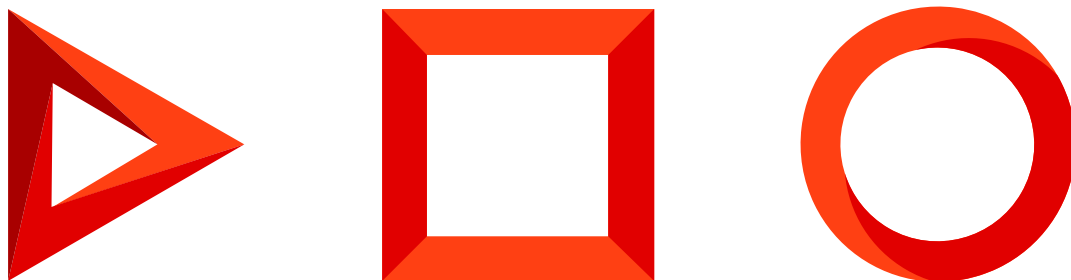


Custom localization

Version 8.0



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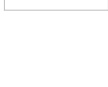

Manage UI languages

PRODUCTS: ALL CREATIO PRODUCTS

Creatio supports localization into multiple languages. You can manage the list of languages in the system designer of the [*Languages*] section.

Note. Access to the list of languages and translation is configured using the “Access to “Languages” section” and “Access to “Translation” section” system operations. Setting up permissions for various operations is described in a separate [article](#).

Creatio interface is translated into following languages:

 English (United States)	 Dutch (The Netherlands)
 Portuguese (Brazil)	 Portuguese (Portugal)
 Arabic (Saudi Arabia)	 Romanian (Romania)
 Korean (Korea)	Russian
 Hebrew (Israel)	 Thai (Thailand)
 Spanish (Spain)	 Ukrainian (Ukraine)
 Italian (Italy)	 French (France)
 German (Germany)	 Czech (Czech Republic)
 Polish (Poland)	 Swedish (Sweden)
 Albanian (Albania)	 Vietnamese (Vietnam)

All localization tools are built-in, there is no need to install or set up additional software in Creatio. Translation of the interface and other elements is performed in the [*Translation*] section.

Note. If the needed language is present in the list above but is not available in the [*Languages*] section, contact Creatio technical support. Indicate Creatio version and product you use in your request.

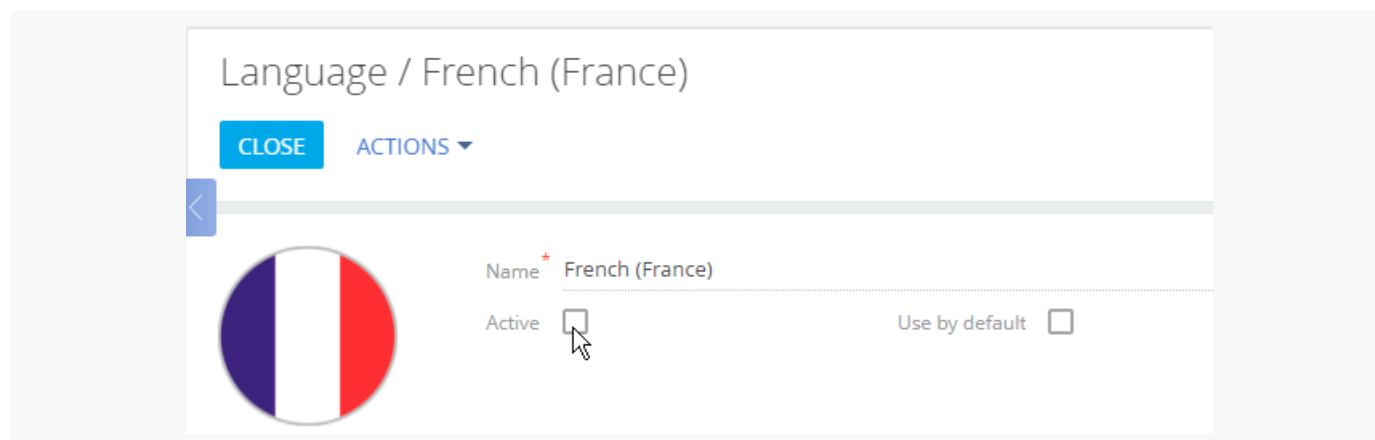
Enable UI language

Only English language is available in the user profile by default. You need to enable the needed languages in the [*Languages*] section to add them to the list of languages in the user profile.

