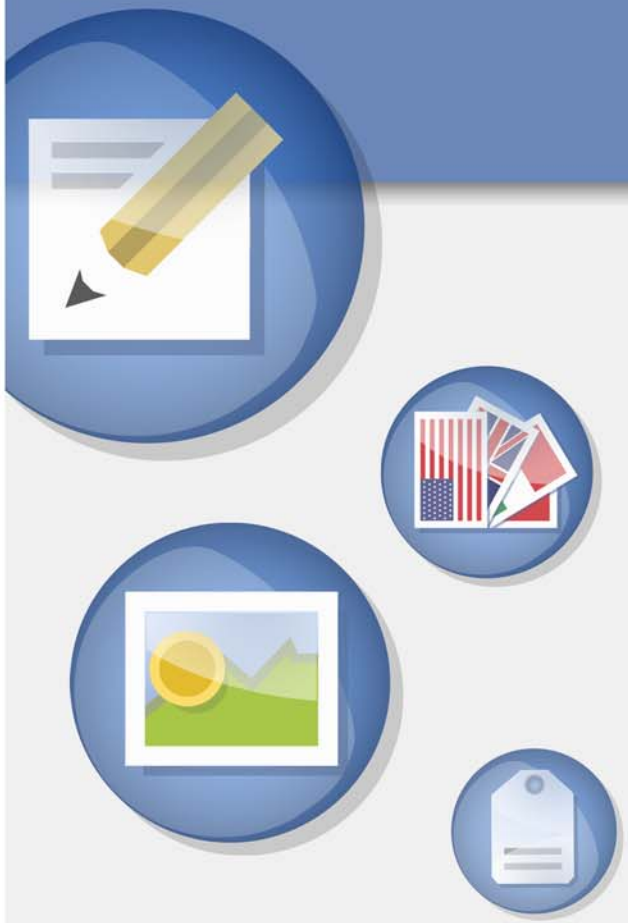
FatWire | Content Server 7

Version 7.6 Patch 2



Internationalization Settings Guide

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FatWire® SOFTWARE

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About This Guide

This guides contains information about configuring your environment to support the UTF-8 character encoding used by FatWire Content Server. This guide also covers Content Server features that have specific internationalization requirements.

Who Should Use This Guide

This guide is intended for installation engineers, developers, and administrators of Content Server systems. Users of this guide must be familiar with databases, application servers, web servers, and browsers; with file system encodings and product-specific property files and tags. Also required is experience with Content Server's interfaces and clients, such as CS-Desktop and CS-DocLink.

Related Documents

See the following documents in the FatWire documentation set:

- *FatWire Content Server Developer's Guide*
- *FatWire Content Server Tag Reference*
- *FatWire Content Server Property Files Reference*

Conventions

The following text conventions are used in this guide:

- **Boldface** type indicates graphical user interface elements that you select.
- *Italic* type indicates book titles, emphasis, or variables for which you supply particular values.
- `Monospace` type indicates file names, URLs, sample code, or text that appears on the screen.
- **`Monospace bold`** type indicates a command.

Third-Party Libraries

FatWire Content Server and its applications include third-party libraries. For additional information, see *FatWire Content Server 7.6 Patch 2: Third-Party Licenses*.

Part 1

UTF-8 Support

This part describes the steps necessary to configure your environment to support the UTF-8 character encoding used by Content Server.

This part contains the following chapters:

Chapter 1

Configuring Your Environment

This chapter describes how to configure your environment to enable multi-language operations in Content Server.

This chapter contains the following sections:

CS-Specific Settings

Note

- The settings that you choose for a given Content Server instance must be reproduced on all cluster members (if any) and across all environments (development, management, delivery, and so on).
- If none of the properties and variables described below are set, the `cs.contenttype` property defaults to `text/html`. The character set of the output now defaults to default system encoding.

cs.contenttype Property

`cs.contenttype` is a system-wide (global) property that defines the outgoing character encoding. By default, the property is set to `text/html; charset=UTF-8`. If you need a specific encoding, change the value. For example, if you want the outgoing encoding to be Shift JIS, set this property to `text/html; charset=Shift_JIS`. Content Server Explorer depends on this setting to display data correctly.

cs.contenttype Variable (Set in SiteCatalog resargs1)

The `cs.contenttype` variable enables you to control the outgoing encoding on a page-by-page basis. The value should be set in the same way as the `cs.contenttype` property, as shown in "cs.contenttype Property ." This variable overrides the value defined in `cs.contenttype` property.

