VOSS Automate
Language Pack Guide

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Legal Information

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Contents

1. Introduction

1.1. Languages Overview

This document outlines the alternative languages on VOSS Automate and their use.

When a preferred language is activated, this overrides the default setting and the user is presented with their choice in:

- Admin Portal user interface
- Self-service user interface

Note: The choice of a preferred language and the installation of a language pack will only localize the Self-service interface.

1.2. Language Availability and Installation

Administrators can select the language that users use for their respective portal.

The language can also be selected as a parameter on the login URL, for example the parameter for Spanish (Spain):

- Admin Portal: `https://<hostname>/login/?language=es-es`
- Self-service GUI: `https://<hostname>/selfservice/#/login?lang=es-es`

If the language in this parameter is not available, the login page will revert to the default language.

The default language remains American English and if no language file is activated, this is presented in all areas of the web and phone interface.

The following languages are currently available:

- English – US (Default) : Admin Portal, Self-service GUI
- Dutch : Self-service GUI
- French : Self-service GUI
- German : Self-service GUI
- Italian : Self-service GUI
- Spanish : Self-service GUI

Note: The languages listed above are available at release time. However, other languages may be added between releases. Contact your VOSS account manager or support team for the latest list of language packs.

By selecting a language option for a user, the administrator overrides any browser settings which may have automatically defaulted to the in-country language. For administrator and Self-service users, this simply dictates the language. presented when using the Admin Portal.

The installation of other languages is managed from the Command Line Interface (CLI). The language template file is copied to the system using **scp** and from the primary Unified node, installed with the **app template** command:

1. Copy the language template file to any Unified node with the command:

   scp <language_template_file> platform@<unified_node_ip_address>:~/media

2. Log in to the primary Unified node and install the template with the command:

   app template media/<language_template_file>

   For example, to install French:

   app template media/VOSS AutomateLanguagePack_fr-fr.template

   On a multinode system, there is no need to run this command on all nodes.

Also refer to the multinode and single node cluster installation steps in the Install Guide for details.

1.3. Localization Coverage and Caveats

The following list indicates the extent of localization coverage and caveats concerning translated text:

- Localization in VOSS Automate covers any model, templates, and content visible in the Admin Portal. Content that is not accessible from the Admin Portal default menus is not localized. In particular, the VOSS Automate Command Line Interface (CLI) and system log messages that are available from the CLI, are not translated.

- In some device models have fields that are dynamic (for example Unified CM models with Vendor Configuration details)and may not be localized.

- Some details from the Transaction Log in the Admin Portal display low-level system properties that is not translated (for example Provisioning Workflow steps and Model schema actions).

- Documentation and online help - Online help localization is limited to the field descriptions that are a part of the in context sensitive help in the Admin Portal (help button on the button bar of a specific page). The General Help menu and text (accessed via the "?" button on the top bar of the Admin Portal) is not localized. Only the Model API help menu item is available on the General Help browser tab if the user language is not English. The entries in this Model API menu item may include translated text if this data is used elsewhere in the product.

- Device models that are not included in any templates are not localized or included in the extraction details even if they are accessible directly from the menu.

- Customization - Field Display Policies and for example cloned and modified models such as Menu Layouts that contain strings which are not in the language database, are not translated. Refer to the Language Customization topic for more details and the procedure for the translation of these.

- When adding VOSS Automate administrator users, the list of available languages are only those installed for administrator users, while for users in VOSS Automate with a selfservice role, the list of available languages are only those installed for selfservice users.

2. Using Installed Languages

2.1. Default Language and User Language

VOSS Automate is installed with English (en-US) as default language. However, administrators can also set the default language for their hierarchy or lower. The available languages for selection include default installed languages as well as any languages than have been added to the system.

Languages with right-to-left directionality are also supported in the VOSS Automate interface. This means that menus, labels and tooltips will show on the right hand side of this interface controls and the text will read from the right-to-left direction for these languages (for example for Hebrew or Arabic).

In addition, administrators can set a language for a user; either for administrator users that belong to hierarchies below theirs, or for selfservice users.

Functionality is also available so that Users will take the language that is set as the default language. This means that if no user language is selected for a user, the default language for the hierarchy or else the first default language for a higher hierarchy applies to the user.

For details on language setting in the Admin Portal, refer to the user documentation.

2.2. Selfservice User Languages

While administrators can set a language for a Selfservice user at a site in the same way as a language is set for an administrator, a Selfservice user can also select a language in the Selfservice application.

This selection can be made from the languages that are available at the hierarchy level to which the selfservice user belongs.

If a selfservice user selects a language, the selfservice user interface is localized for the selected language.

Administrators can also modify translations of the Selfservice interface. In order to fine tune the internationalization of the interface, a customer administrator can override a translation by adding to or editing the data model `data/SelfServiceTranslation`.

3. Customization

3.1. Language Customization

Field Display Policies are available to customize the titles and descriptions of fields as they appear on the Admin Portal, tooltips and context sensitive on-line help for fields. Administrators with sufficient permissions have access to existing Field Display Policies that can be cloned, modified and associated with menu items.

This method to customize the Admin Portal also affects a translated Admin Portal. While a translated system will include translations of pre-installed Field Display Policies, any customization of these by an administrator will impact the text on the Admin Portal as follows:

- If a customized string does not exist in the installed translation database as a source language, then it will not be translated to the target language, but will display as entered. For example, if a custom Field Display Policy in the source language contains an updated field title called "User Firstname", this string will remain untranslated on a target language Admin Portal if this string is not available in the installed translation database.

- Conversely, any existing custom Field Display Policies containing customized text that exists in the translation database, will be translated on the Admin Portal.

The translation of text in custom Field Display Policies or cloned models such as menu layouts is supported. The custom strings can be submitted to your localization representative. Translations will be made available as template files that can be installed by an administrator who has access to the VOSS Automate Command Line Interface (CLI) and the **app template** command. The installed template files will update the translation database.

On-line help text is divided into two categories:

1. Context-sensitive on-line help accessible from the Help icon on a form button bar.
2. General Help that is available on the Help page as a General Help menu item.

Context-sensitive help shows the titles and descriptions of the corresponding Admin Portal form. This information can also be modified by a Field Display Policy and is translated when the user language changes. In the case of US English, some context-sensitive Help pages also show additional topics that are available on the General Help menu. If the user language is not US English, these topics are not shown.

The topics on the General Help menu item are only available if the user's language is US English. In other words, topics available from the General Help menu are not translated.

4.   New Languages and Updates

4.1.   Installation of New Languages

Official new languages are made available as template files that can be installed by an administrator who has access to the VOSS Automate Command Line Interface (CLI) and the **app template** command. The installed template files will add the language to the translation database.

Users can then be added or modified to be associated with the new language. For all installed languages, the language is available on the Language field of the user input form.

New languages that are added upon request of a client also follow this procedure: the requested language is provided as a template file to be added to the VOSS Automate language database. Users can then be created or modified to be associated with the modified language.

4.2.   Updates to Languages

Updates to official VOSS Automate languages or languages that have been added upon client request are made available as template files that can be installed by an administrator who has access to the VOSS Automate Command Line Interface (CLI) and the **app template** command.

The template files will update the language(s) in the translation database.