HP OpenView Service Desk 5.0

Language Pack Installation Guide

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Documentation Updates

This manual's title page contains the following identifying information:

- Version number, which indicates the software version.
- Document release date, which changes each time the document is updated.
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To check for recent documentation updates or to verify that you are using the most recent edition, visit the following URL:

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You can visit the HP OpenView support web site at:

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

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- Submit enhancement requests online
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http://www.hp.com/managementsoftware/access_level

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

Preface

Who Should Read This Guide?

This guide is intended for the following audiences:

- Users, who intend to install the HP OpenView Service Desk language packs

- System Administrators, who install and maintain HP OpenView Service Desk components, including the language packs

What You Should Know Before Reading This Guide

The language pack installation consists of two parts: a package installed on the Service Desk Management Server (HP OpenView Service Desk Server Language Pack), and a package installed on Service Desk GUI client machines (HP OpenView Client Language Pack).

If you are installing the server language pack, you should be familiar with the target location(s) of the Service Desk Management Server(s) on your system.

A knowledge of IT service management is not required. You should have access to, and permissions to use the resources on the computer and network where language packs will be installed.

1 Installing the Service Desk 5.0 Language Packs

In This Chapter

This chapter discusses the procedures for installing the language packs on a Service Desk 5.0 management server and Service Desk client.

The chapter contains information on:

- Supported languages

- Prerequisites for installing Service Desk language packs

- Overview of the install procedure (HP OpenView installer)

- Stepwise instructions for installing a language pack on a Service Desk management server or Service Desk client

Languages Currently Supported

The following languages are supported in the current language pack installation:

1. German
2. Korean
3. Spanish
4. Portugese
5. French

Installation Prerequisites

These are as follows:

For a management server language pack

You require a successful installation of the Service Desk 5. 0 management server (Service Pack 1) on the machine where you intend to install the server language pack.

For a client language pack

You require a successful installation of a Service Desk 5.0 client (Service Pack 1) on the machine where you intend to install the client language pack.

Other prerequisites

• The language you install on a client machine must be also installed on the relevant management server machine.

• The language you want to install must be supported by your operating system. You should check this prior to installation. For more information, see "Changing Locale Settings" on page 34.

IMPORTANT   For detailed information on installing a Service Desk management server and a Service Desk client, refer to the *HP OpenView Service Desk 5.0 Installation Guide*.

Before you start any install procedures, ensure that you first install the latest service packs (Windows operating systems) or patches (UNIX-based operating systems) on the supported operating systems.

For the most recent information on supported operating systems, refer to the supported platforms list for Service Desk 5.0, at:

http://openview.hp.com/ecare/getsupportdoc?docid= OV-EN018535

(Registration is required to access this site.)

Language Pack Installation Packages

The installation packages are downloaded from the following site:

http://support.openview.hp.com/patches/sdsk/sdsk.jsp

HP OpenView Installer

You install the HP OpenView Service Desk server and client language packs using the HP OpenView Installer. The install procedure is platform-neutral. The installer uses a wizard to install the language packs. During installation, the wizard prompts you to type information from your keyboard, select an item from a dropdown list, or click a radio button or a checkbox.

To display the next screen during the installation process, click the **Next** button. To display a previous screen, click the **Previous** button one or more times. If the details you entered on a previous window cannot be changed, the **Previous** button is grayed. Click **Cancel** to quit the installation. While you are installing, the arrow on the left side of the screen (see Figure 1-1 below) indicates the current install phase.

You may be familiar with the HP OpenView Installer. Table 1-1 shows an overview of the install phases.

Table 1-1　　　　**Language Pack Install — Procedure Overview**

Install Phase	Install Action
Initialization	Extracts the setup procedure.
Introduction	Displays the location of the install source files and install log file.
Product Agreement	Prompts you to accept or decline the product license agreement.
Product Customization	Prompts you to select a default or custom installation. If you select a custom installation, the installer will prompt you to select the languages you want to install.
Product Requirements	Performs a check for required disk space.
Pre-Install Summary	Displays a tree view of items that will be installed or that are required but already installed.

Table 1-1   **Language Pack Install — Procedure Overview (Continued)**

Install Phase	Install Action
Installing	Displays the progress of the installation. The installer displays the name of each package as it is installed. Click the `Details` tab to display a tree view of the install packages.
Post-Install	The installer creates an uninstall mechanism for the package you have just installed.
Install Complete	Informs you that installation has been successful. Prompts you to view the installation log file (HTML format).

