Language Pack User Guide
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CHAPTER 1 Language Pack Overview

OnGuard supports localization of the user interface. To use a language other than English, you must install the OnGuard Language Pack on top of the core OnGuard product to run a localized version of the OnGuard software.

In this documentation:

- “Language Pack” refers to the OnGuard Language Pack
- “Service Release” refers to the service packs released after the initial release of OnGuard 7.3

For OnGuard 7.3:

- The language pack can only be installed on a system that has a corresponding compatible version of OnGuard installed on it.
- Language packs are made available for specific versions of the OnGuard software. For example, OnGuard version 7.3 uses the 7.3 language pack. This constitutes a compatible version. A language pack issued for 7.3 will not install on any other version of the software.

If you attempt to install the wrong version of the OnGuard language pack, the installation will be interrupted and a message will display stating which version of the software is required.

For OnGuard 7.3 with a Service Release:

- Upgrading to a service release of OnGuard 7.3 automatically installs all released language packs. Existing customers of OnGuard 7.3 will not need to re-apply a language pack after installing the upgrade. New customers will not need to download or apply a language pack at all. All customers will need to configure their OnGuard systems to run with a language pack (for example, run the Database Translator utility).

For OnGuard 7.3 and OnGuard 7.3 with a Service Release:

IMPORTANT: For Enterprise systems, Lenel recommends the language pack be installed on all clients and servers including the Master, Regional, and Distributed ID servers. In most cases, the same language should be installed on all servers. “Mixed systems” where a different language is installed on different servers are supported, but have limitations. Contact Technical Support if you require further assistance.

- Language Pack Accessory Add-ons require a special language-specific license option in order to use the language pack.
• OnGuard uses a separate installation file for each language. If you are an authorized Lenel VAR (Value Added Reseller) or a customer, you can download individual language packs from Lenel's web site at: http://www.lenel.com. You will need your valid user name and password. For more information, refer to:
  – Installation Instructions for OnGuard 7.3 on page 7
  – Installation Instructions for a Service Release of OnGuard 7.3 on page 8

Operating System Requirements

Your operating system must be a localized version of Windows or Windows Server that was installed according to the instructions provided with the product. For the version of Windows or Windows Server which is currently supported, refer to the Release Notes that accompany the OnGuard software.
These instructions are for installing language packs for the OnGuard software. The language pack should be installed on every computer where you want to see a localized version of the OnGuard software.

**IMPORTANT:** Language Pack installation depends on the version of the OnGuard software. Refer to the following sections for the appropriate instructions.

**Note:** Carefully read through the Release Notes that accompany the language pack to see if there are any instructions provided specifically for your target language.

### Installation Instructions for OnGuard 7.3

**Note:** If installing OnGuard 7.3 with a Service Release, refer to Installation Instructions for a Service Release of OnGuard 7.3 on page 8.

Installing language packs for OnGuard 7.3 consists of the following:

- Obtaining the license
- Obtaining the language pack
- Installing the language pack

#### Obtain the License

Starting with OnGuard 6.3.249, Language Packs require a special language-specific license bit. If you have never requested a language-specific bit, send an e-mail to sig@lenel.com with the following information:

- Requested language(s)
- Dongle ID or FLEXnet License ID

#### Obtain the Language Pack

1. Go to [www.lenel.com](http://www.lenel.com).
2. At the top of the page, click **Partners**.
   The Partners page opens.

3. Click **Go To The Partner Center**.
   The Partner Center Welcome Page opens.

4. Enter your Lenel username and password and click **Sign In**.
   The Partner Center Dashboard opens.

5. Select **Downloads**.

6. Select the following:
   a. Select **OnGuard** from the **Choose product or service** drop-down menu.
   b. From the **Choose version** drop-down menu, select **OnGuard 7.3**.
   c. From the **Choose type of download** drop-down menu, select **Language Packs**.

7. Read the New licensing information for 6.3+ to learn how to request a new license file. You must have the new license in order to install the language pack.

