HP Service Manager Open Localization Toolkit

For HP Service Manager 7.10 and 7.11

Software Version: 2.5

Language Pack Installation Guide

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Contents

1 Installing a New Language Pack in Service Manager

This chapter describes how to deploy a new language pack created by the HP Service Manager Open Localization Toolkit.

Introducing HP Open Localization Language Packs

By default, the HP Service Manager Open Localization Toolkit creates the following language packs for each target language:

- setupAIX.bin
- setupHP-UX.bin
- setupLinux.bin
- setupSolaris.bin
- setupSolarisX86.bin
- setupwin32.exe

These language packs should be deployed in Service Manager on the corresponding platforms, for example, setupwin32.exe is for Service Manager on Windows.

▶ Only root user will be allowed to run the Language Pack installer on non-Windows platforms.

Each language pack contains the following components:

- Service Manager Server Language Pack
- Service Manager Web Client Language Pack
- Service Manager Eclipse Client (RCP) Language Pack
- Service Manager Calendar Language Pack

You can select to deploy one or more or all of them on the corresponding platform. For example, you may want to install the Server, Web Client and Calendar language packs on one machine, and to install only the Eclipse Client language pack on another machine.

🛑 If you have HP QuickTest Professional (HP QTP), HP QTP Java add-in, and Service Manager Eclipse Client installed on the same target machine, be sure to remove the JAVA_TOOL_OPTIONS variable for the duration of a language pack installation. Otherwise, as a result of the incompatibility with HP QTP, a "Picked up JAVA_TOOL_OPTIONS: -agentlib:jvmhook" error will occur during the language pack installation.

Items the Service Manager Open L10N Solution Does Not Localize

The following items will not be localized using the Service Manager Open L10N solution:

- SM Server Installer

- Help Server Installer and its contents

- Client Installer

- Configuration tool

- Strings that are not localized in the regular language packs provided by HP

- Localized search capability in the Knowledge Management and IR-Expert modules of SM will not be affected by the Open L10N language packs.

- This solution will not allow adding languages that Service Manager or the DB in use does not allow (because of problems like non-supported collations etc.).

Installing a New Language Pack

This section describes how to install a new language pack in Service Manager. Note that if you are installing a language pack of any language that is not listed in the SM language table or does not use the standard Java locale code, you need to perform an extra step to edit the Service Manager language table; otherwise the language pack installation will fail.

Editing the Service Manager language Table

Some target languages that Language Builder supports are either not listed in the Service Manager language table or do not use the standard Java locale codes. Table 1 provides some examples of such languages.

Before installing a language pack of such a language, you must add its language ID to the Service Manager language table or change its Service Manager language ID to the one in Language Builder.

For example, before installing a Vietnamese language pack, you need to add `Vietnamese` and its language ID `vi` to the Service Manager language table; before installing a Chinese Simplified language pack, you need to change its Service Manager language ID (`zh-Hans`) to `zh-CN`.

Table 1   Examples of Mismatched language IDs in Language Builder and Service Manager

Language	Language ID in Language Builder	Language ID in Service Manager
Chinese Simplified	zh-CN	zh-Hans
Hindi	hi	/
Indonesian	in	/
Malay	ms	z3
Thai	th	z2
Vietnamese	vi	/

Installing a Language Pack

As an example, the following steps illustrates how to deploy a Hebrew language pack in Service Manager on Windows.

⚠ Stop the Service Manager Eclipse client before you install the RCP (Eclipse client) language pack. Failure to do so will cause the installation process to get stuck.

1   Check that JDK or JRE 1.4 or higher has been installed on the target machine.

> ▶ Only the Web tier and Calendar require full JDK. The Eclipse Client and Server require only JRE.

2   (If you are going to deploy the Server language pack component) Before installing the Language pack, make sure you can start the Service Manager server and log on.

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.

