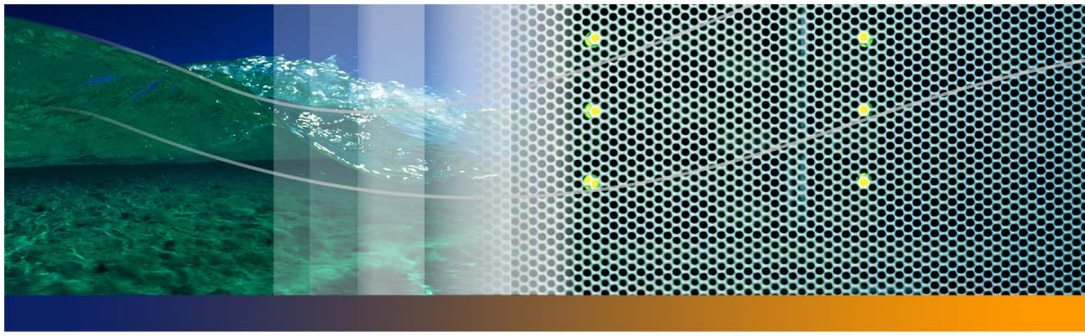
ServiceCenter® 6.1



Language Pack Installation Guide

T4011-90002

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Getting Started

Welcome to the *ServiceCenter 6.1 Language Pack Installation Guide*. This guide has instructions to install language pack strings for localized components of ServiceCenter. Follow the steps in this guide for a successful installation.

The *ServiceCenter 6.1 Language Pack Installation Guide* has this information:

This section	Provides information about
Chapter 1, Language Pack Installation	Language pack installation checklist and instructions for installing each language pack component.

Installation CD

The Installation CD contents include:

The Installation CD contents include:

- ServiceCenter Server installation files
- ServiceCenter Windows Client installation files:
  - Windows Client 6.1.0.0
  - ServiceCenter ODBC Driver 6.1.0.0
  - ReportCenter
- ServiceCenter Help Server
- ServiceCenter Update Site Utility (as an archive)
- ServiceCenter Client Packaging Utility

- ServiceCenter Web Tier (as a Web application archive `sc.war` and `sc.ear`)
- PDF of the *ServiceCenter 6.1 Accessibility Guide*
- PDF of the *ServiceCenter 6.1 Installation Guide*
- PDF of the *ServiceCenter 6.1 Server Upgrade Guide*

Knowledge Requirements

The instructions in this guide assume a working knowledge of Peregrine Systems ServiceCenter and your installation platform.

- For information about a particular platform, see the appropriate platform documentation.
- For information about customizing your environment using parameters, search for parameters in the ServiceCenter 6.1 help.
- Before you run the ServiceCenter server, see Using ServiceCenter in the ServiceCenter 6.1 help.
- For configuration and system administration information, see Configuration and Implementation and System Administration in the ServiceCenter 6.1 help.
- For database configuration information, search for Database management in the ServiceCenter 6.1 help.

Need further assistance?

For further information and assistance with this release, you can download documentation or schedule training.

Customer Support

For further information and assistance, contact Peregrine Systems' Customer Support at the Peregrine CenterPoint Web site.

To contact customer support:

1 In a browser, navigate to *http://support.peregrine.com*

2 Log in with your user name and password.

3 Follow the directions on the site to find your answer. The first place to search is the KnowledgeBase, which contains informational articles about all categories of Peregrine products.

4 If the KnowledgeBase does not contain an article that addresses your concerns, you can search for information by product, search discussion forums, and search for product downloads.

Documentation Web site

For a complete listing of current ServiceCenter documentation, see the Documentation pages on the Peregrine Customer Support Web.

To view the document listing:

1 In a browser, navigate to *http://support.peregrine.com*.

2 Log in with your login user name and password.

3 Click either **Documentation** or **Release Notes** at the top of the page.

4 Click the **ServiceCenter** link.

5 Click a product version link to display a list of documents that are available for that version of ServiceCenter.

6 Documents may be available in multiple languages. Click the **Download** button to download the PDF file in the language you prefer.

You can view PDF files using Acrobat Reader, which is available on the Customer Support Web site and through Adobe at *http://www.adobe.com*.

Important: Release Notes for this product are continually updated after each release of the product. Ensure that you have the most current version of the Release Notes.

Education Services Web site

Peregrine Systems offers classroom training anywhere in the world, as well as "at-your-desk" training through the Internet. For a complete listing of Peregrine's training courses, refer to the following Web site:

http://www.peregrine.com/education

You can also call Peregrine Education Services at +1 858.794.5009.

CHAPTER 1

Language Pack Installation

This chapter includes the requirements and instructions for installing the ServiceCenter language pack components. This chapter includes:

- Language pack installation checklist on page 10
- Installing the Server Language Pack on page 12
- Installing the Web Tier Language Pack on page 21
- Installing the Windows Client Language Pack on page 23
- Installing the Windows client localized dictionaries on page 29
- Installing the Client Packaging Utility on Windows on page 34
- Installing the Update Site Utility on Windows on page 39
- Installing the Help Server Language Pack on page 45

Language pack installation checklist

Use the following steps to install the ServiceCenter Language Packs.

Step 1 If you have not done so already, install the following components from the ServiceCenter Installation CD:

- ServiceCenter Server
- Help Server (if you plan to deploy it as part of your implementation)

See the localized versions of the *ServiceCenter 6.1 Installation Guide* on the Language Pack Installation CD for installation instructions for these components.

Note: On systems running a Japanese operating system, the ServiceCenter Server configuration wizard produces an error message. Close the configuration wizard and install the Japanese ServiceCenter Server language pack.

Step 2 Back up your ServiceCenter application data.

Step 3 Install the ServiceCenter 6.1.1 maintenance release.

Step 4 Install the ServiceCenter Server language pack.

See Installing the Server Language Pack on page 12.

Note: You can now run the ServiceCenter Server configuration wizard on systems running a Japanese operating system.

Step 5 Do you want to support localized Web clients?

Yes. Download and deploy the localized `sc.war` file. See Installing the Web Tier Language Pack on page 21.

Step 6 Are you deploying localized Windows clients?

Yes. Install the Windows Client language pack. See Installing the Windows Client Language Pack on page 23.

No. Go to Step 13.

Step 7 Do you want to provide a localized dictionary for the Windows client?

Install the Windows client localized dictionaries. See Installing the Windows client localized dictionaries on page 29.

Step 8 Do 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?

Yes. Install the Client Packaging Utility. See Installing the Client Packaging Utility on Windows on page 34.

Note: If you have already installed the Client Packaging Utility from the English release you do not need to install it again.

No. Install localized Windows clients in your development environment, and then go Step 12.

Step 9 Make any other customizations to the Windows client you want to deploy as a template installation.

Step 10 Customize a localized Windows client with the Client Packaging Utility.

See the localized Installation Guides on the Language Pack Installation CD for instructions on using the Client Packaging Utility.

Step 11 Deploy the customized and localized Windows client installer to your development environment.

Step 12 Do you want to provide software updates to Windows clients from an update site?

