



Installing in Non-English Environments

Note

Before using this information and the product it supports, read the information in “Notices” on page 11.

This edition applies to version 3.4 of IBM FileNet Image Services Resource Adapter (product number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Revision log

Date	Revision
05/13/08	Initial release.

Introduction

This technical notice provides supplemental installation, configuration, and maintenance information for IBM® FileNet® Image Services Resource Adapter (ISRA) 3.4 in non-English environments. It supplements the *FileNet Image Services Resource Adapter Deployment Guide* and the readme for FileNet Image Services Resource Adapter. The steps and tasks covered in *FileNet Image Services Resource Adapter Deployment Guide* and the readme are applicable to all installation and deployment procedures in non-English environments and third-party applications supported in IBM FileNet products.

Please review this document prior to installing ISRA and refer to the document as needed when following the installation instructions in *IBM FileNet Image Services Resource Adapter Deployment Guide*.

Access IBM FileNet documentation

1. To access documentation for IBM FileNet products:
2. Navigate to the Information Management support page (www.ibm.com/software/data/support).
3. Select the appropriate IBM FileNet product from the "Select a category" list. For ISRA documentation, select FileNet Image Services.
4. From the Product Support page, click **Product Documentation** under Learn.
5. From the Product Documentation page, click the Doc Link for FileNet Image Services Resource Adapter ISRA).

Contact customer support

For information about contacting customer support:

1. Navigate to the Information Management support page (www.ibm.com/software/data/support).
2. Select the appropriate IBM FileNet product from the "Select a category" list.
3. From the Product Support page, click **View all Flashes**, and then select **How to get support for IBM FileNet products**.

Installation and configuration

Operating system considerations

IBM® FileNet® Image Services Resource Adapter (ISRA) 3.4 can be installed on translated operating systems, and does not require any additional installation steps other than those of a standard installation. Translated versions of ISRA or of a sample ISRA application are not available.

For supported operating systems and application servers, see the *Image Services Resource Adapter (ISRA) Dependency and Support Matrix*.

For instructions on installing and deploying ISRA, see the *IBM FileNet Image Services Resource Adapter Installation Guide* and the *IBM FileNet Image Services Resource Adapter Deployment Guide*.

To download these documents from the IBM support site, see "[Access IBM FileNet documentation](#)" on page 7.

Configuration

In order to support Image Services (IS), the ra.xml file needs to be configured to support non-English data. The following configurable property settings in ra.xml are required on the ISRA server.

ClientCodepage

For Latin 1, set Cp1252.

For Latin 2, set Cp1250.

For Japanese, set Cp943c.

ISLocale

On the ISRA server, the locale identifier must be set to the corresponding locale for the ISO language code (for example, "de", "fr", "ja").

For more information, see the *IBM FileNet Image Services Resource Adapter Installation and Deployment Guide* for the appropriate operating system. To download documentation from the IBM support site, see "[Access IBM FileNet documentation](#)" on page 7.

Image Services

For installation of and support for translated content and properties stored in FileNet Content Services library systems, see the *Installing Image Services in Non-English Environments Technical Notice*.

The character set in Image Service Configuration Editor and the IS Locale property value in the ra.xml file must correspond with the ISO code page for the server (for example, ISO8859-1).

Known issues and limitations

The Euro symbol (€) does not display properly when IS is configured with the ISO8859-1 character set and ra.xml is configured with Cp1252.

The number of multi-byte characters used for Workspace and queue name varies if an IS database is configured with a multi-byte or UTF-8 database character set.

IBM FileNet globalization and localization support

Globalization

ISRA supports all character sets supported by Image Services. To enable unicode support, the IS repository must fully support unicode characters. The IS repository is subject to limitations to currently supported character sets.

For details on these limitations, see the IS repository documentation.

Localization

ISRA is not currently localized.

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U.S. Patents Disclosure

This product incorporates technology covered by one or more of the following patents: U.S. Patent Numbers: 6,094,505; 5,768,416; 5,625,465; 5,369,508; 5,258,855.



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