Localization

Supporting Multiple Languages in ServiceNow

Localization

Note: *This article applies to Fuji and earlier releases. For more current information, see System Localization* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

Localization allows administrators to accommodate users from a variety of different countries, using different languages and currencies, within the same instance. The platform supports internationalization of language and localization of currencies and prices wherever they appear.

Language Internationalization

Once the Internationalization Plugins have been activated, the platform will support multiple languages. A global language can be set, and users can specify their own languages. The base system labels and messages are automatically translated, and tools are provided to help the administrator translate customizations. For more information, see Language Internationalization.

Currency Localization

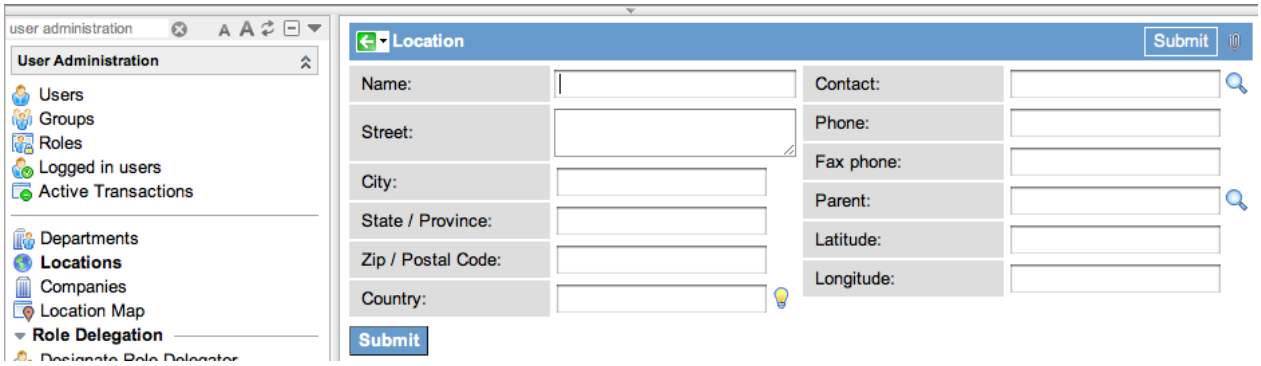
Currencies can be defined within the System Localization application, and can have their exchange rates loaded from the European Central Bank.

Once the Currency Support for Service Catalog Plugin has been installed, the service catalog can convert catalog item prices into the currency of the user's locale code, or can display a fixed price that will display in the same currency regardless of who is viewing it.

Location Setup

If your organization supports more than one distinct location, you can configure these locations in ServiceNow to help further identify users, assets, incidents, and so on.

To see available locations for your company, navigate to **User Administration > Locations**. Click New to add a new location:



When done, click Submit. Your new location will now be available to you anywhere you can specify one.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_SystemLocalization.html

Defining Locales

Note: *This article applies to Fuji. For more current information, see Define Locales* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Functionality described here requires the **Currency Support for Service Catalog Plugin** plugin. The plugin is automatically installed for new instances.

Overview

ServiceNow allows you to specify your locale so things such as dates/times, currencies, etc. get displayed properly for your organization. By default, ServiceNow uses US standard formatting (e.g., our current default is the US Dollar sign $ displayed with two decimal places: $100.00). By customizing your locale, you can make things such as currency appear as you expect. For example, in France, one might wish to see 100,00 € instead of $100.00.

Identifying your locale code

Locales are specified in the form:

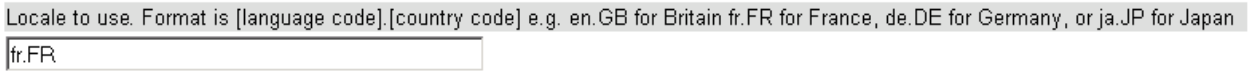
```
[ISO LANGUAGE CODE].[ISO COUNTRY CODE]
```

- ISO LANGUAGE CODE is the two letter, ISO 639.2 [2] code for your desired language e.g. "en" for english or "de" for German.
- ISO COUNTRY CODE is the two letter, ISO 3166 [3] code for your desired country e.g. "GB" for Britain or "DE" for German

Note that your ISO language code *may not necessarily match* your ISO country code. For example, Britain is en.GB and Japan is jp.JA.

Setting the Instance Locale

From the left navigation pane, select **System Properties > System Localization**, and then scroll to the following:



Some Common Locales

Country	Locale Code
United States	en.US
Great Britain	en.GB
France	fr.FR
Germany	de.DE
Japan	ja.JP

Associating a user with a different Locale

The system associates a user with a locale based on that user's language and country code in their user record.

1. Navigate to **User Administration > Users**, and open the user whose locale you want to specify
2. If you haven't already done so, personalize the user form to add the "Language" and "Country code" fields.
3. Set the user's language and country code. Doing so will also default them to the currency for that locale.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_DefineLocales.html
[2] http://www.loc.gov/standards/iso639-2/php/code_list.php
[3] http://userpage.chemie.fu-berlin.de/diverse/doc/ISO_3166.html

Language Localization

Internationalization Plugins

Note: *This article applies to Fuji and earlier releases. For more current information, see Internationalization Support* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

ServiceNow supports multiple languages, using UTF-8 for international characters. When a user logs in, the system uses either the system default language or the language specified in the user record. This setting determines the language in which forms and messages are displayed throughout the session. For more information on language support, see Language Internationalization.

Activating Language Plugins

By default, the language supported by the platform is American English. To add other languages, activate the associated plugin via **System Definition > Plugins**. The following plugins are currently available:

- I18N: Brazilian Portuguese Translations
- I18N: Czech Translations (available starting with the Calgary Patch 2 release)
- I18N: Dutch Translations
- I18N: Estonian Translations (available for customers on the Eureka release or prior)
- I18N: Finnish Translations (available starting with the Calgary Patch 2 release)
- I18N: French - Canada Translations
- I18N: French Translations
- I18N: German Translations
- I18N: Hebrew Translations (available starting with the Calgary Patch 2 release)
- I18N: Hungarian Translations
- I18N: Italian Translations
- I18N: Japanese Translations
- I18N: Korean Translations
- I18N: Polish Translations
- I18N: Portuguese Translations
- I18N: Russian Translations
- I18N: Simplified Chinese Translations
- I18N: Spanish Translations
- I18N: Thai Translations
- I18N: Traditional Chinese Translations
- I18N: Turkish Translations (available starting with the Dublin EA8)

In addition, the I18N: Internationalization plugin provides the elements necessary for translating an instance without any translation preloaded. This plugin is useful for translating an instance to a language other than those listed above.

Administrators can activate the I18N: Internationalization plugin starting with the Dublin release. In releases prior to Dublin, you can request this plugin from Technical Support.

Enhancements

Eureka

- The Enable I18N Debugging module allows you to enable translation prefixes for the current session.
- A new translation prefix is available to indicate translatable choice list choices.
- To activate the I18N: Estonian Translations plugin, administrators must make a request to technical support.

Dublin

- Right-to-left language support for languages such as Hebrew is available in certain areas in the main user interface and on live feed.
- New language plugins for Czech, Finnish, and Hebrew. These languages are first available with the Calgary Patch 2 release.
- New language plugin for Turkish.

Calgary

- The term **Quebecois** was changed to read **French - Canada**.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/reference/r_InternationalizationSupport.html

Language Internationalization

Note: *This article applies to Fuji and earlier releases. For more current information, see Language Internationalization Support* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

ServiceNow supports multiple languages, using UTF-8 for international characters. When a user logs in, the language for the instance session is determined by the following logic:

1. If the language selection at login is enabled, that language is used.
2. If not, the language preference selected using the language picker in the header bar is used.
3. If not, the user's language setting in the User [sys_user] table is used.
4. If none of the above are true, the system default language is used.

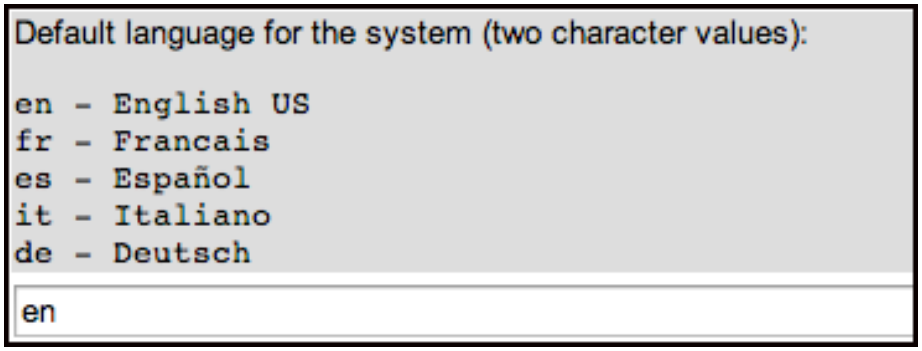
Some areas of the system are not translated, including journal fields, report titles, and any field that stores free-form text. These fields remain in the language used to create them.

When creating a custom field, you must add the labels in the Field Label table because they are not added automatically.

Global Language

Before selecting a new default language, activate the plugin for the desired language in **System Definition > Plugins**.

The default global language for the system is set in **System Properties > System Localization**. This property defines the language that users see if a language is not specified in their user record.



User-Specific Language

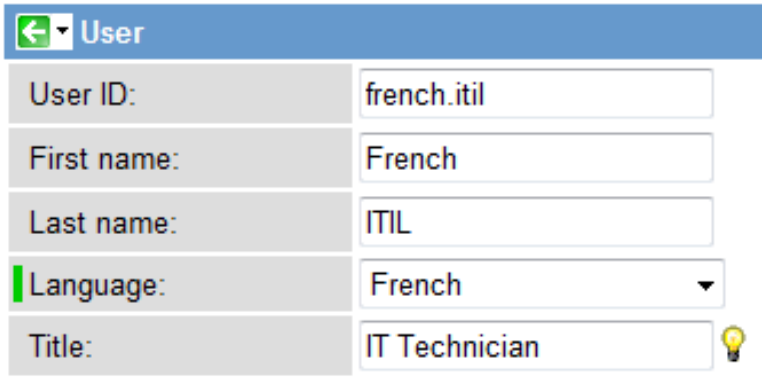
The user has several choices for identifying the language to be used for the instance, as described here.

- **Language picker at login:** If user-specific language is enabled, users see a choice list on the login page to select their language.

  To control display of the choice list on the login page, navigate to **System Properties > UI Properties** and use the property **Show the language select box on the login page to allow the user to specify the language they would like to be logged in with.**
- **Language picker in the welcome banner:** When an internationalization plugin is enabled, users can select their language in the language picker in the welcome banner.

- **Language setting on the user table:** If you have users that require a different language in addition to the global language, you can specify a language for them in **User Administration > Users.** If the **Language** field isn't already on the form, you can configure the form and add it.

  The **Language** field in the User [sys_user] table overrides the default global language for that user's sessions.



Note: *Setting the language for the system guest user sets the language for both the login page and all users without a user role.*

Translation Tables

ServiceNow stores translation information in these tables.

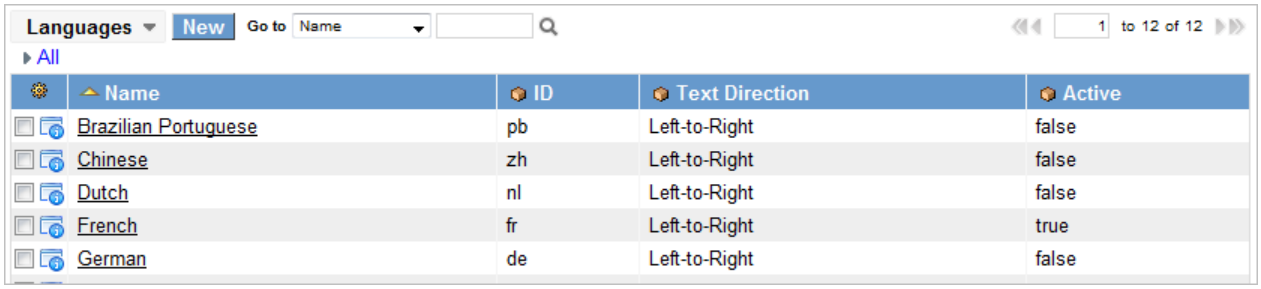
- Languages [sys_language]
- Translated Text [sys_translated_text]
- Translated Name / Field [sys_translated] (Deprecated)
- Message [sys_ui_message]
- Field label [sys_documentation]
- Choice [sys_choice]

Note: *The Languages table is available only after I18N:Internationalization has been activated.*

Languages

The Languages [sys_language] table contains a list of the languages for which translated text is available. To enable translation to a new language, add a record to the Languages table. The main fields for this table are:

- **Name:** language name.
- **ID:** two-character ISO 639.1 [2] code for the language.
- **Text Direction:** direction of text in this language.
- **Active:** indicator that shows whether the language has been activated (true) for this instance or not (false).



