

# HP Service Manager Open Localization Toolkit

For HP Service Manager 7.10 and 7.11

Software Version: 2.5

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## User Guide

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# 1 Introducing the HP Service Manager Open Localization Toolkit

The HP Service Manager Open Localization Toolkit enables HP partners to localize Service Manager into non-supported languages.

The HP SM Open Localization Toolkit 2.5 is supported for Service Manager 7.10 and 7.11. It may also be supported for future versions of Service Manager. For information on Service Manager version support, contact your HP SM Open Localization Toolkit supplier.

This chapter includes:

- [HP Service Manager Open Localization Toolkit](#) on page 8
- [HP Language Builder](#) on page 9
- [Language Builder Configuration File](#) on page 9

# HP Service Manager Open Localization Toolkit

The HP Service Manager Open Localization Toolkit includes the following:

- *HP Language Builder*. HP Language Builder is a tool for HP partners to use to localize Service Manager into non-supported languages. For a list of the localization languages HP Language Builder supports, see [Appendix A, Supported Languages for Language Builder](#).

HP partners use Language Builder to export translatable content from HP Service Manager. After the partners send the content to be translated and receive it back, they create language packs using Language Builder and then send them to customers. Customers deploy the language packs in Service Manager using the unload mechanism of Service Manager. For more information about Language Builder, see [HP Language Builder](#) on page 9.

- *HP Service Manager Open Localization Toolkit Documentation*. The following documents are available in the Documentation folder on the HP Service Manager Open Localization Toolkit installation CD.
  - *User Guide* (this document).
  - *HP Service Manager Localization Rules*. This document contains a set of translation guidelines specific to Service Manager. This information should be sent to the localization vendors.
  - *Language Pack Installation Guide*. This document should be sent to your Service Manager customers who will install a new language pack created by this toolkit.

## Items the Service Manager Open Localization Toolkit 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

In addition, this solution has the following limitations:

- Localized search capability in the Knowledge Management and IR-Expert modules of Service Manager will not be affected by the Open L10N language packs.
- This solution does not allow adding languages that Service Manager or the DB in use does not allow (because of problems like non-supported collations etc.).



# HP Language Builder

HP Language Builder provides the following functionality:

## **Export**

You use the **Export** option to extract translatable content from HP Service Manager. The content is extracted as a set of localizable files in a specific folder structure as described in [Exporting Content for Translation](#) on page 22.

## **Create Language Installer**

You use the **Create Language Installer** option to import translated content into your installed Service Manager and then create new language packs. The new language packs can then be deployed in HP Service Manager.

## Language Builder Configuration File

Language Builder exports and imports resources based on an XML configuration file that is compatible with HP Service Manager.

As a part of the HP Service Manager Open Localization Toolkit, Language Builder includes two XML configuration files for Service Manager 7.10 and 7.11, respectively. Both configuration files support localization of the following Service Manager components:

- Server
- Web tier
- Eclipse Client
- Change Calendar

Before running Language Builder, you may need to modify the configuration file. For more information, see [Setting Up Language Builder Configuration File](#) on page 13.



XML configuration files for future major versions of Service Manager will be available from HP.



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## 2 Getting Started with Language Builder for Service Manager

This chapter describes how to set up and configure Language Builder to be used with Service Manager as a part of the HP Service Manager Open Localization Toolkit.

This chapter includes:

- [System Requirements](#) on page 12
- [Setting Up Language Builder](#) on page 13

# System Requirements

To install and run Language Builder for Service Manager, your computer must meet the following minimum system requirements:

- Operating System:**
- Windows Server 2008 (supported and tested)
  - Windows Server 2003 (supported but not tested)
- Memory:** Minimum of 3 GB
- Color Settings:** Minimum of High Color (16 bit)
- Graphics Card:** Graphics card with 4 MB video memory (8 MB and above recommended).
- Note:** The command line version requires no graphics card.
- Free Hard Disk Space:** 80 MB of free disk space for application files and folders. You must also have an additional 500 MB of free disk space for storing translated content folders.
- Software Prerequisites:** The following software applications must be installed on the same machine:
- Java (TM) SE Development Kit 6 or later (for installation package and instructions, see <http://java.sun.com>). In addition, the following conditions must be met:
    - The JAVA\_HOME environment variable is set to the path of JDK 1.6 or later on your system.
    - “%JAVA\_HOME%\bin” is listed as a value of the PATH environment variable.
  - InstallJammer 1.2.13 or higher (supported, tested and recommended). **Note:** Other installer tools such as InstallAnywhere and InstallShield are also supported but not tested.
  - Service Manager
    - required: Server, Eclipse Client, and Web Tier
    - optional: Change Calendar
- Warning:** If any of the required components is not installed on the machine, Language Builder will fail to export translatable content from Service Manager.

# Setting Up Language Builder

To use Language Builder for Service Manager, you must install Language Builder on your system, set up the configuration file for Service Manager, and configure Language Builder for Service Manager.

## Installing Language Builder

To install Language Builder, follow these steps:

- 1 Insert the HP Service Manager Open Localization Toolkit installation CD into the CD drive.
- 2 Navigate to the Language Builder folder.
- 3 Run the setup file.

The default installation location is: %ProgramFiles%\HP\LanguageBuilder\

## Setting Up Language Builder Configuration File

After installing Language Builder, you must set up the Language Builder configuration file `setupLP_SM_7.10.xml` for Service Manager 7.10 or `setupLP_SM_7.11.xml` for Service Manager 7.11.

- 1 Navigate to <Language Builder installation directory>, and open the XML configuration file for Service Manager 7.10 or 7.11 in a text editor.
- 2 Check the following property values and modify them if needed.

**Table 1 Properties to be Checked**

Property Name	Default Value	Description
<i>GPM Values Start</i>		
SM_Version_Major SM_Version_Minor SM_Version_Sub_Minor	7 10 or 11 .043 or empty	The major, minor and subminor version numbers of Service Manager. Note: If your Service Manager does not have a subminor, leave it empty (default).
SM_Version_Sub_Minor_MAS K	XXX	This is simply a placeholder for all sub-minor values. It is used to mask the real subminor. Currently set to XXX. It can be whatever you would like.
LB_ROOT	C:/Program Files/HP/ LanguageBuilder	The home directory of Language Builder.
PRODUCT_ROOT	C:/Program Files/HP/Service Manager \${SM_Version}	The installation directory of the Service Manager Server and Eclipse Client.

**Table 1 Properties to be Checked (cont'd)**

<b>Property Name</b>	<b>Default Value</b>	<b>Description</b>
DB_HOST	localhost	The host name or IP address of the Service Manager database host (running SQL Server or Oracle).
DB_NAME	sm700_demo	The Service Manager database name.
DB_USERID	sm7	The login name used to access the Service Manager database.
DB_PASSWORD	openview	The password of the login name used to access the Service Manager database.
DB_ENCODING	utf-8	It should be utf-8, which then covers all languages. Make sure that your database supports this encoding.
MS_SQL_FLAG	true	If you are using a SQL Server database, turn this flag on and ORACLE_FLAG off, and vice versa.
MS_SQL_INSTANCE	MSSQLSERVER	SQL Server instance name.
ORACLE_FLAG	false	If you are using an Oracle database, turn this flag on and MS_SQL_FLAG off, and vice versa.
ORACLE_TYPE	oracle:thin	Oracle database type.
ORACLE_PORT	1521	Oracle database port number.
LP_COMPONENT_ROOT	C:\HP_BTO	Root directory of the payload to be delivered to the customer's machine. This directory will be deleted/created/modified. Hence it must be a location that exists and has full user access (read/write). It is used to package all files to be delivered to the target machine.

