HP Service Manager

Software Version: 9.41

For the supported Windows® and UNIX® operating systems

Language Pack Installation Guide

Document Release Date: September 2015
Software Release Date: September 2015

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Contents

Introduction

This document includes the requirements and instructions for installing the HP Service Manager 9.41 language pack components. This document consists of the following sections.

Language pack installation checklist

Use the following steps to install the HP Service Manager 9.41 language packs.

Task	Description
1	If you have not done so already, install the Service Manager components listed in "Prerequisites" on page 4. See the localized versions of the *HP Service Manager 9.40 Interactive Installation Guide* on the Language Pack installation CD for installation instructions for these components.
2	Back up your Service Manager applications data.
3	Install the Service Manager server language pack. **Note:** Each language has its own separate installation package. To install multiple language packs, you will need the installation packages for all your desired languages. See "Installing language pack" on page 3.
4	If you want to provide localized online help from a central web server, install the localized help for the language you want to support. See "Installing localized help" on page 16. **Note:** Minor.minor releases of Service Manager (such as SM 9.33) do not provide localized versions of the Service Manager online help.
5	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, follow these steps: 1. Install the Client Configuration Utility from the English installation CD. Note that this utility has been updated since SM 9.32. See the localized *HP Service Manager 9.40 Interactive Installation Guide* on the Service Manager 9.40 Language Pack installation CD for instructions on using the Client Configuration Utility. 2. Open the Client Configuration Utility and customize any additional settings for your multi-language Windows client. 3. Deploy the customized and localized Windows client installer to your development environment.

Installing language pack

The procedure described in this section is specifically for applying language packs for HP Service Manager 9.41.

> **Note:** Unlike previously release language packs, Service Manager 9.41 language packs are designed to use Applications Patch Manager for installation.
>
> The Applications Patch Manager described here is the same as the Applications Patch Manager that you use to apply regular applications patches and Applications Content Packs, except that it has been extended to support language packs.

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 applications forms in.

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

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

> **Note:** All steps described in this section must be performed in the Windows client. Applying a language pack using the web client is not supported.

Windows installation requirements

- Compatible Windows operating system (See the Service Manager support matrix)

  - Install the most current Windows updates

  - Install the Service Manager language pack for Windows

- Existing Service Manager server installation

  - Back up your applications 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 Service Manager language pack for Unix

- Existing Service Manager server installation

  ○ Back up your application data

- 50 MB disk space per language installed

Prerequisites

Installing a Service Manager 9.41 language pack with Applications Patch Manager requires the following prerequisites.

- Service Manager 9.41 server and Windows client

- Service Manager 9.41 Applications (in English)

- Before you can install the latest language pack on top of the Service Manager 9.41 applications, your system must have already an earlier 9.4x language pack applied. If not, install the Service Manager 9.40 language pack and then install the latest language pack.

Required knowledge

You should be an experienced System Administrator who is familiar with your Service Manager installation.

You should be familiar with the following:

- How your existing Service Manager system operates

- How the application files function

- How to compare records

If you do not have the administrative experience necessary to apply the language pack, you may need assistance from your local applications developers and database administrators. You can also contact HP Customer Support.

Service Manager language pack setup

Follow the instructions in this section to use the Applications Patch Manager to install the language packs for HP Service Manager 9.41.

You must install language packs on a system that has already upgraded to the Service Manager 9.41 Applications.

If you are upgrading from a previous 9.4x version, you must first upgrade the English version of your applications data (including conflict resolution, testing, creating a production patch, and applying the production patch), and then upgrade your language packs.

If you are upgrading from a previous 7.x/9.3x version with a language pack already installed, the Upgrade Utility automatically upgrades the previously installed language pack; for a language pack that was not previously installed, you can first install the Service Manager 9.40 language pack and then install the Service Manager 9.41 language pack.

> **Caution:** Installing the Service Manager 9.41 language packs will erase the 9.41 applications patch release results and previous language pack upgrade results.