Support for Translating Right-to-Left Languages

Use the **Text Direction** field to configure a language that reads from right to left, such as Hebrew. Right-to-left language support is available only in the main user interface and on live feed. Other user interfaces and applications, such as the graphical workflow editor, reporting, CMS, chat, and the ServiceNow Wiki, are not supported.

To configure a language as reading from right to left:

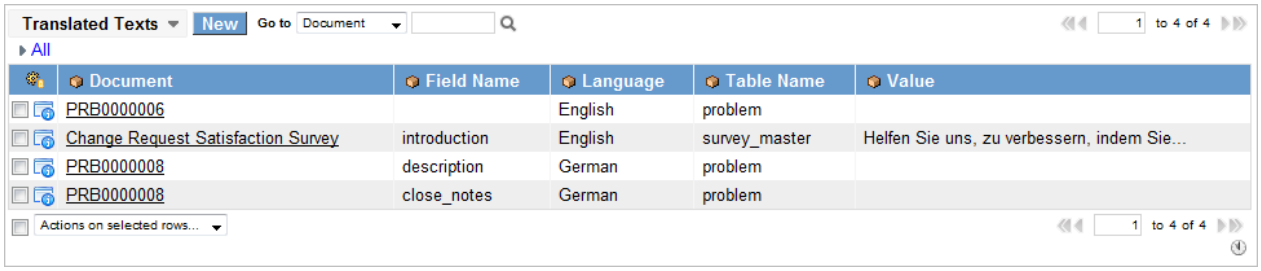
1. Navigate to **System Localization > Languages**.
2. Click **New**.
3. Enter the **Name** of the language, such as Hebrew.
4. Enter the two-character ISO 639.1 **ID** for the language. For example, Hebrew would be **he**.
5. In the **Text Direction** field, select **Right-to-Left**.
6. Click **Submit**.

Translated Text

The Translated Text [sys_translated_text] table stores translations for fields with the field type translated_text or translated_html (see the dictionary entry). ServiceNow recommends using this field type for all translated content since it can support strings up to 6500 characters in length.

The main fields for this table are:

- **Document:** internal identifier of the record this translation applies to.
- **Field name:** field this translated text appearsin, for example, **Close notes**.
- **Language:** language the text is translated into.
- **Table Name:** table this translation applies to.
- **Value:** translated text that the user sees.



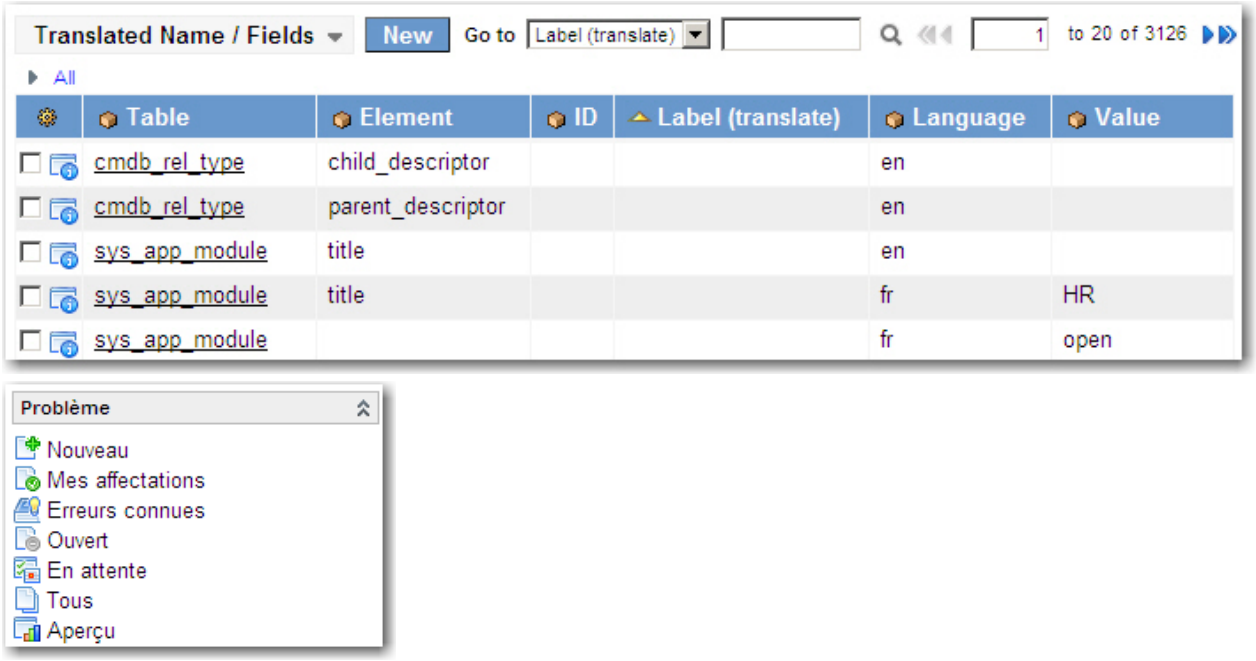
Translated Name / Field (Deprecated)

The Translated Name / Field [sys_translated] table stored translated values for text fields where the field type was translated_field (see the dictionary entry). This option was available for text fields up to 255 characters in length such as names, titles, and short descriptions.

For new translations, ServiceNow recommends using the translated_text field type instead since it can store larger translated strings. Some baseline fields have been converted from the translated_field field type to the the translated_text data type (as of the Eureka release).

The main fields for this table are:

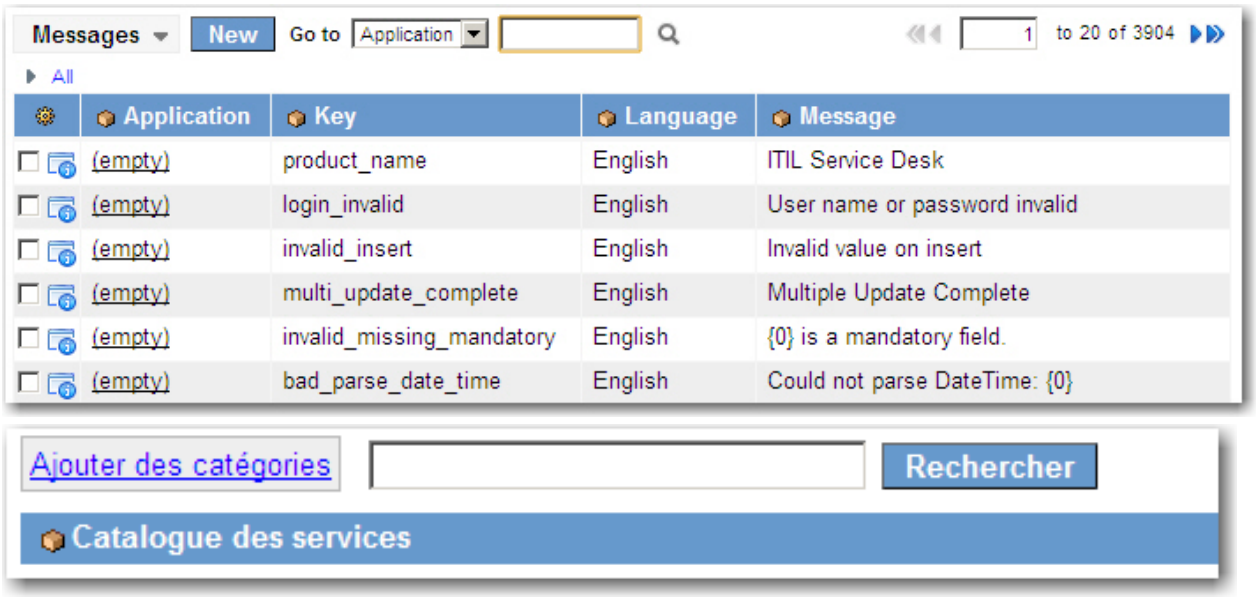
- **Table:** name of the table this translation applies to.
- **Element:** name of the field this translation applies to.
- **Label (translate):** translated text that users see on forms and lists.
- **Language:** two-character ISO language code for this translated text.
- **Value:** English value that causes this translated text to be displayed. For example, the first item in the illustration represents the text of a multiple choice answer in a survey. If the English text is **D – Poor** and the current ServiceNow session uses French, that choice appears as **D – Faible**.



Message

The Message [sys_ui_message] table contains the translations for informational messages, confirmation messages, error messages, and other types of system messages. ServiceNow checks this table for translated text when a client script contains a getMessage call or a server script contains a `gs.getMessage` call. The main fields for this table are:

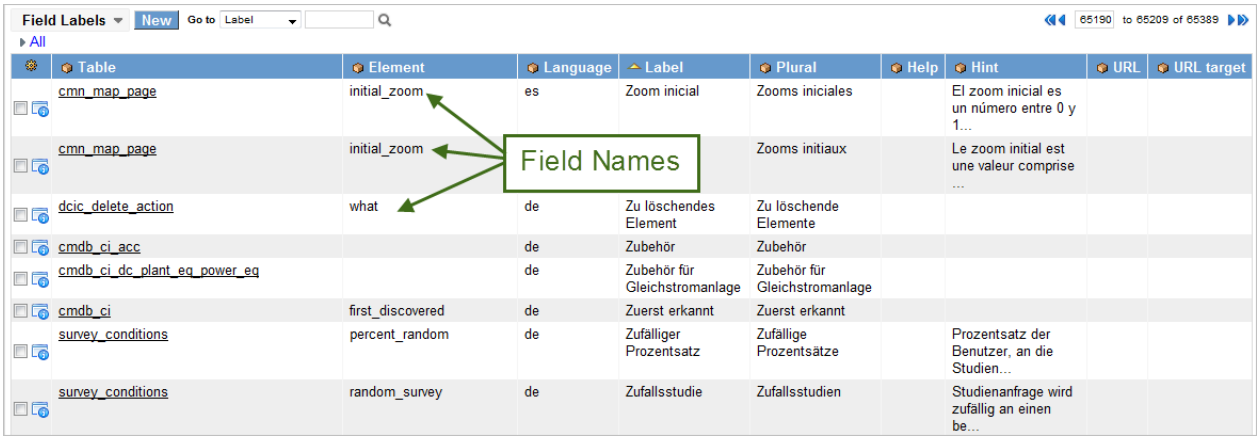
- **Application:** name of the application this message appears in.
- **Key:** internal unique identifier of this message.
- **Language:** language the message is translated into.
- **Message:** translated text that users see.

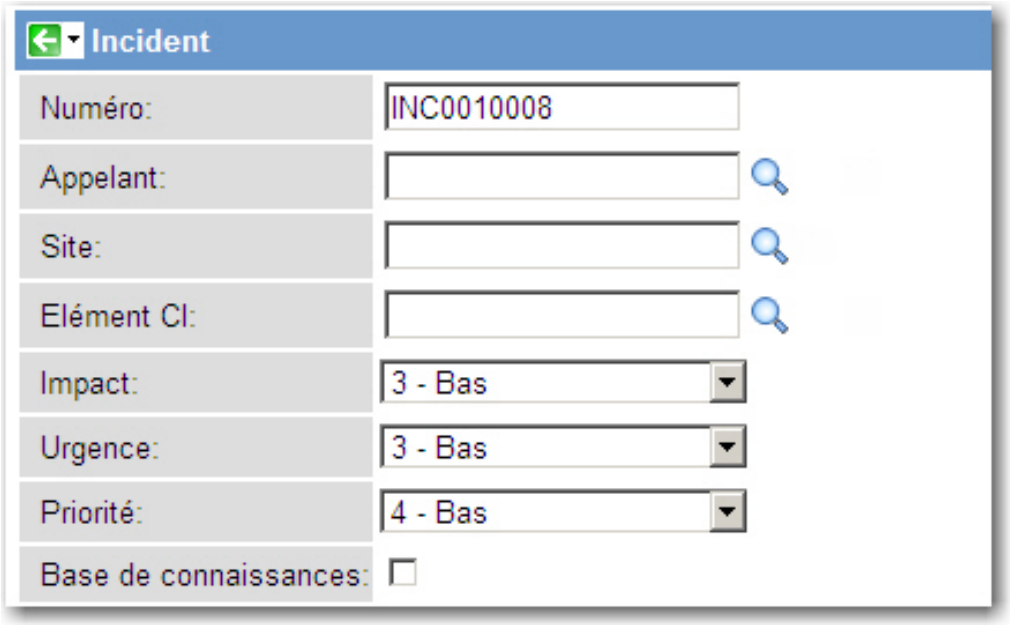


Field Label

The Field Label [sys_documentation] table stores the text of table names along with the singular and plural labels for each field in the table. For each table name and field label, the Field Label table contains a record for each installed language. ServiceNow uses the table and field names from this table to display lists and forms in the proper language. The main fields for this table are:

- **Table:** name of the table this translation applies to.
- **Element:** name of the field this translation applies to.
- **Language:** two-character ISO language code for the translated text.
- **Label:** translated text that users see.
- **Plural:** plural of the label.
- **Help:** reserved for future use.
- **Hint:** text that pops up when the cursor rests on the field.
- **URL:** URL for a web page that provides information about the field. When a URL is provided, the field label displays a help icon ( ).
- **URL target:** location where the URL appears, if a URL is given. If this field is empty, the URL opens in the current tab or window when a user clicks the help icon. If the field contains the code `_blank`, the URL opens in a new tab or window when a user clicks the help icon.





