



# Localizing Service Catalog

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## Localizing Service Catalog

### Overview

Cisco Prime Service Catalog is often deployed in a multi national corporation where you want the services to be available to users who have different preferred languages. A user may prefer to use the application in his preferred language, and hence the application will need to be localized. Localization is used for different purposes:

- A service designer could design, manage, and publish services; a translator can use the localization module to translate the services in a preferred language. After the translations are complete the localized content can be migrated from development to test to production environments using export/ import functionality in the localization module.
- The end user can choose a preferred language to view the application in the selected language.
- Prime Service Catalog localization module provides a method to localize its strings and enable them such that any user accessing the application will be able to do so in his preferred language.
- If you have not translated a particular string, then that string is displayed in English by default.



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**Note**

You can access the localization module if you have the roles of an administrator or a distributed service designer. For more information about roles to access localization module, see [Assigning Role Capabilities](#) section in [Cisco Prime Service Catalog Administration and Operations Guide](#).

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## Localization Workflow

The localization workflow helps you understand the various steps required to translate the strings in Cisco Prime Service Catalog:

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- Step 1** The site administrator prepares the application for translation.
- Provide access privileges for a service designer/translator to access localization module. For more information about adding localization management capability, see [Accessing Localization Module](#), on page 3.
  - Add the requested language in the localization module. The translator will further use this language to translate the strings. For more information about adding a language to the application, see [Adding a Language](#), on page 4.
  - Enable the language to end users such that any user accessing the application will be able to do so in the new language. For more information about enabling the language to end users, see [Enabling the Language for End Users](#), on page 5.
- Step 2** A service designer designs service forms. For more information about designing a service, see [Setting Up Services](#).
- Step 3** A translator or localization expert translates the strings using the exported csv file to translate multiple strings uses the localization module to translate strings inline. For more information about translating various strings, see [Translating Strings](#), on page 5. During translation, if the translator needs to know the resource ID of the string to be translated, enable a setting in the administrator module to find the corresponding product string. For more information about finding a resource ID, see [Finding a Resource ID for a String](#), on page 4.
- Note** The exported CSV file must be edited only using open source spreadsheet editor - LibreOffice. Microsoft Excel must not be used for editing this CSV file as it corrupts the file. For more information on settings while editing these csv file, see [Editing Exported CSV File with LibreOffice](#), on page 8.
- Step 4** After translating the strings in the application, the translated content can be migrated from development to test to production environments. For more information about migrating translated content across various environments, see [Migrating Translated Content](#), on page 9.
- Step 5** An end user can now access the application in the preferred language. For more information about accessing the application in a preferred language, see [Using the Application with your Preferred Language](#), on page 10.
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The other tasks that you might want to perform on an ongoing basis are:

- As the strings are defined in the system, there is a possibility that some translations may become out of sync if the English string is changed. For more information about finding out of sync strings and updating them, see [Verifying and Updating Out of Sync Strings](#), on page 9.
- You can activate or deactivate a language. For more information about prohibiting a user from accessing the application in a particular language or re enabling the language access, see [Activating and Deactivating a Language](#), on page 10.
- If you want to stop support for a particular language you can delete that language. Ensure that you have deactivated a language before you delete it. For more information about deleting a language, see [Deleting a Language](#), on page 10.
- You can configure the number of records you wish to view per page in the grid. For more information, see [Configuring the Page View for Product Strings](#), on page 10.

## Accessing Localization Module

You can access the localization module if you have the roles of an administrator or a distributed service designer. For more information about roles to access localization module, see Assigning Role Capabilities section in [Cisco Prime Service Catalog 11.0 Administration and Operations Guide](#).