8. Click on the language pack version and language you want to download.

9. Click **Save** to download the language pack file to your hard drive.

10. If the downloaded file is a .zip file, extract it. Some language packs are bundled with hot fix files.

### Install the Language Pack

1. Double-click on the language add-on .msi or .exe file to run the language pack installation.
   The Language Add-On window opens.

2. Click **Install**.

3. When the language pack installation is completed, click **Finish**.

4. Unless you are installing on a client, run the Database Translator.
   For more information, refer to **Run Database Translator** on page 13.

### Installation Instructions for a Service Release of OnGuard 7.3

**Notes:** If installing the base version of OnGuard 7.3 without a Service Release, refer to Installation Instructions for OnGuard 7.3 on page 7.

In order to install web applications on an OnGuard 7.3 system and use translated versions of the Front Desk, the Service Release must be installed first. For more information, refer to Web Applications on page 23.

Installing language packs for a service release of OnGuard 7.3 consists of the following:

- Obtaining the license
- Installing the service release of OnGuard 7.3

### Obtain the License

Starting with OnGuard 6.3.249, Language Packs require a special language-specific license bit.

If you have never requested a language-specific bit, send an e-mail to sig@lenel.com with the following information:
Set the System Locale

- Requested language(s)
- Dongle ID or FLEXnet License ID

Install the Service Release of OnGuard 7.3

The Service Release of OnGuard 7.3 automatically installs all released language packs.

- If you already have OnGuard 7.3 installed and are upgrading to the Service Release, you do not need to reapply your language packs after completing the upgrade.
- If you are using the Service Release to install OnGuard 7.3 for the first time, you do not need to download or apply any language packs.

Use the Database Translator application to translate the default data in your OnGuard database to the language installed via the Language Pack. For more information, refer to Run Database Translator on page 13.

Set the System Locale

Use the following steps to set the system locale on the host machine.

1. On the host machine, open the Control Panel. From the Control Panel, open the Region and Language (or Region) window.

   For more information, refer to “Using OnGuard on Supported Operating Systems” in the Installation Guide.

   ![Region and Language window](image)

   **Note:** In Microsoft Windows 8 and 8.1, the Region and Language window is called the Region window. The Region window has few tabs (only Formats, Location, and Administrative) than the Region and Language window has in Windows 7.
2. Select the **Administrative** tab.

3. Click the **Change system locale** button.

   The Region and Language Settings window opens.

4. Under **Current system locale**, select the desired locale from the menu. Click **OK** to save the selection and close the Region and Language Settings window.

5. Click **OK** to close the Region and Language window.

6. Restart the machine as needed.
The Database Translator application (DBT) is used to translate the default data in your OnGuard database to the language installed via the language pack.

**Note:** Run Database Translator on all OnGuard servers. For more information, refer to Run Database Translator on page 13.

**IMPORTANT:** Default data is the data that ships with the OnGuard product. The Database Translator translates ONLY the default data; it does nothing with newly entered user data or customized default data.

**Notes:** For OnGuard 7.3, a shortcut to the Database Translator is created on the OnGuard server during the language pack installation as long as the language pack is installed on the OnGuard system.

For the Service Release of OnGuard 7.3, the Database Translator is added as a Start Menu item in Windows 7, and as a Start tile in Windows 8, Windows 8.1, and Windows Server 2012.
Select Translation Options Window

Select the target language you want to translate to
In the drop-down, select the language that you want to translate to. By default, this is set to the current locale.

Advanced Options
The advanced options include **Reset Default Data** and **Source Language Selection**. Do not use these options unless you fully understand the implications of using them.

Reset Default Data
When Database Translator is run, it compares any new data in the language pack to the data that is already in the database. If the data matches, then it is translated. If it does not match (i.e., your customized data), then either of the following things will occur:
- If you do not select **Reset Default Data**, the data will not be translated.
- If you select **Reset Default Data**, the translated default data will be stored in the database.
Selecting the **Reset Default Data** check box will replace any default data that you have customized with the translated default data when DBT runs. Remember, DBT does not translate new data entered by the user or default data modified by the user unless the Reset Default Data check box is selected.