Choices

The Choice [sys_choice] table contains translated text for options that appear in choice lists. The main fields for this table are:

- **Table:** name of the table this translation applies to.
- **Element:** name of the field this translation is used for.
- **Language:** two-character ISO language code for the translated choice.
- **Value:** English description of this choice.
- **Label:** translated text that users see for this choice.

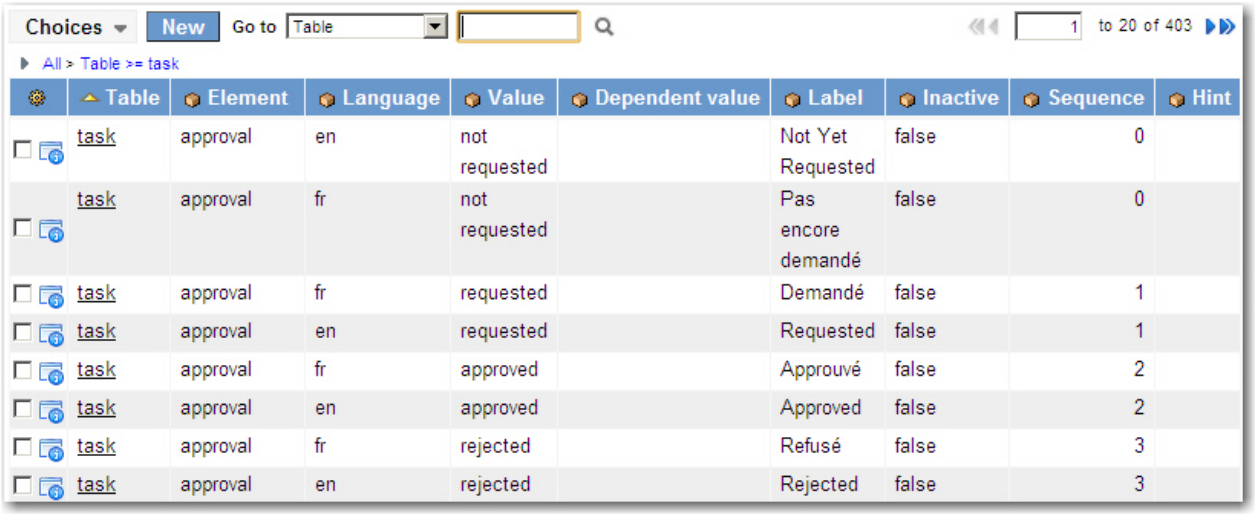
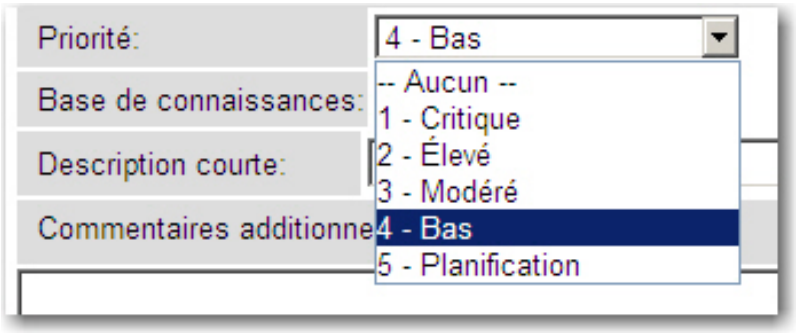
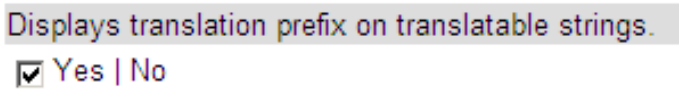


Table	Element	Language	Value	Dependent value	Label	Inactive	Sequence	Hint
task	approval	en	not requested		Not Yet Requested	false	0	
task	approval	fr	not requested		Pas encore demandé	false	0	
task	approval	fr	requested		Demandé	false	1	
task	approval	en	requested		Requested	false	1	
task	approval	fr	approved		Approuvé	false	2	
task	approval	en	approved		Approved	false	2	
task	approval	fr	rejected		Refusé	false	3	
task	approval	en	rejected		Rejected	false	3	



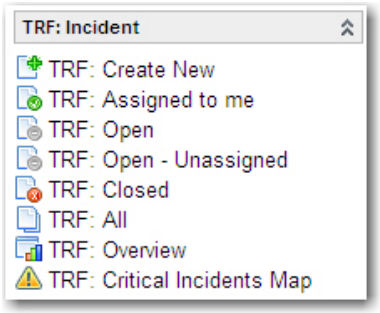
Show Translated Strings

When setting up translations for the different areas of your instance, a property can be turned on that allows you to easily determine which table you need to add the translated label to. Navigate to **System Properties > System Localization**, and then select **Display translation prefix on translatable strings**.

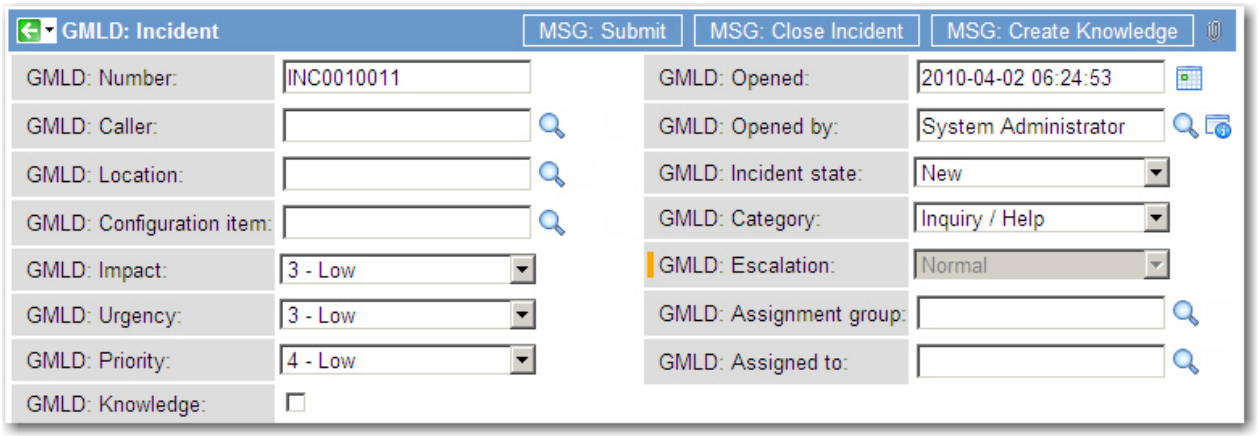


After activating the property, refresh your browser. Following the refresh, the following prefixes appear on fields, labels, and messages that have been translated internally.

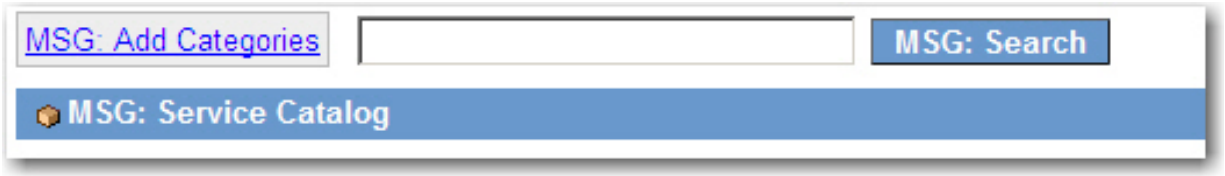
- **TRF:** Translated Field



- **GMLD:** Field Label

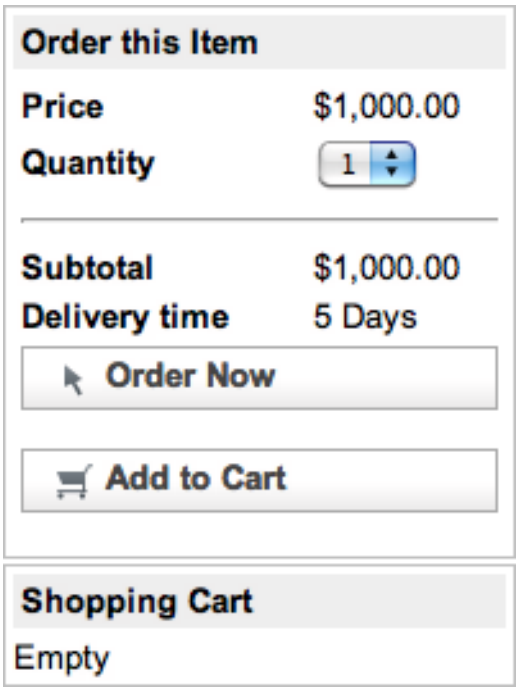


- **MSG:** Message



Service Catalog Buttons

You can specify language-specific messages for buttons in these service catalog screens: Cart, Edit Cart, and Check Out (including workflows and approvals). The text for the buttons is stored on the "Messages" table. For more information on how to translate system messages, see Translating New Customizations.



Service catalog buttons

Click the plus to expand previous version information

Because buttons within the service catalog such as **Order Now** and **Add to Cart** are images, their messages cannot be internationalized. Using the Database Storage for Images Plugin, it is possible to overwrite the default image with a new one. However, it is not possible to have different images appear based on the user's language setting.

FAQ

Will my custom fields be translated?

When you create a field, it does not create a translated label. Labels for custom fields are created with a language of English (en). You can, however, translate the fields manually. For more information, see Using Translated Fields.

I am not seeing journal fields translated.

User-defined string fields, such as short description, additional comments, and report titles are not translated. They appear in the language they were created in.

Enhancements

Eureka

- Some baseline fields converted from the translated_field field type to the translated_text field type to support longer strings.

Dublin

- Right-to-left language support for languages such as Hebrew is available in certain areas in the main user interface and on live feed.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_LangInternationalizationSupport.html

Translating an Instance

Note: *This article applies to Fuji. For more current information, see Translate an Instance* [1] *at* http://docs.servicenow.com The ServiceNow Wiki is no longer being updated. Please refer to http://docs.servicenow.com for the latest product documentation.

Overview

ServiceNow provides a series of Internationalization plugins, each of which translate most of the instance into a particular language. Administrators can also translate an instance into languages other than those provided in the internationalization plugins by performing these steps.

1. Activate the I18N: Internationalization plugin. This plugin is required for all languages.
2. Create a new language record in the Languages [sys_language] table.
3. Create a new choice record in the Choices [sys_choices] table.
4. Translate the user interface.
5. Translate client script messages.
6. Translate the knowledge base.

Step 1. Activate the I18N: Internationalization Plugin

The first step in translating an instance is to install the elements required for translation, including tables to hold the translations, language pickers to allow users to switch between languages, and import set tables and transform maps to aid in importing translations. These elements are all provided in the plugin I18N: Internationalization.

Click the plus to expand instructions for requesting a plugin.

1. Navigate to [HI [2]].
2. Click **Service Catalog**.
3. Click **Request Plugin Activation**.
   - [Required] In **Target Instance**, select the instance on which to activate the plugin.
   - [Required] In **Plugin Name**, enter the name of the plugin to activate.
   - [Optional] In **Date and time would you like the plugin to be enabled?**, specify a date and time at least 12 hours in the future. Leave this field empty if you want the plugin activated as soon as possible.

   Note: Plugins are generally activated during business hours in the Pacific time zone, but can be scheduled for a different time with advance notice.

   - [Optional] In **Reason/Comments**, add any information that would be helpful for the ServiceNow technical support engineer activating the plugin.
4. Click **Submit**.

Step 2. Create a New Language Record

You must create a language record for your new translation in the Languages [sys_languages] table.

1. Navigate to **System Localization > Languages**.
2. Click **New**.
3. Enter the following fields.
   - **Name:** Enter the name of the language. For example, Turkish.
   - **ID:** Enter the two-character ISO 639.1 [2] code for the language. For example, tr.
   - **Text Direction:** Select the direction that the instance should display the language in. For example Left-to-Right.
4. Click **Submit**.