Topics in this section include:

- "Applying the language pack and reconciling the differences" below

- "Creating and applying the production patch" on page 11

- "Viewing Language Pack Information" on page 14

Applying the language pack and reconciling the differences

Before you can update your tailored Service Manager system, you need to install the language pack on a copy of the production system, and then handle any objects the system could not update automatically.

Topics in this section include:

Setting up a copy of your production system

In order to create the best possible production patch, create the patch on a system that replicates your production environment as closely as possible.

When setting up this system, be sure to incorporate the following:

- The same operating system version

- The same database version

- The same Service Manager client and server versions

- A copy of your production data

Applying the language pack

Once you have set up a copy of your production system, you can apply language pack on that duplicate system.

Before you apply language pack to the duplicate system, be sure to update the Service Manager configuration files:

1. Stop the Service Manager server.

2. Apply the required changes to the configuration files.

   The following tables list the changes that you need to make to the Service Manager configuration files (`sm.ini` and `sm.cfg`) before applying the language pack. Record all changes that you have

made so that you can revert them to the original status after the applying the language pack.

sm.ini

Parameter	Changes	Description
ir_disable:1	Add this parameter to the end of the `sm.ini` file if it does not exist.	This parameter disables all IR keys on your existing Service Manager system. This will make the upgrade process run faster.
sessiontimeout: 60	Add this parameter to the end of the `sm.ini` file if it does not exist. If this parameter already exists, update it to the appropriate value (for example, 1200). You can increase this timeout value if the installation fails with a client session termination. **Note:** Ignore the warning message that tells you this value should be 60.	This parameter defines the number of minutes that the server waits for a client heartbeat signal before the server assumes that the client session has timed out and closes the connection. A value of 1200 sets the timeout to 20 hours (1200 minutes), a period that should be enough to complete in a typical patching scenario.

sm.cfg

Parameter	Changes	Description
sm system.start	If this parameter exists in `sm.cfg`, comment it out by changing it to: `#sm system.start`	Commenting this parameter out disables the background processes.

3. Restart the Service Manager server.

After you update the Service Manager configuration files, follow these steps to apply a language pack to the duplicate system:

1. Log in to your Service Manager server as a System Administrator.

2. On the Service Manager toolbar, select **Window** > **Preferences**.

3. Uncheck the **Client side load/unload** checkbox and click **OK**.

4. Go to **System Administration** > **Ongoing Maintenance** > **Patch Release** and select **Apply Patch Release**.

5. Enter the fully qualified path and file name to the `patchrel.unl` unload file of the language pack, and then click **Next**. All required files must be saved in a location that the server can directly access. The path must be relative to the server, instead of to the client computer, if the client is not installed on the same machine as the server.

    The Applications Patch Manager displays the current version of your language pack and the version that will result after you apply the language pack.

    > **Note:** It may take a long time to load the file after you click **Next**, even though there is no indication that the file is being loaded. Do not click **Next** again until the versions are displayed or the patch application will fail.

6. Confirm that the source and target versions listed match your current production system and the language pack version, and then click **Next**.

    When the Applications Patch Manager finishes applying the language pack, it displays a message indicating that your system was successfully updated.

7. Click **Finish**.

    You will be disconnected from your Service Manger server.

Reviewing the results

After you apply the language packs to your system, you will be able review the list of updated objects.

Follow these steps to review the results of the update:

1. Log in to your Service Manager server as a System Administrator.

2. Go to **System Administration** > **Ongoing Maintenance** > **Patch Release** and select **View/Merge Results**.

    Service Manager displays the Applications Patch Results (Release Type: Content) screen.

3. Enter optional search criteria, and then click **Search**.

    Service Manager displays the results of your search. For more information, see "Description of View/Merge results" on the next page

4. Click a record in the list to review it.

Description of View/Merge results

The search criteria, search results, and a description of the applicable action for each result are described in the following table.

