



HP OpenView Service Desk

for the Windows and UNIX operating systems

Language Pack Release Notes

Software version: SD 5.0 Language Pack / July 2006

This document provides an overview of the language pack release for HP OpenView Service Desk 5.0. It contains important information not included in the manuals or in online help.

- [In This Version](#)
- [Documentation Updates](#)
- [Installation Notes](#)
- [Known Problems, Limitations, and Workarounds](#)
- [Accessibility Support](#)
- [Troubleshooting](#)
- [Support](#)
- [Legal Notices](#)

In This Version

This language pack release contains:

- The translations of the graphical user interface of Service Desk 5.0 with Service Pack 1, for the following languages:
 - French
 - German
 - Korean
 - Portuguese (Brazilian)
 - Spanish
- The Korean translation of the following Service Desk 5.0 documentation:
 - Online help
 - Release Notes, Edition 2
 - Installation Guide
 - Concepts Guide
 - Service Level Manager Guide
- A Language Pack Installation Guide.

Documentation Updates

The first page of this 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://ovweb.external.hp.com/lpe/doc_serv/

- 1 In the **Product** list, click the product name.
- 2 In the **Version** list, click the version number.
- 3 In the **OS** list, click the OS type.
- 4 In the document list, click the document title.
- 5 To retrieve the document, click **Open** or **Download**.

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 URL:

<http://www.adobe.com>

Installation Notes

The following install scenarios are supported:

- Server
- Client

For more details, refer to the *HP OpenView Service Desk 5.0 Language Pack Installation Guide*.

Software and Hardware Requirements

Before installing the HP OpenView Service Desk 5.0 Language Pack, make sure that your system meets the following minimum requirements:

- OS platform and compatibility
 - Supported operating systems
 - For information about the supported operating systems, and corresponding system requirements, refer to the *HP OpenView Service Desk 5.0 Installation Guide* and the *HP OpenView Service Desk 5.0 Language Pack Installation Guide*.
 - Operating system patches required for Sun Java

The operating system of the machine on which Service Desk will be installed must be upgraded with the most recent operating system patches related to the Java Runtime Environment (JRE). Failure to install these patches may result in one or more subsequent components failing to install. This problem is especially critical on HP-UX 11.

Patches should be installed before you install the Java software. Some patches are absolutely necessary to run Java, others are recommended for optimum performance. HP recommends that you install all patches needed for your system configuration.

- Software
 - Database server

For information about supported databases, refer to the *HP OpenView Service Desk 5.0 Installation Guide* and the *HP OpenView Service Desk 5.0 Language Pack Installation Guide*.

The use of the Unicode character set AL32UTF8 is recommended on Oracle. If you want to use the Unicode character set as your default character set, you must create the Oracle instance for supporting Unicode.

For an Oracle Database, you should possess the appropriate rights (DBA account and password) for creating new Oracle Database users.

- Microsoft SQL Server configuration

Configure Microsoft SQL Server to accept non-Windows user name and password logons. You can configure this acceptance in the properties window of the SQL Server instance. Set the Authentication to “SQL Server and Windows.”

Installing the Server

The purpose of the server installation is to install the resource bundles and the translated database records into the server application. This installation enables the additional languages in the application. It also localizes the Java WebStart client on that particular server. In a typical installation dialog flow, all of the available languages are installed. If you want to install only one or a few particular languages, you can choose the languages by using the Custom installation, and choosing the languages of your choice.

NOTE: If you install languages using the Custom installation, you should install the selected languages on all of the host application servers in your environment. Installing on all host application servers prevents the languages from disappearing when a client is redirected to another server in a failover situation.

Installing the Client

The purpose of the client installation is to enable the resource bundles on the client system. These resource bundles translate the application client into the supported languages. As in the server installation, the default Typical installation option installs all the supported languages on to the client system. The Custom installation option displays the languages supported, and allows you to select or deselect languages as needed.

To find out how to use the languages in the application, refer the *HP OpenView Service Desk 5.0 Administrator's Guide*.

Setting the Application Locale

To ensure that the Service Desk application is localized, do the following:

- Set the locale.
Set the operating system locale to the locale you want. To find out how to do this, refer to the manual for the specific operating system you are using.
- Choose a language.
Choose the language you want for users who will log on to the Service Desk application. If you do not specify a language, the default operating system locale is used.
- Check the operating system.
Make sure that the operating system you are using is able to display the desired locale. For details, refer to the manual for the specific operating system you are using.