Step 3. Create a New Choice Record

You must create a choice record for a new translation in the Choices [sys_choice] table. This record allows users to select the language as a valid option in a User record and the language picker.

1. Navigate to **System Localization > Choices**.
2. Click **New**.
3. Enter the following fields.
   - **Table:** Enter **sys_user**.
   - **Element:** Enter **preferred_language**.
   - **Language:** Enter the two-character ISO 639.1 [2] code for the language this choice record is a member of. For example, tr. The default is **en**.
   - **Label:** Enter the name of the language selection as you want it to appear in the language picker. For example, Turkish.
   - **Value:** Enter the two-character ISO 639.1 [2] code for the new language selection. For example, tr. The instance uses this value to set the display language.
   - **Sequence:** Enter a number to determine what order the option appears in the choice list if you do not want to list choices alphabetically. For example, 5.
4. Click **Submit**.

Step 4. Translate the Interface

After creating the choice record, translate the interface, including the applications, modules, UI actions, forms, lists, alerts, and choice lists. All of these interface items are stored as translatable strings in these translation tables.

- Translated Name / Field [sys_translated]
- Messages [sys_ui_message]
- Field Label [sys_documentation]
- Choice [sys_choice]
- Translated Text [sys_translated_text]

By default, these translation tables only contain English strings. To populate these tables with translated strings:

1. Export the contents of the translation tables into a format (such as Excel) that can be easily manipulated.
2. Within the exported document, translate the **Label**, **Plural**, **Hint**, and **Message** columns for each row. Be sure to also change the "Language" column to the two character ISO code of the new language.
3. Import the translated document back into the instance as an import set.

Importing Translations from Excel Spreadsheets

The System Import Sets application contains four import tables and corresponding transform maps to assist with importing translations from an Excel spreadsheet.

1. Navigate to **System Import Sets > Load Data**.
2. Select **Use Existing** and the **Table name** that matches the type of data being imported, as follows.
   - For choices, select the [u_sys_choice] table.
   - For field labels, select the [u_sys_documentation] table.
   - For translated names and fields, select the [u_sys_translated] table.
   - For messages, select the [u_sys_ui_message] table.
3. Select **Upload an Excel file**, and then click **Browse** to select the source Excel spreadsheet.
4. If appropriate, specify the **Work sheet** and **Header row number**.
5. Click **Go**.

   The translations are now available in the appropriate **Import Set Table**.
6. Navigate to **System Import Sets > *Table Name*** and review the imported information to verify that the import was successful.
7. To transform the imported data into the corresponding table, navigate to **System Import Sets > Run Transform**.
8. Select the appropriate transform map, as follows.
   - For choices, select the **Sys Choice Translation Map**.
   - For field labels, select the **Sys Documentation Translation Map**.
   - For translated names and fields, select the **Sys Translated Translation Map**.
   - For messages, select the **Sys UI Message Translation Map**.
9. Click **Transform**.

Note: *Make sure you choose a transform map that has the **Run Business Rule** option selected. If the transform map does not have this option selected, any customized translations you have may be overwritten during the next upgrade. See Creating New Transform Maps for more information.*

Translating Individual Field Labels and Values

To translate just a few field labels or values, such as when you add customizations to a translated instance, use the procedure that applies to the type of text being translated. To determine the field type, right-click the field on the form, select **Configure Dictionary** (**Personalize Dictionary** in versions prior to Fuji) and check the **Type** field. Three types of ServiceNow fields store translated strings:

- **Translated_text:** Stores long text values in plain text. The value of the translated_text replaces the plain text when the user selects the matching language.
- **Translated_field (deprecated):** Stores field labels, related list names, and certain field values. The value of the translated_field replaces the label, list name, or field value when the user selects the matching language.
- **Translated_html:** Stores long text values in HTML. The value of the translated_html replaces the HTML when the user selects the matching language.

ServiceNow stores the translated values as separate records and displays the proper value according to the end user's language. You can translate an entire instance by exporting the translation tables and then importing the translated strings as described under Step 4. Translate the Interface.

Note: *In addition to translated field types, currency fields display the same price in different currencies based on the user's language.*

Field Labels

Field labels are the names that appear on forms and lists to describe the type of information the field contains. The following procedure works best for translating individual field labels, such as those added with a customization. To translate large numbers of field labels, use the procedure described under Step 4. Translate the Interface.

To translate a field label:

1. Navigate to the field on the form.
2. Right-click the field label and select **Configure Label** (**Personalize Label** in versions prior to Fuji).
3. In the **Field Label** form, replace the English text with the text of the target language in the **Label**, **Plural**, and **Hint** fields.
4. Enter the two-character **Language** code of the target language.
5. Right-click the header bar and select **Insert**.

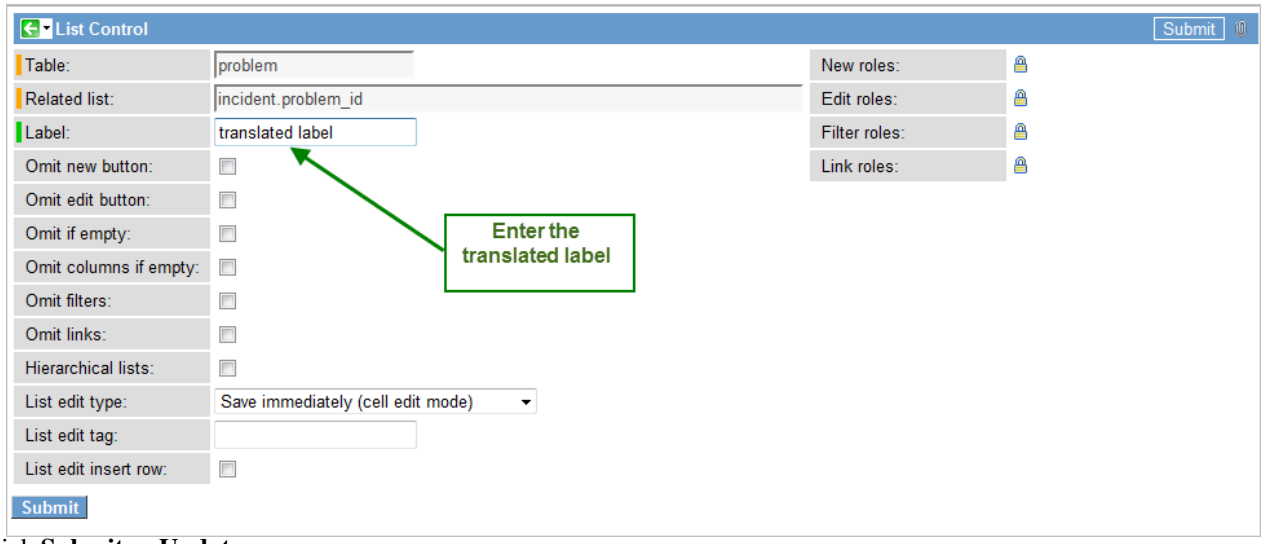
   Clicking **Insert** creates a new record in the Field Label table for this field label in the selected language.

Related List Names

Related lists appear at the bottom of forms. You can translate a related list name by configuring the list.

To translate a related list name:

1. Use the language picker in the header bar to switch to the desired language.
2. Navigate to the related list on the form.
3. Right-click the related list header bar and select the appropriate option for your version:
   - **Fuji or later:** Configure > List Control
   - **Eureka or earlier:** Personalize > List Control
4. Replace the existing **Label** with the text of the target language.



5. Click **Submit** or **Update**.

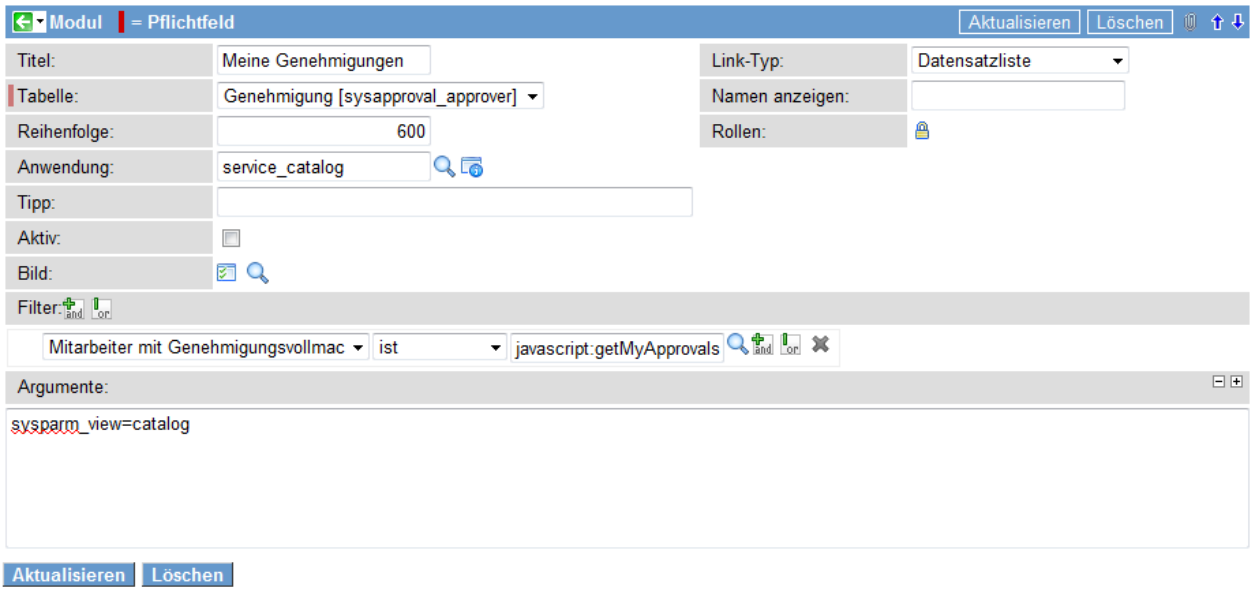
   This creates a new entry in the Translated Name / Field [sys_translated] table or updates the existing entry for this language.

Field Values

Field values are the text entries that are used for fields with the type translated_field, such as the **Title** or **Hint** field in the Module [sys_app_module] table. The following procedure works best for translating values for individual fields, such as those added with a customization. To translate large numbers of field values, use the procedure described under Step 4. Translate the Interface.

To translate the value of a field on a form (field type translated_field):

1. Use the language picker in the header bar to switch to the desired language.
2. Navigate to the field on the form.
3. Enter the text of the target language for this value.



4. Click **Submit**.

   This creates a new record in the Translated Name / Field table for the selected language or updates the existing record.

Long Text Content

Long text content occurs in fields with the type translated_text or translated_html. Use the following procedure to translate the content for individual text fields. To translate large numbers of text or HTML fields, use the procedure described under Step 4. Translate the Interface.

To translate the content of a text or HTML field on a form (field type translated_text or translated_html):

1. Use the language picker to switch to the desired language.
2. Navigate to the field on the form.
3. Replace the English text with the text of the target language.
4. Click **Submit**.

   This creates a new record in the Translated Text table for the active language. The field content displays English or the new language, depending on the user's language selection.

Step 5. Translating Client Script Messages

Client scripts include a multi-line **Messages** field. Use this field to enter message strings that the client script can use as a key to look up a localized message alternative from the Message [sys_ui_message] table. Add each message key on a separate line. The instance looks for a localized message string anytime the client script makes a `getMessage(msg)` call where the *msg* string matches a key in the **Messages** field.

For example, if you add the string `Please populate the Reason field` to the **Messages** field, then the instance will look for a localized string from the Message [sys_ui_message] table any time the client script calls:

```
getMessage(Please populate the Reason field)
```

Add a new record to the Message [sys_ui_message] table for each localized string.

1. Navigate to **System Localization > Messages**.
2. Click **New**.
3. Enter the Message fields for the localized message.
4. Click **Submit**.

Step 6. Translating the Knowledge Base

The knowledge base has two separate methods for translation:

- **Translating the content of articles:** used for articles that apply to users of all languages.
- **Creating language-specific articles:** used when users with different languages need different articles.

Translating Knowledge Base Articles

Knowledge base articles use translated_html fields for article content. This type of field displays the translation based on the user's language, if multiple translations are stored. To learn about using translated_html fields, see Using Translated Text.

Creating Language-Specific Articles

Activating the Knowledge Management Internationalization v2 plugin adds a **Language** field on the Knowledge form for setting the language of the article. Users can choose a language to search and search results return only articles in that language. Users can switch between different translations of the same article, as well.

For information on translating an article, see Translating Knowledge.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_TranslateAnInstance.html
[2] http://hi.service-now.com

Translating New Customizations

Note: *This article applies to Fuji and earlier releases. For more current information, see Translate New Customizations* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**

Overview

When using one of the Internationalization plugins, most of the fields in the instance will automatically be translated. However, customizations will not be translated automatically, and need to be translated by hand. In this case, it is best to locate the individual untranslated strings, and insert those translations manually. Below are three tools for locating untranslated strings:

- Displaying Prefixes for Translatable Strings
- Exporting Untranslated Strings
- Using the **Translate and Learn** Property

For information on translating an entire instance, see Translating an Instance.