Fields and applicable actions for each result

Field	Definition
Object Name	Enter the name of the object you want to search for, or leave this field blank to return objects with any name. The object name is typically the unique identifier in the database table specified for the object type.
Object Type	Enter the type of object you want to search for, or leave this field blank to return all object types. The object types for language pack are: format, scmessage, and help.
Result: Added	Select this option to search for new objects that were added to the system by the patch. These objects did not exist in your system before this update. For objects with this result, no further action is necessary.
Result: Error	Select this option to search for objects that encountered an error while being updated by the Applications Patch Manager. For more information about the error, review the `sm.log` file. **Required Action:** Fix the cause of the error in a copy of your production system, and then apply the language pack again.
Result: Forced	Select this option to search for objects that were tailored on your Service Manager system, where the Applications Patch Manager added the new object and backed up your tailored object as a revision. You will only see this result after applying the production patch. For objects with this result, no further action is necessary.
Result: Merged	Select this option to search for objects that were tailored on your Service Manager system, which you have merged with the version in this patch. **Required Action:** Test these objects, and when satisfied change their result to **Reconciled**.
Result: Previously Reconciled	Select this option to search for objects that were tailored on your Service Manager system, that were marked as reconciled during a previous upgrade or patch release, or where your object was not changed and the Applications Patch Manager added a new object NEW*<language pack name><object name>*. **Required Action**: Choose one of the following for each object with this result. • **Keep the old version** — No further action is necessary. • **Keep the new version** — Select the object in the merge view and click **Copy all from left to right** on the tool bar.

Fields and applicable actions for each result, continued

Field	Definition
	• **Merge new and old versions** — Determine which of the new features should be incorporated into your tailored object, and then make the changes in your tailored object. When finished, delete the new object.
Result: Reconciled	Select this option to search for objects that you have already marked as **Reconciled**.
	For objects with this result, no further action is necessary.
Result: Renamed	Select this option to search for objects that were tailored on your Service Manager system, and where your object was not changed and the Applications Patch Manager added a new object NEW*<language pack name><object name>*. You will only see this result after applying the out-of-box patch.
	Required Action: Choose one of the following for each object with this result.
	• **Keep the old version** — No further action is necessary.
	• **Keep the new version** — Select the object in the merge view and click **Copy all from left to right** on the tool bar.
	• **Merge new and old versions** — Determine which of the new features should be incorporated into your tailored object, and then make the changes in your tailored object. When finished, delete the new object.
Result: Updated	Select this option to search for objects that were automatically updated by the Applications Patch Manager. These are objects that were not tailored on your Service Manager system.
	For objects with this result, no further action is necessary.
Result: Already Current	Select this option to search for objects that were already the latest version. For objects with this result, no further action is necessary.

Reconciling differences

The next step is to reconcile any differences between your tailored objects and the updated objects introduced by the language pack. You can use the standard Service Manager tools, or the Merge utility.

Merging new objects with your tailored objects

After you have applied a language pack successfully, you are ready to reconcile the differences and merge the new objects with your tailored versions of the objects where necessary.

Follow these steps to use the Merge utility:

1. Log in to your Service Manager server as a System Administrator.

2. Go to System **Administration** > **Ongoing Maintenance** > **Patch Release** and select **View/Merge Results**.

3. Enter optional search criteria, and then click **Search**.

   Service Manager displays the results of your search. For more information, see "Description of View/Merge results" on page 9.

4. Open the record you wish to merge, right-click the detail page and then click **Merge** in the drop-down menu.

   Service Manager displays both objects side-by-side in the Merge Applications Patch Records view.

   > **Tip:** The XML for the new object is shown on the left side, and the XML for your tailored object is shown on the right side with the differences highlighted.

5. For simple objects and elements, use the arrow buttons at the top of the pane to select individual changes and copy them from the new object over to your tailored object, or copy all changes from the new record to your tailored object. For complex objects, do the merge manually by using the appropriate tool for the object type.

6. Click **SAVE**.

7. Change the Result to **Merged** and then click **Save**.

8. Test the updated functionality of the merged object.

9. When you are satisfied that the object is working correctly, right-click the detail page and then click **Mark as Reconciled** in the drop-down menu.