Yes. Install the Update Site Utility. See Installing the Update Site Utility on Windows on page 39.

Note: If you have already installed the Update Site Utility from the English release you do not need to install it again.

No. Go to Step 13.

Step 13 Are you providing online help from a central Help Server?

Yes. Install the Help Server language pack. See Installing the Help Server Language Pack on page 45.

Installing the Server Language Pack

You must install the Server Language Pack on the same system where you installed the ServiceCenter server. You can install multiple languages on the ServiceCenter server. This allows users to select the language they want ServiceCenter to display applications in.

Note: The server can display ServiceCenter applications in a language other than the client operating system language.

You can install the ServiceCenter server language pack on either a Windows or Unix system.

To install the ServiceCenter Server Language Pack on a Windows system, see Windows installation requirements on page 13.

To install the ServiceCenter Server Language Pack on a Unix system, see Unix installation requirements on page 19.

Windows installation requirements

- Compatible Windows operating system (See the ServiceCenter Compatibility Matrix)
  - Proper regional settings
  - The most current Windows updates for your operating system
  - Windows language pack installed
- Existing ServiceCenter server installation (in English)
  - Back up of your application data
- 14 MB disk space per language installed or 56 MB for all languages

Windows ServiceCenter Server Language Pack setup

Use the following steps to install ServiceCenter Server Language Pack.

1. Login to the Windows server as a user with local administrator privileges.
2. Verify that the ServiceCenter server is stopped.

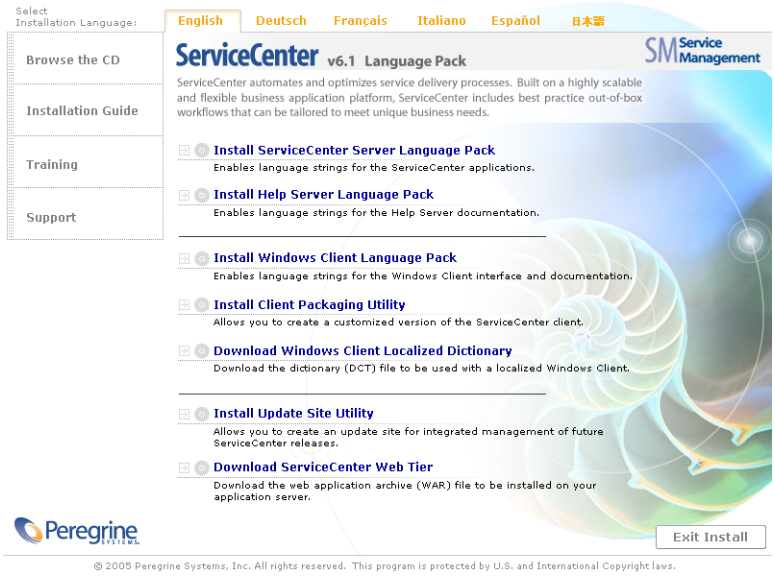
   If the ServiceCenter server is running, stop it.
3. Insert the ServiceCenter Language Pack installation CD-ROM into the appropriate drive of the server.

   If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

   - Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
   - Start setup from the Windows command prompt. Type the following commands:

```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

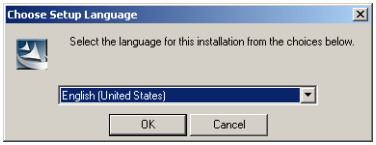


4 Click the language tab for the language in which you want to display the installation instructions.

Note: The display language is separate from the installation language. Each installer allows you to choose the application installation language separately from the language used to display instructions.

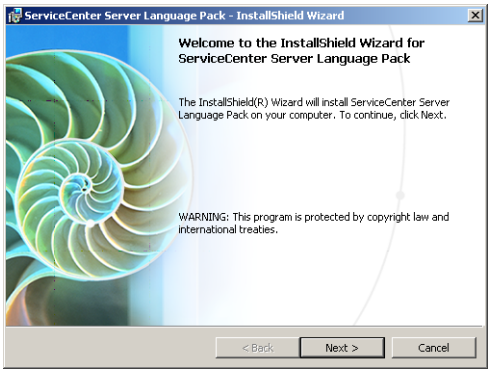
5 Click Install ServiceCenter Server Language Pack.

The Choose Setup Language window opens.

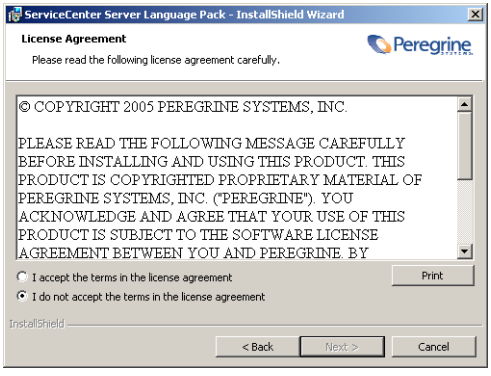


6 Select the language in which you want the setup wizard to display instructions, and then click OK.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.



7 Click Next to read and accept the licensing agreement.

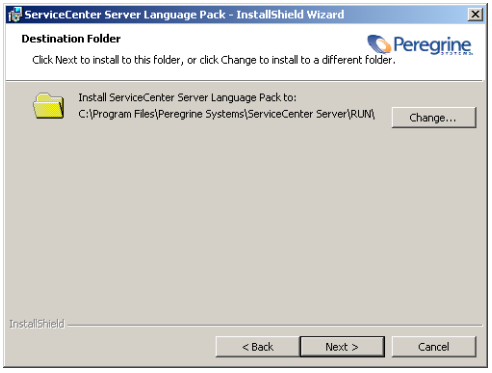


8 Select the I accept the terms in the License Agreement option.

The Next button becomes active.

9 Click Next to select the destination folder.

The Destination Folder page opens.

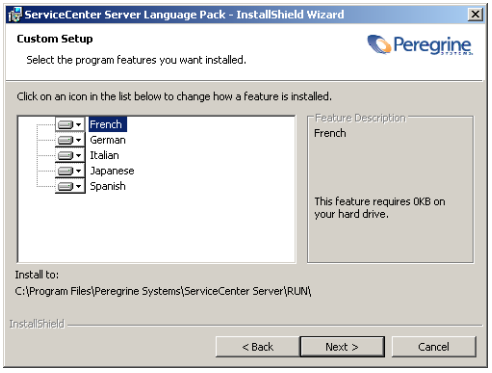


10 Click Change to type or select the path where you want to install the ServiceCenter Server Language Pack.

Important: You must install the ServiceCenter Server Language Pack in the RUN folder of your ServiceCenter server.

11 Click Next to select the languages you want to support.

The Custom Setup page opens.



12 For each feature, select one of the following options:

- Will be installed on local hard drive – installs just the selected feature

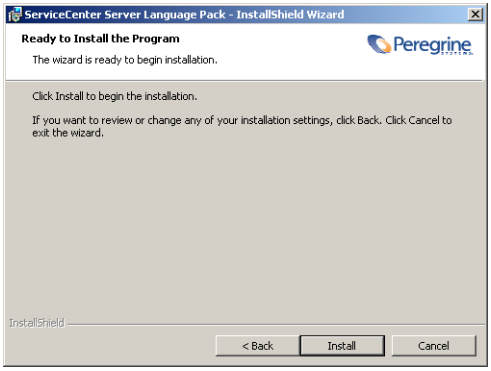
- Entire feature will be installed on local hard drive – installs the selected feature and all subfeatures subordinate to this feature
- Entire feature will be unavailable – does not install the selected feature

Feature	Default option	Description
French	Will be installed on local hard drive	This option installs the French language pack strings.
German	Will be installed on local hard drive	This option installs the German language pack strings.
Italian	Will be installed on local hard drive	This option installs the Italian language pack strings.
Japanese	Will be installed on local hard drive	This option installs the Japanese language pack strings.
Spanish	Will be installed on local hard drive	This option installs the Spanish language pack strings.

If needed, click Browse to change the location of your installation folder. The default installation folder is:
`C:\Program Files\Peregrine Systems\ServiceCenter Server`

13 Click Next to prepare the installation process.

The Ready to Install page opens.

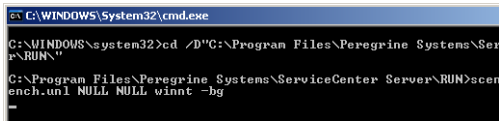


14 Click Install to begin copying the installation files.

You can stop the installation by clicking Cancel.

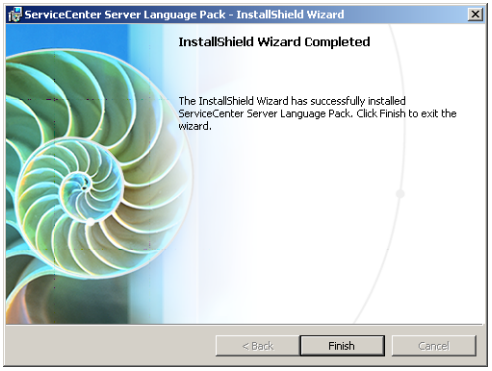
The setup wizard automatically applies the language pack unload files to the ServiceCenter server.

An information page opens about the Languages Supported global list record.



15 Click OK.

The Completing the ServiceCenter Server Language Pack Setup Wizard page opens when the installation is complete.



16 Click Finish to exit the Setup Wizard.

17 Restart the ServiceCenter server.

You may have to wait up to one minute for the Supported Languages record to expire and reset within ServiceCenter. The server language packs are available after this record resets.

Unix installation requirements

- Compatible Unix platform (See the ServiceCenter compatibility matrix)
- Existing ServiceCenter server installation (in English)
  - Back up of your application data
- 14 MB disk space per language installed or 56 MB for all languages

Unix ServiceCenter Server Language Pack setup

1 Login to the ServiceCenter server with the user account that owns the ServiceCenter installation.

Important: This user account must be the same account that you created for the ServiceCenter server installation.

2 Verify that the ServiceCenter server is stopped.

If the ServiceCenter server is running, stop it.

3 Insert the ServiceCenter CD-ROM in the drive.

4 Mount the CD-ROM drive.

5 Run the following executable script from the root of the CD:

```
./install_lang_pack.sh
```

The install script identifies the operating system you are running and verifies that it is a compatible Unix system. If you are running a valid Unix operating system, the installation script displays the ServiceCenter license agreement.

6 To agree to the license agreement, type yes and press ENTER.

The installation script prompts you for the full path to the ServiceCenter installation.

7 Type the full path to the ServiceCenter installation directory and press ENTER.

For example:

```
\ServiceCenter_Server
```

Important: Select the folder containing the ServiceCenter \RUN directory.

After verifying the ServiceCenter installation directory, the installation script prompts whether you want to install all language packs.

8 Do one of the following:

- Type yes to install all language packs and press ENTER.
- Type no to select the individual language packs to install and press ENTER.

If you select no, the installation script prompts you to install each available language pack.

9 Do one of the following for each language pack option:

- Type yes to install the language pack and press ENTER.
- Type no to ignore this language pack installation option and press ENTER.

After you have selected the desired language pack options, the installation script loads the necessary language pack files into ServiceCenter.

10 Restart the ServiceCenter server.

You may have to wait up to one minute for the Supported Languages record to expire and reset within ServiceCenter. The server language packs are available after this record resets.

Installing the Web Tier Language Pack

You can provide a localized Web client by deploying the localized `sc.war` file to your application server. If you need to support multiple languages from the Web Tier, you will need to deploy the appropriate localized `sc.war` file to an additional application server.

Installation requirements

- Compatible Web application server (See the ServiceCenter compatibility matrix)
  - Installed and configured as per the instructions in the *ServiceCenter 6.1 Installation Guide*
- Approximately 30 MB disk space per language installed or 120 MB for all languages

Web Tier Language Pack setup

Use the following steps to install the Web Tier Language Pack.

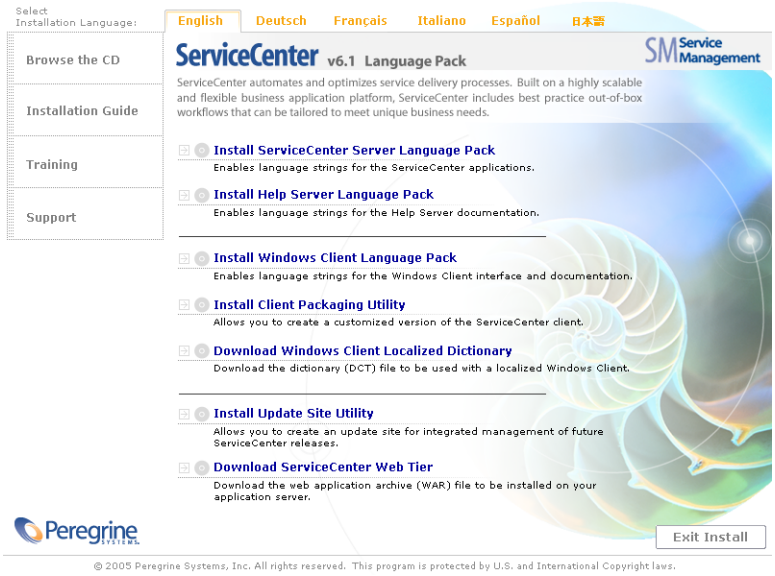
1. Login to the Web tier server as a user with local administrator privileges.
2. Insert the ServiceCenter Language Pack installation CD-ROM into the appropriate drive of the server.

   If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

   - Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
   - Start setup from the Windows command prompt. Type the following commands:

```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



3 Click the language tab for the language in which you want to display the installation instruction.

Note: The display language is separate from the installation language. Each installer allows you to choose the application installation language separately from the language used to display instructions.

4 Click Download ServiceCenter Web Tier.

A download window opens for the `sc.war` file.

5 Save the `sc.war` file in the deployment folder required by your Web application server.

   See your Web application server documentation for instructions on deploying a WAR file.

