

– Client Fact Sheet – Localization for Analysis/Intelligence July 18, 2018

Overview

The process of localization (translation) is under way for the Analysis and Intelligence default (standard) reports, model, and archive.

NOTE: The reports discussed in this document include the default reports available in the *Analysis – Standard Reports* folder and the *Intelligence – Standard Reports* folder.

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Languages Currently Available

As of May 2018, these languages are available:

- Bulgarian
- Chinese Traditional
- Chinese Simplified
- Croatian
- Czech
- Danish
- Dutch
- English (UK)
- English (US)
- Finnish
- French (Canada)
- French (France)
- German
- Hungarian
- Italian
- Japanese
- Korean
- Norwegian
- Polish

- Brazilian Portuguese
- Romanian
- Russian
- Slovak
- Spanish
- Swedish
- Turkish

Understanding the Localization Components

There are several components involved in the localization of Analysis/Intelligence:

- The Cognos reporting product, including menus
- Report column headings and prompts
- Any text included in the report content

The customer should follow the "best practice" steps below to ensure that Cognos, the reports, and the report content display optimally in each supported language.

Note the following:

- The full localization process is complicated and takes more than one monthly release cycle to complete. During this time, default reports not yet localized appear in English (US).

For best results, consider enabling a language once the **entire** localization process is complete for that language. Using a language before completion will result in inconsistent results. The list of the completed, available languages appears in the monthly Analysis/Intelligence release notes.

- Customers are not restricted to a set number of languages. Any or all supported languages may be enabled.

Best Practice

Using language settings (or settings combinations) other than those shown here may result in mixed or unexpected results.

Step 1: Contact Concur Client Support

The customer must contact Concur Client Support to have a language enabled.

Concur Client Support will then enable the desired language in the internal-only hosted console (Cognos Client Settings > Reporting Language Settings).

Once that is completed, the system begins archiving company data in the selected language, starting with the next scheduled archive (generally that night).

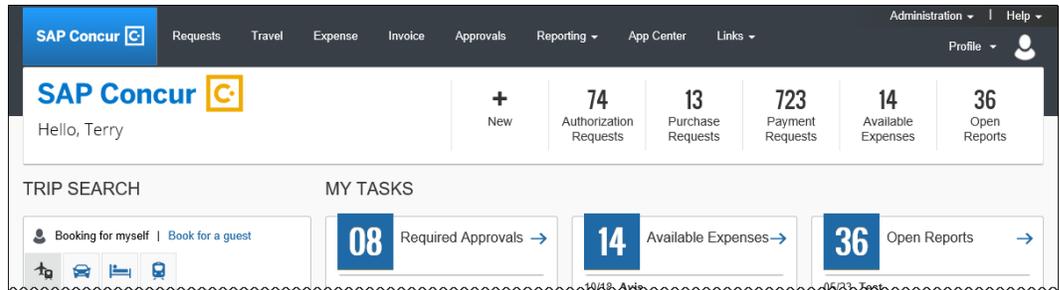
Step 2: Verify User Settings in Cognos

For best results, the user's language settings in Cognos should be set to *default* and, for most people, it already is. So, for most users, this quick task will simply be to verify the setting rather than to make a change.

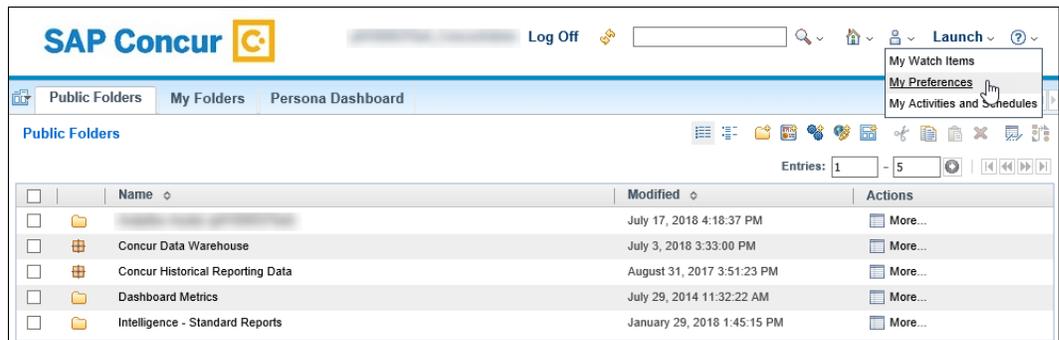
The user completes these steps.

► **To verify the setting:**

1. Click **Reporting > Intelligence** (or **Analysis** or **Intelligence – BI Manager**, whichever applies).



2. Click the **My Area Options** icon, , and then click **My Preferences**.



3. In the **Regional options** section, ensure that **Use the default language** is selected for the product and the content language.