Before Installation

IMPORTANT	The following applies to the install procedure for all Service Desk 5.0 components.

Before you start the install procedure for a Service Desk 5.0 component, you should stop all the Service Desk processes on your system. The relevant command for each supported operating system is listed below.

Windows operating systems

```
<InstallDir>\bin\ovc -kill
```

where <InstallDir> refers to the application's install directory, for example Program Files\HP OpenView.

UNIX-based operating systems

```
/opt/OV/bin/ovc -kill
```

Downloading Language Packs

1. Download Service Desk language packs from the HP Software Support Online (SSO) site, at the following location:

   http://support.openview.hp.com/patches/sdsk/sdsk.jsp

2. Select **Release 5.0** and the appropriate platform.

3. Navigate to the language pack you want to install.

4. To view additional information on the specific download product, click the URL labeled **view patch full text**.

5. To download the language pack, click the URL labeled **download patch now**.

Installing the Language Packs

Summary of the Install Procedure

1. Ensure that you comply with the install prerequisites (see "Installation Prerequisites" on page 16).

2. Download the language packs from the HP support site (see "Downloading Language Packs" on page 20).

3. Install the server and client language packs (see "Installation").

4. Change your locale settings to the desired language (see "Changing Locale Settings" on page 34).

Installation

1. If you have not already done so, download the language packs from the SSO site and extract them to an appropriate location on your system. In addition to the executable files described below, the extraction process also creates a number of other folders required for the install process.

   The executable files are named as follows:

   UNIX-based operating systems

   l10n_server_<revision>_setup.bin

   l10n_client_<revision>_setup.bin

   Windows operating systems

   l10n_server_<revision>_setup.exe

   l10n_client_<revision>_setup.exe

   Here, revision refers to the build identifier, for example 5.01.040. So a client installation file for Windows would be identified as l10n_client_5.01.040_setup.exe.

2. Locate and click the relevant executable file (Windows operating systems) or type the name of the file from the command line (UNIX-based operating systems). See "Language Pack Installation Packages" on page 17.

NOTE   If you change the location of the `packages` directory relative to the root directory, the installer cannot find the packages. In this case the installer displays a dialog prompting you to navigate to the installer packages.

3. The HP OpenView installer installs the language pack you selected. The procedure consists of the stages outlined above in Table 1-1. During installation, the current stage of the procedure is indicated on the left side of the installation screen, as shown in Figure 1-1.
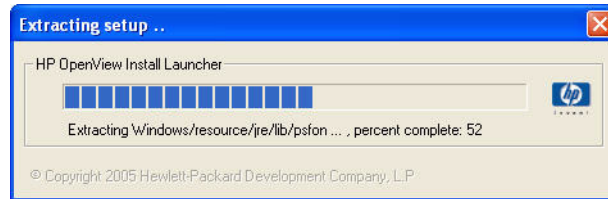
Figure 1-1   Indicating the Install Phase

4. **Initialization**
   When you start the installation process for a component, the setup
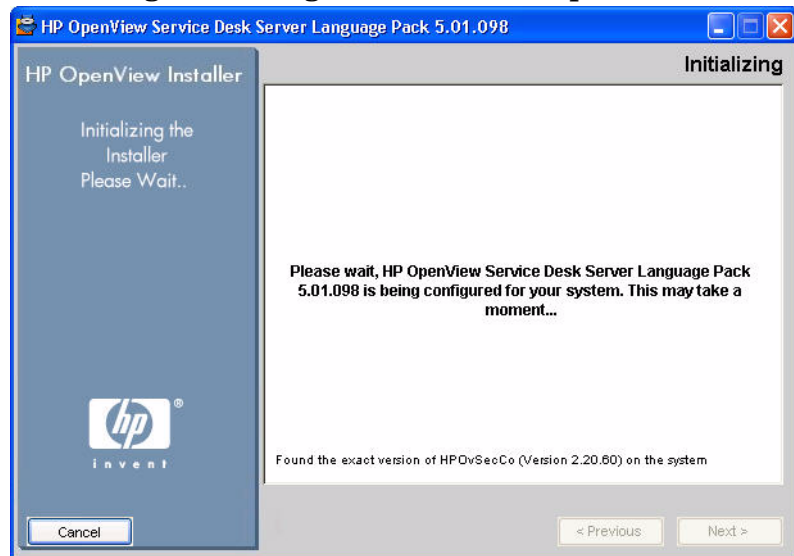   procedure is extracted.