6 See the localized versions of the *ServiceCenter 6.1 Installation Guide* on the ServiceCenter Language Pack installation CD for instructions on deploying the Web Tier.

Installing the Windows Client Language Pack

You can install a localized version of the ServiceCenter Windows client from the Language Pack installation CD. The Windows Client Language Pack installation depends upon the region and language settings of the Windows operating system.

Important: While you can install all available languages on the language pack installation CD, the Windows client only displays the language that matches your operating system settings or English if there are no language strings that match your operating system settings.

Tip: To reduce the amount of installation steps necessary to deploy localized Windows clients, you can install the Windows client language pack once on the same system where you installed the Client Packaging Utility. After installing the Windows client language pack, you can run the Client Packaging Utility to create a customized and localized Windows client that you can then deploy to the rest of your organization.

Installation requirements

- Compatible Windows operating system (See the ServiceCenter Compatibility Matrix)
  - Proper regional settings
  - The most current Windows updates for your operating system
  - Windows language pack installed
- Approximately 30 MB disk space per language installed or 120 MB for all languages

Windows Client Language Pack setup

Use the following steps to install the Windows Client Language Pack.

1 Login to the Windows server as a user with local administrator privileges.

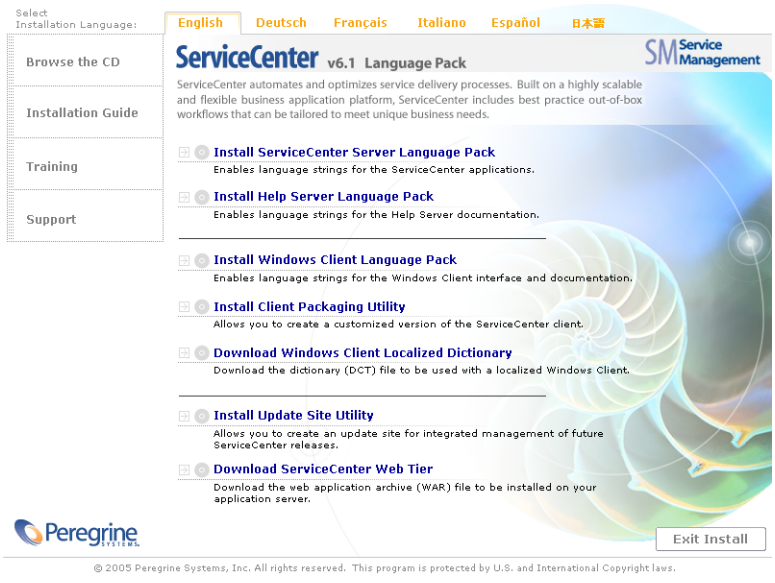
2 Insert the ServiceCenter Language Pack installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

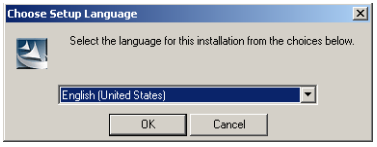


3 Click the language tab for the language in which you want to display the installation instruction.

Note: The display language is separate from the installation language. Each installer allows you to choose the application installation language separately from the language used to display instructions.

4 Click Install Windows Client Language Pack.

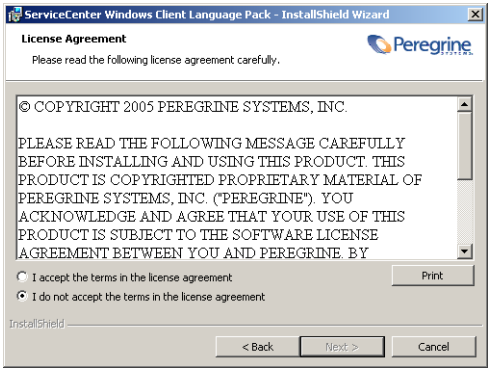
The Choose Setup Language window opens.



5 Select the language in which you want the setup wizard to display instructions, and then click OK.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.

6 Click Next to read and accept the licensing agreement.

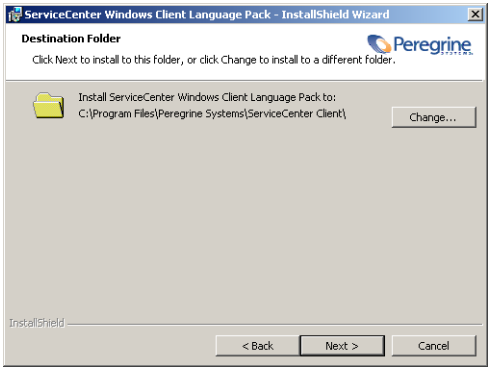


7 Select the I accept the terms in the License Agreement option.

The Next button becomes active.

8 Click Next to select the destination folder.

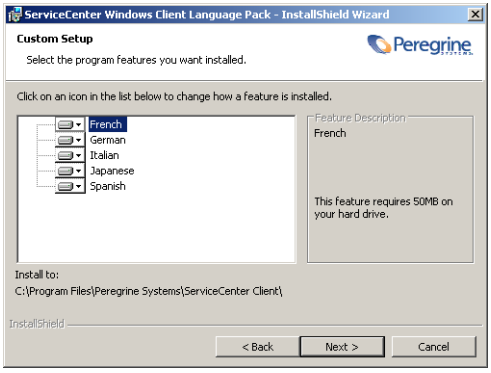
The Destination Folder page opens.



9 Click Change to type or select the path where you want to install the ServiceCenter Windows Client Language Pack.

10 Click Next to select the languages you want to support.

The Custom Setup page opens.



11 For each feature, select one of the following options:

- Will be installed on local hard drive – installs just the selected feature
- Entire feature will be installed on local hard drive – installs the selected feature and all subfeatures subordinate to this feature
- Entire feature will be unavailable – does not install the selected feature

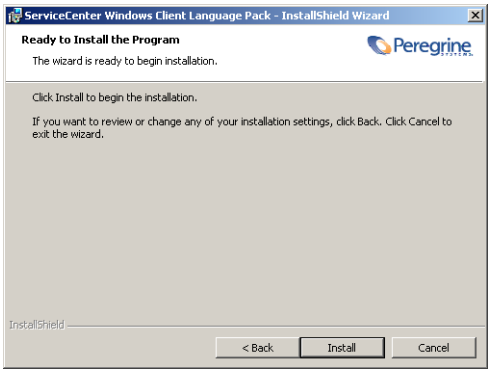
Feature	Default option	Description
French	Will be installed on local hard drive	This option installs the French language pack strings.
German	Will be installed on local hard drive	This option installs the German language pack strings.
Italian	Will be installed on local hard drive	This option installs the Italian language pack strings.
Japanese	Will be installed on local hard drive	This option installs the Japanese language pack strings.
Spanish	Will be installed on local hard drive	This option installs the Spanish language pack strings.

Important: While you can install all the language packs, the Windows client can only display the language that matches the operating system.

