

Cisco Self-Service Phone Administration Online Help Customizing and Localizing Procedures

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About the Online Help Files

Cisco SPA includes online help that you access by clicking **Help** located at the upper right corner of each window:

CISCO SYSTEMS	Self-Service Phone Administration				
սեննումենն	Loqout: admin				
Home	You are here: Administration > <u>Accounts</u> > ab00001 > <u>Activity</u>				
Personal Information Activity	Account Activity Find Account where: User ID 💌 Starts with 💌	Go			
Administration	Show 10 <u>50 100 All</u>				
Accounts	Date 👻	<u>User ID</u>	Description		
<u>Information</u>	September 22, 2003 3:46:36 PM EDT	hdadmin	Update FDN 8136132005		
<u>Activity</u>	September 22, 2003 3:46:36 PM EDT	hdadmin	Add User hduser		
Authorization Codes	September 22, 2003 3:45:55 PM EDT	hdadmin	Add Group 8136132001		
<u>Capability Sets</u>	September 22, 2003 3:45:55 PM EDT	hdadmin	Update FDN 8136132001		
Class of Services	September 22, 2003 3:45:55 PM EDT	hdadmin	Add User hdgroup		
<u>Groups</u> Phones	September 17, 2003 11:43:38 AM EDT	hdadmin	Update FDN 8136132001		
Users					
Phones					
Users					
For support send email to <u>hel</u>	pme@mycompany.com or call 1-800-555-5555				

- To customize Cisco SPA online help with your own product logo and name, complete the steps described in the "Customizing Online Help" section on page 3.
- To localize Cisco SPA online help, complete the steps described in the "About Localizing Online Help" section on page 5.

About Cisco SPA Online Help Folders

Cisco SPA online help contains four help folders:

- spadmin—Help folder for the service provider administrator
- acadmin—Help folder for the account administrator
- gradmin—Help folder for the group administrator
- enduser—Help folder for the end user

Customizing Online Help

Repeat the steps in this section for all the folders listed in the "About Cisco SPA Online Help Folders" section on page 2. You can customize the folders in any order.				
In the first folder, change the Copyright statement to reflect your company's name.				
Locate the CiscoLogo.gif file and remove it from the folder.				
In the same folder, add a .gif or .jpg file that contains your company's logo.				
Locate the banner.html file and open it for editing (see the "Sample Banner.html File" section on page 3).				
Locate this line in the banner.html file:				
				
Replace CiscoLogo.gif with the name of your logo file.				
Locate this line in the banner.html file:				
Cisco Self-Service Phone Administration				
Replace Cisco Self-Service Phone Administration with the name of your product.				
Repeat this process for the CiscoLogo.gif and banner.html files in all the other help folders.				