Known Problems, Limitations, and Workarounds

This section describes known problems, limitations, and related workarounds for Service Desk.

Known Problems

This section describes how to work around problems you may encounter with Service Desk.

General Problems with Service Desk 5.0 MR

Problem

This L10N release is meant to be installed on top of the Service Desk 5.0 Service Pack 1 release. However, the installer allows you to install the L10N release on the Service Desk 5.0 MR release. Installing on the MR release is not recommended. If you do so, a number of issues will appear in the application.

Solution

To resolve this issue, install Service Desk 5.0 Service Pack 1 or higher.

Administration GUI Not Localized Without Service Pack 2

Problem

If you have not installed Service Desk 5.0 Service Pack 2, the Administration GUI will not be localized.

Solution

Install Service Desk 5.0 Service Pack 2.

Client Locale Setting is Incorrect

Problem

If the client changes the global default locale to another language, the correct client locale is not shown until the server running Object Server is restarted.

To set a client locale, you follow this order of precedence:

- 1 User's account locale (if set in the account's default language field)
- 2 Global default locale (as set by the default language field in System Settings/Regional Settings)
- 3 Machine locale

If the user account locale is not set, and the Object Server global default locale is set to one language (for example, German), the client correctly shows that language (German) as its locale. If the client changes the Object Server global default locale to another language (for example, English), and then restarts, the client incorrectly shows its locale as the original language (German), not the new language (English). The correct client locale is not shown until the server running Object Server is restarted.

Solution

After changing the global default locale, restart the Object Server process. You can restart the Object Server process using the command `ovc -restart` from a shell or an MS-DOS prompt.

Localhost Displays Garbled Text

Problem

In some cases, **http://localhost/ovconsole** displays a garbled page instead of the proper translated page.

Solution

To solve this problem, follow these steps:

- 2 Shut down Apache using the following command:

```
ovc -stop ovapacheA
```

- 4 Open `httpd.conf.ovtemplate` in one of the following directories:

- Windows

```
<install_dir>/data/conf/apache/a/
```

- UNIX

```
/var/opt/OV/conf/apache/a
```

- 5 Change the following line:

- Change

```
AddDefaultCharset ISO-8859-1
```

- To

```
#AddDefaultCharset ISO-8859-1
```

- 6 Change the following line:

- Change

```
AddCharset EUC-KR .euc-kr
```

- To

```
AddCharset EUC-KR .euc-kr .ko
```

- 7 Save the file.

- 8 Restart Apache using the following command:

```
ovc -start ovapacheA
```

The `ovc` command is located in the following directories:

- Windows

```
%OVIINSTALLDIR%\bin
```

- UNIX

```
/opt/OV/bin
```

Role Names Not Localized

Problem

The role names such as "system administrator" are not translated. The English role names are shown in the HP OpenView Configuration workgroup, under **Users & Security** → **Access** → **Roles** and on the **Roles** tab page of the Application Account window.

Garbled Text In Korean Online Help Search Results

Problem

Some search results in the online help Search tab page are displayed as garbled text.

Some Search Links In Korean Online Help Do Not Work

Problem

Sometimes, on the online help Search tab page, selecting a topic in the search results list and clicking **Open** does not open the associated help topic.