**Table 1 Properties to be Checked (cont'd)**

<b>Property Name</b>	<b>Default Value</b>	<b>Description</b>
APP_SERVER	Tomcat	Service Manager Web tier application server. Currently, only Tomcat and WebLogic are supported and tested.
APP_SERVER_VER	5.5	Version number of the web application sever.
WEBAPPS_DIR	C:/Program Files/Apache Software Foundation/Tomcat 5.5/webapps	The location of the web archive files to be deployed (Webtier and Calendar war files). For Tomcat, this is the webapps directory.
INSTALL_GEN	InstallJammer	The binary tool to be used to create a Language pack. The default is InstallJammer, which is supported and tested. <b>Note:</b> Other installer tools such as InstallAnywhere, and InstallShield are supported but not tested.
INSTALL_GEN_DIR	C:/Program Files/InstallJammer	The location where the installer tool is installed.
INSTALL_GEN_TEMPLATE_DIR	\${INSTALL_GEN_DIR}/HP_config	The directory that contains the installer tool configuration files.

**Table 1 Properties to be Checked (cont'd)**

Property Name	Default Value	Description
INSTALL_GEN_TEMPLATE	SM_LP.mpi	The master configuration file which defines both the contents of the language pack and logic to run on the target machine (e.g. pre/post install scripts). You may wish to use your own configuration, or modify the HP version. If this is the case, this value should point to your own configuration file.
LP_OUTPUT_DIR	\${LB_SCRATCH_DIR}/SM_LP	The target location for the language packs to be created.
PLATFORMS	--platform Windows --platform Linux-x86 --platform AIX-ppc --platform Solaris-sparc --platform Solaris-x86 --platform HPUX-hppa	The platforms to be supported by the language packs. <b>Note:</b> You cannot add additional platforms, however you can remove some platforms as needed.

- 3 (For experts only) Modify the `createSM_LP` entity if you want Language Builder to use an installer tool other than InstallJammer. See also the descriptions of `INSTALL_GEN`, `INSTALL_GEN_DIR`, `INSTALL_GEN_TEMPLATE_DIR`, and `INSTALL_GEN_TEMPLATE` in [Table 1](#).

Currently only InstallJammer is supported and tested. However this section can be customized to support InstallAnywhere or InstallShield. All values need to be changed for this entity and therefore it is only for experts.

```
<entity name="createSM_LP" interface="com.hp.mls.ifs.IImporter"
actor="${Script}">
...
</entity>
```

- 4 If Change Calendar is not installed on your system, remove all the Change Calendar related lines from the configuration file. For details, see [If Change Calendar is not installed on your system](#).
- 5 Save your changes to the configuration file.

### If Change Calendar is not installed on your system

The out-of-the-box Language Builder configuration files assume that you have Change Calendar installed on your system. If Change Calendar is not installed on your system, remove the following lines from the Language Builder configuration file.



```

<!-- Extracts Change Calendar properties files -->
<type name="translatableChangeCalendarType">
  <vars />
  <userExits>
    <process interface="{Exporter}">
      <copy src="{%?{Lpath}%" dst="file://{ORIG_CHANGE_CALENDAR}/
        {%?{LOFFSET}%/}{%?{Lpath}%" report="true" failOnError="true" />
    </process>
  </userExits>
</type>

```

```

<!-- Change Calendar -->
<entity name="calendar.war" type="" parent="webClient" path="calendar.war"
actor="{Zip}">
  <entity name="" actor="{FileSet}">
    <include path="WEB-INF/classes/CalendarMessages.properties"
      type="translatableChangeCalendarType" />
  </entity>
</entity>

```

```

<!-- Add Change Calendar content/properties files to Payload directory for
new Language Pack -->
<entity name="createSM_Change_Calendar_LP_Content"
interface="com.hp.mls.ifs.IImporter" actor="{Script}">
  <!-- Copy the webtier.jar content -->
  <copy src="file://{%LROOT?{LROOT}:%}/{%?{LLANGUAGE.localeDisplay}%/
    Calendar/calendar.war/WEB-INF/classes/CalendarMessages.properties"
    dst="file://{LP_CHANGE_CALENDAR}/calendar.war/WEB-INF/classes/
    CalendarMessages_{%?{LLANGUAGE.localeDisplay}%.properties" report="true"
    failOnError="true" />
</entity>