Figure 1-2   **Extracting the Setup**

The installer checks your system for components that are already
installed and for components that must be installed. As each
component is checked, its name appears briefly on the initializing
screen.

Figure 1-3   **Initializing – Checking for Installed Components**


5. **Application Check**
   The install wizard checks for applications currently active on your
   system, for example antivirus software that may obstruct or at least
   hinder the install process. A warning screen displays information on

the relevant software. Click the warning to view more information on the application. If you quit the install process at this stage, your system will not be modified.

Figure 1-4   **Virus Check Warning**
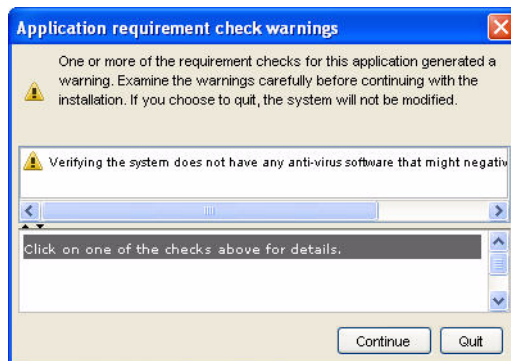
6. **Configuration File Prompt**
   If you have previously installed one or more Service Desk components at the target location, the install wizard displays the prompt shown below concerning the installer configuration file. This file contains details of selections made during previous OpenView component installations. Click

Figure 1-5   **Configuration File Prompt**
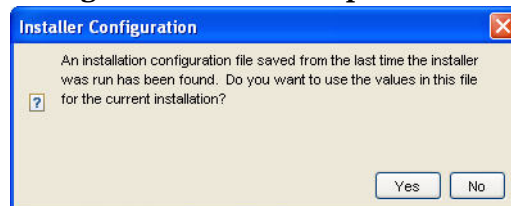
About the Configuration File

This file, ovinstallparams.ini, is created by the HP OpenView Installer the first time you install a Service Desk component on a specific machine. It is also created if you progress through part of the first installation on a machine and subsequently cancel the installation. The configuration file contains details of the selections you made during previous install sessions, for example the languages you selected if you performed a custom installation, and the location of your log files.

If you click **Yes**, the installer prompts you to select your previous choices during installation. You can select another option at any stage. If you click the **No** button, the default 'factory' preferences are displayed. For details of the configuration file's location, see "Location of Configuration and Log Files" on page 37.

7. **Introduction (Install)**

The installer displays the source location for the component you are installing, and the location of the installation log file.

About the Installation Log File

This file contains information on the install configuration, for example system information, installer setup, application install and data folders, and details on the progress of the installation progressed. A new log file is created for each installation you start, even if you cancel the installation.

Figure 1-6   **Introduction (Install)**
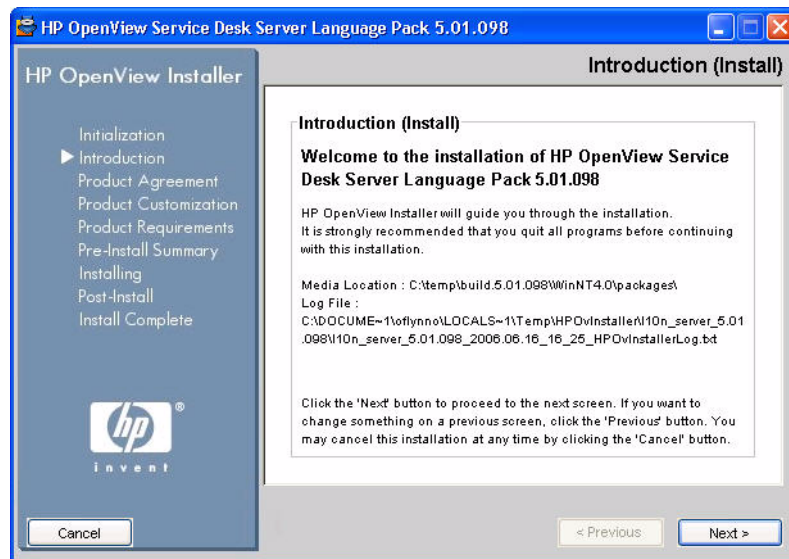
8. **License Agreement**
   The installer prompts you to accept or decline the license agreement.

