



Non-English Support Guide



Non-English Support Guide

Note

Before using this information and the product it supports, read the information in "Notices" on page 23.

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Revision log

Date	Revision
08/28/09	Added <ul style="list-style-type: none">• Special Chinese characters for Office Add-In forms• Workplace XT AFP Viewer• Warning messages about missing localizations• Hungarian and Turkish to the Content Engine available languages• Content Search Engine limitation when installing the Autonomy K2 locales• Hungarian and Turkish to the Process Engine available languages• Workflow e-mail notification templates limitation on UNIX• IBM FileNet Connector for SharePoint Web Parts
12/04/08	Updated <ul style="list-style-type: none">• "Translation limitation" table content• CSE information
11/15/08	Initial release of document.

About this document

This document provides overview information about IBM® FileNet® P8 non-English support. Use this document in conjunction the following documents to set up a FileNet P8 environment in languages other than English:

- *Plan and Prepare Your Environment for IBM FileNet P8*
- *IBM FileNet P8 Platform Installation and Upgrade Guide*

Intended audience

This document is intended for business professionals who are interested in learning about FileNet P8 non-English support.

Access IBM FileNet documentation

To access documentation for IBM FileNet products:

1. Navigate to the Product Documentation for FileNet P8 Platform support page.
(<http://www.ibm.com/support/docview.wss?rs=3247&uid=swg27010422>).
2. Select a PDF or a Doc Link, whichever is appropriate.

Contact Customer support

For information about contacting customer support:

3. Navigate to the FileNet Product Family support page:
(<http://www-01.ibm.com/software/data/content-management/filenet-product-family/support.html>).
4. Click **IBM FileNet Support Communications**, or search for a particular support topic under “Enter search terms”.

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Multiple language support

FileNet P8 and its expansion products are fully Unicode enabled, supporting all non-English character sets. All product features are functional in non-English environments.

Localization

FileNet P8 and its expansion products have translated user interfaces that are included in the standard installation. Therefore, a separate installation step is not required to install a translated version.

Display settings

To display the user interface in the required language, set the language settings as follows before connecting to FileNet P8 or one of its expansion products.

Component	Settings
Application Engine	Set the client Internet browser language settings.
Workplace XT	Set the client Internet browser language settings.
Application Integration BCS (Business Content Services)	Set the Microsoft® Office 2007 language settings.
Content Engine	Set the client Internet browser language settings.
Process Engine server	Set the operating system regional settings.
Process Engine client	Process Engine Workplace user interface: Set the client Internet browser language settings.
	Component Server Task Manager: Set the operating system regional settings.
Process Analyzer server	Set the operating system regional settings.
Process Analyzer client	Set the operating system regional settings.
Process Simulator	Set the operating system regional settings. .
eForms	Set the client Internet browser language settings.
ECM Widgets	Set the client Internet browser language settings.
Business Activities Monitor	Set the client Internet browser language settings.
Records Manager	Set the client Internet browser language settings.

Application Engine and Workplace XT

Available languages

In addition to English, Application Engine (Workplace) displays the user interface in the following languages:

Application Engine (Workplace)

Language	Locale	Language	Locale
Arabic	ar	Japanese	ja
Bulgarian	bg	Korean	ko
Catalan	ca	Polish	pl
Chinese (Simplified)	zh-CN	Portuguese (Iberian)	pt
Chinese (Traditional)	zh-TW	Portuguese (Brazilian)	pt-BR
Croatian	hr	Romanian	ro
Czech	cs	Russian	ru
Dutch	nl	Swedish	sv
Finnish	fi	Slovak	sk
French	fr	Spanish	es
German	de	Thai	th
Italian	it		

Workplace XT

In addition to English, Workplace XT displays the user interface in the following languages:

Language	Locale	Language	Locale
Chinese (Simplified)	zh-CN	Italian	it
Chinese (Traditional)	zh-TW	Japanese	ja
Dutch	nl	Korean	ko
Finnish	fi	Portuguese (Brazilian)	pt-BR
French	fr	Russian	ru
German	de	Spanish	es

Application Integration and File Tracker

Application Integration and File Tracker user interfaces are not multilingual. FileNet P8 provides translated versions of both applications; however, only one translated version of each application can be installed per client.