```

```

<!-- Extract Change Calendar resources -->
<entry entity="calendar.war" interface="{Exporter}" />

```

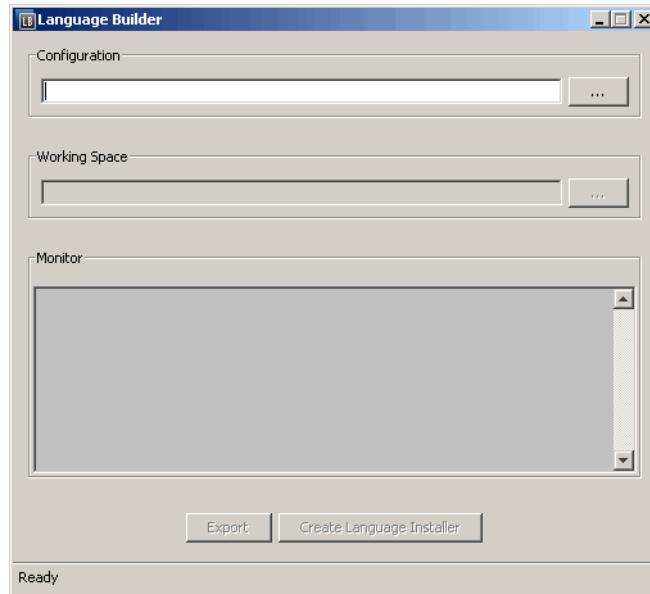
## Configuring Language Builder for Service Manager

To configure Language Builder for Service Manager:

- 1 Launch Language Builder on your system.

Double-click the LB icon on your desktop.

The Language Builder window opens.



Each option of this window is described in the following table.

Option	Description
Configuration	The path of the XML configuration file for Service Manager.
Working Space	The folder path for storing exported and translated content.
Monitor	Displays a log of exported or imported files.
Export	Enables you to export content to the working space folder.
Create Language Installer	Enables you to create a new language pack for Service Manager based on the translated content.
status bar	Displays the Language Builder status in real time.

- 2 Specify a configuration file:
  - a In the Configuration edit box, browse to the *<Language Builder installation>* folder.
  - b Select the XML configuration file for Service Manager 7.10 or 7.11.
  - c Click **OK**.
- 3 Create a working space:

- a Create a folder on your system, for example, C:\workdir.
  - b In the Working Space edit box of Language Builder, browse to the folder you created.
  - c Click **Open**.
- 4 (Optional) Set default values for the configuration file and working space folders:

- a Locate the *<Language Builder installation folder>\lb.conf* file and copy the paths as shown in the following example:

```
CONFIGURATION_FILE= <configuration file path>
```

**Example:** CONFIGURATION\_FILE=C:/Program Files/HP/Language Builder/  
setupLP\_SM\_7.10.xml

```
WORKING_SPACE_DIR= <working space directory path>
```

**Example:** WORKING\_SPACE\_DIR=C:/workdir

- b Replace backslashes with forward slashes.

The next time you open Language Builder, the default values you set here are displayed automatically in the Language Builder window. You can set the default values at any time after installation, and you can change the default values as needed.



---

## 3 Working with Language Builder for Service Manager

This chapter describes how to export content from Service Manager using Language Builder, translate the exported content, and use the content to create a new language pack to be deployed in Service Manager.

This chapter includes:

- [Exporting Content for Translation](#) on page 22
- [Translating Exported Content](#) on page 24
- [Creating Language Packs](#) on page 25

# Exporting Content for Translation

This section describes how to extract content so that it can be translated and imported back to create language packs.

## If Service Manager Is Using a SQL Server Database

If your Service Manager is using a SQL Server database, do the following before running the export process:

- 1 Make sure that the SQL Server Browser service is started on your system.
- 2 Make sure that TCP/IP access is enabled for your SQL Server.
  - ▶ TCP/IP is disabled by default on Microsoft SQL Server 2005 Express edition. TCP/IP may also be manually disabled on other editions of Microsoft SQL Server 2005.