Source Language Selection
The Source Language Selection is set to English by default. This is the language that will be translated. Anything that has already been translated will not be changed.
Translation

The following cases are examples of how DBT determines what to translate.

<table>
<thead>
<tr>
<th>Case number</th>
<th>Original default data</th>
<th>Type of data</th>
<th>Reset default data selected? (yes/no)</th>
<th>Translated data</th>
</tr>
</thead>
<tbody>
<tr>
<td>Case 1</td>
<td>Access Panel Status</td>
<td>Default</td>
<td>No</td>
<td>Etat du contrôleur d’accès</td>
</tr>
<tr>
<td>Case 2</td>
<td>Status for Access Panels</td>
<td>Customized</td>
<td>No</td>
<td>Status for Access Panels</td>
</tr>
<tr>
<td>Case 3</td>
<td>Status for Access Panels</td>
<td>Customized</td>
<td>Yes</td>
<td>Etat du contrôleur d’accès</td>
</tr>
</tbody>
</table>

**Case 1.** “Access Panel Status” is a piece of data stored in the database by default. Since “Access Panel Status” is default data, that is the data DBT will look for when it runs. As long as you have not changed “Access Panel Status” to another value, that data will be translated.

**Case 2.** If you change the “Access Panel Status” data to “Status for Access Panels”, and do not select the **Reset Default Data** check box, when DBT runs, it looks for the default data (Access Panel Status). Since “Status for Access Panels” does not match “Access Panel Status”, the data is not translated.

**Case 3.** If you change the “Access Panel Status” data to “Status for Access Panels”, and select the **Reset Default Data** check box, when DBT runs, it will replace the data with the translated default data without checking if the data has been customized.

Run Database Translator

1. Ensure the Login Driver is running. This service must be running in order to run the Database Translator.
2. Open the OnGuard Database Translation Utility.
   For more information, refer to “Using OnGuard on the Supported Operating Systems” in the Installation Guide.
3. The Database Translator welcome window displays. Click Next.
4. The Select Translation Options window displays.

a. From the drop-down list, select the language that you want to translate to. By default, this is set to the current locale.

b. Click [Advanced Options] to display the Advanced Options window.

**IMPORTANT:** It is not recommended to use the advanced options unless you fully understand the implications of using them.

c. Selecting the **Reset Default Data** check box will revert all default data related to the product back to the original text that ships with the OnGuard software.

d. The **Source Language Selection** is set to English by default. This is the language that will be translated. Anything that has already been translated will not be changed.

e. Click [OK].
f. Click [Next].

5. Select each category that you want to have translated, and then click [Next]. Typically all the categories are selected.

6. Click [Next].

7. Progress will be updated as the installation proceeds. When the installation is finished, the [Next] button changes to a [Finish] button. Click [Finish]. The translation of the default data is now complete.

8. Restart the LpsSearchSvc service if this service was running prior to LP install.
9. Manually run the Form Translator now that your database is translated. Navigate to the OnGuard installation directory to locate the utility, `LnL.Tools.FormTranslator.exe`.

10. If Web applications are installed, restart the Application Server service when prompted to do so.

**Summary Window**

In the Summary window, all the options you selected for the translation are displayed.

- The [Back] button will allow you to go back and change any setting you wish to before proceeding with the translation.
- Click [Cancel] to exit Database Translator without performing the translation.

Remember, Database Translator translates only the default data; it does nothing with the newly entered user data or customized default data.

The selections you made for the following options are displayed (See Select Translation Options Window on page 12 for more information):

**Source Language**

The language you selected to be translated is displayed. To modify this value, click the [Back] button on each window until you reach the Select Translation Options window, and then click the [Advanced Options] button.

**Target Language**

The language that you selected the default data be translated to is displayed. To modify this value, click the [Back] button on each window until you reach the Select Translation Options window.

