HP Service Manager Software

for supported Windows® and Unix® operating systems

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Language Pack Installation Guide

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1 Language Pack Installation

This chapter includes the requirements and instructions for installing the HP Service Manager language pack components. This chapter includes:

- Language pack installation checklist on page 8
- Installing the server language pack on page 10
- Installing a localized help server on page 13

Language pack installation checklist

Use the following steps to install the HP Service Manager language packs.

Task 1: If you have not done so already, install the following components from the Service Manager installation:

- Service Manager server
- Help server (if you want an English version of the help server)

See the localized versions of the *HP Service Manager 7.10 Installation Guide* on the Language Pack installation CD for installation instructions for these components.

Task 2: Back up your Service Manager application data.

Task 3: Install the Service Manager server language pack.

Each language has its own separate installation CD. To install multiple language packs you will need the installation CD for each language.

See Installing the server language pack on page 10.

Task 4: If 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.

Install the Client Configuration Utility from the English installation CD. See the localized *HP Service Manager 7.10 Installation Guide* on the Language Pack installation CD for instructions on using the Client Configuration Utility.

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

Task 5: Open the Client Configuration Utility and customize any additional settings you want the multilanguage Windows client to have.

Task 6: Deploy the customized and localized Windows client installer to your development environment.

Task 7: If you providing localized online help from a central help server.

Install the localized help server for the language you want to support. See Installing a localized help server on page 13.

Installing the server language pack

You must install the server language pack on the same system where you installed the Service Manager server. You can install multiple languages on a Service Manager server. This allows users to select the language they want Service Manager to display the application forms in.

While the server displays Service Manager application forms in a language selected, the client's operating system language determines the language the client menus display. For example, a Windows client running on an English operating system will display menus in English even though the application forms might be in Japanese.

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

To install the Service Manager server language pack on a Windows system, see Windows installation requirements on page 10.

To install the Service Manager server language pack on a Unix system, see Unix installation requirements on page 10.

Windows installation requirements

- Compatible Windows operating system (See the Service Manager compatibility matrix)
  - Install the most current Windows updates
  - Install the Windows language pack
- Existing Service Manager server installation (in English)
  - Backup of your application data
- 50 MB disk space for each language pack you install

Unix installation requirements

- Compatible Unix platform (See the Service Manager compatibility matrix)
  - Install the most current Unix platform updates
  - Install the Unix language pack

- Existing Service Manager server installation (in English)
  - Backup of your application data
- 50 MB disk space per language installed

Service Manager server language pack setup

Use the following steps to install the Service Manager server Language Pack.

1. Before installing the Language pack, make sure you can start the Service Manager server and log on.
   a. Log on to the Service Manager server with the user account that owns the Service Manager installation.

      This user account must be the same account that you created for the Service Manager server installation.

   b. Stop the Service Manager server.

2 Insert the HP Service Manager Language Pack installation CD-ROM into the appropriate drive of the server and run the executable script that matches your operating system.

Windows: If you are installing on a Windows 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:

  ```
  D:LanguagePack
  ```

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

- Double-click `setupwin32.exe`.
- Start setup from the Windows command prompt. Type the following commands:

  ```
  D:
  setupwin32.exe
  ```

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

Executable scripts by operating system also include:

- **AIX**: setupaix
- **Solaris**: setupSolaris.bin
- **Linux**: setupLinuxX86.bin
- **HP-UX on PA-RISC systems**: setupHP11.bin
- **HP-UX on Itanium systems**: setupHPIA64.bin

3 The Service Manager Language Pack installation screen opens.

The Language Pack displays the instructions in the same language as the Language Pack you are installing.

4 Click **Install the [language] language pack for HP Service Manager server** where [language] is the name of the language you are installing**.**

5. The installer prompts you to select the language you want the installation wizard to use. Select the language you want the wizard to use, 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. Select the path where you have installed the Service Manager server.

   The Language Pack must be installed in the directory where the Service Manager server is installed.

10. Click **Next** to prepare the installation process. The Ready to Install page opens.
11. 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 Service Manager server.

The unload process may take twenty minutes or more to apply depending upon on your system performance.

The Wizard Completed page opens when the installation is complete.

12. Click **Finish** to exit the Setup Wizard.
13. Restart the Service Manager server. You may have to wait up to one minute for the Supported Languages record to expire and reset within Service Manager. The server language packs are available after this record resets.

Installing a localized help server

Each localized help server is a separate help server installation. You can install multiple help servers to support multiple languages, but each help server must have its own installation folder and its own unique communications port.

You cannot install a localized help server in the same folder as an existing English help server. You can either choose a new installation folder or uninstall the English help server.

The help server is not available in the following languages:

- Brazilian Portuguese
- Czech
- Dutch
- Hungarian
- Polish

Installation requirements

- Compatible Windows operating system (See the Service Manager Compatibility Matrix)
  - Install the most current Windows updates
  - Install the Windows language pack
  - Set your regional settings to the language in which you want the language pack instructions to be displayed
- Multilingual version of Sun's Java Runtime Environment (JRE)
- 220 MB disk space

Help server language pack setup

Use the following steps to install help server language pack.

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

   If you are installing on a Windows 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:

     `D:HelpServer`

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

     — Double-click `setupwin32.exe`.

     — Start setup from the Windows command prompt. Type the following commands:

     ```
     D:
     setupwin32.exe
     ```

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

3. The Service Manager language pack splash screen opens. The language pack splash screen will display the instructions in the same language as the language pack you are installing.
4. Click **Install the [language] version for the HP Service Manager Help Server** where [language] is the name of the language you are installing.
5. The installer prompts you to select the language you want the installation wizard to use. Select the language you want the wizard to use and 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 **Browse** to type or select the path where you want to install the Service Manager Help server language pack.

You cannot install a localized help server in the same directory as an existing English installation.

10 Click **Next** to prepare the installation process. The Ready to Install page opens.

11 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.

12 Click **Finish** to exit the Setup Wizard. The Service Manager Help server Language Pack installation is complete.

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