Note that pages under WebServices are set to `cs.contenttype=application/xml;charset=UTF-8`.

charset hidden Variable in Forms

If you are using forms to input international data, make sure that you set this input type variable at the very beginning, after the form declaration. For example, if you expect the user to use non-ASCII data, make sure that the form looks similar to the following:

```
<form action='ContentServer' method='get'>
<input type='hidden' name='_charset_'/>
<input type='hidden' name='pagename'
   value='<%=ics.GetVar("pagename")%>'/>
<input type='text' name='name' value='<%=ics.GetVar("name")%>'/>
<input type='submit'/>
</form>
```

One point to note is that the `_charset_ hidden` variable without a value works only on the Internet Explorer browser.

Preferred Encoding

When Content Server needs to consume HTTP requests with certain encodings (Cp943C for example) that are closely related to a more widely used encoding (Shift_JIS), it is not sufficient to merely rely on the *_charset_* `hidden` variable alone. Internet Explorer, when it encounters a *_charset_* `value` set to Cp943C, changes it to Shift_JIS. This forces Content Server to read all data in Shift_JIS. To overcome this, a special names property syntax is used:

`cs.contenttype.<`*`charset`*`>=<`*`preferred_encoding_for_this_charset`*`>`

For example, in relation to the scenario described above, this property would be specified as follows to indicate to Content Server to use Cp943C:

```
cs.contenttype.Shift_JIS=Cp943C
```

Note that this property structure is necessary only in special circumstances such as the one described above, where the behavior of Internet Explorer conflicts with and changes the value of *_charset_* `value`.

Encoding Specified in XML or JSP Elements

The encoding in the `<?xml` line of an XML element specifies the encoding of the `.xml` file on disk. The same is true of JSP. The encoding specified in the page directive specifies two things. The first is the encoding of the `.jsp` file on disk. The second is the outgoing encoding of the evaluated JSP element. This gets converted to the encoding of the enclosing JSP, or in the XML case, the outgoing encoding of the page (content-type). So `cs.contenttype` can be used to indicate that the outgoing page will have a specific encoding, like Shift-JIS, but a JSP can output UTF-8, and the UTF-8 will get converted to Shift-JIS into the output stream of the page response. An example on how to specify the encoding is:

- `XML: <?xml version="1.0" encoding="UTF-8"?>`
- `JSP: <%@ page contentType="text/html; charset=UTF-8" %>`

Using SetVar Tag

You can also control the outgoing page encoding by using the `SetVar` tag in JSP and XMLs. The catch in using the tag is that it must be set before anything is streamed out.

In JSPs we can do:

```
<cs:ftcs>
<ics:setvar name="cs.contenttype" value="text/html; charset=UTF-8"
/>
...
</cs:ftcs>
```

In XML, you have the following options:

```
<ftcs>
<setvar name="cs.contenttype" value="text/html; charset=utf-8"/>
...
</ftcs>
```

The second option is to use the `ics.streamheader` XML tag, but again this must be done before anything is streamed, and only in XML.

```
<ftcs>
<ics.streamheader name="Content-Type" value="text/html;
   charset=utf-8"/>
...
</ftcs>
```

Using HTTP META tag

If the encoding is specified by any of the methods above, then the META tag has no effect. Otherwise, the browser tries to display the data in the encoding specified by the META tag.

Internet Explorer Settings

IE 6 and above by default have all the languages installed. If you are unable to see text in a particular language, you most probably need to enable it in your browser.