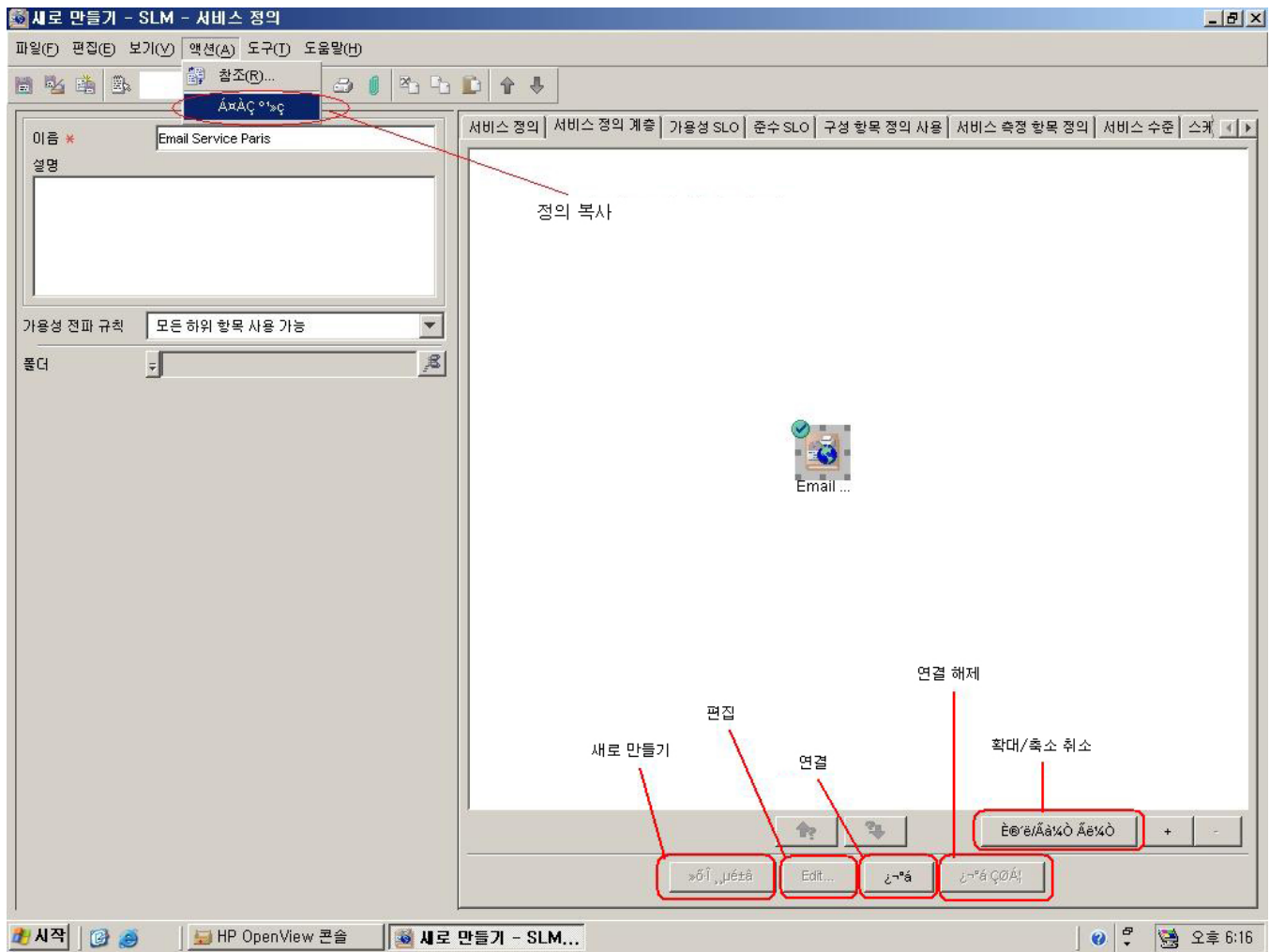
Garbled Text In Korean Service Definition Screens