3   Navigate to the directory where the setupwin32.exe language pack is located. Double-click setupwin32.exe.
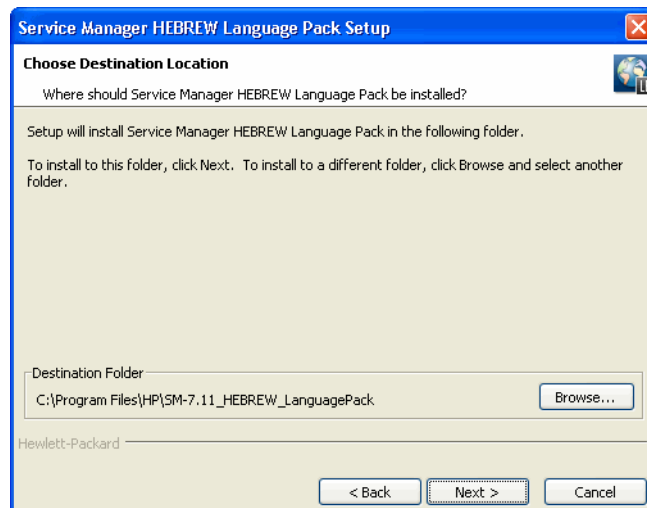
The Language Selection window opens.
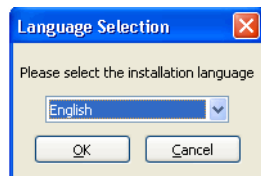
Currently, only the **English** installation language is available. Click **OK** and then **Yes** to continue.
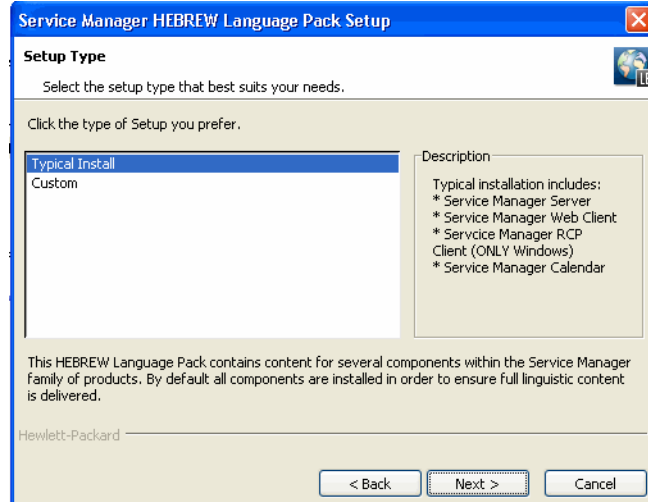
4   Review and accept the license agreement. Click **Next**.

The Choose Destination Location window opens.

5   Accept the default location or browse to another directory to install the language pack. Click **Next**.

6   Select the setup type that best suits your needs: **Typical Install** or **Custom**.


— Select **Typical Install** to deploy all the language pack components on your system. Click **Next** to proceed to .