To view content in different languages

1. Go to **Tools** > **Internet Options** > **General** tab.
2. Click on **Languages** on the bottom right of the page.
3. Click **Add** to add more languages to the list of languages already displayed in the box.
4. Click **OK**.
5. Close and reopen Internet Explorer. You should now see the content in your specified language if the web page so provides.

Chapter 2

Areas to Watch Out For

Several Content Server features have specific internationalization requirements. This chapter discusses the following features:

- Files Stored on the File System
- Attribute Editor
- eWebEditPro
- XML Post
- Catalog Mover
- Content Server Explorer
- CS-Desktop and CS-DocLink
- Content Server's Interfaces

Files Stored on the File System

Many indirect files are stored on the file system because of the `url` column references. The files are identified in this section.

XML and JSP Files

See "Encoding Specified in XML or JSP Elements," on page 11.

HTML Files

The HTML files are read using the `file.encoding` Java parameter value. The data in the file also depends on the way it was stored initially.

SystemSQL Queries

SystemSQL uses a `url` column to point to a file on the file system that holds a SQL query. When this file is loaded, it is assumed that the encoding of the file is the Java default encoding (`System.getProperty("file.encoding")`). There are several possible ways to create the SystemSQL queries (CSE, text editor, Content Server application). It is probably best to always stick to ASCII7 when creating queries, since any data is typically merged using variable replacement at run time.

Page Cache Files Referenced from the SystemPageCache table

For page cache files, we manage the page cache file so that the encoding of the file is UTF-8. Since we write and read this file only through Content Server, it can be managed this way.

Attribute Editor

You have two ways to specify the text for an attribute editor:

- Type in the text in the text area provided. The form post will determine the encoding.
- Use the **Browse** button to select a text file. The text file encoding should match the encoding specified in `xcelerate.charset` encoding.

Article Bodies, Flex Assets, User-Defined Assets

The article bodies are stored on the file system using the `file.encoding` Java property value.

eWebEditPro

To manually set eWebEditPro to use UTF-8, change the value for `charencode` from `charref` to `utf-8` in the file `eWebEditPro/config.xml`. For details, refer to this URL: `http://www.ektron.com//support/ewebeditprokb.cfm?doc_id=1229`

XML Post

When posting non ASCII files using XML Post, the java file encoding must match the encoding of the file. For example, if you are posting a Japanese file (stored as UTF-8) to a UTF-8 system, then one of the following should be set before the XML Post command is run:

- The system locale must be set to UTF-8.
- The option of `-Dfile.encoding=UTF-8` must be specified in the XML Post command.

Similarly, if the file is stored as Shift_JIS, then the corresponding system locale should be set or the java `file.encoding` option must be specified.

Content Server supports the encoding in the `<?xml` line, as the first line in the posted XML file. This overrides everything else as far as the encoding in which the `.xml` file is read.

Catalog Mover

Edit the catalog mover `.bat` (or `.sh` on UNIX) file and modify the java command to include the `file.encoding` parameter with a value that reflects the correct encoding needed to display the characters stored in the catalogs. This step can be avoided if the default encoding of the file system matches that of the data stored in the catalogs.

Content Server Explorer

Content Server Explorer requires that `cs.contenttype` property in `futuretense.ini` be set to the correct value. If you are viewing simple ASCII characters, nothing needs to be done. However, for viewing complex characters, such as Japanese, you need to set `cs.contenttype` to one of the following:

- `text/html;charset=SJIS`
- `text/html;charset=UTF-8`

Also, users may need to load font support for Japanese and various other character sets in order to have them display correctly. To do this in Windows 2000 for example, go to **Settings** > **Control Panel** > **Regional Options**. In the first tab, **General**, select the languages you want to support from the list titled “Language settings for the system.” Click **Apply** then **OK**. At this point you will be required to put in the Windows installation CD.

CS-Desktop and CS-DocLink

The CS-Desktop and CS-DocLink clients support the character sets supported by Windows. In order to enable a specific character set in CS-Desktop or CS-DocLink, first enable it in Windows. (For instructions, see the Microsoft Windows documentation.)