**Figure 1-7**   **Product Agreement – License Agreement**

9. **Typical or Custom Installation**
   The installer prompts you to select a typical or a custom installation.
   In a typical installation, the entire set of supported languages are
   installed. In a custom installation, you can select from a subset of the
   supported languages. In this case, Service Desk displays a screen
   that allows you to select the languages you want to install.

If you selected a typical installation, now go to Step 12.

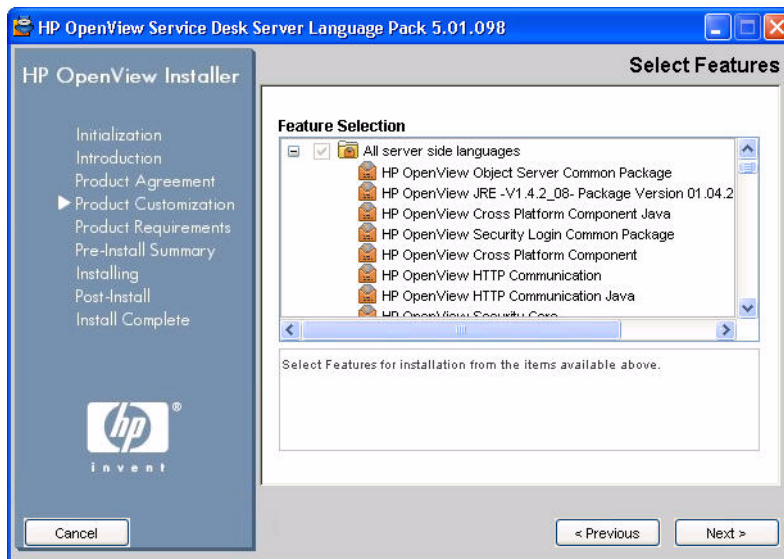**Figure 1-8**   **Product Customization – Setup Type**
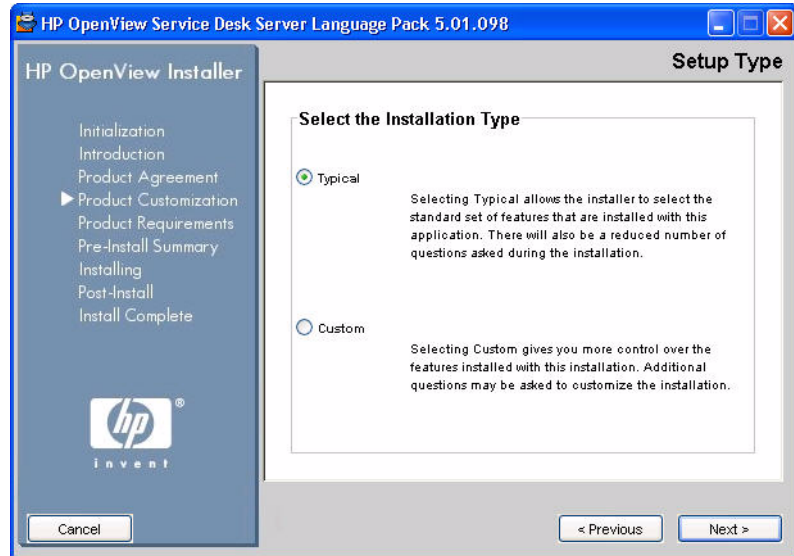
10. **Select Features**

Figure 1-9 shows the Select Features screen for a custom installation. This screen is informative only, and lists the components that will be installed. You do not need to perform any action on this screen. Note that mandatory components are grayed.

**Figure 1-9**   **Product Customization – Select Features**

11. **Select Additional Language Support**

This screen allows you to select the languages you want to install (by default all the language options are installed). Click the relevant checkboxes *on*. A grayed option implies that the language is

available, but is not currently enabled on your install machine. In this case, cancel the current installation, update your OS to support this language, and run the install procedure again.