Locating Translatable Strings

These tables contain translatable strings, described more at length in Language Internationalization:

- Translated Name / Field [sys_translated]
- Message [sys_ui_message]
- Field Label [sys_documentation]
- Choice [sys_choice]

Displaying Translation Prefixes

Translation prefixes indicate where to find the string for translation. An administrator can enable prefixes on field labels for the current user session by navigating to **System Localization > Enable I18N Debugging**. Navigate to **System Localization > Disable I18N Debugging** to disable prefixes for the current session. You must refresh your browser after accessing one of these modules to apply the change. These modules are available starting with the Eureka release. For enabling translation prefixes prior to Eureka, see the previous version information.

- For the prefix **TRF**, navigate to **System Localization > Translated Names / Fields**.
- For the prefix **MSG**, navigate to **System Localization > Messages**.

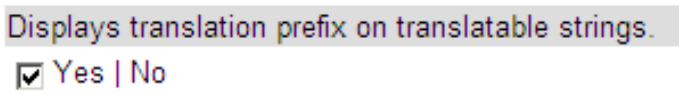
- For the prefix **GMLD**, navigate to **System Localization > Field Labels**.
- For the prefix **TRT**, navigate to **System Localization > Translated Text**.
- For the prefix **CHC**, navigate to **System Localization > Choices** (Starting with the Eureka release).

Some few strings may not display translatable prefixes. This means that the string is not stored on any of these four tables. This behavior occurs with text embedded in images, such as the buttons in the Service Catalog, or text defined by properties, such as the text which follows the banner.

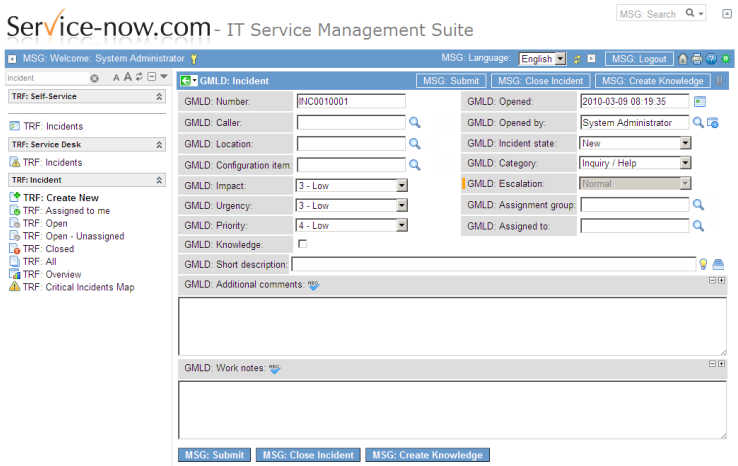
Previous Version Information

Click the plus to show previous version information

It may not be obvious whether a particular string belongs in any one of those tables. There is a property to display a prefix denoting which of the tables the string can be found on. To activate the property, navigate to **System Properties > System Localization** and set the **Displays translation prefix on translatable strings** property to true.



After the property is enabled and the browser is refreshed, the instance will display prefixes before translated strings.



These prefix strings determines where to find the string for translation:

- If the string is preceded by the prefix **TRF:** it can be found by navigating to **System Localization > Translated Names / Fields**.
- If the string is preceded by the prefix **MSG:** it can be found by navigating to **System Localization > Messages**.
- If the string is preceded by the prefix **GMLD** it can be found by navigating to **System Localization > Field Labels**
- If the string is preceded by the prefix **TRT** it can be found by navigating to **System Localization > Translated Text**

These prefixes will be visible to all users. If the prefixes are on when a form is submitted, it may add the prefix to the value within a field (e.g. renaming the Knowledge Base article **Email Access** to read **TRF:Email Access.** For this reason, this property should only be used on non-production instances.

Some few strings may not display translatable prefixes. This means that they are not stored on any of these four tables. Sometimes, this occurs with text embedded in images (such as the buttons in the Service Catalog) or defined by properties (such as the text which follows the banner).

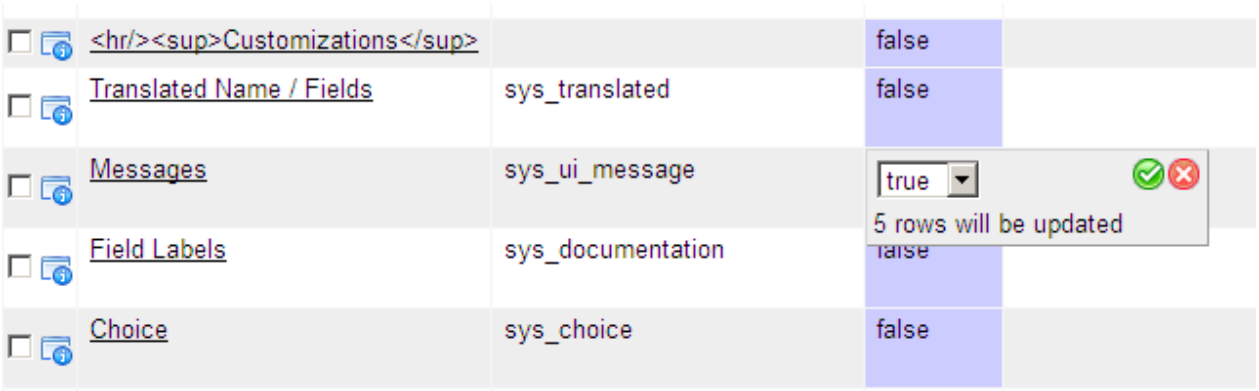
Exporting Untranslated Strings

One method for easily translating customizations is to export all of the translated names and fields, messages, field labels, and choices that only have English translations. To aid in this, there are four modules for the **System Localization** application menu that are inactive by default.

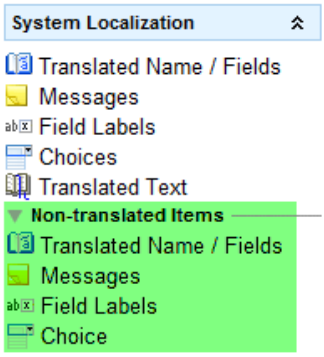
- <hr/>^{Customizations}
- Translated Name / Fields
- Messages
- Field Labels
- Choices

To activate these modules:

1. Right-click on the **System Localization** application menu and select **Edit Application Menu**
2. Use the list editor to set the **Active** field to **True** for the modules.



After the application navigator refreshes, the modules appear.



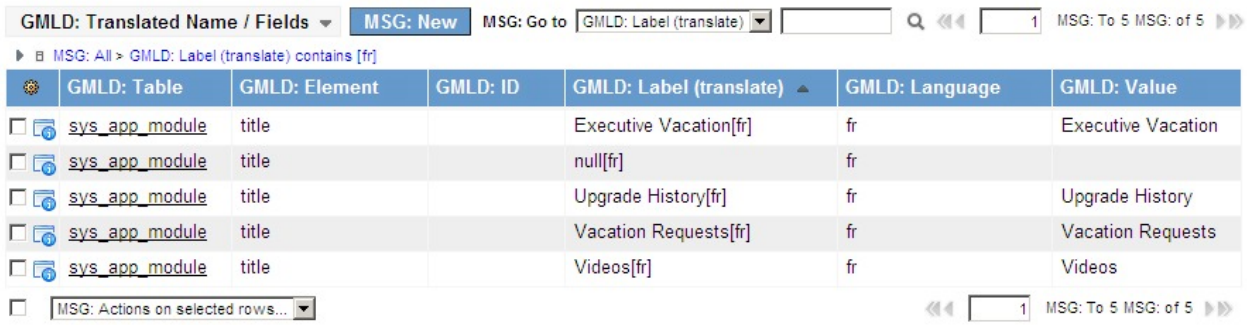
Now it is possible to export the list of untranslated fields by viewing each of the lists and exporting it to any supported format.

Using the Translate and Learn Property

Note: *Using this method hampers the use of the Exporting Untranslated Strings method above.*

You can use the `glide.translate.learn` system property to help locate untranslated strings. When the property is **true**, it is easy to see untranslated strings when viewing the instance in a language which is missing the translation. For instance, this HR application is missing translations for two modules:

The suffix **[fr]** indicates that there is a French translation missing. Because translation prefixes are enabled, the prefix **TRF:** indicates that the entry can be found in the **Translated Name / Fields** table. Here is our example untranslated modules, found using the filter **Label (translate) contains [fr]**:



References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_TranslateNewCustomizations.html

Using Translated Fields

Note: *This article applies to Fuji and earlier releases. For more current information, see Use Translated Text* [1] *at* http://docs.servicenow.com **The ServiceNow Wiki is no longer being updated. Visit** http://docs.servicenow.com **for the latest product documentation.**'

Overview

Each instance can be localized, translating the instance to the instance's local language. Translated text fields allow the same field to display different content based on the user's language.

There are two different translated text fields:

- Translated Text
- Translated HTML

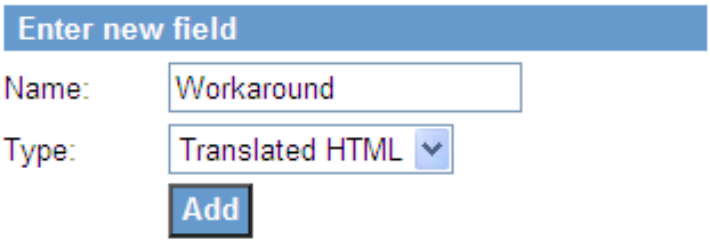
These fields operate the same as text and HTML fields respectively, except that they can store multiple inputs in multiple languages.

The most frequent uses of translated text fields are in the Knowledge Base (e.g. article titles or content) or the Service Catalog (e.g. names, descriptions, or variables). The Knowledge Base also has an option for internationalization with the Knowledge Management Internationalization Plugin, which allows for language-specific articles rather than translating articles.

Note: *The **Translated Field** type is translated separately from **Translated Text** and **Translated HTML** fields. For instructions on translating **Translated Field**s, see Translating New Customizations.*

Creating a Translated Text

To create a new translated text field, create a new field with **Type** set to **Translated Text** or **Translated HTML**.



Translating a Translated Text Field's Content

After a translated text field or translated HTML field has been created and is in use, it displays English when viewed in a different language until the content is translated. Be sure to confirm that the field is in fact a translated text field, and not a regular text or HTML field, for example by right-clicking the field and choosing **Configure Dictionary** (**Personalize Dictionary** in versions prior to Fuji).

The method below works best for one-off translations. To translate large numbers of translated text fields, use the Exporting Untranslated Strings method.

To translate the content of a translated text field:

1. Use the language picker to switch to the language the field's content is being translated to.
2. Navigate to the field on the form.
3. Replace the English text with the text of the target language.
4. Submit.

Now the text will display English when the user's language is English and in the new language when the user's language is set to that new language.

Disabling Unsupported Operations on Translated Fields

When sort, starts with, or ends with operations are performed on translated text or HTML fields, the results may not be in the correct alphabetical order because the underlying field values are in English. If you translate the text and HTML fields of an existing table, or add new fields in a translated language to an existing table, the results will be invalid because the existing underlying table values will be in English and the new values will be in the translated language.

Starting with the Fuji release, you have the option to turn off sorting, starts with, and ends with operations for translated fields by setting the No Sort internationalized [no_sort_i18n] dictionary attribute to true.

If you create an entirely new table in the translated language, your sorting results will be valid because the text or HTML field values will match the underlying table values. In this case, keep the sort option enabled by keeping the No Sort internationalized set to false.

Administering Translated Text Fields

It is best to use translated fields only when they are required because there is a slight performance penalty working with translated HTML or text fields. English language field values are stored directly in the application table. For example, in an English-only system all incident descriptions are stored directly in the incident table.

With translated text however, the translated field actually stores a reference to the field name in the Translated Text [sys_translated_text] table. The system requires extra computation to look up the field name from the Translated Text [sys_translated_text] table and then lookup the translated field value from the language column that matches the current user's language. For example, the incident description field might be translated into three languages. The currently logged in user's language preferences determine which translated value the system returns.

In addition, translated field values are not directly searchable using filters. For example, if you filter the incident list to display incidents where the description contains the string "telephone", the filter can only return incidents where the word *telephone* is in English. This is because only the English field values are actually in the incident table.

Filter operations that would return unexpected results in languages other than English have been disabled in those languages (starting with the Fuji release). These operations are still available if the user is logged in English and English is the default language for the instance. The following operations are affected: **grouping**, **sorting**, **Goto search** and query operators other than **is**, **is not**, and **is empty**.