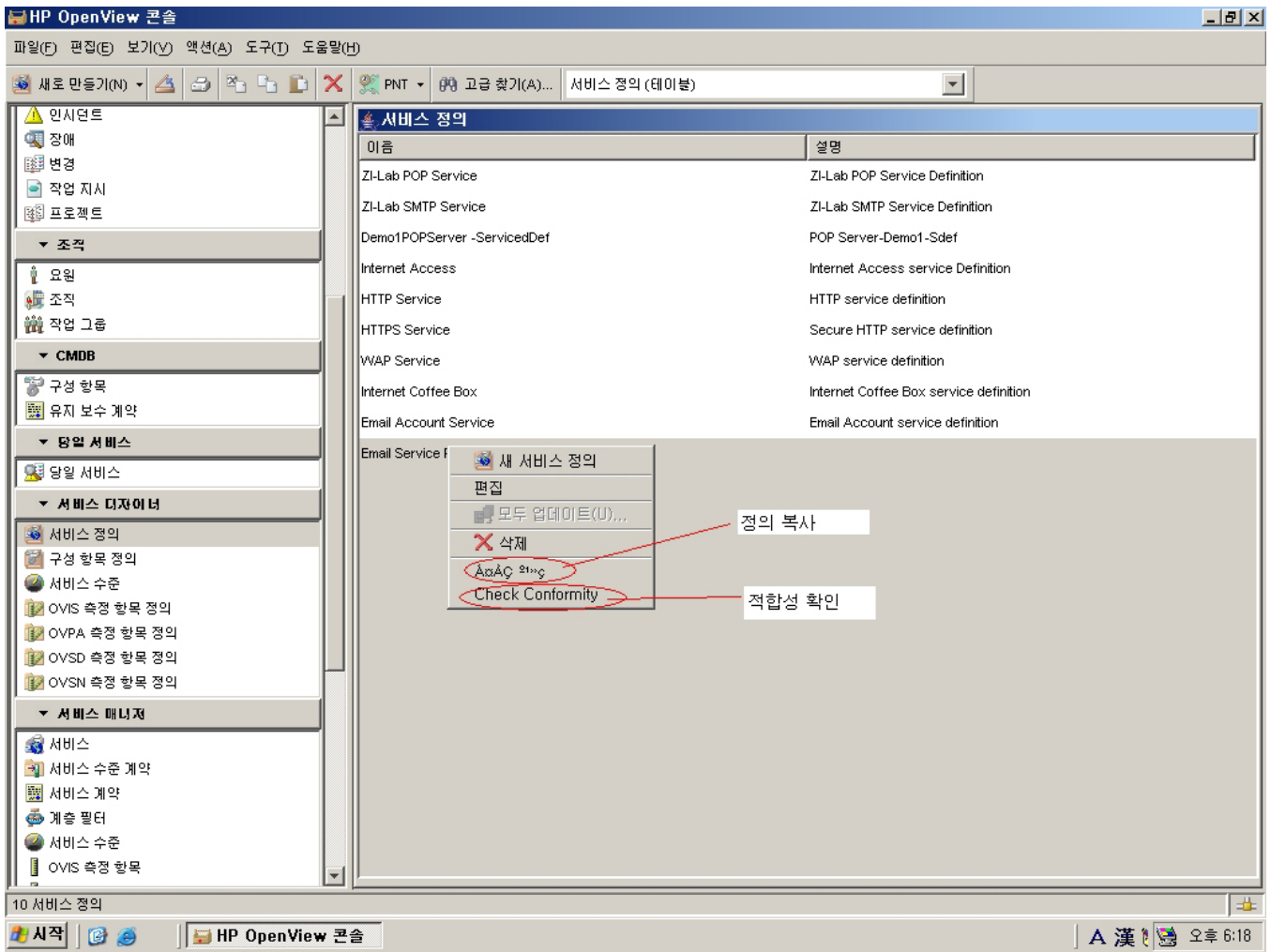
Problem

Some translated text in the Korean Service Definition screens is displayed as garbled text.

Workaround

Refer to the following screens with the correct Korean text:





Known Limitations

This section describes the known limitations of this Service Desk release.

Installer on HP-UX

The installer on HP-UX does not use the argument, `-x mount_all_filesystems=false`, to install the Service Desk – Service Level Manager (SD-SLM) packages. As a result, if there are file systems declared in `etc/fstab`, the installation fails with the following error: One or more filesystems that appear in the `filesystem` table are not mounted and cannot be mounted. You must modify the file `/etc/fstab` before you can install SLM (remove one or more file systems).

By design, the Software Distributor uses `mount_all_filesystems=true` as a default value, for two reasons. First, file systems may be mounted in the `/opt/OV` or `/var/opt/OV` rooted directory structure. Second, the `/opt/OV` or `/var/opt/OV` directory structure may contain symbolic links that reference other mounted file systems.

QXCR1000241122:

LoadObject Functionality

The LoadObject functionality in Service Desk 5.0 uses Perl version 5.6. Unfortunately, Perl 5.6 does not support Unicode. As a result, all Service Desk functionality that uses LoadObject cannot handle Unicode dataflow properly. This issue impacts all integrations that use LoadObject (for example, OVO for Windows and OVO for UNIX).

Some Parts of Service Desk Are Not Localized

The following parts of Service Desk are not localized in this language pack:

- Installer.
- Integrations.
- Web console and Service Pages.