**Figure 1-10**   **Product Customization – Select Additional Language Support**
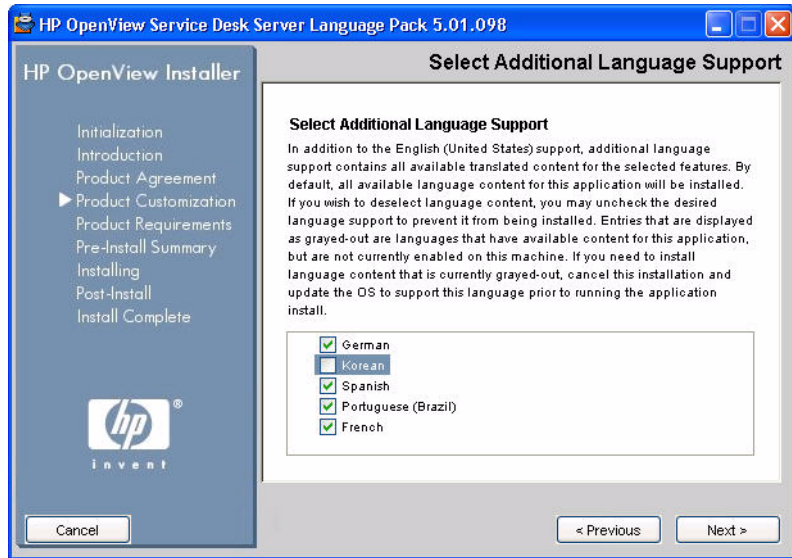
12. **Install Checks**

The installer now checks the available disk space at the install location. If there is insufficient space, the **Next** button is grayed and the install procedure cannot continue. In this case, click the **Previous** button, create additional disk space and click the **Next** button.

Clicking the **Next** button will run the disk check again. You can also click **Cancel** to quit the install process, create additional disk space and restart the installation.

Figure 1-11   **Install Checks**
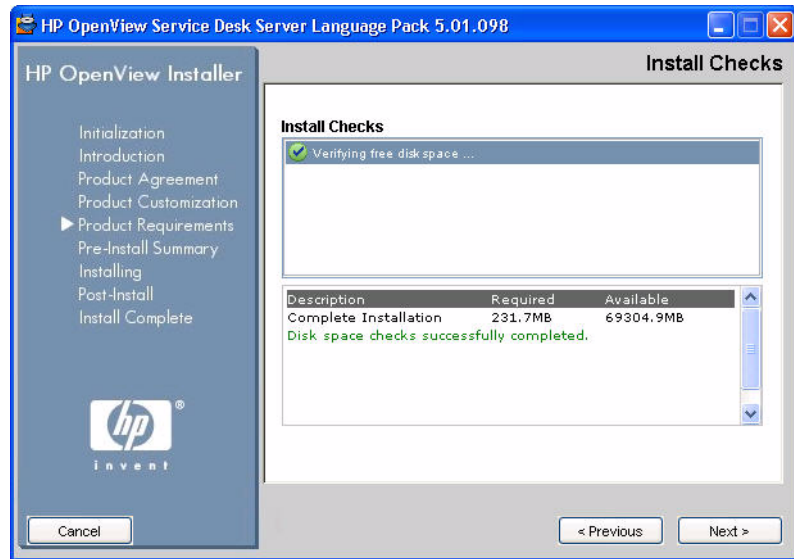
13. **Pre-Install Summary**
Prior to installing the components, the installer displays a **Pre-Install Summary** window that shows a tree view of the packages scheduled for installation, or packages that are required but already installed. Figure 1-12 shows the Pre-Install Summary for the server language pack.

To reinstall previously installed packages, click the **Force repair of already installed component packages** checkbox *on*.