Content Server's Interfaces

The user's machine must be able to support the characters that are to be displayed in Content Server's interfaces. For languages other than English, the user needs to make sure of the following:

- The appropriate fonts to display the characters are installed.
- For a Windows machine, the locale and language settings must support the characters coming through. For example, for the interfaces to be able to display Japanese characters, Windows must first be configured to display those characters. (For instructions on configuring Windows to support the target language, see the Windows documentation.)
- For a UNIX machine, the locale (`LANG` and `LC_ALL` environment variables) must be appropriately set.
- The browser's encoding must be correctly set.

Single-Language Restrictions

Although you can configure a multi-lingual management system, certain parts of the user interface can be displayed in one language only.

For example, the names of tables and columns in the Content Server database as well as individual items such as categories and source codes can have one name only. This means that although much of the text on an individual Content Server form can be displayed in multiple languages, items such as field names and asset type names can be displayed in one language only.

Following is a list of items in CS that can have one name only, which means that they can be displayed in one language only:

- Asset type names
- Field names
- Asset names
- Categories
- Source codes
- Tree tab names
- Site names
- Names of workflow building blocks (actions, e-mail objects, conditions, states, steps, processes)
- Role names
- Start menu items—both Search and New

On a system that supports two or more languages, you must determine which language is going to be used by the majority of content providers and then use that language to name your sites, tabs, asset types, and so on.

Functional Restrictions

Content Server has the following functional restrictions for international use:

- The Property Editor supports ASCII only.
- Decimal numbers must be entered in US format (“.” decimal separator).

Part 2

Language Packs

This part shows you how to install one or more language packs on your Content Server system, and how to localize custom site components once language packs are installed.

This part contains the following chapter:

- Chapter 3, “Installing Language Packs”

Chapter 3

Installing Language Packs

Language packs are used to localize Content Server's interfaces (but not the user-provided content) into the currently supported languages. Language packs must be installed after Content Server has been installed and verified, and configured with internationalization settings that support the language packs.

This chapter shows you how to install language packs on your CS system.
It contains the following sections:

Overview

If Content Server is installed without language packs, its interfaces will be displayed in the English language. Displaying the interfaces in a different language requires:

1. Localizing the Content Server installation as shown in the preceding chapters.
2. Installing language pack(s) for the required language(s) and setting the default language, either globally, or on a per-user basis.

Installing a Language Pack

Note

- Before installing language packs, refer to Part 1, "UTF-8 Support," to make sure your environment has been configured for UTF-8 support.
- If you are installing language packs on a clustered installation, perform the steps in this section for each member of the cluster.

This section explains the two ways to install language packs:

- Running the GUI Installer

  When you run the GUI installer, a graphical interface guides you through the installation process, prompting you to enter information and select options as required.

- Installing Silently

  When you install silently, you enter your installation settings into a file instead of a graphical interface. The installer uses the settings in the file to install the language packs.

Running the GUI Installer

To install language packs with the GUI Installer

1. Decompress the language pack archive (named `Language.zip`) to a temporary directory.
2. Change to the temporary directory and execute the language pack installer script:
   - On Windows: **`csCombinedLangPackInstall.bat`**
   - On Unix: **`csCombinedLangPackInstall.sh`**

