
HP Service Manager 9.30 Arabic Language Pack

for supported Windows® and UNIX® operating systems

Release Notes

Software version: 9.30 / May 2012

This document provides an overview of the HP Service Manager 9.30 Arabic 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>

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/>

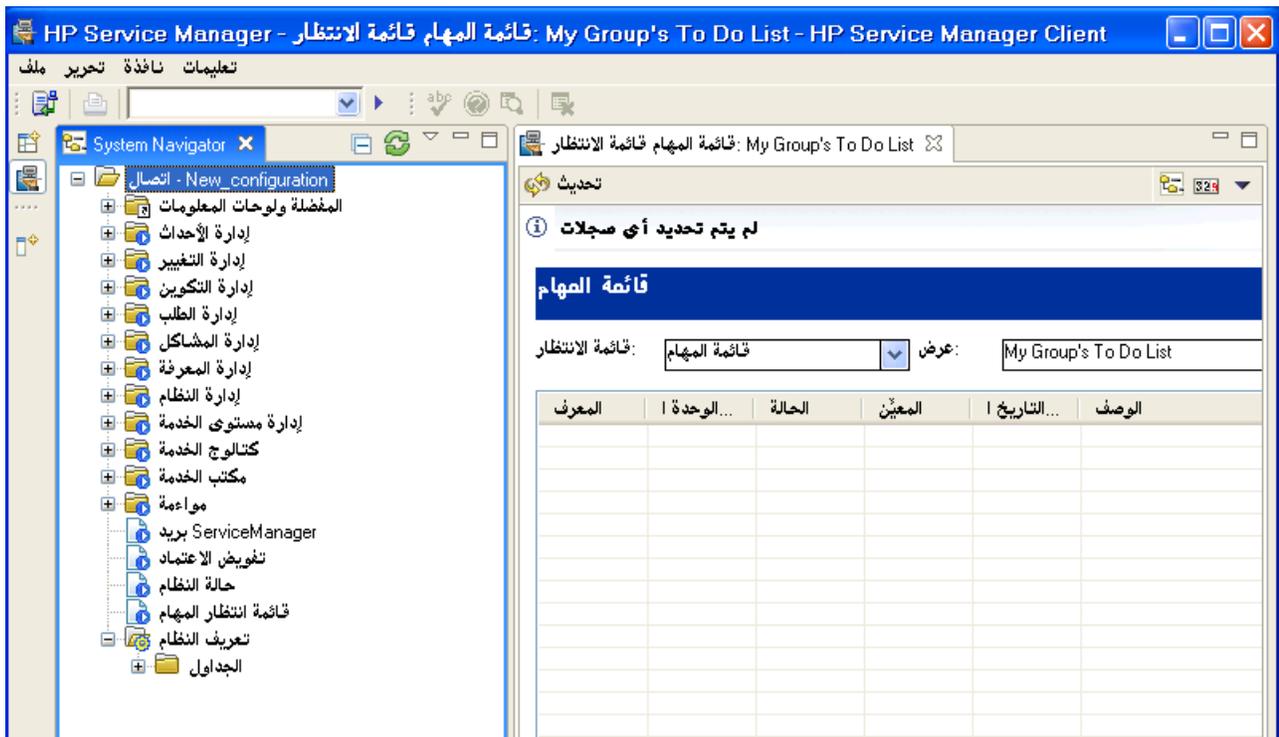
In This Version

The Service Manager 9.30 Arabic Language Pack provides Arabic language support for the Service Manager 9.30 server, and the online help.

Left-to-Right Layout Notice

Applying the Arabic language pack will create an Arabic Service Manager User Interface (UI) with a left-to-right layout, rather than right-to-left. Arabic text strings on the UI display from right to left, but are left-aligned. See the following figures for more information.

Windows Client UI Layout



Web Client UI Layout



The screenshot shows the HP Service Manager web client interface. The top navigation bar includes the HP logo, the text 'HP Service Manager', the user name 'المستخدم: falcon', and a 'تسجيل الخروج' (Logout) button. The main content area is titled 'قائمة المهام قائمة الانتظار: My To Do List'. Below the title, there are filters for 'قائمة الانتظار' (Waiting List) and 'عرض: My To Do List'. A table displays the following data:

المعرف	الوحدة التعطية	الحالة
SD10365	التفاعل	Open - Linked
SD10371	التفاعل	Open - Linked
SD10382	التفاعل	Open - Idle

The bottom of the interface features a pagination control showing '1 من 3' (1 of 3) and '50 إظهار' (Show 50).