Sample Banner.html File

```
<html>
<NG_BANNER>
<!-- Copyright (c) 2004 by Cisco Systems, Inc. All rights reserved -->
<head>
<title>help header</title>
<style TYPE="text/css">
   A:link { color:white; text-decoration:none; }
   A:visited { color:white; text-decoration:none; }
   A:active { color:white; text-decoration:none; }
   A:hover { color:white; text-decoration:none; }
</STYLE>
</head>
<body BGCOLOR="00,78,78" onload="self.focus();">
<img SRC="CiscoLogo.gif" border=0>
<font color='white' size='3' face='Arial, Helvetica, ms sans-serif, sans-serif'><strong>
  Cisco Self-Service Phone Administration</strong></font>
```

```
   
<!-- Home button -->
   <a HREF='index.html' TARGET='_top'>
       <font size='2' face='Arial, Helvetica, ms sans-serif, sans-serif' color='white'>
       <b>Home</b></font></a>
   <!-- END Home button -->
<!-- Search button -->
   <a HREF='../search/PreSearch.html' TARGET='right' >
       <fort size='2' face='Arial, Helvetica, ms sans-serif, sans-serif' color='white'>
       <b>Search</b></font></a>
   <!-- END Search button -->
<!-- Using Help button -->
   <a HREF='../shared/ref_help.html' TARGET='right'>
       <font size='2' face='Arial, Helvetica, ms sans-serif, sans-serif' color='white'>
       <b>Using Help</b></font></a>
   <!-- Glossary and PDF button -->
   <script LANGUAGE="JavaScript">
   <!--
   var purl = "<PDF_URL>";
   var gurl = "<GLOSS_URL>";
   var pdftext = "<PDF>";
   var glosstext = "<GLOSS>";
   var gtarget = "<GLOSS_TARGET>";
   / \, / \, \text{No} glossary button and no pdf button
   if ((gurl.substring(1,7) == "GLOSS_") && (purl.substring(1,8) == "PDF_URL"))
   {
       document.write("<TD WIDTH=20% BGCOLOR='00,78,78' VALIGN=CENTER></TD>");
       document.write("<TD WIDTH=20% BGCOLOR='00,78,78' VALIGN=CENTER></TD>");
   }
   //No glossary button but there is a pdf button
   else if ((gurl.substring(1,7) == "GLOSS_") && (purl.substring(1,8) != "PDF_URL"))
   {
       document.write("<TD WIDTH=20% BGCOLOR=BLACK VALIGN=CENTER>");
       document.write("<A HREF='"+purl+"' TARGET='pdf' >");
       document.write("<FONT size='2' face='Arial, Helvetica, ms sans-serif, sans-serif'</pre>
color='white'>");
       document.write("<B>"+pdftext+"</B></FONT></A></TD>");
       document.write("<TD WIDTH=20% BGCOLOR='00,78,78' VALIGN=CENTER></TD>");
   }
   //There is a gloss button but no pdf button
   else if ((gurl.substring(1,7) != "GLOSS_") && (purl.substring(1,8) == "PDF_URL"))
   {
       document.write("<TD WIDTH=20% BGCOLOR=BLACK VALIGN=CENTER>");
```

```
document.write("<A HREF='"+gurl+"' TARGET='"+gtarget+"' >");
       document.write("<FONT size='2' face='Arial, Helvetica, ms sans-serif, sans-serif'</pre>
color='white'>"):
       document.write("<B>"+glosstext+"</B></FONT></A></TD>");
        document.write("<TD WIDTH=20% BGCOLOR='00,78,78' VALIGN=CENTER></TD>");
    }
    /\,/ {\rm There} is both a gloss and a pdf button
    else if ((gurl.substring(1,7) != "GLOSS_") && (purl.substring(1,8) != "PDF_URL"))
    {
        document.write("<TD WIDTH=20% BGCOLOR=BLACK VALIGN=CENTER>");
        document.write("<A HREF='"+gurl+"' TARGET='"+gtarget+"' >");
       document.write("<FONT size='2' face='Arial, Helvetica, ms sans-serif, sans-serif'
color='white'>");
       document.write("<B>"+glosstext+"</B></FONT></A></TD>");
        document.write("<TD WIDTH=20% BGCOLOR=BLACK VALIGN=CENTER>");
        document.write("<A HREF='"+purl+"' TARGET='pdf' >");
       document.write("<FONT size='2' face='Arial, Helvetica, ms sans-serif, sans-serif'
color='white'>");
       document.write("<B>"+pdftext+"</B></FONT></A></TD>");
    }
    //-->
   </SCRIPT>
<!-- End Glossary and PDF button -->
</body>
</html>
```

About Localizing Online Help

Note

Repeat the procedures in this section for all the folders listed in the "About Cisco SPA Online Help Folders" section on page 2. The folders can be localized in any order.

To localize online help, complete procedures in these tasks:

- Task 1: Making Backup Copies of Original Files, page 6
- Task 2: Changing Character Encoding Information, page 6
- Task 3: Changing Copyright Information, page 6
- Task 4: Translating the Contents in the Help Files, page 6
- Task 5: Installing a Java Environment, page 8
- Task 6: Changing the Search File, page 8
- Task 7: Testing Localized Help, page 9
- Task 8: Replacing Original Help Files with Localized Help Files, page 10

Task 1: Making Backup Copies of Original Files

Step 2 Create a directory called "help" in the same directory that contains the HTML files that you are translating.

Make sure that you maintain the defined subdirectories (i.e. the Support, shared, and graphics directories).

Task 2: Changing Character Encoding Information

European and other Western languages use the Latin1 or Unicode encoding; DBCS languages, such as Japanese, Chinese, and Korean have their own encoding.

Replace 'iso-8859-1' in the following meta-tag:

Task 3: Changing Copyright Information

Step 1 Change the Copyright (the copyright statement displayed on each page).
Step 2 Change the CopyrightComment (the copyright statement embedded as a comment required by some help systems).
Step 3 Change CopyrightYears (enter your copyright date range).

Task 4: Translating the Contents in the Help Files

Step 1

a. Translate the content in each .htm file.

Open an .htm file.

- **b.** Test each translated file to see if it displays properly in a browser.
- **c**. Repeat Step 1 for each .htm file in the folder.

Step 2 Open the banner.html file.

- a. Locate and translate the following text:
- Home—name of the Home button in the banner.
- Search—name of the Search button in the banner.
- Using Help—name of the Using Help button in the banner.
- Glossary—name of the Glossary button in the banner (this may not be present in your help system).
- PDF—name of the PDF button in the banner (this may not be present in your help system).



The procedure described in this document does not translate the .pdf file that may ship with your help system.

• Glossary URL (this may not be present in your help system): modify the URL for your glossary, if different from the one used in the English help system. Look for a similar line and replace www.myglossary.com with the new URL.



Note Do not delete the quotation marks.