10. Repeat this procedure for all changes that need to be merged.

Creating and applying the production patch

Once you have handled all objects requiring reconciliation, you will create a language pack package with your tailoring incorporated and apply it to your actual production system. It is recommended to back up your database after reconciliation to prevent any unexpected loss.

Topics in this section include:

Creating the production patch

Once you are satisfied with the results of your reconciliation process, you can create a production patch.

Follow these steps to create the production patch:

1. Log in to your Service Manager server as a System Administrator.

2. Go to System **Administration** > **Ongoing Maintenance** > **Patch Release** and select **Create Patch Release**.

   The Applications Patch Manager asks you to prepare an area to contain the applications patch files that you will create. This can be referred to as the production patch directory.

   a. Using the standard method for your operating system, create the production patch directory.

   b. Copy the file `patchrel.txt` from the directory where you unzipped the out-of-box patch release to the production patch directory.

   c. Enter the fully qualified path and file name to `patchrel.txt` in the production patch directory. This path must point to a location that the server can access.

3. Click **Next**.

   The Applications Patch Manager displays the version you will create the patch for.

4. Click **Next** to create the patch.

   The Applications Patch Manager creates the production patch in the product Applications Patch Manager patch directory.

After you test this patch and confirm that it works as desired, you will be able to apply it to your production system.

Testing the production patch

After creating the applications patch for your production system, test it extensively. This will be an iterative process that may require several changes to patch objects and the recreation of production patches. Employ user acceptance testing verification and validate your changes.

Applying the production patch

The steps that you used to apply the language pack to the copy of your production system are the same steps you need to apply to the production patch that you created in your actual production system.

Before you apply language pack to your production system, be sure to update the Service Manager configuration files:

1. Stop the Service Manager server.

2. Apply the required changes to the configuration files.

   The sm.ini and sm.cfg tables in "Applying the language pack" on page 6 list the changes that you need to make to the Service Manager configuration files (`sm.ini` and `sm.cfg`) before applying the language pack. Record all changes that you have made so that you can revert them to the original status after the applying the language pack.

3. Restart the Service Manager server.

After you update the Service Manager configuration files, follow these steps to apply a language pack to your production system:

> **Note:** When applying the patch to the production system, you must be the only user logged in to the system.

1. Have all users log out of the server.

2. Prevent users from logging into your Service Manager Server by running the quiesce command from the operating system's command prompt.

   ```
   sm –quiesce:1
   ```

3. Log in to your Service Manager server as a System Administrator.

4. Go to **System Administration** > **Ongoing Maintenance** > **Patch Release** and select **Apply Patch**

Release.

Service Manager displays a screen that asks you to find a file called `patchrel.unl`.

5. Enter the fully qualified path and file name to `patchrel.unl` in the production patch directory, and then click **Next**. This path must point to a location that the server can access.

   The Applications Patch Manager displays the current version of your applications and the version that will result after you apply the patch.

   > **Note:** It may take a long time to load the file after you click **Next**, even though there is no indication that the file is being loaded. Do not click **Next** again until the versions are displayed or the patch application will fail.

6. Confirm that the source and target versions listed match your current production system and the language pack version, and then click **Next** to apply the language pack.

   When the Applications Patch Manager finishes applying the language pack, it displays a message indicating that your system was successfully updated.

7. Click **Finish**.

8. Log out from your Service Manger server, and then log in again.

9. Allow users to log in to the server by running the quiesce command from the operating system's command prompt.

   ```
   sm -quiesce:0
   ```

Going live after applying the production patch

Any tailored objects that were updated by the language pack are backed up as a revision. If issues are encountered after going live, these objects can be quickly swapped back to their original tailored versions. After a period of time, you may want to delete the old revision objects.

Viewing Language Pack Information

Applications Patch Manager allows you to list language packs applied on the system and to view the patching history of each language pack.