Note: *If you make a field the **display field** for a table, be sure to translate all values for the field in the Translated Text [sys_translated_text] table into all the languages provided. Display field options left untranslated are not presented by the autocomplete (*type ahead*) feature.*

Key Fields in the Translated Text [sys_translated_text] Table:

- tablename -- the table to which this translation belongs, e.g., **problem**
- fieldname -- the field to which this translation belongs, e.g., **workaround**
- documentkey -- the sys_id of the row to which this translation belongs, e.g., the sys_id of PRB00008
- language -- the two character ISO language code to which this translation belongs

Enhancements

Fuji

- The No Sort internationalized dictionary attribute is available to turn off sorting for translated fields where sort results will be invalid.

References

[1] https://docs.servicenow.com/bundle/jakarta-servicenow-platform/page/administer/localization/concept/c_UseTranslatedText.html

Translating Knowledge

Overview

Organizations with knowledge users who speak multiple languages can activate the optional knowledge internationalization features. When active, knowledge internationalization enables the knowledge management team to create language-specific knowledge articles and keep translations of the same article related to each other so they are easy to manage. Users can view and search within their own language while still being able to view articles in other languages when necessary.

Activating the Plugin

To enable translation of knowledge articles, you must activate multiple plugins:

- **I18N:Knowledge Management Internationalization v2** plugin
- Internationalization plugins for each appropriate language (for example, **I18N: French Translations** and **I18N: Korean Translations**)

Click the plus to expand instructions for activating a plugin.

If you have the admin role, use the following steps to activate the plugin.

1. Navigate to **System Definition > Plugins**.
2. Right-click the plugin name on the list and select **Activate/Upgrade**.

   If the plugin depends on other plugins, these plugins are listed along with their activation status.
3. [Optional] If available, select the **Load demo data** check box.

   Some plugins include demo data—sample records that are designed to illustrate plugin features for common use cases. Loading demo data is a good policy when you first activate the plugin on a development or test instance. You can load demo data after the plugin is activated by repeating this process and selecting the check box.
4. Click **Activate**.

Installed Components

Activating the Knowledge Management Internationalization plugin installs these components:

- A relationship named **Translated Versions** that creates a related list on the Knowledge form showing other articles that have the same parent article.
- A business rule named **knowledge query** that automatically filters the knowledge portal and search results based on the user's selected language.
- A UI macro named **kb languages** (see Using the Translated Knowledge Base).
- Two fields, named **Language** and **Parent**, in the Knowledge [kb_knowledge] table and the Knowledge form.

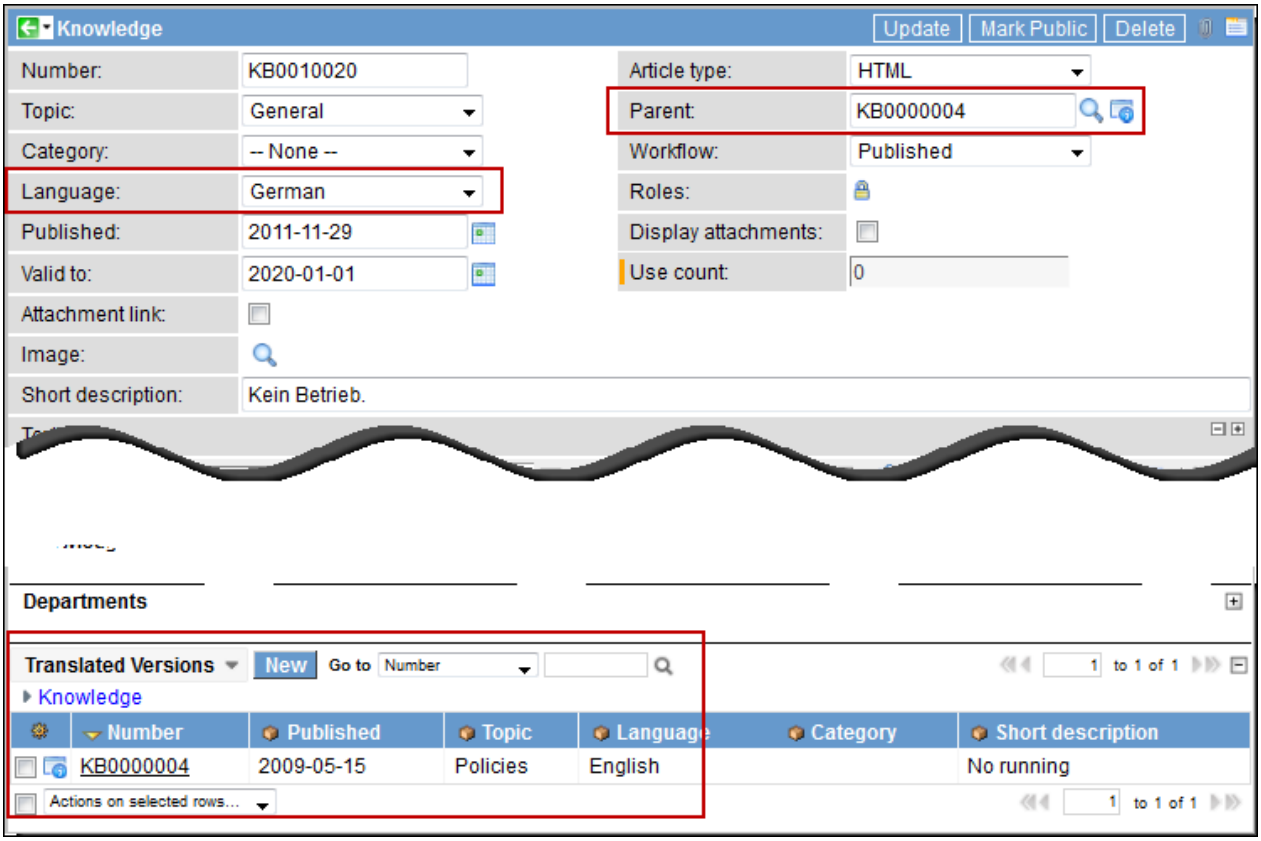
Knowledge Form Changes

Activating knowledge management internationalization adds these fields to the Knowledge form.

- **Language:** select the language for the article.
- **Parent:** enter the number of the article that represents the base language. This setting keeps translations of the same article related to each other. Consider choosing the same language consistently for the parent article.

Additionally, the **Translated Versions** related list is automatically added to the Knowledge form after you save an article.

In this illustration, the article being edited is the German version of an article which also exists in English (KB0000004). The English article appears in the the **Parent** field and in the **Translated Versions** related list.



Translating Knowledge

To translate a knowledge article:

1. Navigate to **Knowledge Base > Edit** and click **New**.
2. If needed, personalize the Knowledge form to add the **Language** and **Parent** fields.
3. Select the **Language** and the **Parent** knowledge article.
4. Enter the **Short Description** and **Text** in the selected language.
5. Fill out the rest of the Knowledge form as appropriate.

   For more information about fields on the Knowledge form, see Creating Knowledge.
6. Right-click the header bar and select **Save**.

   The **Translated Versions** related list appears at the bottom of the page, listing the parent article and all other articles assigned to the same parent article.

Changing Translation Methods from Translated Text

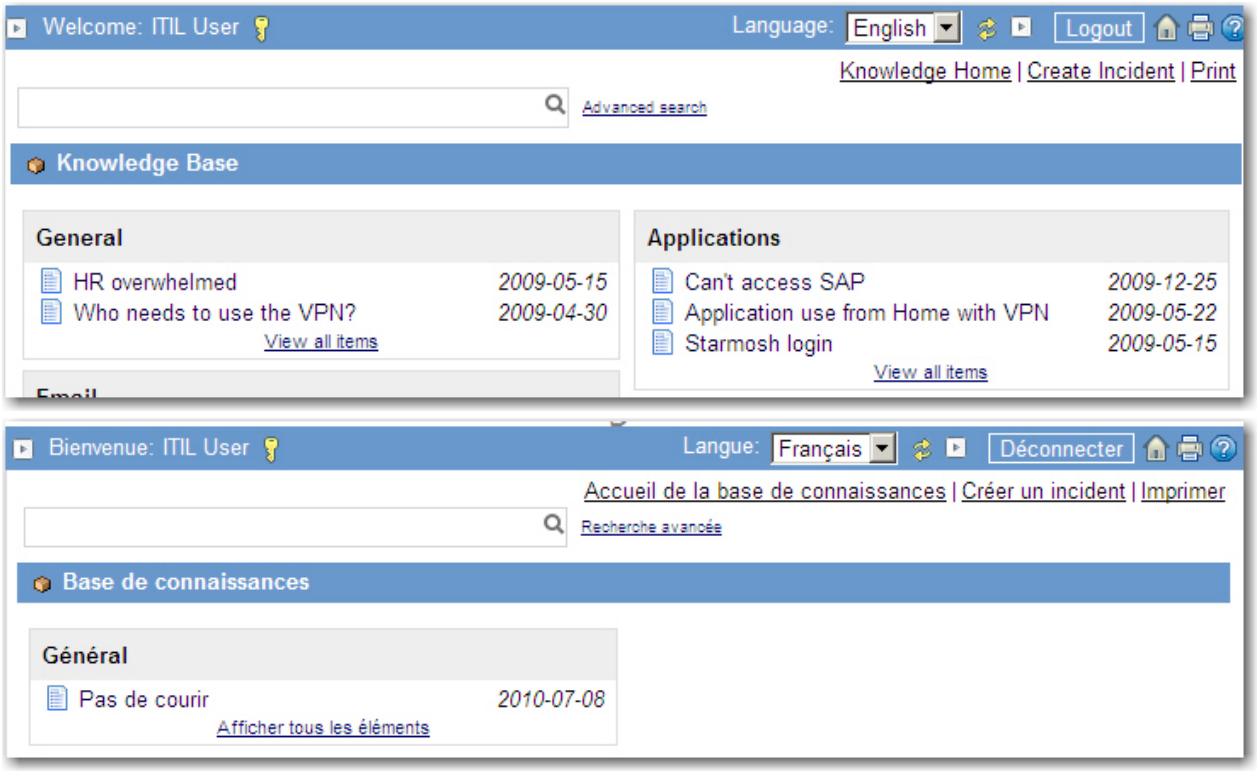
If articles were previously translated with the translated text and translated HTML methods, a fix job runs when you activate the Knowledge Management Internationalization plugin. The fix job turns the **Short Description** and **Text** fields into normal string and HTML fields. The translations are still stored in the **Translated Text** table, but new articles must be created to store those translations and make them visible to users with the method listed above.

The Knowledge Management Internationalization plugin eliminates the need to use the Translating New Customizations method to locate untranslated articles. The **Translated Versions** related list provides a simple method for tracking whether articles have been translated.

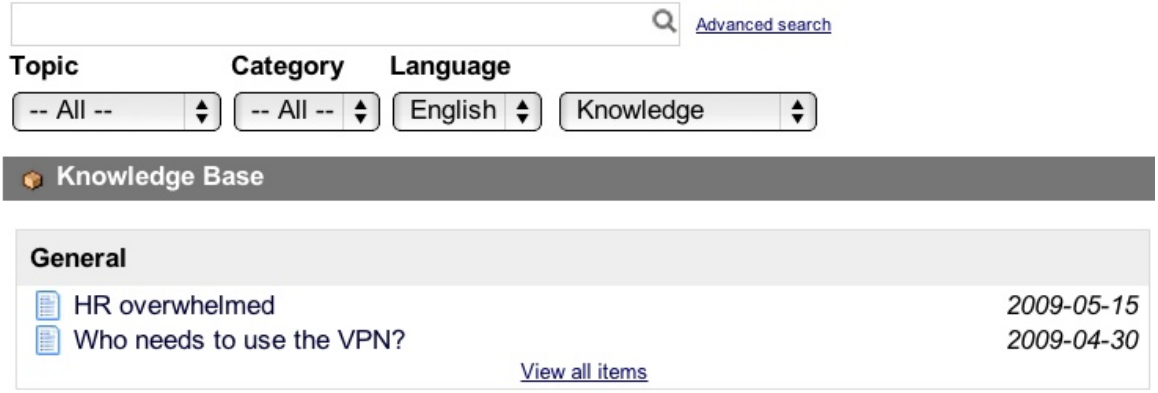
Using the Translated Knowledge Base

With knowledge internationalization, users can easily find articles in their own language.

The knowledge portal and knowledge search automatically filter results based on the user's selected language.