If needed, click Browse to change the location of your installation folder. The default installation folder is:
`C:\Program Files\Peregrine Systems\ServiceCenter Client`

12 Click Next to prepare the installation process.

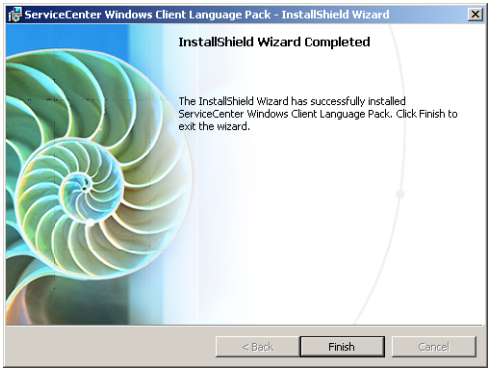
The Ready to Install page opens.



13 Click Install to begin copying the installation files.

You can stop the installation by clicking Cancel.

The InstallShield Wizard Completed page opens when the installation is complete.



14 Click Finish to exit the Setup Wizard.

The Windows client language pack installation is complete.

Installing the Windows client localized dictionaries

The Windows client localized dictionaries are available as dictionary (DCT) files on the language pack installation CD. You can install dictionary files for the following languages:

- French
- German
- Italian
- Spanish

Note: The Window client does not support Japanese dictionaries.

Installation requirements

- Compatible Windows operating system (see the ServiceCenter compatibility matrix)
  - Proper regional settings
  - The most current Windows updates on your operating system
  - Windows language pack installed
- ServiceCenter Windows client installation
- 2 MB disk space per language installed or 6 MB for all languages

Windows client localized dictionaries setup

Use the following steps to install Windows client localized dictionaries.

1 Login to the Windows server as a user with local administrator privileges.

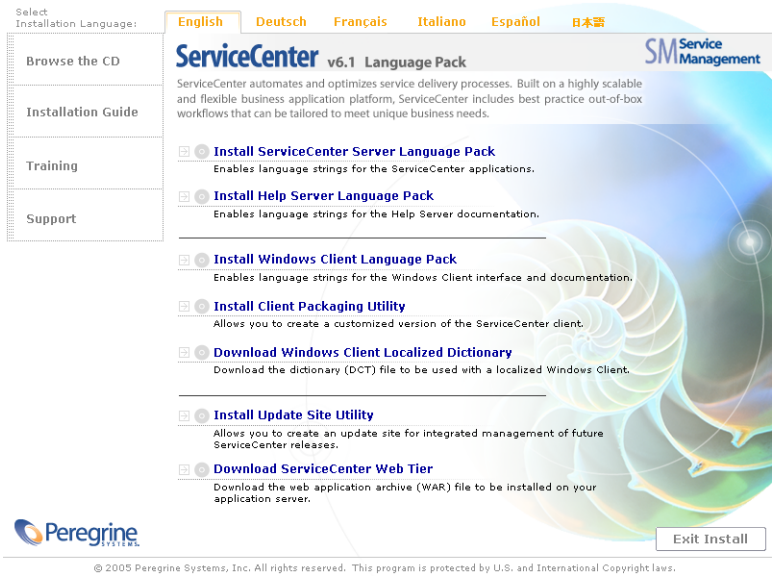
2 Insert the ServiceCenter Language Pack installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



3 Click the language tab for the language in which you want to display the installation instruction.

Note: The display language is separate from the installation language. Each installer allows you to choose the application installation language separately from the language used to display instructions.

Important: There is no dictionary file available for Japanese.

4 Click Download Windows Client Localized Dictionary.

Windows prompts you to open or save the file `dictionary.zip`.

5 Save the file `dictionary.zip` to a temporary folder.

6 Open the file `dictionary.zip` in an archive management application.

The file contains four archives within:

- `french.zip`. Contains the French dictionary file.
- `german.zip`. Contains the German dictionary file.
- `italian.zip`. Contains the Italian dictionary file.
- `spanish.zip`. Contains the Spanish dictionary file.

7 Select and open the archive that contains the language dictionary you want to install.

8 Extract all files from the language dictionary you want to use into the following folder:

```
<Windows client installation folder>\plugins\
com.peregrine.eclipse.user_6.1.0.0\spellchecker
```

You can now use the Client Packaging Utility to create a custom installer that includes the localized dictionary files.

Configuring the Windows client to use a localized dictionary

Use the following steps to configure the Windows client to use a localized dictionary.

Tip: Set the dictionary language in one Windows client and then use the Client Packaging Utility to create a custom MSI installer that includes your dictionary language choice.

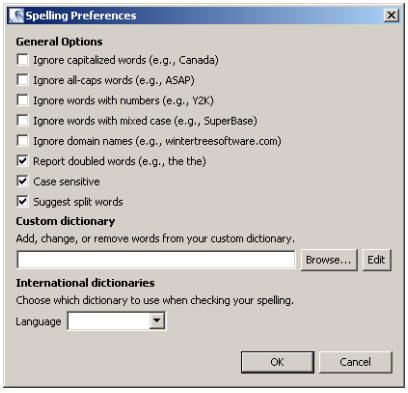
1 Login in to the Windows client.

2 Click Windows > Preferences.

The Preferences window opens.

3 Click Spell Checker Options.

The Spelling Preferences window opens.



4 From the Language drop-down combo box, select the language dictionary you want to use.

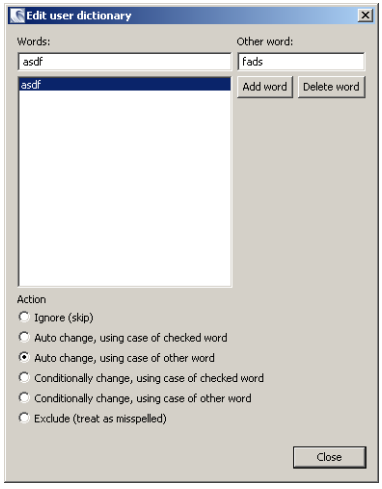
5 To define a custom dictionary, click Browse.

a Type or browse to the path of your custom dictionary. You can use the default custom dictionary file `correct.tlx` provided in the `\spellchecker` folder or create your own file.

b Click OK.

6 To add correction entries to the custom dictionary, click Edit.

The Edit user dictionary window opens.



a To add a new correction entry to the dictionary, type the misspelled word in the Words field.

b Type the correction in the Other word field.

c Select an Action from the available list.

d Click Add word.

e Repeat these steps for each custom correction entry you want to add.

7 Select any other spelling preferences you want to use.

8 Click OK.

Installing the Client Packaging Utility on Windows

If you have not already installed the Client Packaging Utility, you can install it using a localized installer. After installation, you can customize the Windows client settings using the Client Packaging Utility. See the *ServiceCenter 6.1 Installation Guide* for instructions.

Installation requirements

- Compatible Windows operating system (see the ServiceCenter compatibility matrix)
  - Proper regional settings
  - The most current Windows updates on your operating system
  - Windows language pack installed
- 70 MB disk space
- 256 MB RAM minimum recommended
  - For testing purposes, 128 MB RAM is sufficient
  - For production purposes, add RAM to match the expected user load
- Access to a ServiceCenter Windows client installation

ServiceCenter Client Packaging Utility Setup

Use the following steps to install ServiceCenter Client Packaging Utility.