Figure 1-12   Pre-Install Summary
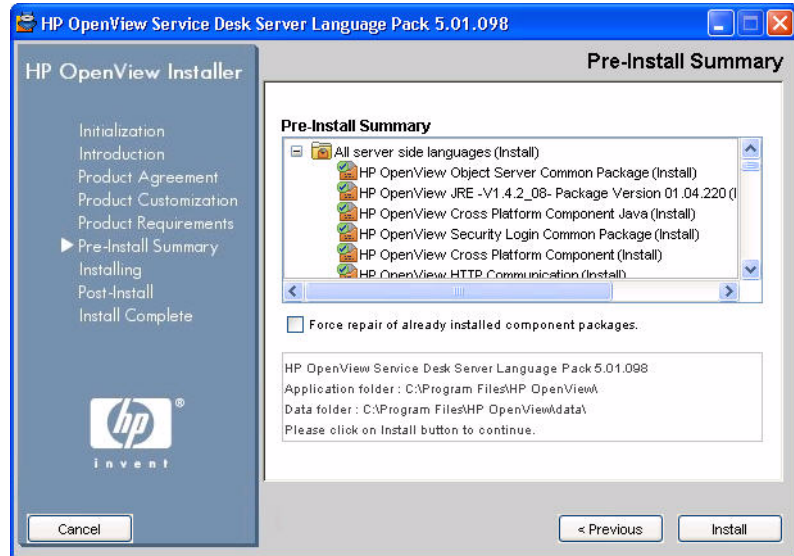
14. **Installing**
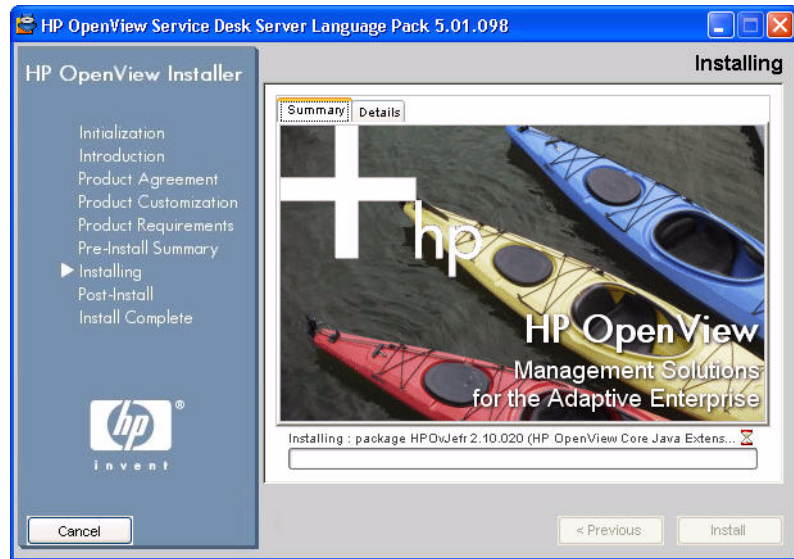   Click the **Install** button shown in Figure 1-12 to start the installation process. The Installing screen shown in Figure 1-13 appears. Click

the **Details** tab (see Figure 1-14) to view a list of packages scheduled for installation. An icon with a green checkmark indicates that the component associated with the icon has been installed.
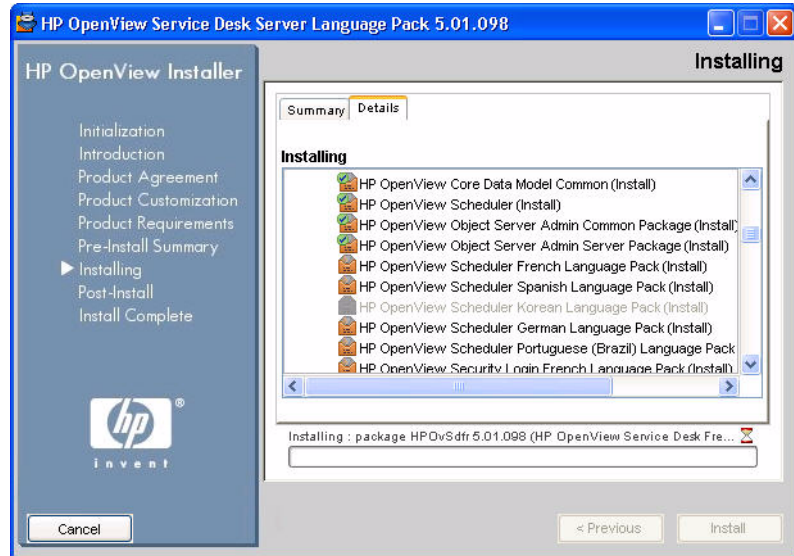
Figure 1-13   **Installing (Summary)**

Figure 1-14   **Installing (Details)**

15. **Post-Install**: the installer creates an uninstall mechanism for the application.