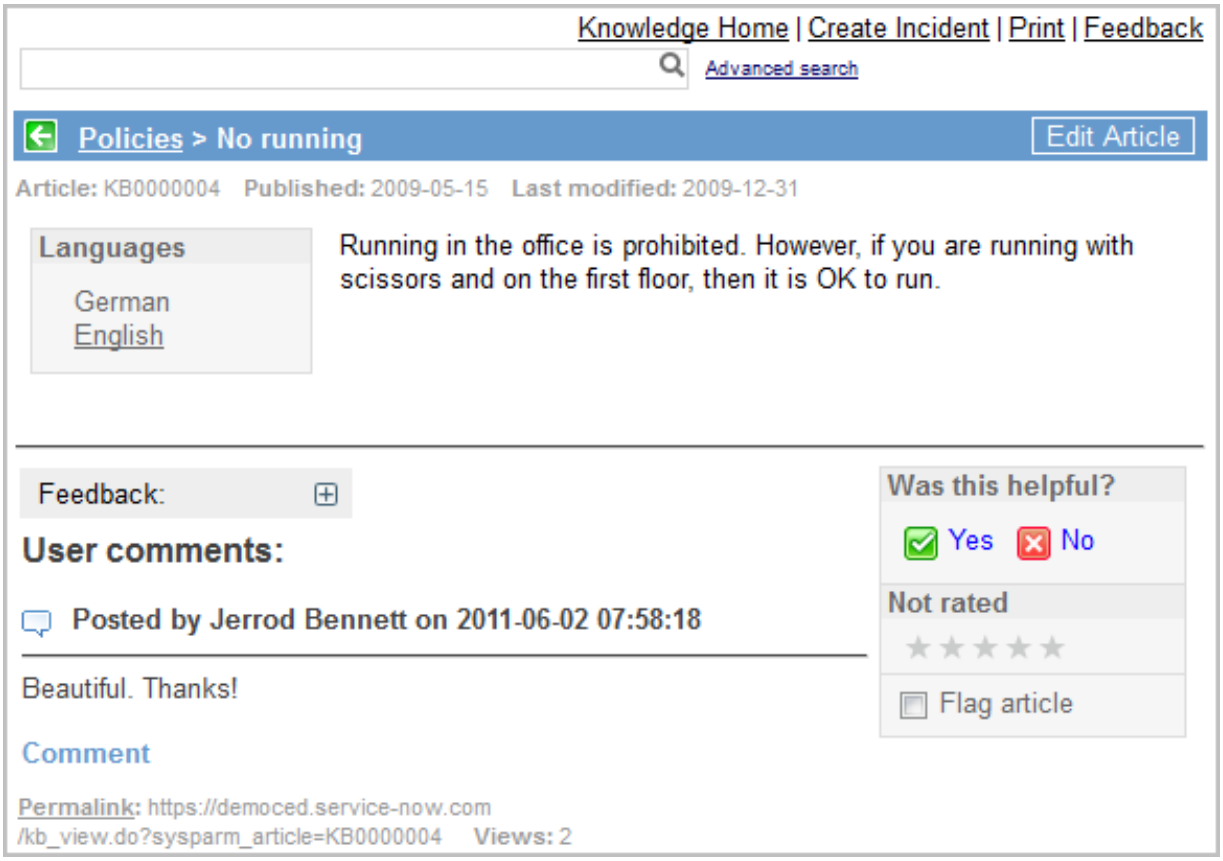


Users can search in any available language through the **Advanced search** link in the knowledge search. The Zing search engine supports search terms with international characters.



If more than one translation of an article is available, article view includes a **Languages** box. When the user clicks a language link, ServiceNow loads the translated article title and text without reloading the page. The language links

available are based on the relationships defined with the **Parent** field and the **Translated Versions** related list.



The language box is generated by the UI macro **kb_languages**. Administrators can restrict the language box to particular roles by adding the property `glide.knowman.show_language_options.roles` with a comma-separated list of roles. If the roles list is empty, the language box is available to all users, regardless of role. To remove the language box for all users, add the property `glide.knowman.show_language_options` and set it to **false**.

Adding Spell Check to a Field

Overview

Spell checking can be added to any journal field in ServiceNow, such as a **Comments** box. Spell checking can be added to any input field, but is not typically done for single line input fields. To enable the spell checking dictionary, install the appropriate language plugin. Localization plugins have the form **I18: <Language> Translations** (for example **I18: German Translations**).

Note:

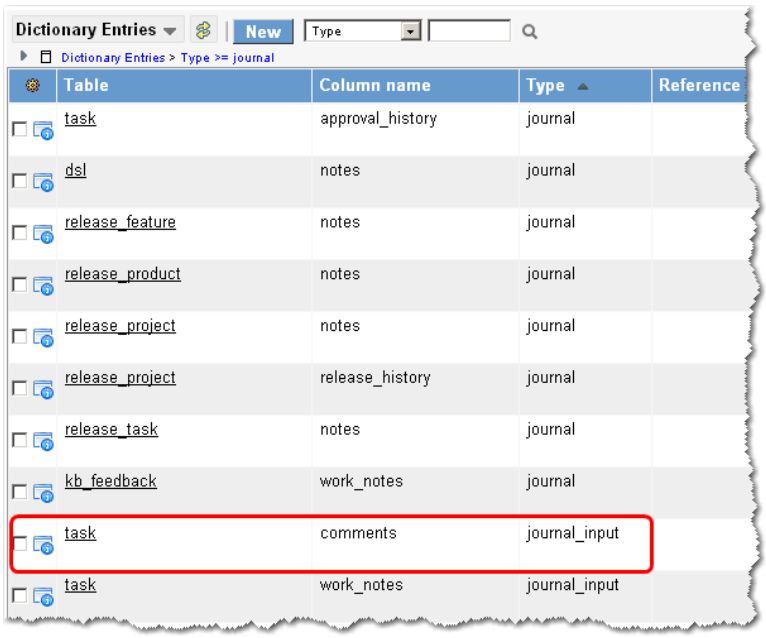
- Field spell checking is not supported in UI15 or UI14.
- The words in the dictionary are part of the language plugin. You cannot add, remove, or modify the dictionary.

Adding Spell Checking to a Field

To add a spell check option to any field:

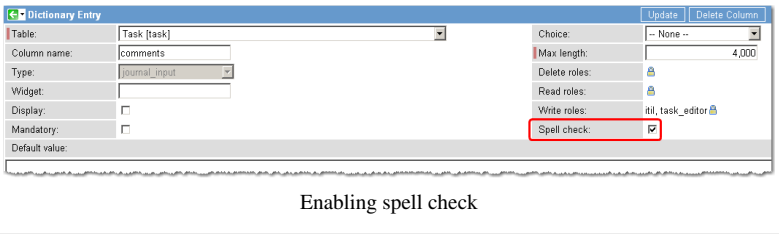
1. Navigate to **System Definition > Dictionary**.
2. Sort the list by **journal** type fields and select a field to spell check.

   An example is the **comments** field in the *task* table. This applies spell checking in the specified language to the multi-line **Comments** text box for incidents, problems, and changes.



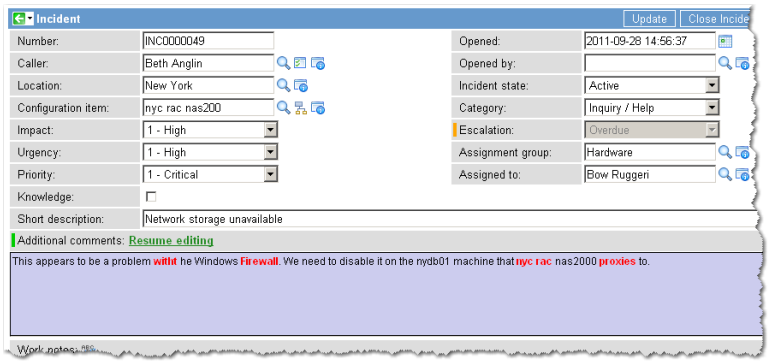
The record for the Comments field on the Task table

3. Click the table name to open the Dictionary form.
4. Configure the Dictionary form and add the **Spell check** check box.
5. Select the check box to enable spell checking in every **Comments** field on the Task table.



Enabling spell check

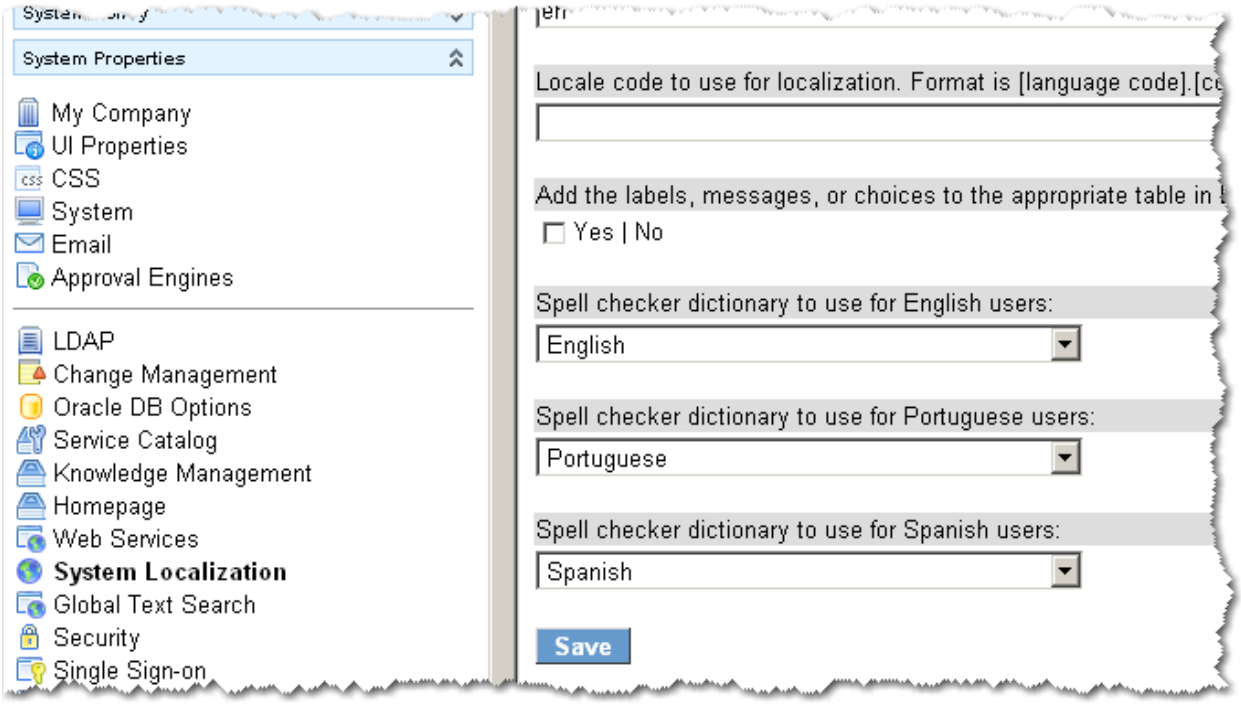
6. To use the spell checker in a task record, click the spell check icon next to the field label. The spell checker highlights the misspelled words.



Examples of misspelled words

Dictionaries

Install the appropriate dictionary plugins (**I18: <Language> Translations** plugins) for all desired languages, and then navigate to *System Properties* > *System Localization* to configure the installed dictionaries. Select the dictionary to use for the localized ServiceNow instance. Language version such as **English** (US English), **English UK**, and **Brazilian Portuguese** are available.



The dictionaries available for spell checking include:

- English US
- English UK
- German
- French
- Italian
- Spanish
- Dutch
- Russian
- Thai
- Portuguese
- Brazilian Portuguese

Currency Localization

Localizing Price in the Service Catalog

Overview

The ServiceNow service catalog fully supports localized currencies for item prices and options.

Note: *ServiceNow has the concept of a* system basis currency*: the system default currency, based on the global locale property. All currency values are automatically converted to this basis currency before aggregation or conversion. Do not change the global locale setting after you have data in the system, as this can cause aggregations to calculate and display incorrectly under some circumstances.*

Price and Currency

ServiceNow supports two similar but different **money** field types, both of which are used in the service catalog.

Price

A price represents the cost of the catalog item. A computer might cost $1000, or the provisioning of an email account may require an $80 chargeback.

ServiceNow supports these pricing models:

- **Calculated:** [Default] the price of an item is always quoted based on the user's locale. For example, a UK user sees the price of her computer in pounds, while a Japanese user sees his price in yen. The numeric value of the price is adjusted using the most current exchange rates on file.

  The locale is based on the **Country code** field [sys_users.country] on the user record. If this field is not set, the locale is taken by default from the instance locale, as defined by the **Locale code to use for localization** [glide.system.locale] property.
- **Fixed:** the price of an item is always quoted in a particular currency. An item priced at $1,000 is always priced at $1,000, even if viewed by a UK or Japanese user.
- **Multiple:** a fixed price is specified for each currency. For example, you can specify that all US users pay USD 1000 for a computer, while the Japanese price is JPY 120,000, regardless of exchange rate.