## Translating Application Strings

This section describes the workflow to translate application strings:

- [Supported Strings for Localization](#), on page 3
- [Finding a Resource ID for a String](#), on page 4
- [Adding a Language](#), on page 4
- [Enabling the Language for End Users](#), on page 5
- [Translating Strings](#), on page 5
- [Verifying and Updating Out of Sync Strings](#), on page 9

## Supported Strings for Localization

The following strings are supported for localization. Each string appears as a tab in the localization module:

- Product Strings: System-defined strings. These strings are created outside of the application, used in the application, and localized.
- Content Strings: Catalog and portal content defined by end user in the application. Content Strings include:
  - Keyword instances
  - Dictionary attributes for Active Form components
  - Page Group names for Portal
  - Category attributes and category extensions
  - Service attributes and Service extensions for a selected service
  - Service Item group name attribute
  - Standards, Standard group names and its attributes
  - nsAPI includes:

Services (/nsapi/definition/servicedefs)

Categories (/nsapi/definition/categories)

Service Items (/nsapi/serviceitems)

Standards (/nsapi/standards)

- **Email Templates:** Localized email templates allow users to view the notifications in their own languages. The namespaces that are referred in the email templates are not localized. Also once the namespace expressions are resolved and the values are available, they will not be localized, the namespace expressions are used as is.
- **JavaScript Strings:** User-defined text strings (labels or alerts) that are referenced in Service Designer scripts or custom JavaScript libraries or portlets. The custom script developers can make use of the JQuery library to refer to these JavaScript strings in the prescribed format to have the JavaScript strings localized, e.g., `jQuery.i18n.prop('js4')`; where js4 is the ID of a JavaScript resource Standards (/nsapi/standards). During customization, if there are service forms that refer to the JavaScript resource IDs, the application calls the localized strings as per the end users configured language.

## Finding a Resource ID for a String

Each string has a unique resource ID. The resource ID for a string makes it easier for a translator to search for the string during translation. To find the resource ID of a string to be translated, enable the option Show Resource String ID in Administration > Settings > Show Resource String ID. Content strings do not have a Resource ID. To translate content string, see [Translating Content Strings](#), on page 4.

## Translating Content Strings

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- Step 1** Identify the content string that needs translation.
- Step 2** Ensure that the exported file contains the content string. To do so, during export navigate to the string as mentioned in [Translating Content Strings](#), on page 6.
- Step 3** In the exported file, find the content strings for the particular service and the dictionary or active form component that it belongs to.
- Step 4** Update the file with translated entries for corresponding content strings and import.
- Note** Alternatively, if there are few content strings to be translated you can use the inline edit option. While translating certain strings like String Id 11915, the characters : \, ", >, <, or the new-line character, cannot be used in an expression. When translating via localization module (UI) use \ in place of single quote ('). When translating from a CSV use \\ in place of Single (').
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## Adding a Language

Cisco Prime Service Catalog ships with a few out-of-box languages to the user. To add a particular language that is not delivered out-of-box you must add the language in the Localization module.

When you add a language:

- A translator can access a language for translation. The added language appears in the **Select Language** list for localization. For more information, see [Translating Strings](#), on page 5.
- An **Enable the Language for End Users** link is enabled. When you enable the language:
  - an existing user can choose the language he wants from his profile, to access the application

- the administrator can enable the language to all new users using **Administration > Settings > Application Locale**.

For more information, see [Enabling the Language for End Users](#), on page 5.

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- Step 1** Choose **Localization > Settings > Language Settings**.
- Step 2** Select a language from the Language drop down list.
- Step 3** Enter a **variant** of the language if required. The variant of the language is displayed within brackets next to the language.
- Note** The code for any language is displayed next to the language in **Administration > Settings > Application Locale**.  
For example, the parent language is French and this language has two variants namely French (Canada) and French (Switzerland). During translation if a user is using French (Canada) and the tool does not have a translation for the string in French (Canada) then the tool finds the corresponding translation in its parent language i.e., French. If the translation is not available in French, the tool replaces the string in English.
- Step 4** Click **Add**.
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## Enabling the Language for End Users

After an administrator adds a language, the translator translates the strings in the application and the translated content is finalized and migrated to the production environment. The administrator can then enable the new language for all end users such that the end user accesses his/her application in his/her preferred language.