**Reset Data**

Yes or No will be displayed depending on whether you selected the Reset Default Data checkbox. To modify this value, click the [Back] button on each window until you reach the Select Translation Options window, and then click the [Advanced Options] button.
**Categories to translate**

The categories of the access control software that you selected to have the default data translated for are displayed. To modify this value, click the [Back] button on each window until you reach the Select the categories to be translated window.
Upgrade Your Language Pack

Upgrade OnGuard to a New Version

**IMPORTANT:** Carefully read through the Release Notes that accompany the language pack to see if there are any instructions specifically for your target language.

Upgrading to OnGuard 7.3 with a Language Pack Add-on

If your OnGuard database is in a language other than English, complete the following steps to upgrade the server and all clients to OnGuard 7.3.

Upgrading the Server

To upgrade the language pack on the server:

1. Back up your system files.
   For more information, refer to the Installation Guide.
2. Ensure the Login Driver is running.
3. Run Database Translator, and then translate the database back to English.
   For more information, refer to Run Database Translator on page 13.

**IMPORTANT:** Remember to use the [Advanced Options] button to specify your language as the source language.

4. Obtain the license.
   For more information, refer to Obtain the License on page 7.
5. Obtain the language pack.
   For more information, refer to Obtain the Language Pack on page 7.
6. Install the new version of the OnGuard software.
7. Run the Language Add-On.msi for the desired target language to install the Language Pack.
   For more information, refer to Install the Language Pack on page 8.
8. Run Database Translator again to translate the database to the target language.
9. Restart the LpsSearchSvc service.
10. Manually run the Form Translator utility now that the database is in the target language.
    Navigate to the OnGuard installation directory to locate the utility, Lnl.Tools.FormTranslator.exe.
11. Restart the Application Server when prompted.

Upgrading the Client
To upgrade the language pack on each client:
1. Install OnGuard 7.3.

Note: If a Xenroll.dll error message appears, disregard it. It will not affect the OnGuard installation.
2. Obtain the language pack. For more information, refer to Obtain the Language Pack on page 7.
3. Run the Language Add-On.msi for the desired target language to install the Language Pack. For more information, refer to Install the Language Pack on page 8.

Upgrading to a Service Release of OnGuard 7.3

Note: Upgrading to a Service Release of OnGuard 7.3 automatically installs all released language packs. Existing customers of OnGuard 7.3 will not need to re-apply a language pack after installing the upgrade. New customers will not need to download or apply a language pack at all. All customers will need to configure their OnGuard systems to run with a language pack (for example, run the Database Translator utility).

Upgrading the Server
To upgrade the language pack on the server:
1. Back up your system files.
   For more information, refer to the Installation Guide.
2. Ensure the Login Driver is running.
3. Run Database Translator, and then translate the database back to English.
   For more information, refer to Run Database Translator on page 13.

Note: Remember to use the [Advanced Options] button to specify your language as the source language.
4. Obtain the license if needed. For more information, refer to Obtain the License on page 8.
5. Install the Service Release of OnGuard 7.3.
   For more information, refer to Install the Service Release of OnGuard 7.3 on page 9.
6. Run Database Translator again to translate the database to the target language.
7. Restart LpsSearchSvc service.
8. Manually run the Form Translator utility now that your database is in the target language.
    Navigate to the OnGuard installation directory to locate the utility, Lnl.Tools.FormTranslator.exe.
Upgrading the Clients
To upgrade the language pack on each client, install the Service Release of OnGuard 7.3.
For more information, refer to Install the Service Release of OnGuard 7.3 on page 9.

Database Translator (Special Note)
Every time the Database Translator is run to translate to a different language, restart the LpsSearchSvc service and manually re-run the Form Translator. Navigate to the OnGuard installation directory to locate the utility, Lnl.Tools.FormTranslator.exe. After running Form Translator, restart the LS Application Server if browser-based applications are installed.