Text/Data Direction

When entering English text (for example, abcd123), the text displays and the cursor moves from left to right. The text is left-aligned.



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



Drop-Down Menu Display

Menu options are left-aligned.

	إلغاء	F3
	السابق	F11
	التالي	F10
	حفظ وخروج	F2
	حفظ	F4
	إغلاق الحدث	F6
	تطبيق قالب	
	إعادة	
	إظهار الساعات	
	إنشاء قالب من سجل	
	إظهار مرئيات عنصر التكوين	
	بحث في قاعدة المعرفة	
	إنشاء قاعدة المعرفة	
	عرض الخدمات المتأثرة	
	تعيين رسالة تذكير	
	إيقاف حدث مؤقتاً	
	تكرار حدث	
	قائمة الصفحات	
	بحث عن سبب	
	مرتبط	
	تغيير فئة	
	ملاحظات	
	عرض سجل الإنذار	
	إنشاء صيانة	

Record List Display

Left-aligned.

معرف الحدث	وقت الفتح	حالة الإنذار	الحالة	عنصر التكوين	الخدمة	العنوان
+ مجموعة التجميع Application (25 items)						
- مجموعة التجميع E-mail / Webmail (Asia) (1 items)						
IM10145	05/08/12 23:59:23	open	Open	Microsoft ...	E-mail / We...	new I...
+ مجموعة التجميع Field Support (Asia) (1 items)						
+ مجموعة التجميع Hardware (41 items)						
+ مجموعة التجميع Intranet / Internet Support (North Ameri...						
+ مجموعة التجميع Intranet / Internet Support (South Ameri...						
+ مجموعة التجميع Network (35 items)						
+ مجموعة التجميع Office Supplies (North America) (9 items)						
+ مجموعة التجميع SAP Support (North America) (1 items)						

Record Details Display

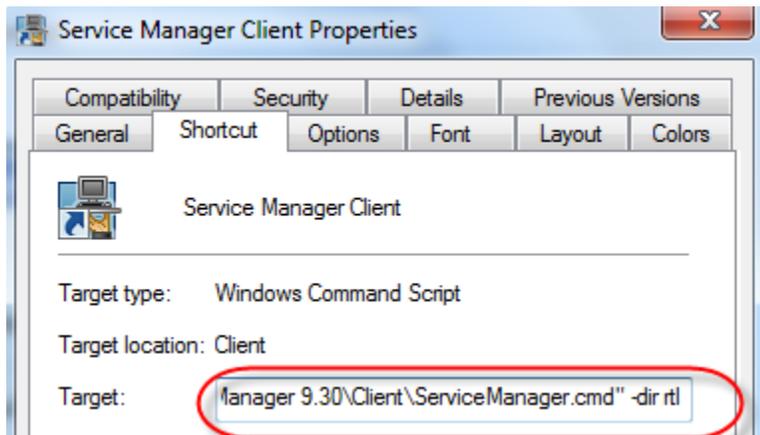
إلغاء	السابق	التالي	حفظ وخروج	حفظ	تطبيق قالب
معرف التغيير	C10013				
المرحلة	Change Approval				
الحالة	initial				
حالة الاعتماد	pending				
الخدمة	Intranet / Internet (North America)				
عنصر التكوين المتأثر	adv-nam-server-web				

Right-to-Left Layout Workaround (for Windows Client Only)

There is an unofficial workaround for switching 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, users can append “-dir rtl” to the end of the Windows client startup command. For example: "C:\Program Files (x86)\HP\Service Manager