— Select **Custom** to deploy one or more components on your system. In most cases, you should select this type, and then click **Next**. The Select Components window opens. Select the components you need. Click **Next**.
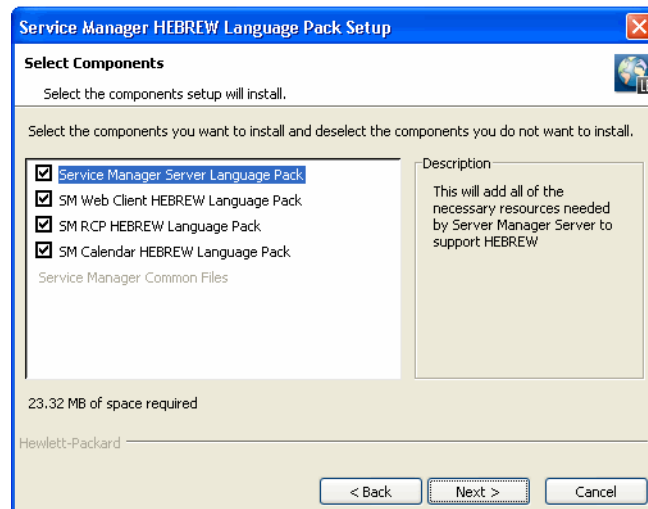
7 Specify the installation directories of the installed Service Manager components you wish to localize. Check the **Websphere Application Server** checkbox only when you have deployed an EAR file for the web tier on Websphere Application Server. Click **Next**.
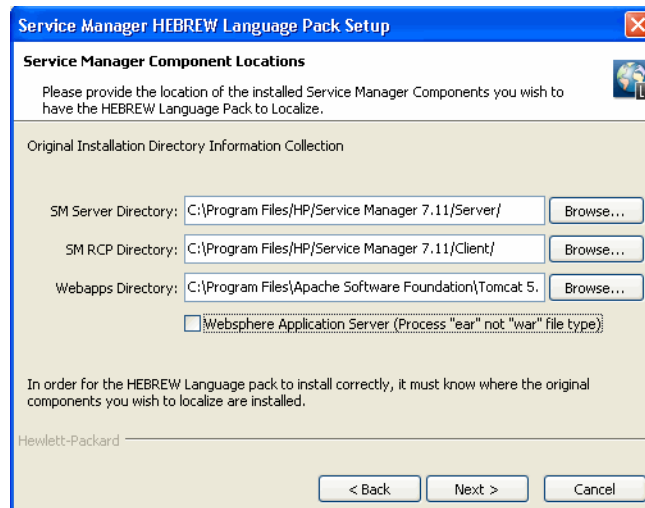
8 Review your settings. If anything wrong, click **Back** to make corrections and repeat the required steps. Otherwise click **Next**.
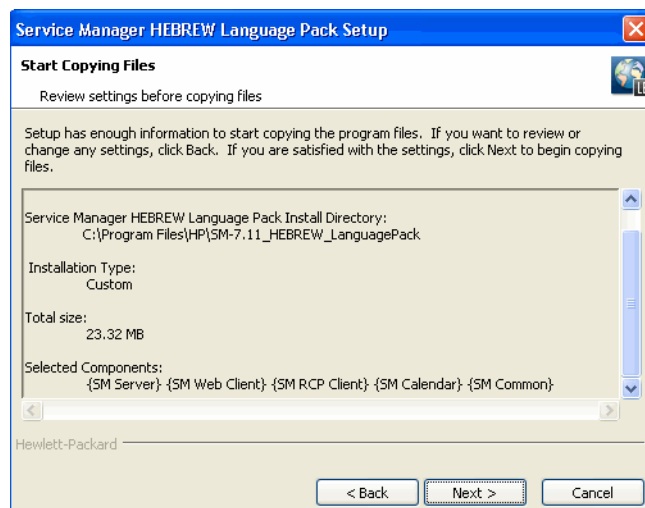
9   The installation of the language pack components begins.
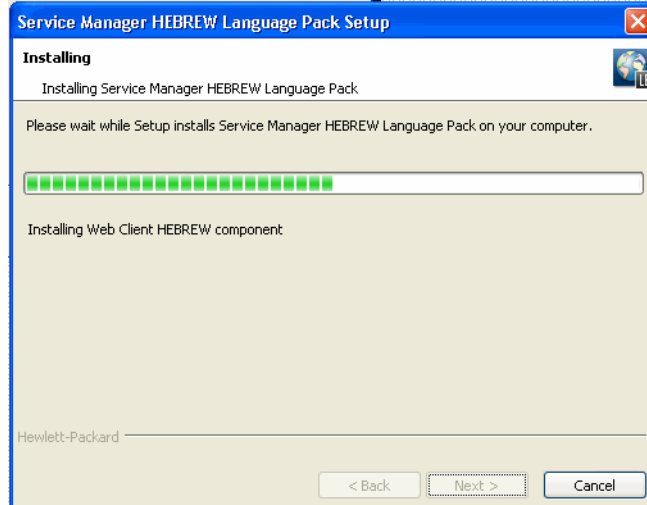
Wait until the installation is complete.

(If you installed the Server language pack) A black window pops up at this point. The server is uploading language data into your database. This may take 20 to 40 minutes or even more depending on your server and database server performance.
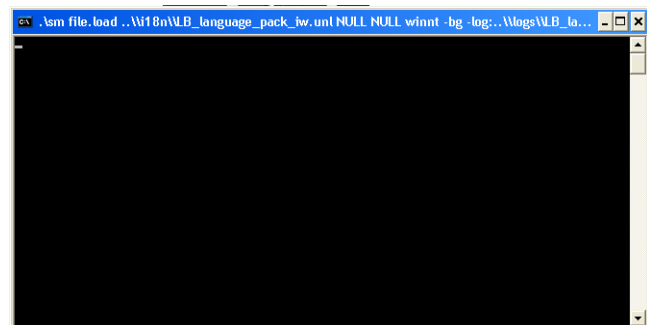
➤   If you are installing a language pack on a Unix/Linux system, this black window will not appear. Instead, the process will be running in the background.

10   Click **Finish** to exit the installation wizard.

11 (If you installed the Server language pack) Wait until the server has completed the data uploading (that is, until the black window has disappeared), restart your application server.

The language pack now has been successfully deployed in Service Manager.

➤ To check if the data uploading process running in the background on a Unix/Linux system is complete, do the following:

1 Run the `ps -aef` command.

2 Check to see if there is any entry that contains the following information:

./sm file.load ../i18n/

If there is no process that contains the information, the language pack installation is complete.