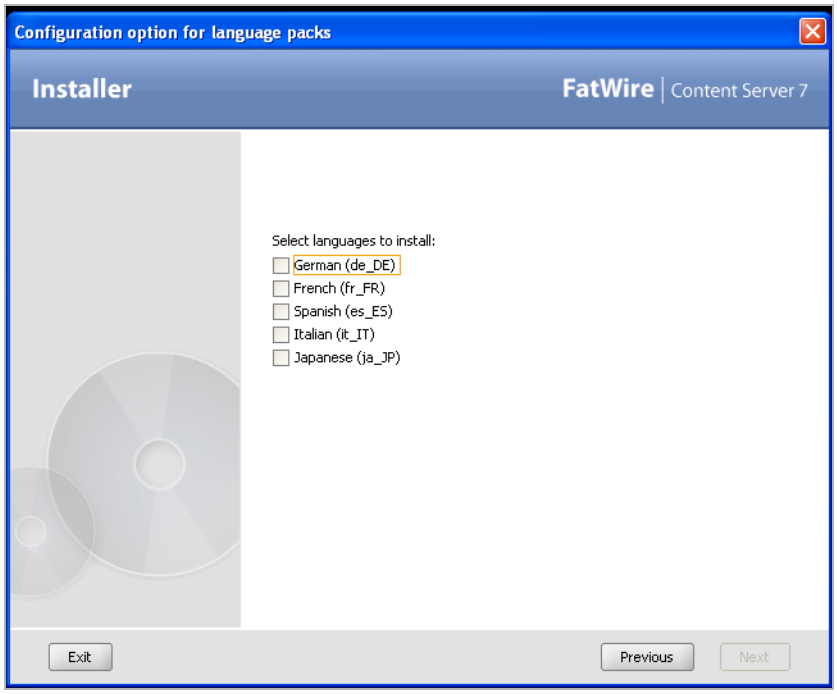
3. In the “Welcome” screen, click **Next**.

4. In the “Installation Directory” screen, enter the full path and name of the directory where Content Server is installed, then click **Next**.

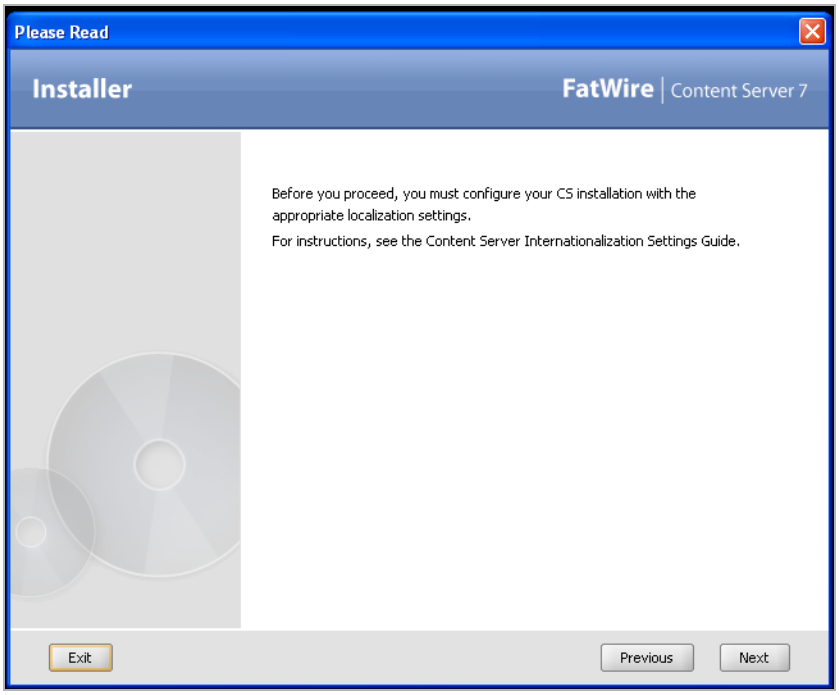
5. In the “Select Products” screen, select the **Language Pack Installation v*X.X.X*** check box(es) you want to install and click **Next**.

6. In the “Clustering” screen, select the type of Content Server installation on which you are installing the language pack, then click **Next**:
   - For a standalone installation, select **Single Server**
   - For a member of a cluster, select **Cluster Member**