Note. If you use a load balancer to ensure fault tolerance of your Creatio application, perform the setup on one Creatio instance, then transfer settings to other instances. The setup process applies to Marketplace apps, custom packages, and other settings that require compilation. Learn more in a separate article: [Compile an app on a web farm.](#)

1. Go to the [*Languages*] section in the system designer.
2. In the list of languages, locate the language you need and click [*Open*].
3. On the language page, select the [*Active*] checkbox (Fig. 1).

Fig. 1 Enabling additional language



4. Save the changes.

As a result, Creatio compilation will start and you will see the enabled language appear in your Creatio user profile after the compilation is finished.

Attention. Compilation is a required step when enabling additional languages. If a language is enabled, but the application is not compiled, the user who selected this language will not be able to log in.

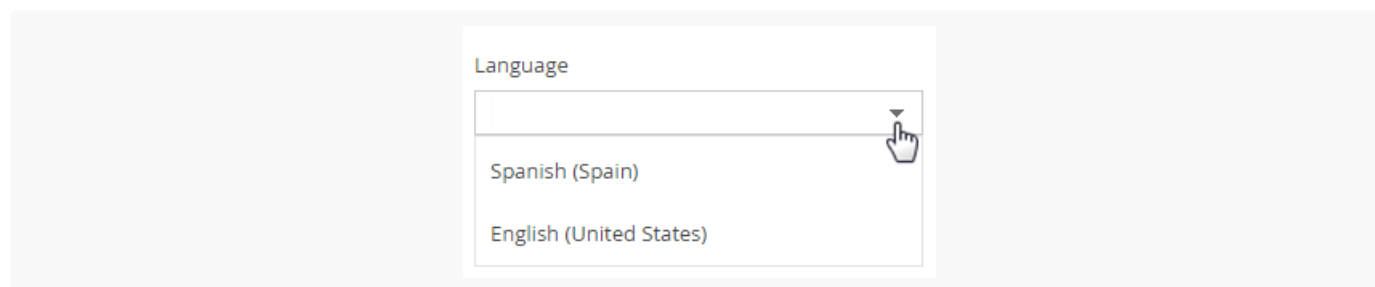
Note. If you cannot access Creatio after switching languages, you can quickly access the [*Configuration*] section by adding “/dev” after Creatio application URL and initiate compilation from there.

Change UI language

You can change the system interface language in the user profile. These settings apply individually to the users who changed their language.

1. Click the profile picture at the top right corner and select [*Your profile*].
2. On the profile page, select the needed language from the available list and save the changes (Fig. 2).

Fig. 2 Changing the interface language



After changing language, you will need to log in again.

Note. If you do not see the needed language in the list, it may be disabled. You can find more information about enabling additional languages in a separate [article](#).

Note. System administrators can change interface language for different users in the [\[System users \] section](#).

Creatio interface, including sections, columns, pages and lookups will be displayed in the language specified in the user profile (if the corresponding translation is available). The actual section data, such as account or contact names, notes and knowledge base articles are not localized and will always be displayed in the language they were entered.

Note. If a value has a translation for the currently selected language, it will be displayed in that language. If no translations are found, the value will be displayed in the language it was originally added.

