OPTIMIZE

MERCURY BUSINESS AVAILABILITY CENTER™

Working in an I18N Environment

MERCURY™

BUSINESS TECHNOLOGY OPTIMIZATION

Mercury Business Availability Center

Working in an I18N Environment

Version 6.1

Document Release Date: March 5, 2006

MERCURY™

Mercury Business Availability Center, Version 6.1
Working in an I18N Environment

This manual, and the accompanying software and other documentation, is protected by U.S. and international copyright laws, and may be used only in accordance with the accompanying license agreement. Features of the software, and of other products and services of Mercury Interactive Corporation, may be covered by one or more of the following patents: United States: 5,511,185; 5,657,438; 5,701,139; 5,870,559; 5,958,008; 5,974,572; 6,137,782; 6,138,157; 6,144,962; 6,205,122; 6,237,006; 6,341,310; 6,360,332, 6,449,739; 6,470,383; 6,477,483; 6,549,944; 6,560,564; 6,564,342; 6,587,969; 6,631,408; 6,631,411; 6,633,912; 6,694,288; 6,738,813; 6,738,933; 6,754,701; 6,792,460 and 6,810,494. Australia: 763468 and 762554. Other patents pending. All rights reserved.

Mercury, Mercury Interactive, the Mercury logo, the Mercury Interactive logo, LoadRunner, WinRunner, SiteScope and TestDirector are trademarks of Mercury Interactive Corporation and may be registered in certain jurisdictions. The absence of a trademark from this list does not constitute a waiver of Mercury's intellectual property rights concerning that trademark.

All other company, brand and product names may be trademarks or registered trademarks of their respective holders. Mercury disclaims any responsibility for specifying which marks are owned by which companies or which organizations.

Mercury provides links to external third-party Web sites to help you find supplemental information. Site content and availability may change without notice. Mercury makes no representations or warranties whatsoever as to site content or availability.

Mercury Interactive Corporation
379 North Whisman Road
Mountain View, CA 94043
Tel: (650) 603-5200
Toll Free: (800) TEST-911
Customer Support: (877) TEST-HLP
Fax: (650) 603-5300

© 2005-2006 Mercury Interactive Corporation, All rights reserved

If you have any comments or suggestions regarding this document, please send them by e-mail to documentation@mercury.com.

AMLIB_I18N6.1/01

Table of Contents

Working in an I18N Environment **1**
Installation and Deployment Issues 2
Database Environment Issues 2
Administration Issues 2
Dashboard Issues 3
Service Level Management Issues 3
Report Issues 4
Business Process Monitor Issues 4
Client Monitor Issues 5
SiteScope Issues 5
Monitor Administration Issues 5

Index **7**

Working in an I18N Environment

This chapter lists considerations and limitations when working with a non-English locale.

This chapter describes:	On page:
Installation and Deployment Issues	2
Database Environment Issues	2
Administration Issues	2
Dashboard Issues	3
Service Level Management Issues	3
Report Issues	4
Business Process Monitor Issues	4
Client Monitor Issues	5
SiteScope Issues	5
Monitor Administration Issues	5

Installation and Deployment Issues

- The installation path for all Mercury Business Availability Center components must not contain non-English language characters.
- Business Process Monitors and the Core Server(s) must be installed on an operating system that has the same locale as the data.
- During Business Process Monitor installation, use English names only for the host name and location. If necessary, you can change the names to non-English names after installation, in Business Process Monitor Admin.

Database Environment Issues

- When you create a new Oracle instance in an Oracle database, you must specify the character set for the instance. All character data, including data in the data dictionary, is stored in the instance's character set. For details, see *Preparing the Database Environment*.

Administration Issues

- E-mail alerts sent with ISO-2022-JP encoding are supported only by an SMTP server running on a Windows NT platform.
- When using the default authentication strategy to authenticate users logging in to Mercury Business Availability Center, all user names and passwords must be in English.

Dashboard Issues

➤ To display non-Latin languages in Dashboard Top View:

a Verify that you have followed the Sun Microsystems instructions on installing the JRE on a non-Western Windows system: http://java.sun.com/j2se/1.5.0/jre/install-windows.html.

b Make sure that you:

- have administrative permissions to install the J2SE Runtime Environment on Microsoft Windows 2000 and XP
- (For users installing the JRE on non-Western 32-bit machines) choose a **Custom** Setup Type. In Custom Setup under feature 2 (**Support for Additional Languages**), select **This feature will be installed on local hard drive.**

c Select **Admin** > **Platform** > **Setup and Maintenance** > **Infrastructure Settings**, click **Applications**, select **Dashboard**, and locate the **Top View Font Name** entry in the **Dashboard Application – Top View Properties** table. Change the value to **Arial Unicode MS**.

d Close all instances of the Web browser.

e Log in to Mercury Business Availability Center and access Dashboard Top View. Verify that the Chinese or Japanese characters now appear correctly.

Service Level Management Issues

➤ Service Level Management does not support service names that contain more than 50 multibyte characters.

Report Issues

- Mercury Business Availability Center does not support Custom Report names that contain more than 50 multibyte characters.
- The Page Component Breakdown report does not support URLs that contain multibyte characters. When specifying a URL and a location from which to run the breakdown, you must enter English characters in the URL box.
- Excel reports must have English file names when uploading to Mercury Business Availability Center running on a Chinese Simplified operating system. To view Excel reports, select **Applications** > **End User Management**. Choose the User Reports tab and click **Excel Reports**.
- Reports downloaded from Mercury Business Availability Center to Excel cannot be displayed properly on an operating system whose language differs from the data language.

  To download Excel files with multibyte data, when Mercury Business Availability Center is installed on an English-language machine, set the **user.encoding** entry in the **MercuryAM\AppServer\resources\strings.properties** file to the correct encoding.

Business Process Monitor Issues

- If the Business Process Monitor log files contain non-English data, you must open them in a viewer that supports UTF-8 format parsing, for example, Notepad, rather than from the View BPM Files window in the Business Process Monitor Admin.

  Log files that are saved in the default encoding of the server on which the Business Process Monitor Admin is installed are shown correctly in the View BPM Files window.
- Mercury Business Availability Center does not support Business Process Monitor host names that contain more than 25 multibyte characters.

Client Monitor Issues

- Client Monitor supports English characters only, but can run on any locale operating system.

SiteScope Issues

- In SiteScopes running in I18N mode, the **Return to Group** link displayed during monitor set creation shows the indexed-based group name (for example, **group0**) instead of the user-defined group name.
- The Database Query Monitor can connect to an Oracle database only if the Oracle user names and passwords contain English-only characters.

Monitor Administration Issues

- Global replace does not support non-English languages.
- SiteScopes, SiteScope monitors, and SiteScope groups that contain non-English language characters are not supported and not displayed correctly in Monitor Administration.

Index

I

I18N
    administration issues 2
    Business Process Monitor issues 4
    Client Monitor issues 5
    Dashboard issues 3
    database environment issues 2
    installation and deployment issues 2
    monitor administration issues 5
    report issues 4
    Service Level Management issues 3
    SiteScope issues 5
I18N environment
    working in 1