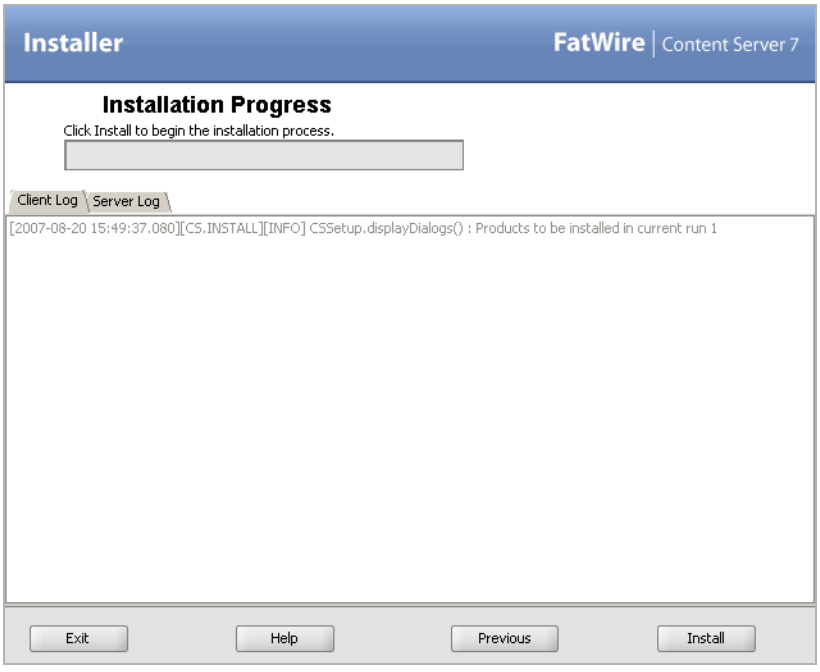
7. In the “Configuration option for language packs” screen, select the check box(es) next to the language(s) you wish to install on Content Server.



8. When the “Please Read” screen appears, follow the instructions shown (referring to Part 1, “UTF-8 Support”), then click **Next**.

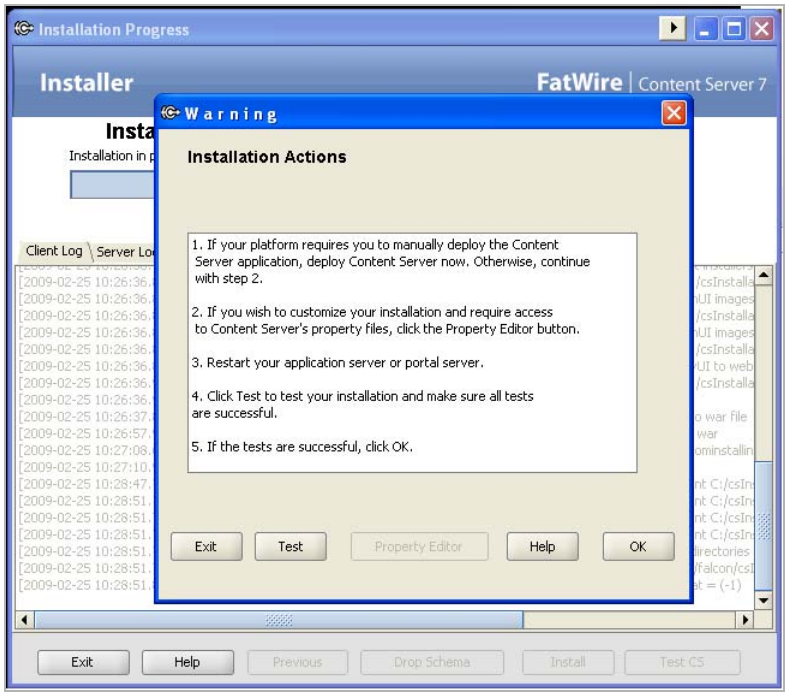


9. In the “Installation Progress” screen, click **Install** and allow the installation process to run to completion.



10. When the “Installation Actions” pop-up dialog appears, do one of the following:
    - If you are using WebLogic, WebSphere, or Sun JES, redeploy the CS application, restart the application server, and click **OK**.
    - For all other supported platforms, restart the application server and click **OK**.

> **Note**
>
> If you are installing the Japanese language pack, ensure that Shift_JIS (Windows-31J) characters display properly by adding `-Dcs.useJavaURLDecoder=false` to the application server startup script.



11. When the “Installation Successful” dialog box appears, click **OK**.
12. In the installer window, click **Exit**.
13. In the confirmation dialog, click **OK** to exit the installer.
14. The language pack installation is complete. The language packs you installed are automatically installed on the CS system.
15. Set the default language for your CS system (or for individual CS users) to that of one of the language packs you just installed, by following the steps in “Setting the Default Language,” on page 29.”

