....  | 8  |
| Known problems, limitations, and workarounds .....           | 9  |
| Installation notes .....                                     | 11 |
| Send Documentation Feedback .....                            | 12 |

# Introduction to the Service Manager 9.40 Language Pack

The Service Manager 9.40 Language Pack Release Notes describes the language support that is introduced by this language pack, and describes the fixes, enhancements, and known issues that are related to localization. For detailed information about all other new features, fixes, enhancements, known issues, and installation notes for Service Manager 9.40, refer to the Service Manager 9.40 Release Notes.

As always, we encourage you to actively participate in making Service Manager better. Please follow us on Twitter at [@HPITSM](#), join our LinkedIn group "[HP ITSM](#)," or join the discussion on [our blog](#).

## Local language support

The Service Manager 9.40 Language Pack introduces localized versions of the Service Manager clients and applications. All languages listed in the following table are fully supported, except the two right-to-left display languages (Arabic and Hebrew), which are not supported by the Mobility client.

| Language             | Windows Client | Web Client | Mobility Client | SRC Client | Applications |
|----------------------|----------------|------------|-----------------|------------|--------------|
| Arabic               | √              | √          |                 | √          | √            |
| Brazilian Portuguese | √              | √          | √               | √          | √            |
| Chinese Simplified   | √              | √          | √               | √          | √            |
| Czech                | √              | √          | √               | √          | √            |
| Dutch                | √              | √          | √               | √          | √            |
| French               | √              | √          | √               | √          | √            |
| German               | √              | √          | √               | √          | √            |
| Hebrew               | √              | √          |                 | √          | √            |
| Hungarian            | √              | √          | √               | √          | √            |
| Italian              | √              | √          | √               | √          | √            |
| Japanese             | √              | √          | √               | √          | √            |
| Korean               | √              | √          | √               | √          | √            |
| Polish               | √              | √          | √               | √          | √            |
| Russian              | √              | √          | √               | √          | √            |
| Spanish              | √              | √          | √               | √          | √            |
| Turkish              | √              | √          | √               | √          | √            |

## Supporting documents

The Service Manager 9.40 Language Pack DVD includes the following localized versions of Service Manager documentation.

| Document title                                   | Japanese | Chinese | Russian | German | French | Spanish | Italian | Korean | Dutch |
|--|----------|---------|---------|--------|--------|---------|---------|--------|-------|
| Interactive Installation Guide                   | √        | √       |         | √      |        | √       | √       | √      |       |
| Language Pack Installation Guide                 | √        | √       |         | √      |        | √       | √       | √      | √     |
| Processes and Best Practices Guide               | √        | √       | √       | √      | √      | √       | √       | √      | √     |
| Service Manager 9.40 Release Notes               | √        |         |         |        |        |         |         |        |       |
| Service Manager 9.40 Language Pack Release Notes | √        |         |         |        |        |         |         |        |       |

The Service Manager 9.40 localized online help is available on the [HP Software Support Online website](#). Note that the online help is not fully localized. This is because some PDF manuals that were previously released in English only are now converted into HTML and merged into the online help.

## Enhancements

The following table includes all localization enhancements that were implemented after the release of Service Manager 9.34.

| <b>CR</b>   | <b>Problem</b>   | <b>Solution</b>   |
|-------------|--|---|
| QCCR1E73018 | Add Turkish and Arabic language packs to the list of supported languages.  | Arabic is already supported in Service Manager 9.30. Turkish is support is added in Service Manager 9.40. |
| QCCR1E84105 | The translation of the validation and mandatory field rules is not complete. The validation messages only show the English datadict field description. | The translation of validation and mandatory field rules is complete.                                      |

## Fixed defects

The following table includes all localization fixes that were implemented after the release of Service Manager 9.34.

| CR           | Problem  | Solution  |
|--------------|--|---|
| QCCR1E99357  | After you install the Service Manager 9.32 language pack, all the customized Portuguese formats, help records, and messages are unavailable. | All the customized Portuguese formats, help records, and messages are available after you install the Service Manager 9.32 language pack. |
| QCCR1E113630 | The title of the HTML template screen is not localized.  | The title of the HTML template screen is localized.   |
| QCCR1E115710 | The Formatctrl setting for settingsConfig.addSettingInfo uses an incorrect scmessage.  | The Formatctrl setting for settingsConfig.addSettingInfo now uses the correct scmessage.  |
| QCCR1E98909  | List items in the "Closure Code," "New Update," and "Risk Assessment" drop-down lists in the Change Task form are not translated.            | The list items in the "Closure Code," "New Update," and "Risk Assessment" drop-down lists in the Change Task form are now translated.     |