9.30\Client\ServiceManager.cmd" -dir rtl

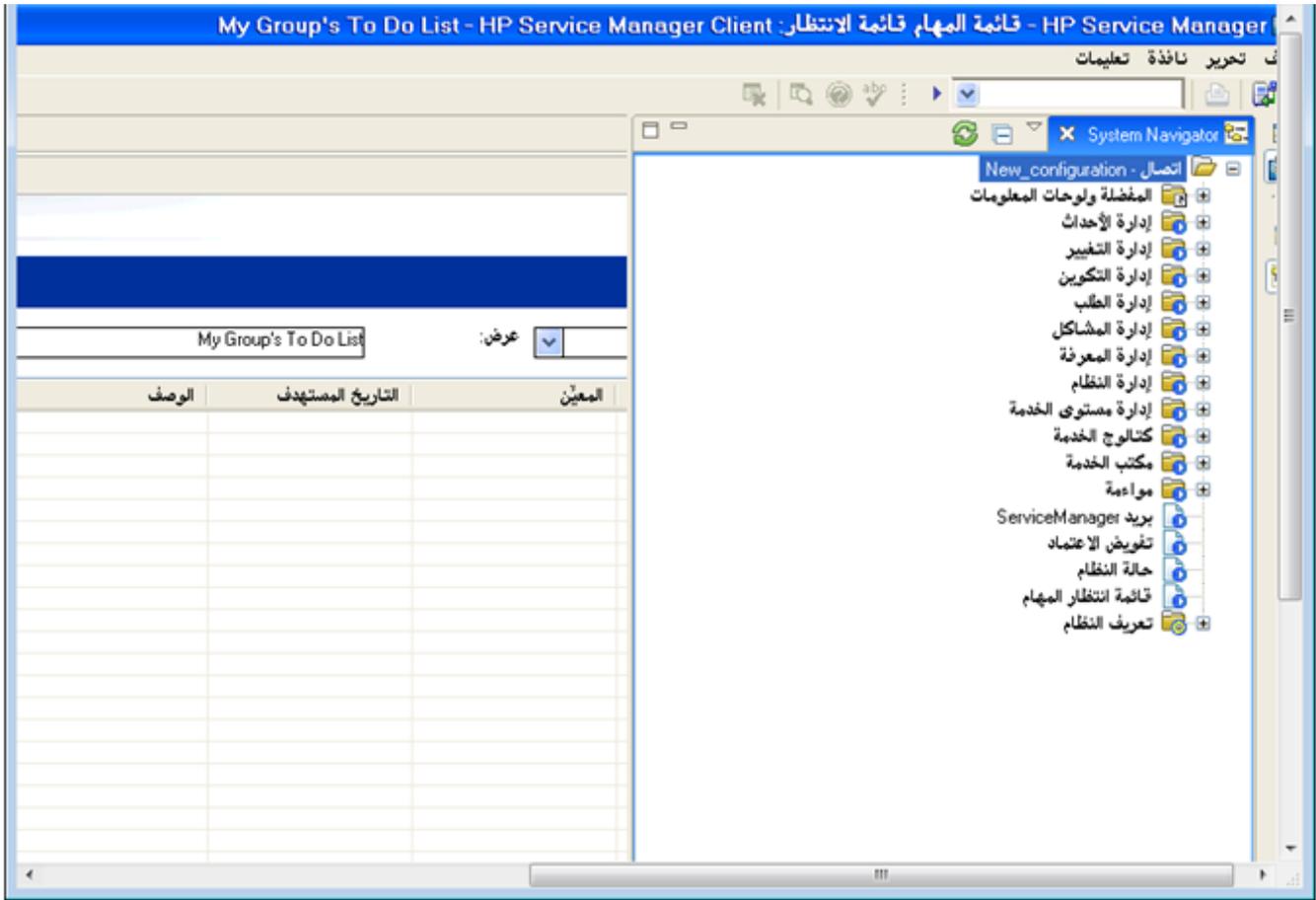


Important: This unofficial workaround is provided as courtesy. HP does not guarantee to provide support for any problems resulting from the use of it. Be sure to perform comprehensive testing before using this workaround in your production environment.

The following figures illustrate how the UI has been changed after applying this workaround.

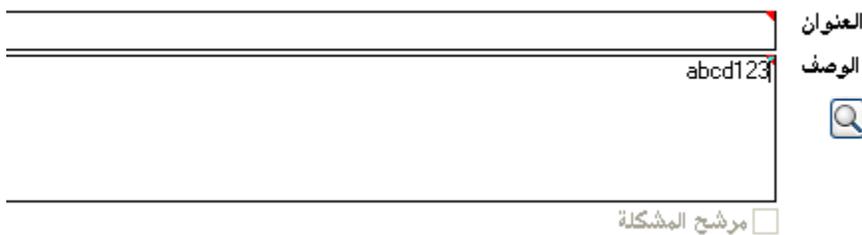
Windows Client UI Layout

Right-to-left layout.