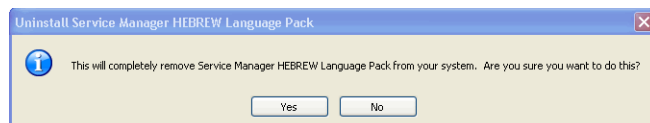# 2 Uninstalling a New Language Pack from Service Manager

When you installed a new language pack on your system, an Uninstall executable file (`_uninstall.exe`) was created in the language pack installation directory. This file can only uninstall the language pack from your Service Manager Eclipse client, that is, it cannot uninstall the language pack from your Service Manager Sever, Web tier, or Calendar. The new language installed on your Service Manager Server will still be active when users log in unless you disable it manually.

This chapter describes how to uninstall a new language pack from the Service Manager Eclipse client, and how to disable a new language installed on your Service Manager Server.

Uninstalling a New Language Pack from the Service Manager Eclipse Client

As an example, the following steps describe how to uninstall a new language pack from your Service Manager Eclipse client on Windows:

1   Navigate to the installation directory of the new language pack. For example, C:\Program Files\HP\SM-7.11_HEBREW_LanguagePack.

2   Double-click `_uninstall.exe.`

3   A dialog opens to confirm if you wish to uninstall the language pack.

4   Click **Yes**.

The uninstall process begins.

5   Wait until the uninstall is complete. Click **Finish**.

The language pack now has been successfully removed from your Service Manager Eclipse client.

Disabling a New Language on the Service Manager Server

If you want a new language installed on your Service Manager Server to be invisible to users, follow these steps:

1   Log on to Service Manager as **falcon**.

2   Click **Menu Navigation** > **Tailoring** > **Database Manager**.

3   Type **language** in the Table field, and then click **Search**. A table appears.

4   Double-click the row in which the Format Name and File Name are **language**.

5   Click **Search**. A list of languages opens.

6   Select the new language, for example, **Arabic**.

7   On the Language Identification pane, uncheck the **Active for logins** check box.

8   Click **OK**.

3 Troubleshooting

This chapter describes some issues that might occur during or after installation of a new language pack, and provides the solutions.

Error when logging in to Change Calendar after successful installation of a language pack

Issue

After successful installation of a language pack, the following error message appears after logging into Change Calendar.

```
System Error
A system error occurred.
Please contact your administrator.
```

Solution

Contact your Service Manager administrator to ensure that the Web tier server and Calendar started correctly without exceptions or errors. Restart the application server (Tomcat/Websphere/Weblogic) and Service Manager Server if necessary.

Error when running language pack installer on Linux

Issue

You get an error as follows when trying to run the language pack installer on Linux, using sudo or changing from an ordinary user to root/privileged user:

```
Xlib: connection to ":1.0" refused by server
Xlib: No protocol specified


This will install Service Manager HEBREW Language Pack on your computer.
Continue? [n/Y]
```

Solution

Temporarily disable access control to allow clients to connect from any host as follows:

```
xhost +
```

Please do not run in command line interface mode.

Service Manager fails to start or fails to restart on Windows

Issue

On Windows, Service Manager fails to start or fails to restart via the Windows services interface.

Solution

Do the following:

1 Stop the Service Manager Windows service.

2 When the service is stopped, run the following command in the <Service Manager Server>/RUN directory.

   sm.exe -shutdown

3 Double-click the sm.exe file to start Service manager.

Error when installing a language pack on Non-Windows platforms

Issue

During Language Pack installation on Non-Windows platforms, an error may pop up as follows:

```
User running SM Server process could not be Retrieved.
```

```
Could not retrieve user running SM server process. Please make sure SM
server is running and try to install the Language Pack again. Choose Custom
and SM server component only.
```

Solution

While the Language Pack has failed to install on the Service Manager server, all other selected components have installed successfully.

Do the following:

1   Make sure that the Service Manager Server is running.

2   Install the language pack again. Select **Custom** install and select only the Service Manager server component.

Installation console prompts "No Directory" when installing a language pack on Unix

Issue

When installing a language pack on Unix, the installation console prompts an message: "`No Directory`".

Solution

Do the following:

1   Make sure that the following directory exists: `/home/<username>`, where `<username>` is the username that was used to start the Service Manager Sever.

2   Re-install the language pack.

Language pack installation fails on Unix

Issue

When installing a language pack (containing the Server component) on Unix, the installation fails without error messages.

Solution

After clicking **Finish** on the installer GUI, do the following immediately:

1   In the shell console that is running the language pack installer, run the following command: `ps -ef|grep sm`

2   Check if the following process is running: `load.sh`

   ▶   If `load.sh` is running, the language pack installation is running successfully; otherwise the installation has failed.

If the installation has failed, do the following:

1   Run the `su -<username>` command.

2   Make sure that the LD_LIBRARY_PATH and ORACLE_HOME variables are correctly configured.

3   Re-install the language pack.