To install the Client Packaging Utility

1. Log on to the Windows system as a user with local administrator privileges.
2. Open the Windows client and make any changes that you want the Client Packaging Utility to pick up.

   For example, you can set default preferences from **Window** > **Preferences**.
3. Close the Windows client.

   The Client Packaging Utility includes your changes in the custom installer.

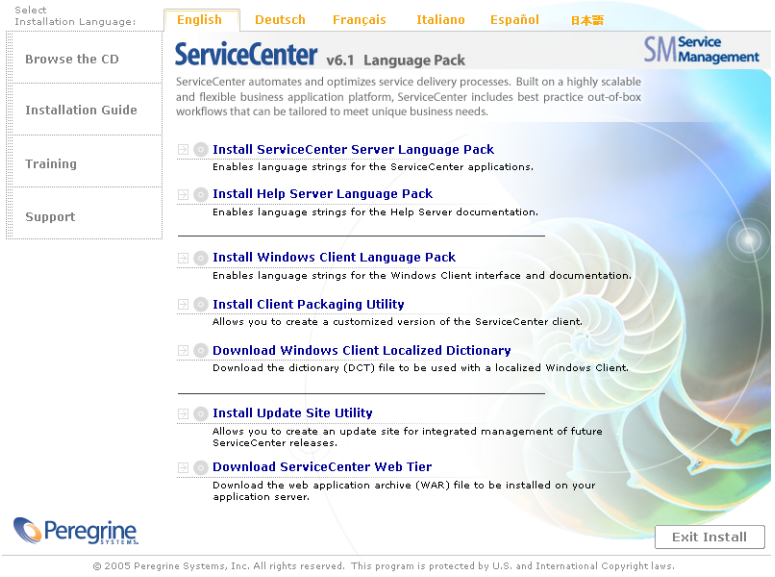
4 Insert the ServiceCenter installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

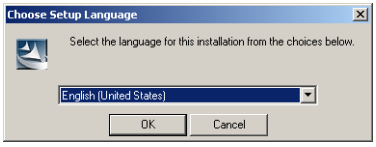
```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



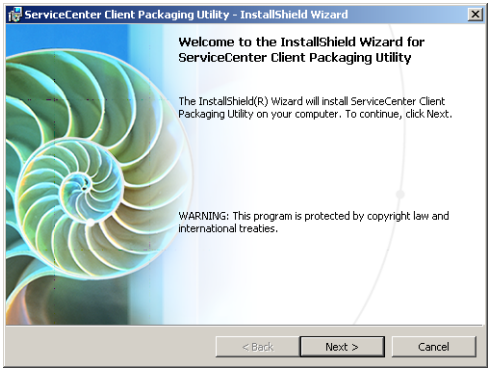
5 Click **Install Client Packaging Utility**.

The Choose Setup Language window opens.

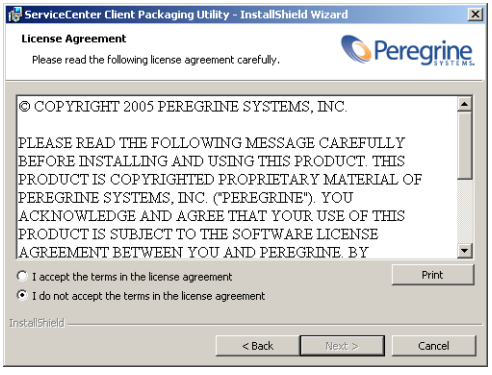


6 Select the language in which you want the setup wizard to display instructions, and then click OK.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.



7 Click **Next** to read and accept the licensing agreement.

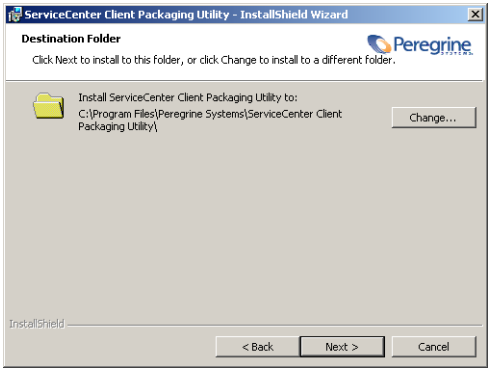


8 Select the **I accept the terms in the License Agreement** option.

The Next button becomes active.

9 Click **Next** to continue.

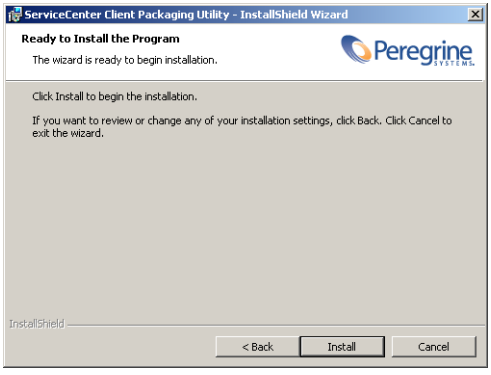
The Select Installation Folder page opens.



10 Click Change to type or select the path where you want to install the Client Packaging Utility.

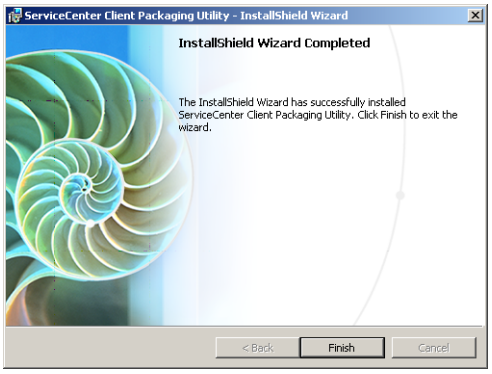
11 Click **Next** to continue.

The Ready to Install page opens.



12 Click **Install**.

The wizard installs the Client Packaging Utility on the system.



13 Click **Finish**.

Installing the Update Site Utility on Windows

If you have not already installed the Update Site Utility, you can install it using a localized installer. After installation, you can create an update site for delivering software changes to your localized Windows clients. See the *ServiceCenter 6.1 Installation Guide* for instructions.

Installation requirements

- Compatible Windows operating system (see the ServiceCenter compatibility matrix)
  - Proper regional settings
  - The most current Windows updates on your operating system
  - Windows language pack installed
- 50 MB disk space
- 256 MB RAM minimum recommended
  - For testing purposes, 128 MB RAM is sufficient
  - For production purposes, add RAM to match the expected user load
- Repackaged Windows clients with the Enable Dynamic Update option selected
- Access to a Web server with
  - A valid virtual directory
  - Network access to your ServiceCenter Windows clients
  - CA certificate (optional component for connections over https)

Tip: Install the Update Site Utility on the same Windows server as you installed the ServiceCenter Web Tier since it already requires a Web server.

Update Site Utility Setup

Use the following steps to install the Update Site Utility.

To install the Update Site Utility

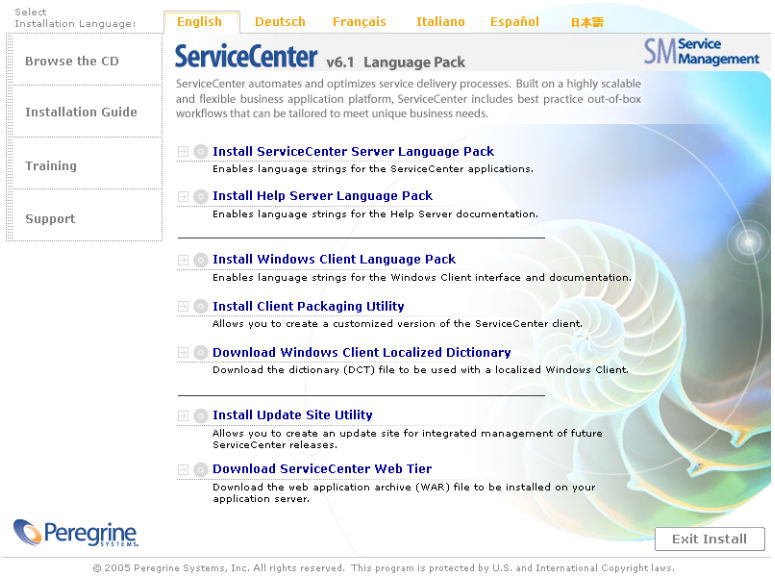
1. Log on to the Windows server as a user with local administrator privileges.
2. Insert the ServiceCenter installation CD-ROM into the appropriate drive of the server.

   If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

   - Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
   - Start setup from the Windows command prompt. Type the following commands:

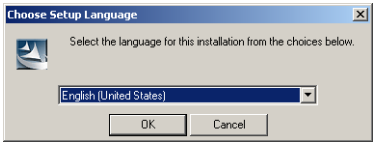
```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.