Custom Forms (Special Note)
If a custom form is required, or if an existing form must be modified using the FormsDesigner, use the following procedure to preserve correct functionality for the Form Translator and the browser-based applications:

1. In Windows, open the Control Panel. From the Control Panel, open the Region and Language (or Region) window.
   For more information, refer to “Using OnGuard on Supported Operating Systems” in the Installation Guide.
2. Run FormsDesigner and make the desired changes.
3. Save the form.
   The Form Translator runs by itself. A "Process completed successfully" message appears.
4. In Windows, change the language from English to the desired target language.
5. After running Form Translator, restart the LS Application Server if browser-based applications are installed.
If your OnGuard system is installed with the Web applications, and a language pack was applied, you must also run the Form Translator tool in order to view the Web applications in your localized language.

**Note:** If you plan to install the Web applications on an OnGuard system that already has the language pack applied, after installing the Web applications, you must apply the language pack again to view the Web applications in your localized language.

**Configure the OnGuard for Localized Web Applications**

To set up the localized Web applications, complete the following steps on OnGuard servers, only:

1. Manually run the Form Translator now that your database is translated. Navigate to the OnGuard installation directory to locate the utility, `Lnl.Tools.FormTranslator.exe`.
2. Restart the Application Server service when you are prompted to do so.

**Change the Web Application Locale**

**IMPORTANT:** Ensure that the language pack is installed and the OnGuard server is configured prior to changing the web application locale.

Complete the following steps to use the localized settings:

1. If you are logging into Area Access Manager (Browser-based Client) or VideoViewer (Browser-based Client), click the globe icon [Select Locale].
2. The Select Locale dialog box is displayed. Click on your desired language, and then click [Select].

Configure Visitor Administration Application Internet Settings

The steps to configure Internet settings differs from versions of operating system and Internet browser. The following procedures explain how to configure the Internet settings for the Visitor Administration application on Microsoft Windows 8, Windows 8.1, or Windows Server 2012 and Internet Explorer 10 or 11.

In order to configure Internet Explorer for the Visitor Administration Web application on a machine running Windows 8 or Windows 8.1 and Internet Explorer 10 or Internet Explorer 11, complete the following steps:

1. In Windows, open the Control Panel.

   For more information, refer to “Using OnGuard 7.3 in the Supported Operating Systems” in the Installation Guide.
Configure Visitor Administration Application Internet Settings

Note:  The screen above shows the **View by:** option for the Control Panel set to **Category.** If the **View by:** option is set to **Large icons** or **Small icons,** select **Language** instead of **Clock, Language and Region.**

2.  From the Control Panel, select **Clock, Language, and Region.**

3.  From the Clock, Language, and Region window, select **Language.**
4. From the Language window, select Add a Language.

5. From the Add Languages window, select the desired languages and click [Add].

The Language window reopens with the selected languages added to the language list.

Note: Some languages have multiple dialects to select from (for example, in the screen above, “Arabic” has multiple icons whereas “Armenian” only has one icon.)
Note: The language at the top of the list is the primary language (the language seen and most often used).

6. From the Language Window, select Change date, time, or number formats.
   The Region window opens.

7. From the Region window, select the Administrative tab.
8. Click [Change system locale]. The Region Settings window opens.

9. From the Region Settings window, select the desired system locale. Click [OK].

10. In order for the change in system locale to take effect, Windows must be restarted.
When prompted, click [Restart Now] to restart Windows. Windows now starts in the target language.

**Translate the IDVM Host Application**

In order to change the language displayed when using the IDVM host application, complete the following steps:

1. On the computer hosting the LS Application Server, navigate to \C:\inetpub\wwwroot\Lnl.OG.Services\WebHost.
2. Rename the file main.html to main_en.html.
3. Locate the main_*.html file that corresponds to your language code (* = language code).
   For example, main_es_ES.html is the Spanish file.
For more information, refer to Supported Languages in OnGuard on page 33.