Note: *If no fixed price is set, ServiceNow uses the calculated price (default).*

Currency

A currency field represents an actual *spend*, that is, a discrete quantity of money spent at a particular point in time. ServiceNow keeps track of the currency that was actually spent, and the time it was spent.

On a related list, a currency field uses one of these modes. Toggle between them by clicking the globe icon next to the currency field.

- **As spent:** displays the amount in the currency that was spent. This may mean that some items in the list show yen, while others show pounds or dollars, for example, £100.00.
- **Calculated:** displays all amounts in the session display currency, for example, $137.86.
- **Reference:** displays all amounts in the currency entered and includes the system basis currency in square brackets, for example, £100.00 [$137.86].

On a form, a currency field always displays the amount in the currency entered.

Note: *If you reference a currency field in script, its reported value is whatever the current user's session would show. There are also several utility functions you can call against a currency field to get data back in a variety of forms. For more information, see Scripting Currency and Price Fields.*

Displaying Currencies to Catalog Users

You can specify that an item and its options use any of the pricing models described above. For example, set a fixed price for the default iPhone item in pounds (£), and it always appears in pounds (£), even for a US-based user. The same is true for variables with pricing implications. If you specify a fixed price on the options, then ServiceNow displays the option in that currency on the form for ordering the item.

However, prices of items displayed to end users in the shopping cart and checkout screens are always shown in the logged-in user's session currency. For example, if a US-based end user adds a £100.00 item to his cart, the shopping cart shows the equivalent value in US dollars.

Localizing Prices and Currency

Setting Prices

The **Price** field on catalog items uses the *price* data type, meaning that catalog items and lists of catalog items show localized prices. By default, price fields use the *calculated* pricing model, meaning that regardless of the currency used to enter the price, ServiceNow converts that value to the user's session currency and displays that converted value to the user.

When defining catalog items, catalog administrators can specify a currency and a value for the item, and can alter the pricing model by clicking the **Edit** link beside the **Price** field on the Catalog Item form.

Using Locales

ServiceNow uses the language and country specified in the user record to determine the currency and pricing model for a particular user. If these records are incomplete or incorrect, currency and pricing models are based on the default locale. For more information, see Defining Locales.

Setting Conversion Rates

ServiceNow downloads a currency conversion table from the European Central Bank nightly by default. You can adjust the frequency of this behavior or disable it entirely.

1. Navigate to **System Scheduler > Scheduled Jobs**.
2. Open the job named **ECB Exchange Rate Load**.
3. Modify the schedule, as needed.

After the job runs, rates are stored in and loaded from the Exchange Rate [fx_rate] table. Navigate to **System Localization > Exchange Rates** to see them.

Using Your Own Conversion Table

ServiceNow bases all currency conversions on the rates stored in the Exchange Rate table. To load your own conversion rates rather than the automatically downloaded rates:

1. Navigate to **System Scheduler > Scheduled Jobs**.
2. Open the job named **ECB Exchange Rate Load**.
3. In the **Trigger type** field, select **-- None --**.
4. Enter new exchange rates either manually or with an import set.

Reporting

Currency and price fields can be queried and reported. Reports and aggregations always display values in the reference currency.

Default Reports

ServiceNow provides two reports that address service catalog spending:

- **This Year's Spending by Department:** spending for the previous 12 months, broken down by month and department.
- **This Year's Spending by Location:** spending for the previous 12 months, broken down by month and requester location.

To run these reports, navigate to **Reports > View / Run** and go to the **Requested Item** section.

Creating Custom Reports

When creating custom reports, please consider the following:

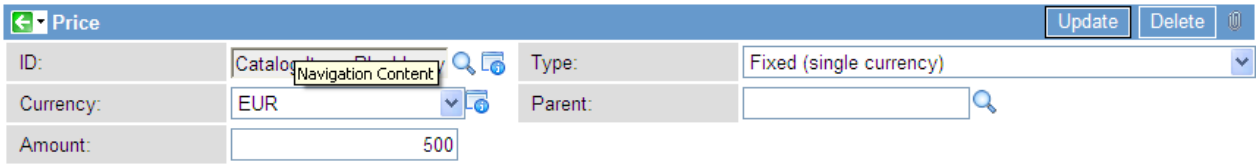
- Reports display currency values converted to the currency of the user running the report. A shared report displays in Euros if run by a German, but in US dollars if run by an American. Currency conversions do apply.
- Scheduled reports generally run as the user who scheduled them. So a report scheduled by an American and emailed to three Europeans shows values in US dollars.

Fixed Currency

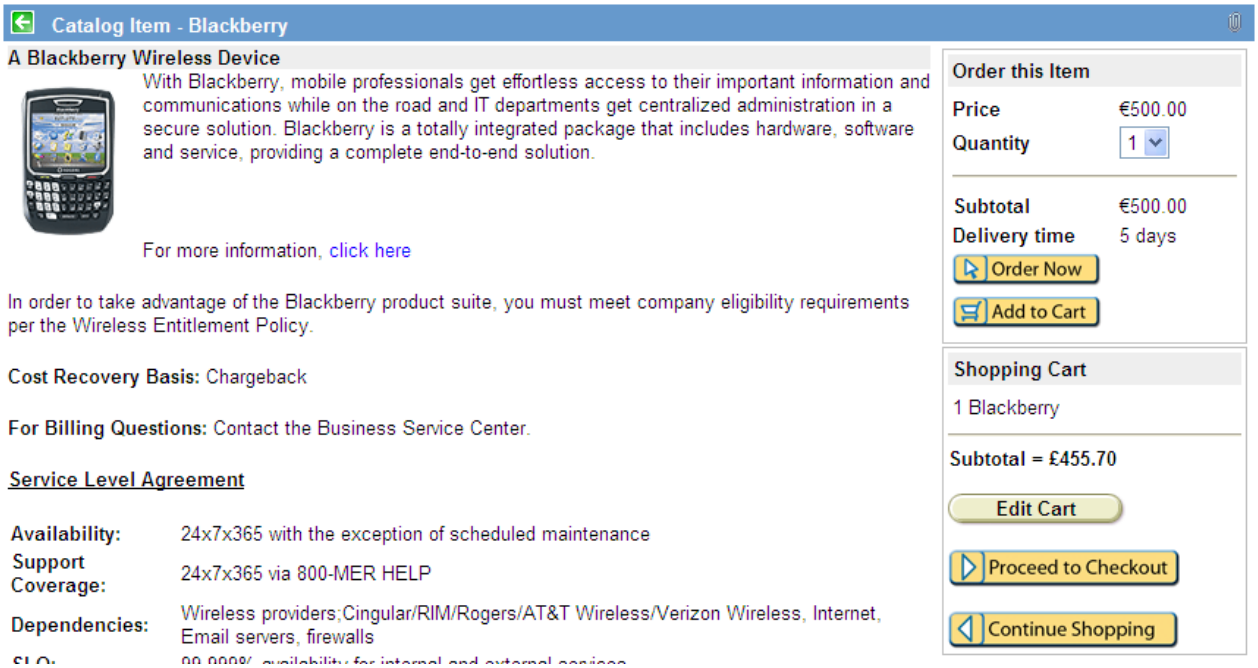
Overview

Fixed currencies always display their price in a specific currency that you select.

In this example, we'll specify that the price of the blackberry should always be quoted in Euros.



If we view the item as a UK user, we see Euros. Note that users' carts always display in their session currency, so the blackberry that was placed in this cart is priced in GBP.

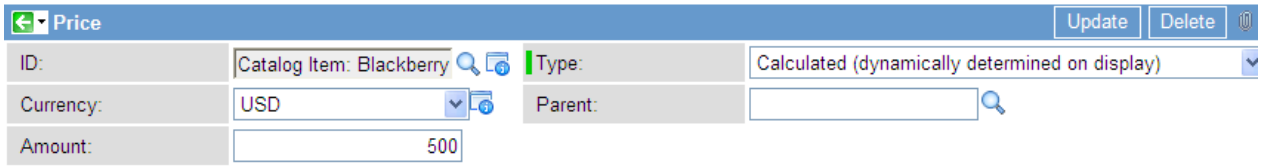


Calculated Currency

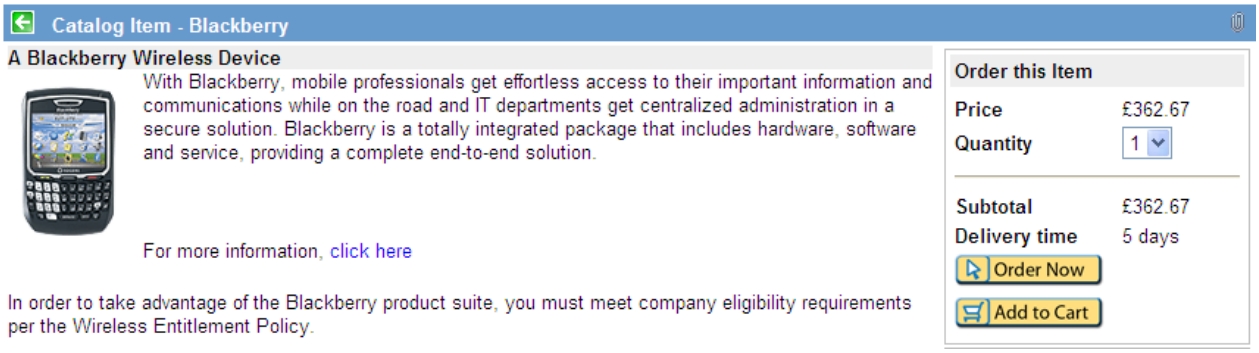
Overview

Under a calculated currency model, the system will automatically convert the price you enter into whatever is appropriate for a particular user's locale.

For example, in this case we're specifying a calculated currency and we've entered the value of $500.



If we then view our catalog item as a UK user, we'll see a price in pounds, in this case £362.67.

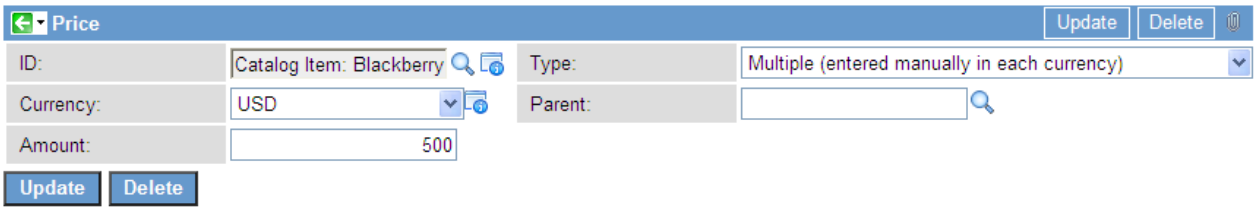


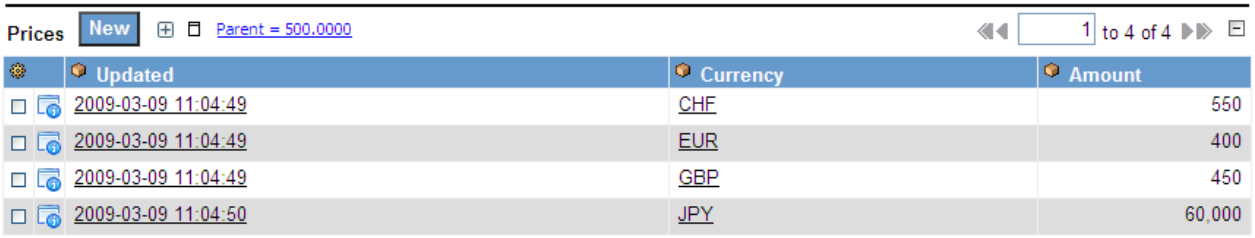
Multiple Currency

Overview

Under a multiple currency model, you specify a fixed price based on locale.

For example, in this model, we specify that the item costs USD 500, but GBP 450, regardless of current exchange rates.





If we then proceed to view this as a UK user, instead of seeing a price of about 365 pounds (which is what we'd get if we converted USD 500 into pounds at the time of this writing), we instead see the price of exactly GBP 450.

Catalog Item - Blackberry

A Blackberry Wireless Device

With Blackberry, mobile professionals get effortless access to their important information and communications while on the road and IT departments get centralized administration in a secure solution. Blackberry is a totally integrated package that includes hardware, software and service, providing a complete end-to-end solution.

For more information, click here

In order to take advantage of the Blackberry product suite, you must meet company eligibility requirements per the Wireless Entitlement Policy.

Cost Recovery Basis: Chargeback

Order this Item

Price	£450.00
Quantity	1
Subtotal	£450.00
Delivery time	5 days

Order Now

Add to Cart

Shopping Cart

Empty

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