## (Optional) Creating Your Own excludeStrings.str File

Some lines in the content exported from Service Manager should be excluded from translation. The exclusion is relevant only to all three DB files (Format, Messages, and Help). The DB files will be divided into two types of files during export:

- \*.properties files, which contain the strings to be translated.
- \*\_delta.str files, which contain the strings not to be translated. The English strings will be loaded back to the translated content during the import process. See [Creating Language Packs](#) on page 25.

During export, Language Builder excludes lines in the following way:

- 1 Language Builder looks for an STR (string key or string value) file named excludeStrings.str in your working space, which specifies the lines that should be excluded from translation.
  - If such a file exists, Language Builder copies this file to the <Language Builder installation directory>\scratch\_dir folder.
  - If such a file does not exist, Language Builder copies a default excludeStrings.str file packed in the <Language Builder installation directory>\g11n-smresource.jar file to the above scratch\_dir folder.
- 2 Language Builder generates \*\_delta.str files based on the excludeStrings.str file in the scratch\_dir folder.

You are allowed to create your own excludeStrings.str file. Normally, you do so by extending the default exclusion:

- 1 Decompress the <Language Builder installation directory>\g11n-smresource.jar file.
- 2 Copy the default excludeStrings.str file, and add more entries to it.

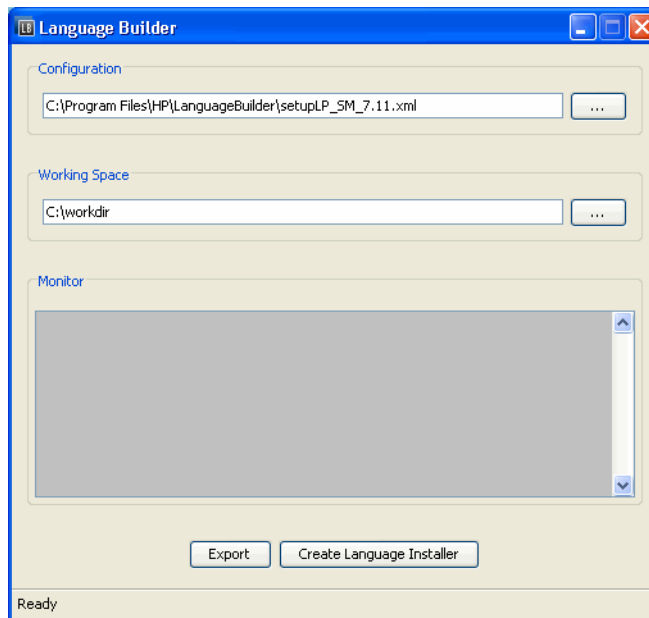
**Note:** Make sure that the entries that you add follow the same format of the other strings: “<string-key>,<string-value>”.
- 3 Place the new excludeStrings.str file in the working space directory. See [step 3](#) on page 23.

## Running the Export Process

Before exporting, you may need to modify the Language Builder configuration file. See [Setting Up Language Builder Configuration File](#) on page 13.

To export content for translation:

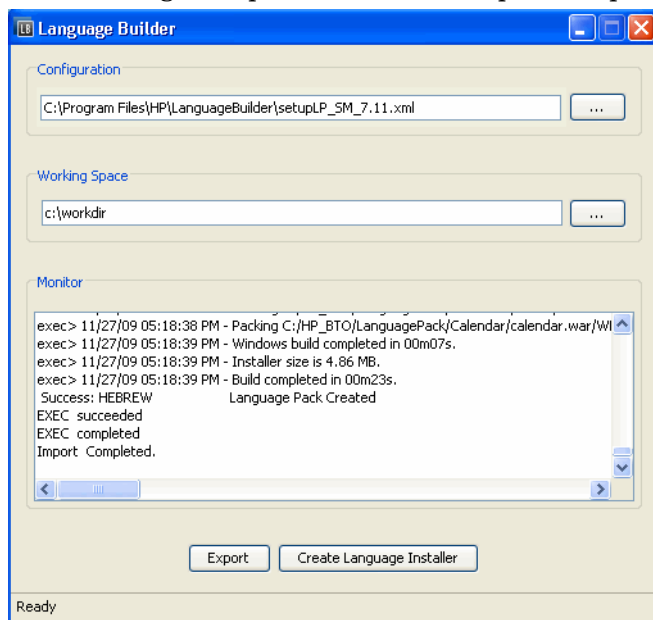
- 1 Start Language Builder as described in [Configuring Language Builder for Service Manager](#) on page 18.
- 2 If needed, specify the configuration file (for example, setupLP\_SM\_7.11.xml) and working space as described in [Configuring Language Builder for Service Manager](#) on page 18.