Although the web console and Service Pages may appear as partially translated, because they use some of the same sources as the full-client Service Desk console, localization of these interfaces is not targeted by this language pack, has not been tested and is not supported.

- Some reporting functionality.

The report packs are not part of Service Desk but they are part of HP OpenView Performance Insight (OVPI). As a result, some of the Service Desk reporting functionality is not localized by this language pack. Some information about reporting in the Korean Service Desk online help and manuals, such as screen shots and user interface terms, is also not localized. For information about language availability of OVPI and the report packs, refer to the OVPI product information.

- Demo database.

Some screen shots in the Korean online help and manuals also show untranslated data from the demo database.

- Manpages.

Accessibility Support

HP is working to ensure that new HP OpenView management software releases comply with the latest international accessibility standards. HP OpenView Service Desk 5.0 accessibility includes an improved user interface interaction model that allows screen readers to support users with visual impairments, and enhanced keyboard navigation as an alternative to mouse control.

Product characteristics based on accessibility standards include:

- No animations in the user interface
- No requirement for user speech
- Operability within a limited reach and strength
- No requirements for simultaneous actions except as provided by the operating system
- Consistent meanings of images
- No flashing at a frequency where photosensitive epilepsy is a risk
- Redundant coding of all audio signals as provided by the operating system
- No requirements for timed responses
- Consistent and well-defined focus and selection indicators
- Alternative text for images
- Redundant coding for use of color
- Online help optimized for screen readers

HP OpenView Service Desk 5.0 supports accessibility on Microsoft Windows operating systems using JAWS for Windows 4.5. For a more detailed report of product compliance with Section 508 of the American Rehabilitation Act, go to the Check Product Accessibility web page at <http://vgwh3pro.cce.hp.com/508/>. From the Select Product Category drop-down menu, select Software and Operating Systems, then click Go. On the next screen, select product family HP OpenView Service Desk, then click Go.

Accessible electronic manuals for this product can be requested from the HP OpenView Product Manuals web site at http://ovweb.external.hp.com/lpe/doc_serv/ by clicking the **Send Feedback** link near the bottom of the page, and specifying the product name, product version, operating system, and document names that you would like to obtain in fully accessible form.

To activate accessibility support for Service Desk:

- 1 After product installation, look in the following directory

`%INSTALLDIR%\nonOV\jre\1.4\lib\ext`

On Windows, the `INSTALLDIR` is the following:

`C:\Program Files\HP OpenView`

Make sure the Sun Java 2 platform edition 1.4.x files are located in the following directory:

- `jaccess-1_4.jar`
- `access-bridge.jar`

If the files are not in the correct directory, copy them from the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles.`

- 9 Add the `AccessBridge` directory to your path:

`PATH=%INSTALLDIR%\nonOV\jre\1.4\AccessBridge;%PATH%`

This step ensures that the DLLs are part of the Java Access Bridge, and can be found and instantiated.

- 10 Make sure the `accessibility.properties` file is located in the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\lib`

If needed, you can copy the file from the following directory:

`%INSTALLDIR%\nonOV\jre\1.4\AccessBridge\installer\installerFiles`

The Java Virtual Machine (JVM) reads a number of property files as it starts up.

- 11 Use each line in the `accessibility.properties` file to enable different accessibility features.

For example, to enable assistive technologies to use the Java Access Bridge, use a text editor to include the following line in the file:

`assistive_technologies=com.sun.java.accessibility.AccessBridge`

For additional properties examples and explanations (for example, how to set up screen magnifiers), refer to the Java Accessibility Utilities documentation:

<http://java.sun.com/products/jfc/jaccess-1.2/doc/examples.html>

For more about configuring accessibility with Sun Java applications, refer to the following web site:

<http://java.sun.com/products/accessbridge/docs/setup.html>

Troubleshooting

This section describes how to troubleshoot some problems in Service Desk.

Installation Fails

Problem

The installation fails.

Workaround

If you have installed the management server, examine the log file:

```
%TEMP%\HPOvInstaller\server\<build number>_HPOvInstaller.txt
```

The component log files are located in the %TEMP%\HPOvInstaller directory.