### Procedure

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- Step 1** Choose **Localization > Settings > Language Setting**.
- Step 2** Select the check box preceding to the language and click **Enable the Language for End Users**. This will enable the language in the languages list in **Administration > Lists > Language**.
- Note** Ensure that you have the **Manage List** capability to add a language to the Language List in the Administration module. For more information, see Capabilities for Administration section in [Cisco Prime Service Catalog Administration and Operations Guide](#)
- Step 3** An administrator can now enable the updated language to all new users by enabling it in the Site Settings. For more information, see Application Locale Site Settings in [Cisco Prime Service Catalog Administration and Operations Guide](#) and the language is available in the language list of User's Profile.
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## Translating Strings

If you are a translator and need to localize the application in a particular language ensure that the language that you want the application to be localized is already added in the Localization module. For more information, see [Adding a Language](#), on page 4. After you add a language you can localize strings inline or at bulk using the export/import option. During localization if you have localized some strings partially and the others are not localized, the unlocalized strings will be defaulted to the variant language or to English.

The strings that are supported for localization are listed in [Supported Strings for Localization](#), on page 3. Each string appears as a tab in the Localization module.




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**Note** To edit a translated string, double-click on the string to be updated, update the string, and click Save.

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## Translating Product Strings

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- Step 1** Choose **Localization > Product Strings**.
- Step 2** In the **Select Language** drop down list, select the check box preceding to the language you choose to update and click **Apply**. The language you choose appears in the grid.
- Note** The grid supports a maximum of three languages.
- Step 3** Highlight the row for the string to be updated and double click on the content string field in the <language> column.
- Step 4** Update field and click **Save**.
- Note** After saving the changes, you must log out and log in again for the changes to take effect.
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## Translating Content Strings

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- Step 1** Choose **Localization > Content Strings**.
- Step 2** In the **Select Language** drop down list, select the check box preceding to the language you choose to update and click **Apply**. The language you choose appears in the grid.
- Step 3** In the **Entity** drop down list, select the pre catalog or portal content. Based on the entity you choose the corresponding fields are displayed. For example, if you choose **Active Form** component, the **Dictionaries** and **Attributes** fields are displayed and if you choose **Portal, Portal Groups** and **Portal Pages** fields are displayed.
- Step 4** Select the required field attributes that needs to be translated.
- Note** The grid supports a maximum of three languages.
- Step 5** Highlight the row for the string to be updated and double click on the content string field in the <language> column.
- Step 6** Update field and click **Save**.
- Note** To edit a translated string, double-click on the string to be updated, update the string, and click **Save**.
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## Translating Email Templates

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- Step 1** Choose **Localization > Email Templates**.
  - Step 2** In the **Select Language** drop down list, select the check box preceding to the language you choose to update and click **Apply**. The language you choose appears in the grid.
  - Step 3** Highlight the row for the string to be updated and double click on the content string field in the <language> column, for name and subject attributes.
  - Step 4** Click **Done**.
  - Step 5** Return to the main page and click **Save**.
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## Translating JavaScript Strings

The product and content strings are updated in the application as soon as they are localized. JavaScript strings must be published to be made available in the application:

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- Step 1** Choose **Localization > JavaScript Strings**.
  - Step 2** Click **Add** in the JavaScript strings tab to add new strings dynamically.
  - Step 3** In the **Select Language** drop down list, select the check box preceding to the language you choose to update and click **Apply**.
  - Step 4** Highlight the row for the string to be updated and double click on the content string field in the <language> column, for name and subject attributes.
  - Step 5** In the **Publish** tab, select the check box preceding to the language you choose to publish and click **Apply**.
  - Step 6** Go back to JavaScript program code in service designer or portal designer and reference the resource ID defined or translated here. For more information, see [Designing Portlets and Portals Using Portal Designer](#)
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## Translating Multiple Strings

If you are performing wide scale translation that requires you to translate large number of services, you can select a language, export files, translate strings, and import it back to the application. In the procedure below replace <String> with Product Strings, Content Strings, Email Templates, or JavaScript Strings accordingly.