4. Rename the file with your language code to `main.html`.
For example, rename the Spanish `main_es_ES.html` file to `main.html`. The original `main.html` file was preserved when it was renamed to `main_en.html`. 
Oracle Database: Font Does Not Display Correctly After Data is Saved

**Problem:** If your database is Oracle, certain fonts display correctly when you enter information in the OnGuard user interface, but do not display correctly after you save the data and search it up again. For example, the text may display as a series of question mark characters.

This problem may be caused by your NLS_LANG setting on either the server or the client.

**Solution:** Modify the NLS_LANG setting to the appropriate language (for example: “ARABIC_UNITED ARAB EMIRATES.AR8MSWIN1256”). This may be done in either the Windows Registry or an environment variable.

The Visitor Management Host Web Application Locale is Not Valid

In order to change to a valid locale, complete the following steps:

1. Obtain the locale code. Navigate to `C:\Inetpub\wwwroot\LnLOG.Services\WebHost\resource-modules`.

2. Locate the resource file which corresponds to your language pack and note the character set at the end of the file name. For example, if you want to change the Web application to Chinese (Simplified), note the characters “zh_CN” in the file name `StringResources_zh_CN.swf`.

3. Navigate to `C:\Inetpub\wwwroot\LnLOG.Services\WebHost`.
4. Open the file **main.html** using a standard text editor and scroll to the Locale section:

```javascript
// Locale
// var localeCode = getLocaleSetting();
// var localeCode = "fi_FI";
// var localeCode = "ru_RU";
// var localeCode = "en_US";
// var localeCode = "es_ES";
// var localeCode = "zh_CN";
// var localeCode = "ar_SA"
// var localeCode = "cs_CZ";
// var localeCode = "nl_NL";
```

5. Update the locale code line using the characters from the resource file name. In this example, the line was updated for the Chinese (Simplified) locale code:

```javascript
var localeCode = "zh_CN";
```

6. Save the file.

7. Refresh the Web application page.
## Supported Languages in OnGuard

The following table identifies:

- The languages that OnGuard supports.
- The locale code that must be used for the Visitor Management Host web application.
- The corresponding file name that must be renamed in order to change the language displayed when using the IDVM host application.

<table>
<thead>
<tr>
<th>Language</th>
<th>Locale</th>
<th>File Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>ar_SA</td>
<td>Main_ar-SA.html</td>
</tr>
<tr>
<td>Chinese Simplified</td>
<td>zh_CN</td>
<td>Main_zh_CN.html</td>
</tr>
<tr>
<td>Chinese Traditional</td>
<td>zh_CNT</td>
<td>Main_zh_CHT.html</td>
</tr>
<tr>
<td>Croatian</td>
<td>hr</td>
<td>Main_hr.html</td>
</tr>
<tr>
<td>Czech</td>
<td>cs_CZ</td>
<td>Main_cs_CZ.html</td>
</tr>
<tr>
<td>Dutch</td>
<td>nl_NL</td>
<td>Main_nl_NL.html</td>
</tr>
<tr>
<td>Finnish</td>
<td>fi_FI</td>
<td>Main_fi_FI.html</td>
</tr>
<tr>
<td>French</td>
<td>fr_FR</td>
<td>Main_fr_FR.html</td>
</tr>
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<td>German</td>
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<td>Main_de_DE.html</td>
</tr>
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<td>Hebrew</td>
<td>he</td>
<td>Main_he.html</td>
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<td>Italian</td>
<td>it_IT</td>
<td>Main_it_IT.html</td>
</tr>
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<td>Japanese</td>
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<td>Main_li_LIT.html</td>
</tr>
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<tr>
<td>Language</td>
<td>Locale</td>
<td>File Name</td>
</tr>
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<td>Main_es.html</td>
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<td>Swedish</td>
<td>sv_SE</td>
<td>Main_sv_SE.html</td>
</tr>
<tr>
<td>Turkish</td>
<td>tr</td>
<td>Main_tr.html</td>
</tr>
</tbody>
</table>
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