Translated versions of Application Integration and File Tracker for Workplace XT are available as a separate media package.

Application Integration BCS

Application Integration BCS is multilingual and is delivered in the standard Workplace XT installation.

Chinese characters

To display special Chinese characters (GB18030) in Office Add-In forms, you must set the shell dialog font in the Windows registry to use Simsun-18030 (or NSimsun-18030):

```
[HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\FontSubstitutes]
"MS Shell Dlg"="Simsun-18030"
```

AFP Viewer

To view non-English document using the Workplace XT AFP Viewer, you must map the AFP fonts.

For more information, see "Mapping AFP fonts" in the *IBM DB2 Content Manager OnDemand Windows Client Customization Guide*.

(<http://publib.boulder.ibm.com/infocenter/cmod/v8r4m0/index.jsp?topic=/com.ibm.ondemand.doc/ars5u271236.htm>)

Translation limitations

The following table lists the translation limitations for Workplace and Workplace XT features:

Feature	Description
Choice lists names and Choice list values	Choice list names are not translatable. They display in the authored language only. Choice lists values are translated and display according to the client's browser language preference setting. For more information, see " Content Engine " on page 12.
Entry templates	Property choice list values, document properties, and class display names are translated and display according to the client's browser language preference setting. Entry templates components only display in the authored language for item names and descriptions added by the user.
Process Simulation Designer	Display items in the Process Simulation Designer are not translated.
Publishing Designer	This feature is for FileNet P8 Workplace only. Display properties set by the author in the Publishing Designer are not translated.

Feature	Description
Search templates	<p>Only the following entities for Search Templates are translated:</p> <ul style="list-style-type: none">• Document properties and class display names for search criteria• Choice lists values displayed within criteria values with the exception of the default value defined in the search template definition• Search results column labels <p>NOTE All display according to the client's browser language preference setting.</p>
Workplace, Workplace XT, and expansion products	<p>Content Engine custom object StringLookup does not support multiple languages for a single object. That is, you cannot display different name labels for different locales against the same Content Engine object.</p>

Content Engine

Available languages

In addition to English, Content Engine displays the user interface for the FileNet P8 Content Engine properties for Workplace and Workplace XT in the following languages.

Language	Locale	Language	Locale
* Arabic	ar	Japanese	ja
* Bulgarian	bg	Korean	ko
* Catalan	ca	* Polish	pl
Chinese (Simplified)	zh-CN	* Portuguese (Iberian)	pt
Chinese (Traditional)	zh-TW	Portuguese (Brazilian)	pt-BR
* Croatian	hr	* Romanian	ro
* Czech	cs	Russian	ru
Dutch	nl	* Swedish	sv
Finnish	fi	* Slovak	sk
French	fr	Spanish	es
German	de	* Thai	th
*Hungarian	hu	Turkish	tr
Italian	it		

NOTE An asterisk (*) denotes languages that are not available in Workplace XT.

Translation

The Content Engine translated resource files translate the display name and the description of the default property templates, class definitions, and choice lists values that display in Workplace, Workplace XT, Enterprise Manager, ECM Widgets, and all of the FileNet P8 expansion products.

Additionally, the Content Engine translated resource files enable Enterprise Manager functionality to translate the display name and description of user-defined default property templates, class definitions, and choice lists' values.

NOTE For user procedures about translating the display name and description on user-defined property templates, class definitions, and choice lists, see the FileNet P8 Help system.

Warning messages about missing localizations

To ensure localization of all user-defined property templates, class definitions, and choice lists, Content Engine issues warning statements in every locale if any of the metadata does not have a localized entry.