## Known problems, limitations, and workarounds

This software release has the following known issues and limitations.

| Global ID    | Problem  | Workaround   |
|--------------|--|--|
| QCCR1E118607 | The report export process is slow for right-to-left languages (such as Arabic and Hebrew). Only 9.5 schedules are finished per minute. In other languages under the same configuration and conditions, 37 schedules are finished per minute. | There is currently no workaround available.  |
| QCCR1E112184 | Workflow descriptions and workflow names are not translated.   | There is currently no workaround available.  |
| QCCR1E117101 | The ActivityType log is inconsistently localized in the Service Desk, Incident Management, Problem Management, Change Management, and Service Level Management modules.  | There is currently no workaround available.  |
| QCCR1E109018 | Special characters (such as quotation marks) in Resource Bundles may cause display issues in the web client.   | There is currently no workaround available.  |
| QCCR1E117904 | When you create a new incident or interaction, some text is hardcoded.   | There is currently no workaround available.  |
| QCCR1E117975 | When you create a new survey, text in the recipients section is hardcoded.   | There is currently no workaround available.  |
| QCCR1E118677 | The "Known Error" text string on the Search Known Errors page is hardcoded.  | There is currently no workaround available.  |
| QCCR1E118983 | The image field in the dbdict HTML template does not support I18N.   | Run "dbdict" to search for htmltemplates, click the htmlcode field, change the value of SQL RC to "true," and then click <b>Save</b> . |
| QCCR1E119210 | States, phases, and categories that are displayed when you search for or create records in several modules (such as Request and Time period) are hardcoded.  | There is currently no workaround available.  |
| QCCR1E119225 | If the SQL database contains an NVARCHAR-type column, query results are not correct when groups (such as Time period categories) are displayed.  | There is currently no workaround available.  |

## Deferred issues

| Global ID    | Problem Description  |
|--------------|--|
| QCCR1E109952 | The Calendar view is not fully translated in right-to-left language versions.  |
| QCCR1E111234 | <p>When you use the <b>Export report as PDF</b> option to export a report that contains text in more than one font family (for example, Chinese text and Latin text), the exported files only display Latin text and text in the font family of the language that you used to log in to the Service Manager webtier. For example, if you log in to the Chinese version of Service Manager and export a report that contains English, Chinese, and Korean text, the exported report PDF file does not contain any Korean text.</p> <p>Additionally, when a user uses a schedule to export reports as PDF files, the exported files only display text in the font family of the user's default language (as defined in the user profile). For example, if a user's default login language is English, and the user creates a schedule to export reports that contain Chinese text, the exported report PDF file does not contain any Chinese text.</p> |
| QCCR1E116262 | Some UI text in Dashboard views is not localized.  |
| QCCR1E117603 | The term "inbox" is used incorrectly in place of terms such as "view" or "report" in Service Manager reports. This leads to translation errors.  |
| QCCR1E112918 | When you save the Smart Analytics configuration, some SMIS messages are hardcoded.   |
| QCCR1E113111 | Check boxes on the "Incident" tab of the "Edit Filter" page are missing in the Hebrew version of Service Manager 9.40.   |
| QCCR1E119033 | "Work In Progress" is displayed in English in Service Manager 9.40 Codeless environments.  |

## Installation notes

For detailed installation instructions, see the *Service Manager 9.40 Language Pack Installation Guide*, which is shipped in this DVD and is also published on the HP Software Manuals website:

**<https://softwaresupport.hp.com>**

Before you proceed, HP recommends that you consult the latest *Service Manager 9.40 Support Matrix*, which is available at the following website:

**<https://softwaresupport.hp.com/group/softwaresupport/support-matrices>**

For more detailed instructions about how to install Service Manager 9.40, refer to the *Service Manager 9.40 Installation and Upgrade Documentation Center*, which is shipped in the first Service Manager 9.40 product DVD and is also published on the HP Software Support Online (SSO) website:

**<https://softwaresupport.hp.com>**

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