The paths and file names are as follows:

- Windows
 - %TEMP%\HPOvInstaller\server_*<build number>*
In this path, *<build number>* is the version and build number (for example, 5.00.742).
 - package_msi_*<component>*_install.log
In this path, *<component>* is the name of the component.
- UNIX
 - /var/tmp/HPOvInstaller/server_*<build number>*
In this path, *<build number>* is the version and build number (for example, 5.00.742).
 - package_depot_*<component>*_install.log
In this path, *<component>* is the name of the component.

These log files hold information about the native installation of the component:

- Windows
 - Search in the log file for “Return Value 3”, which usually indicates there was an error.
- HP-UX

Examine the swagent.log file located in /var/adm/sw/swagent.log.

Also examine the Object Server log file for information about why the installation failed.

The Object Server log file is located in the following directory:

```
%OVDATADIR%/log/system0.0_enUS
```

This file contains the information from the Object Server and its tools. Look at the bottom of the file for any exception or other error message that might explain the failure.

XPL Logging

Problem

You would like to change the way information is logged.

Solution

XPL logging uses the default Java `logging.properties` file.

By default, this file is located in the following directory:

```
C:\Program Files\HP OpenView\nonOV\jre\1.4\lib\logging.properties
```

For this file to work, you must execute the following once:

```
ovconfchg -ns xpl.log -set logparent true
```

For example, if you want all the logs to be written to the console, add the following lines to your `logging.properties` file:

```
handlers=java.util.logging.ConsoleHandler  
java.util.logging.ConsoleHandler.level=INFO  
java.util.logging.ConsoleHandler.formatter=java.util.logging.SimpleFormatter
```

In the `logging.properties` file, you can specify the logging level:

- SEVERE
- WARNING
- INFO
- CONFIG
- FINE
- FINER
- FINEST

For example, to specify finer logging for the Object Server, add the following to your `logging.properties` file:

```
java.util.logging.ConsoleHandler.level=FINER  
com.hp.ov.obs.level=FINER
```

Object Server Cache

Problem

The Object Server cache can cause problems.

Solution

If you encounter a problem when you start the Object Server using `ovc -start`, try to delete the Object Server cache files by deleting all of the files in the following folder:

```
C:\Program Files\HP OpenView\data\datafiles\obs
```

Control Service Pid Files

Problem

You are unable to start the control service.

Solution

Execute the following command:

- Windows

```
del C:\Program Files\HP OpenView\data\tmp\*.*
```
- UNIX

```
rm -f /var/opt/OV/tmp/*
```

Console Does Not Show Any Workspaces

Problem

Your console screen does not display any workspaces.

Solution

Clear your user settings by executing the following command:

```
del C:\Documents and Settings\%USERNAME%\Application Data\HP OpenView\*.* /s /q
```

Support

Please visit the HP OpenView support web site at:

<http://www.hp.com/managementsoftware/support>

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

HP OpenView 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 valuable support customer, you can benefit by being able to:

- Search for knowledge documents of interest
- Submit and track progress on support cases
- Submit enhancement requests online
- Download software patches
- Manage a support contract
- Look up HP support contacts
- Review information about available services
- Enter discussions with other software customers
- Research and register for software training

NOTE: 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://www.hp.com/managementsoftware/access_level

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

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

Legal Notices

© Copyright 2005-2006 Hewlett-Packard Development Company, L.P.

Confidential computer software. Valid license from HP required for possession, use or copying. Consistent with FAR 12.211 and 12.212, Commercial Computer Software, Computer Software Documentation, and Technical Data for Commercial Items are licensed to the U.S. Government under vendor's standard commercial license.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

The information contained herein is subject to change without notice.

Adobe® and Acrobat® are trademarks of Adobe Systems Incorporated.

HP-UX Release 10.20 and later and HP-UX Release 11.00 and later (in both 32 and 64-bit configurations) on all HP 9000 computers are Open Group UNIX 95 branded products.

Java™ and all Java based trademarks and logos are trademarks or registered trademarks of Sun Microsystems, Inc. in the U.S. and other countries.

Microsoft® is a U.S. registered trademark of Microsoft Corporation.

OpenView® is a registered U.S. trademark of Hewlett-Packard Company.

Oracle® is a registered U.S. trademark of Oracle Corporation, Redwood City, California.

UNIX® is a registered trademark of The Open Group.

Windows® is a U.S. registered trademark of Microsoft Corporation.