Following are examples of three log statements for three different locales for a single property name:

```
2009-01-20T20:44:21.093Z 0178460D ENG FNRCE0000W - WARN Missing locale-specific string for locale 'zh-cn' and key 'PROP_TSMPort_NAME'. Using 'en-us' locale instead.
```

```
2009-01-20T20:44:21.093Z 0178460D ENG FNRCE0000W - WARN Missing locale-specific string for locale 'ja' and key 'PROP_TSMPort_NAME'. Using 'en-us' locale instead.
```

```
2009-01-20T20:44:21.093Z 0178460D ENG FNRCE0000W - WARN Missing locale-specific string for locale 'ko' and key 'PROP_TSMPort_NAME'. Using 'en-us' locale instead.
```

Content Engine logs localization warning messages by default. However, you can disable logging of localization warning messages by setting the “com.filenet.engine.init.SilenceLocaleWarnings” JVM property to True. If multiple server instances are configured, this JVM setting must be set in every server instance of a given configuration.

Enterprise Manager

The Enterprise Manager user interface is not translated. However, the Content Engine translated resource files do affect Enterprise Manager display elements and functionality. For more information, see the previous Translation section.

Content Search Engine

Content Search Engine (CSE) supports localized full-text indexes according to the Autonomy K2 locales that have been installed and the CBR locale setting in Enterprise Manager for the object store, which is selected from a list of installed locales.

NOTES

- You must install Autonomy K2 locales using the proper license key. For more information, see the *IBM FileNet P8 Platform Installation and Upgrade Guide*.
- Asian languages that are set to the Uni locale conflict with single-language locales (japanb, koreadb, simpcb, or tradcb). If you choose to install both the Uni locale and one or more single-language Asian locales, disable support for Japanese, Korean, Simplified Chinese, and Traditional Chinese in the Uni locale. For more information, see the Autonomy K2 Locales Release Notes for instructions.

To support localized searches:

- A new set of Autonomy K2 style files must be created to create the indexes
- One of the installed Autonomy K2 language locales must be assigned to an object store when the object store is first configured for CBR.

For more information about installing the Autonomy K2 locales, see the *IBM FileNet P8 Platform Installation and Upgrade Guide*.

For more information about creating a new set of Autonomy K2 style files, and configuring an object store for CBR, see the IBM FileNet P8 help system.

Limitations

- When you are ready to install the Content Search Engine locales (Autonomy K2 locales) on UNIX systems, you must set the system locale to en_US or C locale before you run the installer.
- A non-English meta data string property CBR search that uses the Autonomy Verity SQL statement keyword "CONTAINS" does not work in the Enterprise Manager "SQL View" search. To search a non-English meta data string property, use the Autonomy Verity SQL statement keyword "LIKE".

Process Engine

Available languages

In addition to English, Process Engine displays the translated user interface for Process Task Manager in the following languages:

Language	Locale	Language	Locale
Arabic	ar	Japanese	ja
Bulgarian	bg	Korean	ko
Catalan	ca	Polish	pl
Chinese (Simplified)	zh-CN	Portuguese (Iberian)	pt
Chinese (Traditional)	zh-TW	Portuguese (Brazilian)	pt-BR
Croatian	hr	Romanian	ro
Czech	cs	Russian	ru
Dutch	nl	Swedish	sv
Finnish	fi	Slovak	sk
French	fr	Spanish	es
German	de	Thai	th
Hungarian	hu	Turkish	tr
Italian	it		

In addition to English, Process Engine client files display the translated user interface in the following languages:

Language	Locale	Language	Locale
Arabic	ar	Japanese	ja
Bulgarian	bg	Korean	ko
Catalan	ca	Polish	pl
Chinese (Simplified)	zh-CN	Portuguese (Iberian)	pt
Chinese (Traditional)	zh-TW	Portuguese (Brazilian)	pt-BR
Croatian	hr	Romanian	ro
Czech	cs	Russian	ru
Dutch	nl	Swedish	sv
Finnish	fi	Slovak	sk
French	fr	Spanish	es
German	de	Thai	th
Hungarian	hu	Turkish	tr
Italian	it		

Translation

Translated resource files installed on the Process Engine server translate the Process Task Manager user interface. The translated resource files are included with the standard installation. The Process Engine server Task Manager user interface is determined by the Microsoft® Windows® regional settings or the UNIX® locale.

Process Engine client files installed on Application Engine or Workplace XT provide a translated user interface for the Workplace or Workplace XT Process Engine components.