<!-- Glossary and PDF button -->

var gurl = "www.myglossary.com"

- **b.** Test the banner.html file to see if it displays properly in a browser.
- **Step 3** Open the toc.html file.
 - **a**. Translate Contents in the following line:

Contents—name of the Contents tab in the contents pane.

b. Test the file to make sure that it displays properly in a browser.

Step 4 Open the ind.html file.

a. Translate Index in the following line:

Index—name of the Index tab in the index pane.

- **b.** Test the file to make sure that it displays properly in a browser.
- **Step 5** Open the index.html file.
 - a. Change the charset encoding from 'iso-8859-1' to the new one (the same one used in "Task 2: Changing Character Encoding Information" procedure on page 6). There are three occurrences of this line that reads as follows:

charset=iso-8859-1



Change all three occurrences of the charset encoding line.

b. Change the title of your help system by substituting text for HelpSystemTitle: <title>HelpSystemTitle</title>

- **c.** Test the index.html file to make sure that it displays properly in a browser.
- **Step 6** Translate the HTML files in the /shared and /search directories. These files provide the help on help and help on search topics.
- Step 7 Change the meta tag in the HTML files to indicate the correct charset for the language. The Content-Type meta tag used in the files in the /search and /shared directories must be identical for all HTML files (see "Task 2: Changing Character Encoding Information" procedure on page 6).

Task 5: Installing a Java Environment

Install a Java environment for your new search file by completing these steps:

- Step 1 Go to the following URL: http://java.sun.com/j2se/1.4.1/download.html
 Step 2 Download J2SE v. 1.4.1_01 JRE.
 Step 3 Accept the user agreement and click the *.exe link on the next page.
 Step 4 Choose one of the following:

 If you are localizing online help on a Sun server, select Solaris SPARC platform, 32-bit self-extracting file, English.
 If you are localizing online help in a Microsoft Windows environment, select Windows (all languages, including English), English.
 - **Step 5** To start the installation wizard, click **Open**.

Task 6: Changing the Search File

- **Step 1** Open the SearchFactory.bat file in a text editor.
- **Step 2** Change the following:
 - **a**. Change the D:\\path_to_help_topics full path to the folder containing all translated help content.

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- **Tip** Make sure that the folder containing the translated help content has the same name as the folder containing the original content.
- **b.** Change the name-of-searchfile to the name of the existing searchfile.

Tip

- The existing searchfile is named *_sch.js and is located in the help/search folder.
- c. Change the name_of_helppath to the name of the folder containing your translated help content.
- d. If you downloaded a J2SE with a different extension than the one shown in "Task 5: Installing a Java Environment" section on page 8, (e.g. J2SE v 1.4.1_03), change C:\Program Files\Java\j2re1.4.1_05\bin\java.exe to the correct location.

- e. Save the modified file.
- **Step 3** Navigate to the i18n folder in your Windows Explorer. This is the folder where SearchFactory.bat resides.
 - a. Right-click on the folder.
 - **b.** Select CMD Prompt Here.
 - c. Enter SearchFactory.bat
 - d. Press Enter.

When the file is generated, this line appears:

::Searchfile has been generated successfully::

Step 4 Test the files by opening index.html in the Help Files folder. Test the file in both Navigator and Internet Explorer.

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Tip Remember that the browser's caching facility may not show you the regenerated page if you are correcting and regenerating the files while the browser is still open.

Step 5 Move the search file (*_sch.js) to the /search directory.

Task 7: Testing Localized Help

Step 1 Ensure that the translated entries appear correctly on the contents and index tabs.

Step 2 Make that sure the graphics (if any) have converted properly.

- **Step 3** Make that sure the buttons in the banner display the expected pages.
- **Step 4** If you see character set display problems (that is, incorrect alphabets), check the meta charset tag in these files, and ensure they use the same charset encoding that is used on pages that are displaying correctly:
 - index.html
 - toc.html
 - ind.html
 - banner.html
- **Step 5** Check if the search engine works by typing in translated content and verifying that expected search results appear.

Task 8: Replacing Original Help Files with Localized Help Files

Replace the original help files with the localized help files while making sure to maintain the original help organization:

- Folder containing help content
- Related shared, graphics, mapping files
- Search folder

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

• Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

http://www.cisco.com/en/US/partner/ordering/index.shtml

• Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems Attn: Customer Document Ordering 170 West Tasman Drive San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

http://www.cisco.com/tac

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

http://tools.cisco.com/RPF/register/register.do

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

http://www.cisco.com/tac/caseopen

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227) EMEA: +32 2 704 55 55 USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is "down" or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

• Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

http://www.cisco.com/go/marketplace/

• The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

http://cisco.com/univercd/cc/td/doc/pcat/

• *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

http://www.ciscopress.com

• *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

http://www.cisco.com/packet

• *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

http://www.cisco.com/go/iqmagazine

• *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/ipj

• Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

http://www.cisco.com/en/US/learning/index.html

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