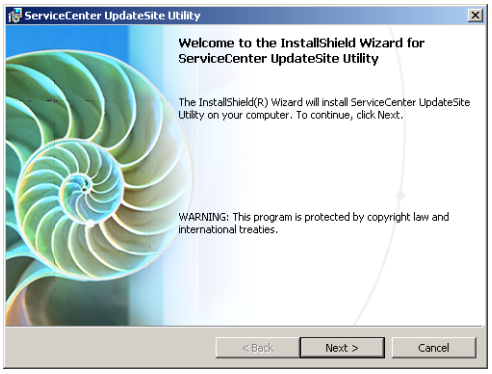
3 Click **Install Update Site Utility**.

The Choose Setup Language window opens.

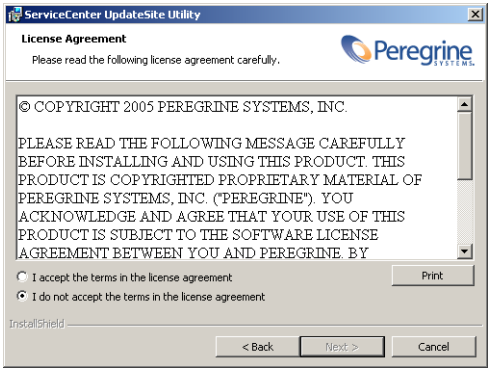


4 Select the language in which you want the setup wizard to display instructions, and then click OK.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.



5 Click **Next** to read and accept the licensing agreement.

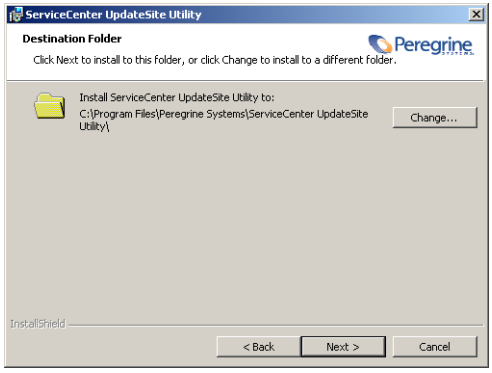


6 Select the **I accept the terms in the License Agreement** option.

The Next button becomes active.

7 Click **Next** to continue.

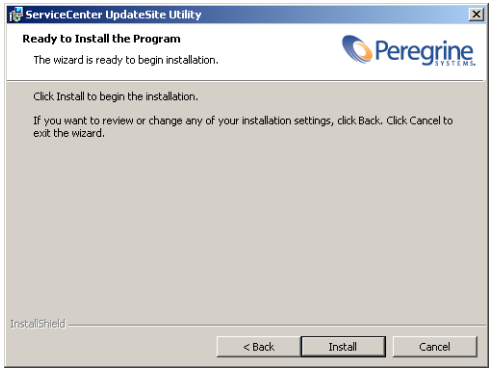
The Select Installation Folder page opens.



8 Click Change to type or select the path where you want to install the Update Site Utility.

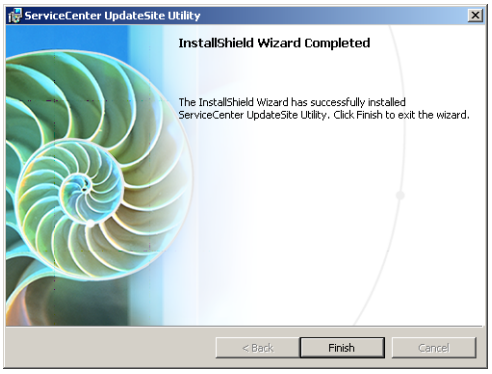
9 Click **Next** to continue.

The Ready to Install page opens.



10 Click **Install**.

The wizard installs the Update Site Utility on the system.



11 Click **Finish**.

Installing the Help Server Language Pack

You must install the Help Server Language Pack on the same system where you installed the original help server.

Important: While you can install all available languages on the language pack installation CD, the Help Server only displays the language that matches your operating system settings or English if there are no language strings that match your operating system settings.

Installation requirements

- Compatible Windows operating system (see the ServiceCenter compatibility matrix)
  - Proper regional settings
  - The most current Windows updates on your operating system
  - Windows language pack installed
- Multilingual version of Sun's Java Runtime Environment (JRE)
- Existing help server installation (in English)
- 80 MB disk space per language installed or 320 MB for all languages

Help Server Language Pack setup

Use the following steps to install help server language pack.

1 Login to the Windows server as a user with local administrator privileges.

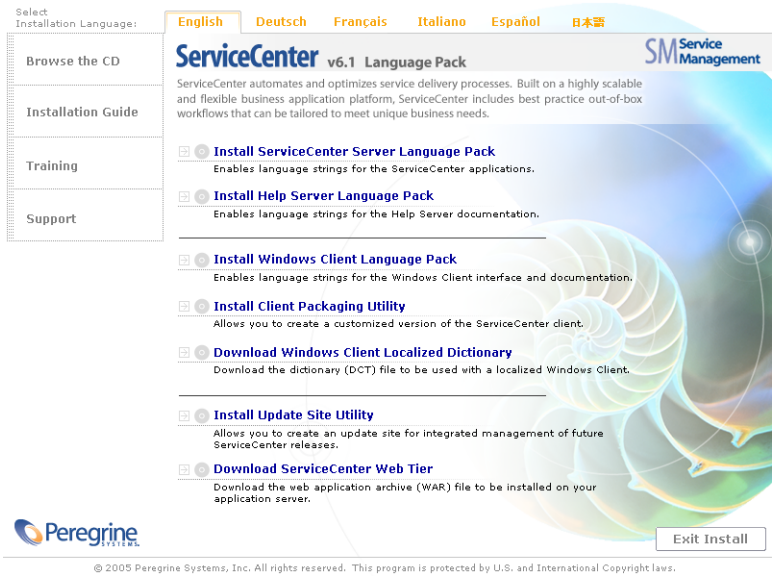
2 Insert the ServiceCenter Language Pack installation CD-ROM into the appropriate drive of the server.