XLIFF feature

User-defined strings in active workflows can be translated. IBM FileNet P8 provides functionality to translate the following user-defined strings for display in an active workflow by using the Process Configuration Console and an XLIFF file editor.

Workflow component	Workflow field name
Task list Workplace Workplace XT PWM Open Client	Name of the workflow Subject of a work item NOTE Subject text specified in the workflow definition is translated. Subject text entered at the launch step is not translated. Queue names
Step processors	Step name Step instructions
Process Administrator and Process Tracker	Step parameter names Step response choices Data field names System field names Attachment names Workflow group names XML data field names

NOTE For more information, see the IBM FileNet P8 help system.

Process Engine server limitations

FileNet P8 and its expansion products run in any locale, but the locale has to match the Process Engine UNIX locale or the Windows regional settings to use Process Task Manager.

FileNet P8 and its expansion products fully support Unicode UTF-8 encoding, with the following exception:

In a Windows environment, Process Engine language support is limited to the languages supported by the combination of the active Windows code page and a corresponding database character set. For example, if the active Windows code page and the corresponding database character set support Latin 1 languages, Process Engine will support such languages as English, French, Spanish, and Italian (and other Latin 1 languages) because these languages share a common character code page. However, Japanese cannot be supported in this scenario because the Japanese language uses a different character code page. Conversely, if the active Windows code page and the corresponding database character set support Japanese, Japanese (and English) will be the only languages supported by Process Engine.

NOTES

- All Windows character code pages support English in addition to their primary language.
- In UNIX environments, Process Engine language support is determined by a combination of the operating system locale and the database character set.
- The Java™ Runtime Environment version must be 1.5.0 or higher for the language capability to function correctly.

E-mail notification

E-mail notification is an optional FileNet P8 feature that sends users automated e-mails that are triggered by various steps in a workflow. Additionally, users can have e-mail notifications sent to them in a specific language if the language is available and configured for e-mail notification. At this time:

- Process Engine provides a full set of Japanese workflow e-mail notification templates in addition to English templates.
- ECM Widgets provides full sets of translated workflow e-mail notification templates in all of the languages that are available for ECM Widgets.

E-mail notification in languages other than English is configured by using Process Task Manager and loading workflow e-mail notification templates into Process Engine.

Source workflow e-mail notification templates are located in:

- Process Engine ..\PE *Installer location*\LanguagePacks
- ECM Widgets For information, see [ECM Widgets – E-mail notification](#).

Format of the Process Engine workflow e-mail notification templates

Process Engine workflow e-mail notification templates (available in Japanese only) are provided in UTF-8 encoding. And, the format of the Process Engine workflow e-mail notification templates must match the Process Engine database character set. Therefore, if Process Engine has a UTF-8 database character set, then the UTF-8 format must be used. However, if Process Engine does not have a UTF-8 database character set, then the workflow e-mail notification templates must be saved into the Shift_JIS format.

Use a standard text editor to save the Process Engine workflow e-mail notification templates into the Shift_JIS format, and to change the encoding tags inside of the templates to "Shift_JIS".

When setting a locale and character set in the Process Task Manager:

- Choose a locale that matches the e-mail notification template language.
- Use the ANSI format for non-UTF8 database character set

Use a character set name that corresponds with the PE database character set. See <http://www.iana.org/assignments/character-sets> for valid character set names
- "UTF-8" format for all UTF-8 database character set.

Loading workflow e-mail notification templates

For information about loading workflow e-mail notification templates, see the FileNet P8 Help system.

Limitation

When workflow e-mail notification templates (referred to as language packs in Process Task Manager) are loaded into the system, the locale on UNIX operating systems must be set to en_US.

1. Ensure Process Engine is not processing any work items, and all pending work items are completed.
2. Exit Process Task Manager.
3. Stop all Process Engine services by running the "killfns -DAyS" command.
4. Change the locale to "en_US"
5. Restart the Process Engine services by running the "initfns -y restart" command.
6. Start Process Task Manager, and load the translated e-mail notification templates (language packs) as described in the IBM FileNet P8 Help system.
7. Change the locale back to the original locale, and restart Process Engine.