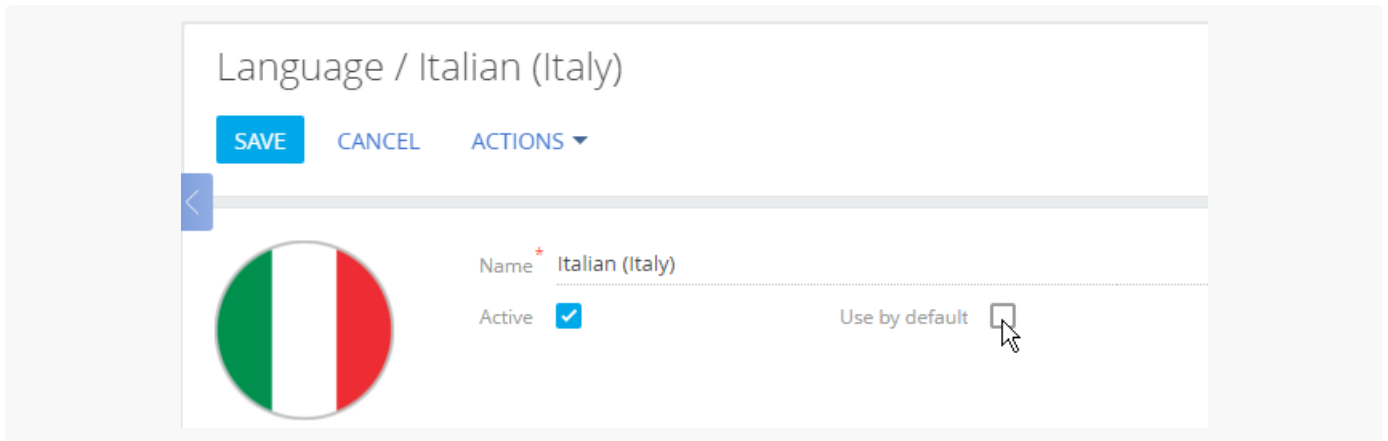
Set default UI language

After adding a new user account, system administrator specifies user's interface language (culture) on the [user page of the \[System users \] section](#). You can set default interface language for all users. This will help when adding large numbers of users at once (i.e., by importing users, when using SSO, etc.).

To set the default language:

1. Go to the [\[Languages \]](#) section in the system designer.
2. Select a language and click [\[Open \]](#).
3. Select the [\[Use by default \]](#) checkbox on the opened page (Fig. 3).

Fig. 3 Setting the default language



Note. The [*Use by default*] checkbox can be enabled only for one language.

4. Save the changes.

When you create a new user, the default language will be automatically selected in the user's profile.

Note. If the culture is not specified for the user, the interface language and localized data will be displayed in the language, specified in the [*Primary culture*] system setting. More information about system settings is available in a separate [article](#).

Users can change language in their profile after logging in to the system. After changing the language, the interface will be displayed in that language next time the user logs in.

Add new UI language

If you are localizing your Creatio application to one of the languages that are not yet available, you will need to add that language in the [*Languages*] section first.

1. Go to the [*Languages*] section in the system designer.
2. Click the [*New language*] button. A new language page opens.
3. In the [*Name*] field, select the language you want to add.

Note. The list of languages is located in the system lookup, and is non-editable.

4. Select an image to be used as an icon for that language.
5. Save the changes.

Import UI translations from Excel

PRODUCTS: [ALL CREATIO PRODUCTS](#)