Follow these steps to list language packs applied on the system:

1. Log in to your Service Manager server as a System Administrator.

2. Open the Service Manager Version Information record by doing either of the following:

   - In the navigation pane, click **System Administration** > **Base System Configuration** > **Monitoring** > **Version Information**.

   - Open the `scversion` table the Database Manager and click **Search** to open the only record.

3. The **Content Releases Installed** list shows all the content releases and language packs that are installed on the system.

Follow these steps to view language pack details:

1. Log in to your Service Manager server as a System Administrator.

2. Go to **System Administration** > **Ongoing Maintenance** > **Patch Release** and select **View Content Information**.

3. Click **Search** to list all language packs.

4. Select a language pack from the list.

   > **Note:** Each list item contains all release versions of that language pack.

5. View the information about the language pack in the details pane.

   Content Name: indicates the name of the language pack.

   Version No.: indicates the current version of the language pack.

   Application Version: indicates the application version the first time the language pack was applied.

   The list: shows all the previous versions of the language pack.

6. To check the details of a specific release version, click the appropriate item in the list.

Installing localized help

There is no localized online help for Service Manager 9.41. You can get localized Service Manager 9.40 online help from the Service Manager 9.40 Language Pack installation CD.

You can install localized help on one or more web servers. You can host multiple languages from a single web server if you configure the web server so that each language has its own virtual directory and its own unique URL. See your web server help for more information on creating virtual directories.

> **Caution:** You cannot install localized help in the same folder as existing English help. You can either choose a new installation folder or uninstall the English help.

> **Note:** The help is not available in the following languages: Czech, Hungarian, and Polish.

Installation requirements

Have an archive extraction utility

- Have 240 MB disk space

- Have a minimum of 256 MB RAM

  - For testing purposes, 128 MB RAM is sufficient.

  - For production purposes, RAM is based on the expected user load.

- Have the multilingual version of Sun's Java Runtime Environment (JRE)

- If you plan on installing the help on a web server:

  - Have a web server installed on the system.

  - Have a free communications port to listen for HTTP connection requests. For most web servers, the default communications port is 80.

Help language pack setup

Use the following steps to install a help language pack.

1. Log on to the system on which you want to install help 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.

3. Access the help archive:

   a. To access the help archive from Internet Explorer:

      - If you are installing on a system that has auto-run enabled, the DVD browser starts automatically. If auto-run is disabled, start the DVD browser manually by navigating to the DVD directory and opening **ClickMe.html**.

      - Open the **Downloads** tab.

      - Click **Download HP Service Manager help** to open the help archive, SM_help_<language>.zip.

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

        Note: The help is not available in the following languages: Czech, Hungarian, and Polish.

   b. To access the help archive from the command prompt:

      Navigate to the \SM_help directory on the installation media. Open SM_help.zip.

4. Extract the online help into your web server's document root. For example, to install the online help on an Apache web server on a Windows system extract the online help into the folder C:\Program Files\Apache Software Foundation\Apache2.2\htdocs.

   The archive creates a folder called SM_help.

   Caution: You cannot install localized help in the same directory as an existing English

installation.

5. Start your web server.

6. Test the help by browsing to the web server's URL:

   `http://<helpserverhost>:<helpserverport>/<helpdirectory>`

   where:

   - <helpserverhost> is the fully qualified domain name or IP address of the web server hosting the help.

   - <helpserverport> is the communications port used to connect to the web server hosting the help. You can omit the port number if you use the default port 80 HTML port.

   - <helpdirectory> is the name of the virtual directory where you have installed the online help.

The Service Manager Help Language Pack installation is complete.

Send Documentation Feedback

If you have comments about this document, you can contact the documentation team by email. If an email client is configured on this system, click the link above and an email window opens with the following information in the subject line:

Feedback on Language Pack Installation Guide (Service Manager 9.41)

Just add your feedback to the email and click send.

If no email client is available, copy the information above to a new message in a web mail client, and send your feedback to ovdoc-ITSM@hp.com.

We appreciate your feedback!