Process Simulator

Available languages

In addition to English, PS displays the Process Simulator Task Manager user interface in the following languages:

Language	Locale	Language	Locale
Czech	cs	Italian	it
French	fr	Japanese	ja
German	de	Spanish	es

Process Analyzer

Available languages

In addition to English, PA displays a translated user interface in the following language:

Language	Locale
Japanese	ja

NOTE When you install or upgrade a translated Japanese PA client, you must use the client installer located in the /PA Client/Japanese folder that is located on the US PA product media.

Translation

Feature	Translated	Not Translated
PA Task Manager	The PA Task Manager user interface is translated.	
PA client application	The PA client application is translated.	PA client OLAP strings

ECM Widgets

Available languages

In addition to English, ECM Widgets displays the user interface in the following languages:

Language	Locale	Language	Locale
Chinese (Simplified)	zh-CN	Japanese	ja
Chinese (Traditional)	zh-TW	Korean	ko
French	fr	Portuguese (Brazilian)	pt-BR
German	de	Spanish	es
Italian	it		

Translation

ECM Widgets is Unicode enabled to support multiple languages. However, some portions of ECM Widgets are dependent on Process Engine and Content Engine language support for translation:

- ECM Widgets workflow customizations are translated the same way Process Engine workflow customizations are translated: by using the XLIFF feature. For more information, see [XLIFF feature](#) on page 7.
- ECM workflow e-mail notification templates are loaded for use the same way Process Engine workflow e-mail notification templates are loaded: by importing them to Process Engine from Process Task Manager. For more information, see [E-mail notification](#) on page 16.
- The display name and description on user-defined property templates, class definitions, and choice lists are customized for the Content List widget the same way they are customized for Content Engine. For more information, see [Content Engine – Translation](#) on page 12.

(*Version 4.5.0 only*) Lotus® Mashup user interface preferences must match browser language preference settings. That is, when creating or viewing a Mashup page with Lotus Mashups, choose the same browser language preference as set in Lotus Mashups.

E-mail notification

ECM Widgets provides translated workflow e-mail notification templates in all of the languages that are available for ECM Widgets. They are available on the Process Engine media in the following locations. For more information, see [E-mail notification](#) on page 16.

4.5.0 (Lotus Mashup)

\LanguagePacks\XX\8\

4.5.1 (BusinessSpace)

\LanguagePacks\XX\9\

XX denotes the ISO language identifier.

eForms

Available languages

In addition to English, eForms displays the user interface in the following languages:

Language	Locale	Language	Locale
Chinese (Simplified)	zh-CN	Japanese	ja
Chinese (Traditional)	zh-TW	Korean	ko
Czech	cs	Portuguese (Iberian)	pt
Dutch	nl	Portuguese (Brazilian)	pt-BR
French	fr	Spanish	es
German	de	Thai	th
Italian	it		

Business Activity Monitor

Available languages

See the IBM Cognos® documentation for language support and available languages.

In addition to English, IBM FileNet BAM sample projects display in the following languages:

Language	Locale
French	fr
German	de

The French and German sample project files are located on the BAM media at:

\Projects\DE

\Projects\FR

Translation

To use the sample projects for the available translated versions, import the appropriate translated sample project file in the BAM Workbench application.

Records Manager

Available languages

In addition to English, RM displays the user interface in the following languages:

Language	Locale	Language	Locale
Arabic	ar	German	de
Catalan	ca	Italian	it
Chinese (Simplified)	zh-CN	Japanese	ja
Chinese (Traditional)	zh-TW	Korean	Ko
Czech	cs	Portuguese (Iberian)	pt
Dutch	nl	Portuguese (Brazilian)	pt-BR
Finnish	fi	Spanish	es
French	fi		

IBM FileNet Connector for SharePoint Web Parts 2.2.1

Available languages

In addition to English, the IBM FileNet Connector for SharePoint Web Parts displays the user interface in the following languages:

Language	Locale	Language	Locale
Chinese (Simplified)	zh-CN	Japanese	JA
Chinese (Traditional)	zh-TW	Korean	KO
French	FR	Portuguese (Brazilian)	pt-BR
German	DE	Spanish	ES
Italian	IT		

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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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