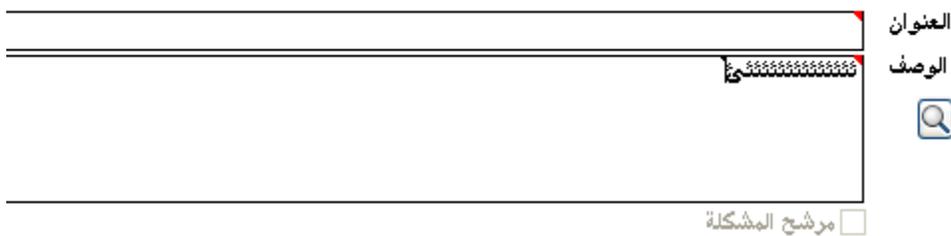


Text/Data Direction

When entering English text (for example, abcd123), the text displays from left to right and the cursor stays on the right. The text is right-aligned.



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



Drop-Down Menu Display

F3	إلغاء 
F11	السابق 
F10	التالي 
F2	حفظ وخروج 
F4	حفظ 
F6	إغلاق الحدث 
	تطبيق قالب 
	إعادة 
	إظهار الساعات
	إنشاء قالب من سجل 
	إظهار مرئيات عنصر التكوين 
	بحث في قاعدة المعرفة 
	إنشاء قاعدة المعرفة 
	عرض الخدمات المتأثرة
	تعيين رسالة تذكير 
	إيقاف حدث مؤقتاً 
	تكرار حدث
	قائمة الصفحات 
	بحث عن سبب 
	مرتبط
	تغيير فئة 
	ملاحظات 
	عرض سجل الإنذار 
	إنشاء صيانة 

Recordlist Display

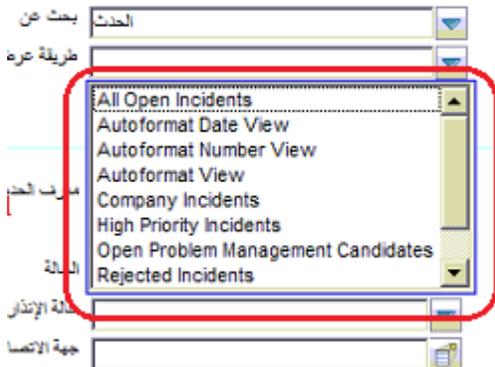
...	وصف موجز	المعین له	وحدة ...	الحالة	حالة ...	الفئة	معرف الحدث
							(Application (25 items: مجموعة التعيين
							(E-mail / Webmail (Asia) (1 items: مجموعة التعيين
٢	...new IM for AR	...Incident.Coor	... / E-mail	Open	open	incident	IM10145
							(Field Support (Asia) (1 items: مجموعة التعيين
							(Hardware (41 items: مجموعة التعيين
							...Intranet / Internet Support (No: مجموعة التعيين
							...Intranet / Internet Support (So: مجموعة التعيين
							(Network (35 items: مجموعة التعيين
							...Office Supplies (North America: مجموعة التعيين
							...) (SAP Support (North America: مجموعة التعيين

Record Details Form Display

Known Problems, Limitations, and Workarounds

This Arabic language pack release has the following known issues and limitations.

Global ID	Problem	Workaround
QCCR1E74812	Knowledge Management search using Arabic keywords is not supported.	No workaround is available.
QCCR1E75206	Text search is not supported for the Arabic language. This issue affects the following modules in Service Manager: <ul style="list-style-type: none"> Incident Management Service Desk Change Management Problem Management Service Level Management Service Catalog 	No workaround is available.
QCCR1E69252	Saturday is not displayed as the first column in calendars.	No workaround is available.
QCCR1E75390	With the Service Manager server installed on a non-English operating system, when users log in to the web client with English, some buttons and messages are displayed in the server's locale language.	No workaround is available.

Global ID	Problem	Workaround
QCCR1E74638	When adding a new Service Level Agreement, one button overlaps another on the Availability tab of the Service Level Agreement form.	No workaround is available.
		
QCCR1E75449	The View dropdown list on the Incident search form (Incident Management > Search Incidents) is not localized.	No workaround is available.
		
QCCR1E74632	When the user creates a new Change record, the Risk Assessment dropdown list is not localized.	No workaround is available.
		
QCCR1E65463	When ordering from catalog and performing a true search, both English and Arabic items are returned in the search results.	No workaround is available.
QCCR1E65263	The Process Designer UI (Tailoring > Process Designer) is not localized.	No workaround is available.

Global ID	Problem	Workaround
QCCR1E64210	When the user is attempting to log in to the 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.
QCCR1E63618	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.
QCCR1E62712	MySM displays in user's default browser language instead of user's login language.	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 Arabic language pack and online help, refer to the following document, which is shipped with this language pack and also available at <http://h20230.www2.hp.com/selfsolve/manuals>:

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

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
- 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

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

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

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

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