- 3 (Optional) If you want Language Builder to use your own excludeStrings.str file, place it in your working space directory (for example, C:\workdir\excludeStrings.str).
- 4 Click **Export**. The status bar displays the export progress. The Monitor box lists the exported files.

While exporting, Language Builder creates a new folder named `orig` in the working space folder, containing the exported content in the following subfolders: Calendar (only when Change Calendar is installed), CWC, RCPCClient, RCPFramework, Server, and WebClient.

The following example illustrates a completed export:



➤ If the export fails, check the log file in <Language Builder installation directory>\logs. Fix the problems indicated in the log file, and re-run the export.

- 5 Click **Close** to exit Language Builder.

The `orig` folder content is now ready for translation.

## Translating Exported Content

After you export content, it must be translated to the target language(s). This section provides instructions on how to manage content translation.

➤ This section is intended for software localization professionals. It assumes some understanding of localizing software products, knowledge of which items need to be translated, and knowledge of the relevant translation tools.

HP Language Builder is not a translation tool, and hence does not provide any translation or translation memory features. It is recommended that Language Builder users either use a translation tool (such as Passolo or Trados) or use the services of professionals that use such kinds of tools.

To access, configure, and translate exported content:

- 1 Ensure that you have received a copy of:
  - *HP Service Manager Localization Rules*. Make sure that your translations meet the guidelines and requirements described in this document.
- 2 Create a copy of the `orig` folder that was created during the export process, and rename the copied `orig` folder as <new\_lang> according to the target language abbreviations listed in [Appendix A, Supported Languages for Language Builder](#). For example, `da` for Danish.



Do not delete or move the `orig` folder from the working space folder.



- 3 Translate each file in the <new\_lang> folders, but do not translate those suffixed with `_delta.str` (for example, `format_delta.str`).



Do not rename any files or folders in the target language folder, including the files named `en.js`.

## Creating Language Packs

When the exported content is translated, you can import the translated content into your installed Service Manager and then create new language packs.

Before running the import process, you may need to create or edit language IDs in Service Manager, depending on your target languages.

### Creating or Editing Language IDs in Service Manager



This step is only required for target languages that either are not listed in the Service Manager language table or do not use the standard Java locale codes.