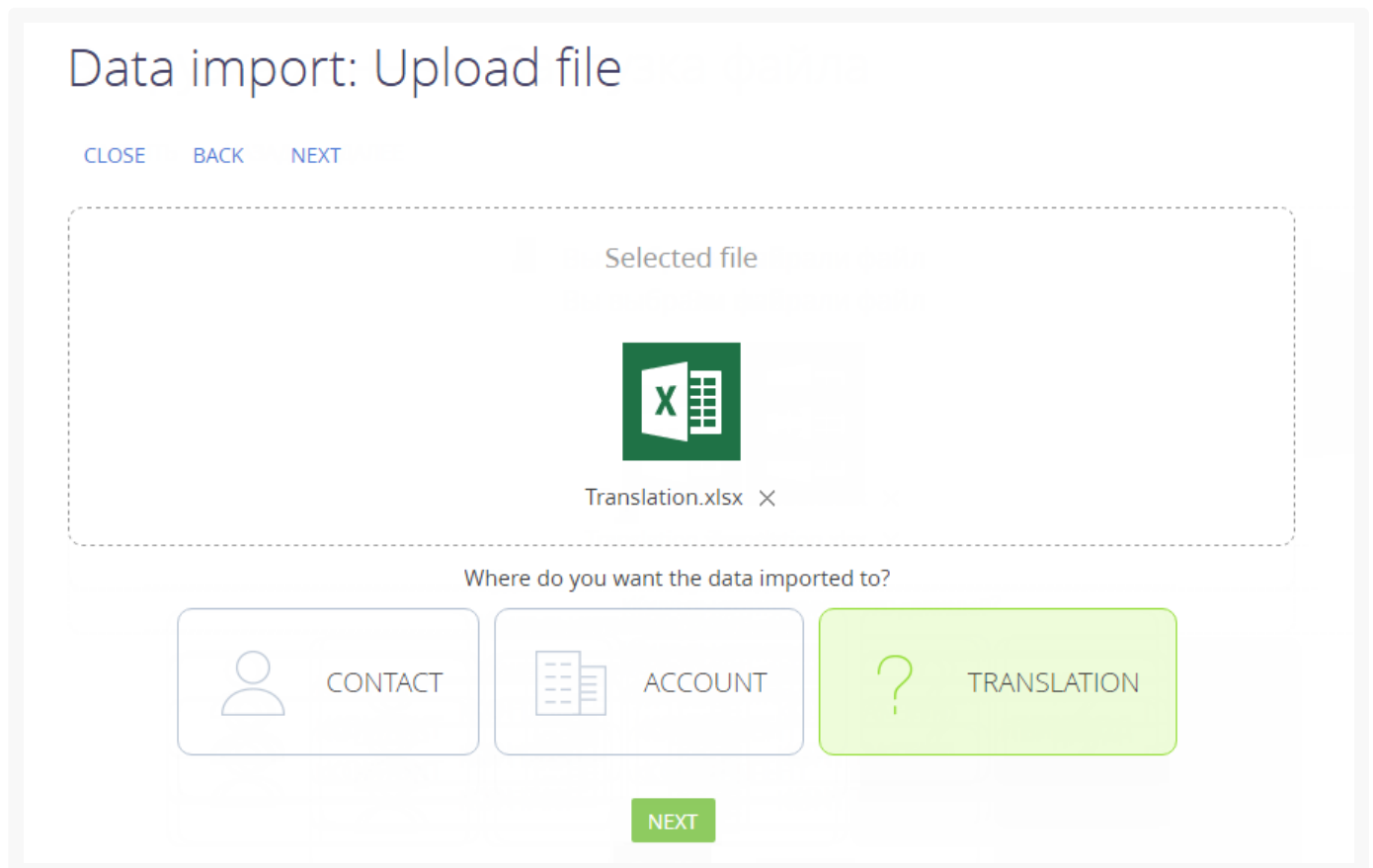
You can use [Excel import](#) to quickly export and import translations. To do this:

1. Open the [*Translations*] section and select the needed strings. Searching and filtering translation strings are covered in a [separate article](#).
2. Use the [*Export list to file*] action in the [*Translation*] section to obtain a template for the import table. An .xlsx file with the currently displayed records and columns will be downloaded.

Note. Columns required for translation are the [*Key*] column, as well as source and target language columns.

3. Open the system designer and click the [*Data import*] link. Drag the XLSX file with translations and click [*Other*]. Select the “Translation” object ([Fig. 1](#)).

Fig. 1 Importing the translation file



4. Set up duplicate check by the [*Key*] column and click [*Start data import*].
5. After importing, perform the [*Apply transfers*] action in the [*Translation*] section.

Determine translation string context by the “Key” column

PRODUCTS: [ALL CREATIO PRODUCTS](#)

The context of the translation string is represented with the [*Key*] column. Use the [*Key*] column in the

[*Translation*] section to determine the context of each translation string. There are two general types of translation strings: **configuration resources** and **data resources**, each having a specific key structure.

Note. Before starting the localization, we recommend getting a basic understanding of the [system architecture](#), and the general functions of the [\[Configuration \] section](#).

Structure of the configuration resource keys

Configuration resources contain translations for buttons, columns, notifications and other interface elements. The structure of their keys is: ::.

- is always “Configuration”. It indicates that the string is a configuration resource.

- internal name of the schema in which the translation string is located. “Schemas” are the “building blocks” of a Creatio configuration. There are three types of schemas: objects (they represent database tables), pages and processes. For example, “Activity” is the “Activity” object schema, “ActivityPageV2” is activity edit page schema, and “ActivitySectionV2” is the section page of the [*Activities*] section.

Note. The list of all schemas is available in the [*Advanced settings*] section, on the [*Configuration*] > [*Schemas*] tab.