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- Step 1** Choose **Localization**.
- Step 2** Select the <String> tab that you want to update.
- Step 3** Select the check box preceding to the language you choose to update in the **Select Language** tab and click **Apply**.
- Step 4** Choose **Select Action > Export**.
- Step 5** Select the check box against the language files you want to export.
- Step 6** The files are displayed as a CSV file with its corresponding resource strings. Update the strings and save.
- Step 7** Choose **Localization > <String> > Select Action > Import**.
- Step 8** Browse the CSV file and click **Import**. The maximum size of the csv file to import into Prime Service Catalog should not exceed 2 MB.
- Note** You can also use the export or import functionality to move translated files from production environment to development environment and vice versa.
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**Note** The exported CSV file must be edited only using open source spreadsheet editor - LibreOffice. Microsoft Excel must not be used for editing this CSV file as it corrupts the file. While editing the CSV file using LibreOffice Calc, use the settings as described in [Editing Exported CSV File with LibreOffice, on page 8](#).

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### *Editing Exported CSV File with LibreOffice*

While editing the CSV file using LibreOffice Calc, use the following settings:

- When opening the file, make sure that you have set:
  - Character set as **Unicode(UTF-8)**
  - Language as **Default-English(USA)**
  - Separator Option as **Comma**
- While saving the file, make sure that you have:
  - Set the File extension to .csv.
  - Used **Edit Filter Settings** and **Use Text CSV Format** options
- While exporting, make sure that you have:
  - Set Character set as **Unicode(UTF-8)**

## Set Field delimiter is set to comma

- Set Text delimiter is set to double quotes
- Selected **Quote all text cells**

## Migrating Translated Content

Localization module allows you to translate strings in a production environment, test it in a test environment, and then deploy it in production environment. The migration of translated content is done using the export/import option of the localization module. Unlike in other cases such as service design and portal design, migration of content is handled by the Catalog Deployer module. For more information about exporting or importing of translated content, see [Translating Multiple Strings](#), on page 8.

## Verifying and Updating Out of Sync Strings

As the strings are defined in the system, there is a possibility that some translations may become out of sync if the English string is changed. The application displays the user the entity/instance that is out of sync that requires user action. Also when the Export feature is exercised, the translator can get a detail report of how many strings are out of sync.

For example, a content string such as the name of a service is changed from Order a Desktop to Order a Laptop and there is a corresponding French translation that was done for the content string “Order a Desktop”. As soon as the name of the service changes the application highlights the language column header in red. The translator will quickly realize that there has been a change in the original language and the string needs to be updated in French language too.

The below figure displays how the strings are displayed.

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- Step 1** Choose **Localization > Content Strings** and select **Service** from the entity drop-down list.
- Step 2** Select **Export** from Select Action drop-down list and select the entities and instances to export and click **Export**.
- Step 3** Save the exported file as CSV format and open with Microsoft Excel.  
The Exported file has a column with heading **Requires Review (Out of Sync)**. The translator can update the out of sync strings and import the file.
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## Managing Localization

This section describes the tasks that an administrator or a designer could perform:

- [Activating and Deactivating a Language](#), on page 10
- [Deleting a Language](#), on page 10
- [Configuring the Page View for Product Strings](#), on page 10

## Activating and Deactivating a Language

Any language that is added is activated by default. If you deactivate a language all users who have the language in their profile settings will be defaulted to English. You can select a deactivated language and activate it. When you reactivate a language, the users who had the deactivated language in their profile settings will be able to access the application in the language. You can reactivate/deactivate a language by selecting the language in Localization > Settings > Language Settings.

## Deleting a Language

You must deactivate the language before you delete it. You cannot reactivate a deleted language. To delete a language, select a deactivated language in Localization > Settings > Language Settings and click Remove.

**Note**

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In Prime Service Catalog, you can only delete the custom languages and not the predefined languages available out of the box.

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## Configuring the Page View for Product Strings

You can configure the number of records you wish to view per page in the grid only for the product strings. The valid values for this setting are between 20 and 100 and are applicable for each page. To customize the number of records per page, choose Localization > Settings > Customization > Product Strings, and enter a value in the Setting Value field, and click Update.

## Using the Application with your Preferred Language

All existing users can access localization feature by enabling the language in the Preferred Language list in the user's profile. Ensure that you have the languages in the Preferred Language list. For more information, see [Enabling the Language for End Users, on page 5](#).

If you are an end-user and you want to choose a language to access the applications, choose Profile > Home > Preferred Language, select a language, and click Save.