If you are installing on a system that has autorun enabled, the CD browser starts automatically. If autorun is disabled, you can manually start the CD browser with one of the following methods:

- Use Windows Explorer to navigate to the CD-ROM directory. Double-click `setup.exe`.
- Start setup from the Windows command prompt. Type the following commands:

```
D:
setup
```

where D identifies the CD-ROM drive. Substitute your CD-ROM drive identifier.

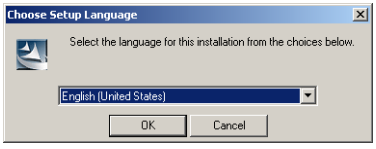


3 Click the language tab for the language in which you want to display the installation instruction.

Note: The display language is separate from the installation language. Each installer allows you to choose the application installation language separately from the language used to display instructions.

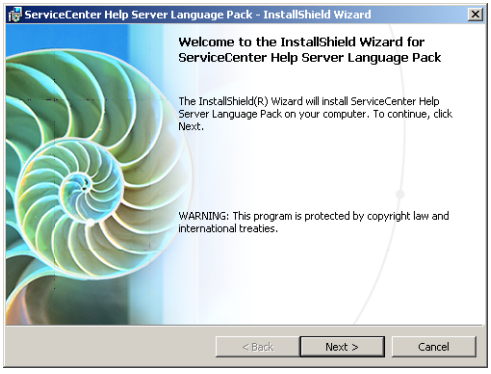
4 Click Install Help Server Language Pack.

The Choose Setup Language window opens.

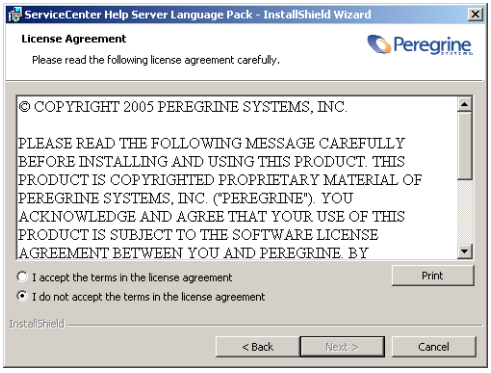


5 Select the language in which you want the setup wizard to display instructions, and then click OK.

The setup wizard creates the installer in the language you selected, and the installer welcome page opens.



6 Click Next to read and accept the licensing agreement.

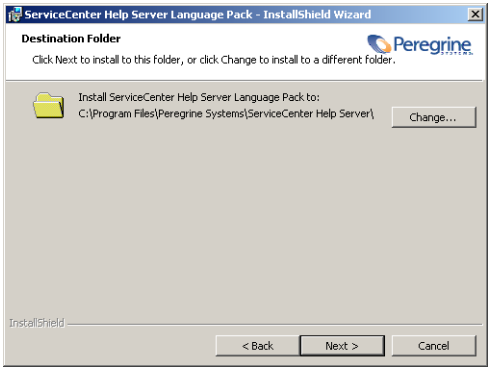


7 Select the I accept the terms in the License Agreement option.

The Next button becomes active.

8 Click Next to select the destination folder.

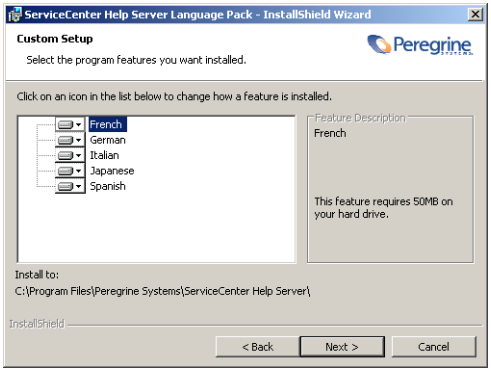
The Destination Folder page opens.



9 Click Change to type or select the path where you want to install the ServiceCenter Help Server Language Pack.

10 Click Next to select the languages you want to support.

The Custom Setup page opens.



11 For each feature, select one of the following options:

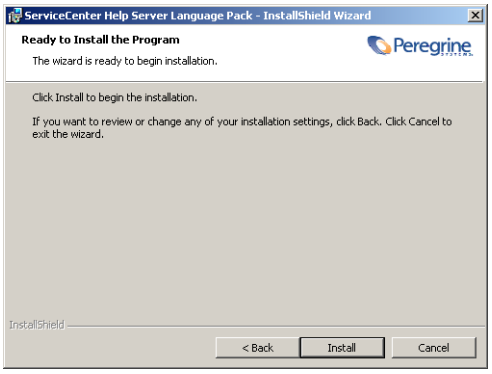
- Will be installed on local hard drive – installs just the selected feature
- Entire feature will be installed on local hard drive – installs the selected feature and all subfeatures subordinate to this feature
- Entire feature will be unavailable – does not install the selected feature

Feature	Default option	Description
French	Will be installed on local hard drive	This option installs the French language pack strings.
German	Will be installed on local hard drive	This option installs the German language pack strings.
Italian	Will be installed on local hard drive	This option installs the Italian language pack strings.
Japanese	Will be installed on local hard drive	This option installs the Japanese language pack strings.
Spanish	Will be installed on local hard drive	This option installs the Spanish language pack strings.

If needed, click Browse to change the location of your installation folder. The default installation folder is:
`C:\Program Files\Peregrine Systems\ServiceCenter Help Server`

12 Click Next to prepare the installation process.

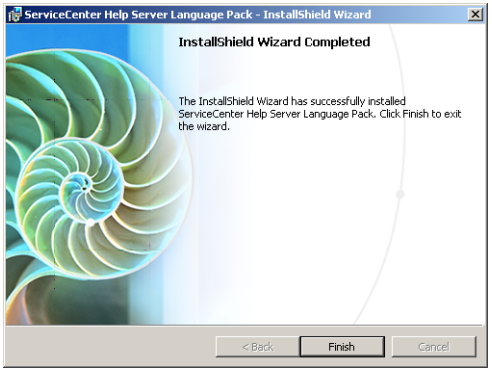
The Ready to Install page opens.



13 Click Install to begin copying the installation files.

You can stop the installation by clicking Cancel.

The Completing the ServiceCenter Help Server Language Pack Setup Wizard page opens when the installation is complete.



14 Click Finish to exit the Setup Wizard.

The ServiceCenter Help Server Language Pack installation is complete.

PEREGRINE

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