Installing Silently

To install language packs silently

1. Decompress the language pack archive (named *Language*.zip) to a temporary directory.
2. Copy the omii.ini file from <cs_install_dir>/ominstallinfo to a folder outside <cs_install_dir> and rename the copy. The silent installer will use the copy to install the language pack(s).
3. Edit the renamed omii.ini file:
   a. Specify the language packs you wish to install by adding one or more of the following properties to the omii.ini file. Each property must be placed on its own line.
      - Italian: it_IT=true
      - Japanese: ja_JP=true
      - German: de_DE=true
      - French: fr_FR=true
      - Spanish: es_ES=true
   b. Save and close the file.
4. In the temporary directory containing the language pack installer files, edit the install.ini file:
   a. Set the nodisplay property to true.
   b. Uncomment the loadfile property and set it to the path and name of the omii.ini file (which was renamed in step 2).

   Note

   Verify that you have correctly specified the file system path. For example, for Windows:

   ```
   CSInstallDirectory=C\:/csinstall
   ```

   - or -

   ```
   c\:\\install
   ```

   c. Save and close the file.
5. Run the language pack installer silently by changing to the temporary directory and executing the language pack installer script with the -silent option:
   - On Windows: **csCombinedLangPackInstall.bat -silent**
   - On Unix: **csCombinedLangPackInstall.sh -silent**

6. At the installation midpoint, do one of the following:
   - If you are using WebLogic, WebSphere, or Sun JES, redeploy the CS application and restart the application server.
   - For all other supported platforms, restart the application server.

> **Note**
>
> If you are installing the Japanese language pack, ensure that Shift_JIS (Windows-31J) characters display properly by adding `-Dcs.useJavaURLDecoder=false` to the application server startup script.

7. Once the language pack installation is complete, set the default language for your CS system (or for individual CS users, if you choose to) to that of one of the language packs you just installed, by following the steps in "Setting the Default Language."

Setting the Default Language

After you have installed the desired language pack(s), you can switch Content Server user interfaces to the desired language. You can do so in one of the following ways:

- **Set a new global default language.** Once you have installed the new language packs, you can replace the current default language with a newly installed language pack in Content Server's Locale Manager. This language will become the new default language globally on your CS system. You will be able to set a different default language for individual users, but not from the Locale Manager.
- **Set a new default language on a per-user basis.** This option allows you to select a default language for individual users that is different from the global default language that you select in the Locale Manager form.

To set a new global default language

1. Log in to the Advanced interface as an administrator (default user name `fwadmin`, password `xceladmin`).
2. Select the site you wish to work with.

> **Note**
>
> When you select a site and set a new system default language from that site, the language is automatically set as the global default language for all sites on your Content Server system.

3. In the Content Server tree, select the **Admin** tab and double-click **Locale**.
4. In the "Locale Manager" form:
   a. Click the **Edit** (pencil) icon next to the language you wish to set as the new default language.

b. Select the “Default” radio button of the language you wish to set as the new system default language.

c. Click **Save**.

The next time users log in to Content Server, the system will be displayed in the new default language you set.

> **Note**
>
> An individual user’s language preference (which you set from the **User Profiles** option) overrides the language preference set for the Content Server system (which you set from the **Locale Manager**).

To set a new default language for an individual user

1. Log in to the Advanced interface as an administrator (default user name `fwadmin`, password `xceladmin`).
2. Select the site you wish to work with.
3. In the Content Server tree, select the **Admin** tab and double-click **User Profiles**.
4. The “User Profile Management” form opens. Do the following:
   a. In the “Username” field, type the user’s name you wish to set a different language preference for.
   b. Click **Select**.
      1) In the user’s profile screen, click the **Edit** (pencil) icon to edit the user’s preferences.
      2) In the “Locale Preference” field, select the user’s default language.
      3) Click **Save**.

   The next time the user logs in to Content Server, the interface will be displayed in the new default language you set for that user.