16. **Installation complete:** the installer informs you that installation has been successful. Click the tab to view a list of packages that are now installed on your system. Click the **View log file** hyperlink to display the installation log file in HTML format on your browser.

Figure 1-15   Installation Complete
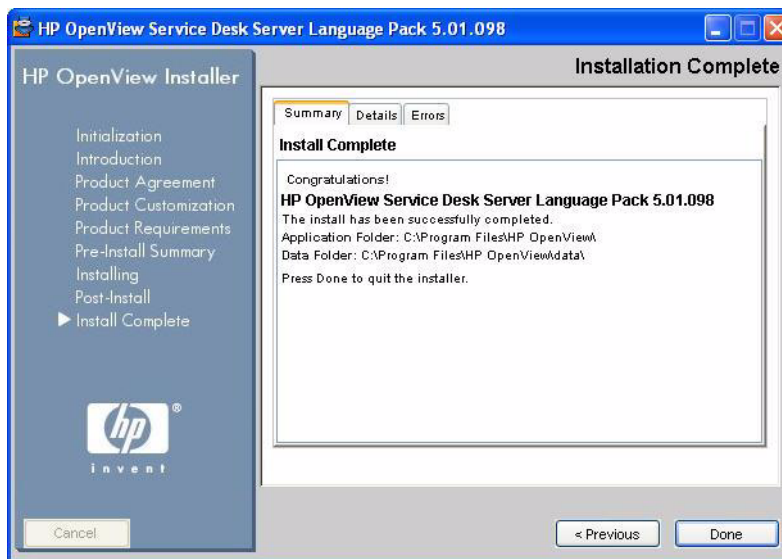
Changing Locale Settings

Windows

1. From your desktop, click Start→Settings→Control Panel→ Regional and Language Settings. The Regional and Language Options screen is displayed.

2. In the Regional Options tab, select the desired language from the dropdown list.

3. In the Advanced tab, select the desired language from the dropdown list.

4. Click **OK** to exit the Regional and Language Settings screen. Close the Control Panel screen.

HP-UX

1. From the root folder, type the following from the command line:

   ```
   locale -a
   ```

   This command displays a list of locales currently installed on your system.

2. To set the locale to the desired language, note the locale name from the list of locales and type the appropriate command. For example, to set the locale to German, type the following from the command line:

   ```
   export LANG=de_DE.utf8
   ```

For more information on language settings for HP-UX, visit the following URL:

http://docs.hp.com/

Sun Solaris

For information on Solaris locales, visit the following URL:

http://developers.sun.com/

On this site, enter FAQ locales as a search string.

Non-Graphical Installation on UNIX-based Operating Systems

On a UNIX-based operating system, you can install the language pack in non-graphic mode. To do this use the `-i console` option with the install command.

For example, to install the Service Desk 5. 0 management server language pack in non-graphic mode, type the following from the command line:

```
l10n_server_<revision>_setup.bin
```

The interactive interface will be displayed in a non-graphical mode. This option applies to all installable components.

The command line option `-DDEFAULT_FAILURE_ACTION=abort` allows you to retain successfully installed packages on your system if the installation aborts. The command line syntax is as follows:

```
l10n_server_<revision>_setup.bin -i console
DDEFAULT_FAILURE_ACTION =abort
```

Location of Configuration and Log Files

Configuration File Location

The configuration file is initially stored in the directory indicated by the `<%TEMP%>` variable (Windows operating systems) or by the `$tmp` variable (UNIX-based operating systems). Once an installation has successfully completed, the file is moved to one of the locations shown below.

`%TEMP%\HPOvInstaller\<appName>_<revision>\ovinstallparams_<date>.ini` (Windows operating systems)

or

`$tmp/HPOvInstaller/<appName>_<revision>/ovinstallparams_<date>.ini` (UNIX-based operating systems).

Log File Location

The log file is saved to the following location:

`<tempDir>/HPOvInstaller/<appName>_<version>/<appName>_<date>_HPOvInstallerLog.html`

For example, for a client installation on a Windows operating system, the log file would be saved to the location shown below.`C:\<%Temp%>\HPOvinstaller\client_2005.722\client_2005.722_2006.02_11_26_HPOvInstallerLog.html`

The log file is available in both html and text formats

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