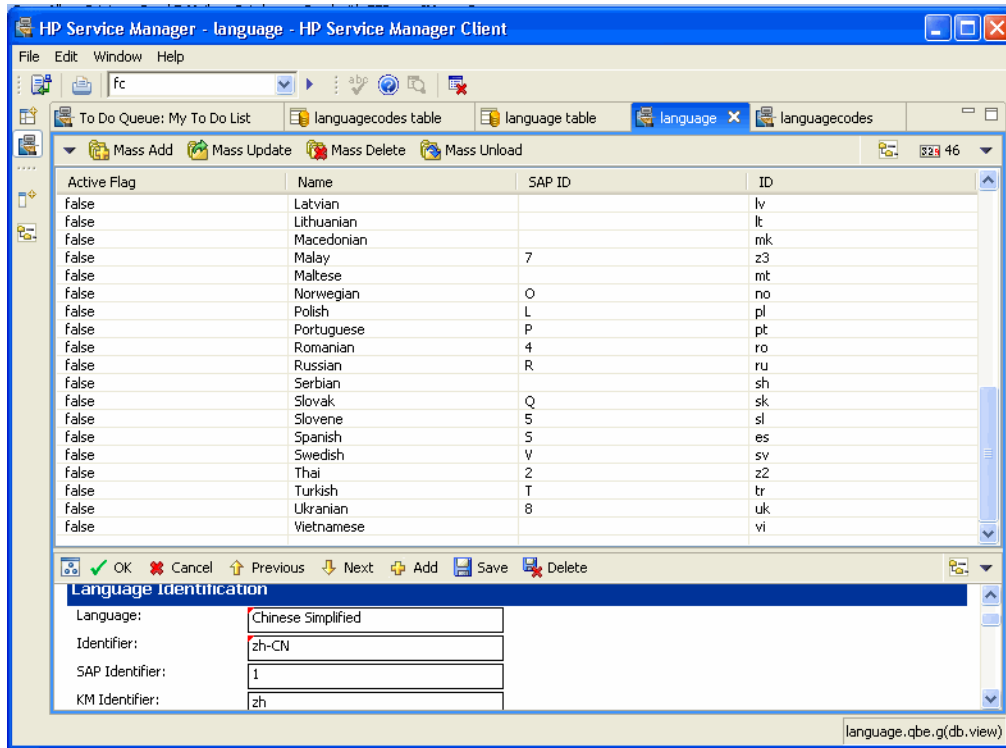
[Appendix A](#) lists all the languages that Language Builder supports. Some of these languages (for example, Vietnamese) are not listed in the Service Manager language table, and some (for example, Chinese Simplified) have different language IDs in Language Builder and Service Manager. See [Table 2](#) for some examples of such languages.

**Table 2 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	/

Before running the import process for such a target language, you need to either create or change its language ID in the language table based on its language ID listed in [Appendix A](#). Failure to do so will cause the import process to fail.

As an example, the following screenshot shows that a new language definition Vietnamese (ID: vi) is created and the language ID for Chinese Simplified is changed from zh-Hans to zh-CN.

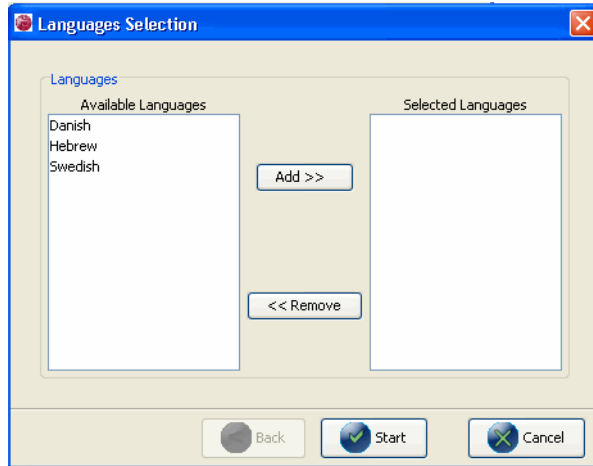


## Running the Import Process

To run the import process:

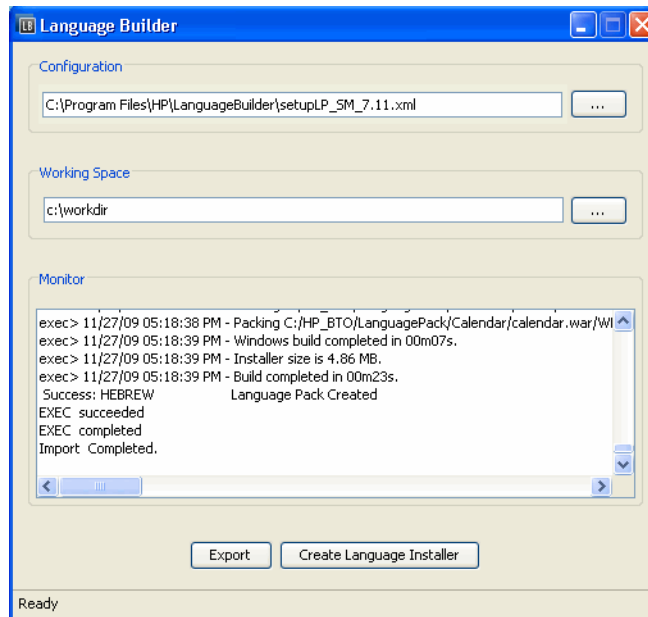
- 1 Start Language Builder. If needed, specify the language Builder configuration file and working space, which must be the same as you specified during the export process.
- 2 Copy the <new\_lang> folders to the working space. The working space should now contain several folders, including orig and each target language, for example, <new\_lang1>, <new\_lang2>, and <new\_lang3>.
- 3 If you want to use your own license file for the language packs, save the file as: <Working Space Directory>\SM\_LP\_LICENSE.txt. Otherwise Language Builder will use a default license file. **Note:** As an HP partner, you are responsible for managing the content of the language pack license file.

- Click **Create Language Installer**. The Languages Selection dialog box opens. The available target languages appear in the left-hand pane, which correspond to the <new\_lang> folders in the working space.



- Select the target languages. Make sure that the languages correspond with the <new\_lang> folders.
- Click **Start**. Language Builder begins the import process to create a language pack for each language you selected.

The following example illustrates a successful import.



- Check that the language packs have been successfully created in the  $\{\text{LP\_OUTPUT\_DIR}\}$  <new\_lang> folders (default: C:\Program Files\HP\LanguageBuilder\scratch\_dir\SM\_LP\<new\_lang>). The platforms supported by the language packs may vary depending on the PLATFORMS property defined in the XML configuration file (see [Table 1](#) on page 13). By default, the following language packs are created for each target language:
  - setupAIX.bin
  - setupHP-UX.bin
  - setupLinux.bin

- setupSolaris.bin
- setupSolarisX86.bin
- setupwin32.exe

# 4 Troubleshooting

This chapter describes some Language Builder related issues and provides the solutions.

## Language Builder fails to export localizable content and displays errors

### Issue

Language Builder fails to export localizable content and displays errors similar to those below:

```
Export started
EXEC started
Executing [ cmd.exe /c mkdir C:HPLanguageBuilder/scratch_dir]
exec-error> The syntax of the command is incorrect.
Failure: Failed to create directory: C:HPLanguageBuilder/scratch_dir
Failure: [Exit code: 1]
EXEC failed
```

### Solution

Set the correct path to the Language Builder installation in the XML configuration file, taking care to use only forward slashes (NOT backslashes).

For example:

```
<property name="LB_ROOT" value="C:/HP/LanguageBuilder"/>
```

# Language Builder shortcut icon remains on Windows desktop

## Issue

On Windows platforms, the Language Builder shortcut icon is still shown on desktop after Language Builder is successfully uninstalled.

## Solution

Restart Windows, and the shortcut icon will disappear.

# A Supported Languages for Language Builder

The following table lists the abbreviations for supported language locales (in alphabetical order):

<b>Languages</b>	<b>Abbreviation</b>
Arabic	ar
Bokmal Norwegian	nb
Bulgarian	bg
Catalan	ca
Croatian	hr
Czech	cs
Danish	da
Dutch	nl
English	en
Estonian	et
Finnish	fi
French	fr
German	de
Greek	el
Hebrew	iw
Hindi	hi
Hungarian	hu
Icelandic	is
Indonesian	in
Italian	it
Japanese	ja
Korean	ko
Latvian	lv
Lithuanian	lt
Macedonian	mk

<b>Languages</b>	<b>Abbreviation</b>
Malay	ms
Norwegian	no
Polish	pl
Portuguese	pt
Romanian	ro
Russian	ru
Simplified Chinese	zh_CN
Slovak	sk
Slovene	sl
Spanish	es
Swedish	sv
Thai	th
Turkish	tr
Ukrainian	uk
Vietnamese	vi