The screenshot shows the 'Set preferences' dialog box with three tabs: 'General', 'Personal', and 'Portal Tabs'. The 'General' tab is active. Below the tabs, it says 'Specify your settings.' The 'Number of entries in list view:' is set to 15. 'Report format:' is set to HTML. 'Separators in list view:' is set to 'No separator'. 'Style:' is set to 'Corporate' with a 'Preview' button. There are checkboxes for 'Show hidden entries', 'Show the Welcome page at startup', 'Show a summary of the run options', and 'Enable accessibility support for reports I run or schedule'. The 'Portal' section has 'Default view:' with radio buttons for 'List' (selected) and 'Details'. The 'Regional options' section is highlighted with a red box and contains 'Product language:' with radio buttons for 'Use the default language' (selected) and 'Use the following language:' (with a dropdown menu set to 'English'), and 'Content language:' with radio buttons for 'Use the default language' (selected) and 'Use the following language:' (with a dropdown menu set to 'English'). At the bottom are 'OK' and 'Cancel' buttons.

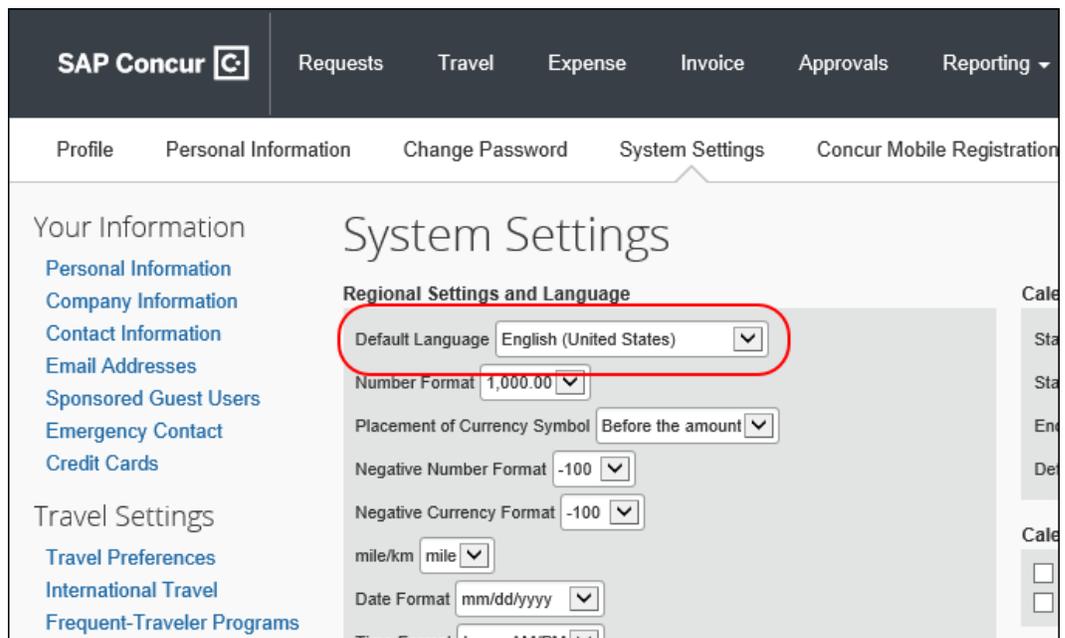
Step 3: Verify User Settings in Concur

Just like the previous step, this is likely a quick verification task and not actually a change.

The user completes these steps.

▶ **To verify the setting:**

1. Click **Profile > Profile Settings > System Settings** (in the **Other Settings** section of the left menu).



2. In the **Default Language** list, select the language that best matches the language that has been enabled for your company. If the language has not yet been enabled, English will be displayed when running reports.

Known Issues

Here are the know issues:

- **Reports in the Dashboard Metrics folder:** The reports in the Dashboard Metrics folder are offered in English only.
- **Hotel Receipt Report:** The Hotel Receipt Details report is offered in English only.

This report contains some complexities that prevent us from localizing the report at this time. The report may be localized or replaced in the future.

- **Drill-through report titles:** When drilling through to a report, the title on the drill-through report may not be localized. However, if the user runs that same report directly from the folder, the report title will be localized. This issue will be resolved in a future release.
- **Inconsistent or incomplete translations:** The reports have been thoroughly tested but, due to the complex nature of localization, there may be a few inconsistencies or incomplete translations in the reports. Once these issues are identified, the updates will become part of the ongoing process of improvement.
- **Japanese Data Model:** The Japanese data model currently contains both Japanese and English text. Several years ago, when the original Japanese data model was created, the localization process was less strict, which yielded mixed results.

Over time, those inconsistencies may be addressed. However, note that any changes to the model going forward (from April 2016) will include proper localization practices for Japanese.