Note. You can view internal names of schemas created for custom sections in the Section Wizard. Schema names for custom sections are generated automatically, based on the value in the [*Code*] field, entered on the first step of the Section Wizard.

- location of the string within the schema.

The following **types of keys** are used in the configuration resources:

- “Caption” – schema name. For example, the string “Configuration:ActivityPageV2:Caption” contains caption of the “ActivityPageV2” schema.
- “Columns” – key for strings that contain column names of an object schema. The “Columns” keys have the following structure: “Columns.<column internal name>.Caption”. For example, the “Configuration:Activity:Columns.Author.Caption” string contains the caption of the “Author” column in the “Activity” object. Object column titles are used as the names of the corresponding fields on the section lists, record pages and details. Thus, by localizing a column in an object, you will localize the corresponding captions in the section and detail lists and pages.
- “LocalizableStrings” – key for localizable strings that were added directly by developers. These strings can be found in any schema (object, page, business process). Usually, these are not standard translation strings (i.e. Not object fields) in the page schemas, such as menus, messages, etc. The key has the following structure: “LocalizableStrings.<Internal name of the string>.Value”. The internal name of the string is specified by the developer or generated automatically by the Section Wizard. For example, the string “Configuration:ActivityPageV2:LocalizableStrings.CallTabCaption.Value” contains caption of the [*Calls*] tab of the activity page.

Keys for configuration resource strings that are unique to **business processes** are as follows:

- • “Parameters” – the string contains process parameter names and values. The process parameter name key syntax is as follows: “Parameters.<Parameter internal name>.Caption”. The key syntax process parameter names is as follows: “Parameters.<Parameter internal name>.DisplayValue”. For example, the string “Configuration:CreateInvoiceFromOrder:Parameters.CurrentOrder.Caption” contains the name of the “CurrentOrder” parameter in the “New invoice based on this order” process.
- • “EventsProcessSchema” – key of an embedded process string. Embedded processes handle business logic of objects and usually contain localizable error and message texts. The syntax of the embedded process string keys is similar to that of the regular process strings (with the addition of “EventsProcessSchema” at the beginning of the key).
- • “BaseElements” – the string contains information about process elements. The key syntax depends on the information type. For example, the key “BaseElements.<element internal name>.Caption” identifies an element caption on the business process diagram, “BaseElements.<element internal name>.Parameters.<element parameter internal name>.Caption” – key for a process element parameter name string, “BaseElements.<element internal name>.Parameters.<element parameter internal name>.Value” — key for a process element parameter value string.

Note. Business process schema names are available in the [*Name*] column of the [*Process library*] section (you will need to add this column to the list via the [*Select fields to display*] command, or open a process properties page). Read more >>>

Note. The translation strings whose key ends with “DisplayValue” contain process diagram captions (seen on the diagram only) and do not require translation.

Below are examples of **configuration resource keys** and their meaning.

- • Configuration:ActivityPageV2:LocalizableStrings.ActivityParticipantTabCaption.Caption – the name of the [*Participants*] tab on the activity page.
 “Configuration” – configuration resource key.
 “ActivityPageV2” – activity page schema.
 “LocalizableStrings” – localizable string.
 “ActivityParticipantTabCaption” – localizable string internal name, identifying it as the [*Participants*] tab.
 “Caption” – the string is the caption.
- • Configuration:Account:Columns.Type.Caption – the title of the [*Type*] column in the “Account” object.
 “Configuration” – configuration resource key.
 “Account” – “Account” object schema.
 “Columns” – object column.
 “Type” – column name.
 “Caption” – column title.
- • Configuration:ImportSettingsPage:EventsProcessSchema.LocalizableStrings.ErrorMessage.Value – error

message in the embedded process of the "ImportSettingsPage" schema.

"Configuration" - configuration resource key.

"ImportSettingsPage" - import settings page schema.

"EventsProcessSchema" - identifies that this is a string from an embedded process.

"LocalizableStrings" - localizable string.

"ErrorMessage" - error message.

"Value" - message text.

- Configuration:AutoGeneratedPageUserTask:Parameters.InformationOnStep.Caption - name of the [*Information on step*] parameter of the [*Auto-generated page*] business process element.

"Configuration" - configuration resource key.

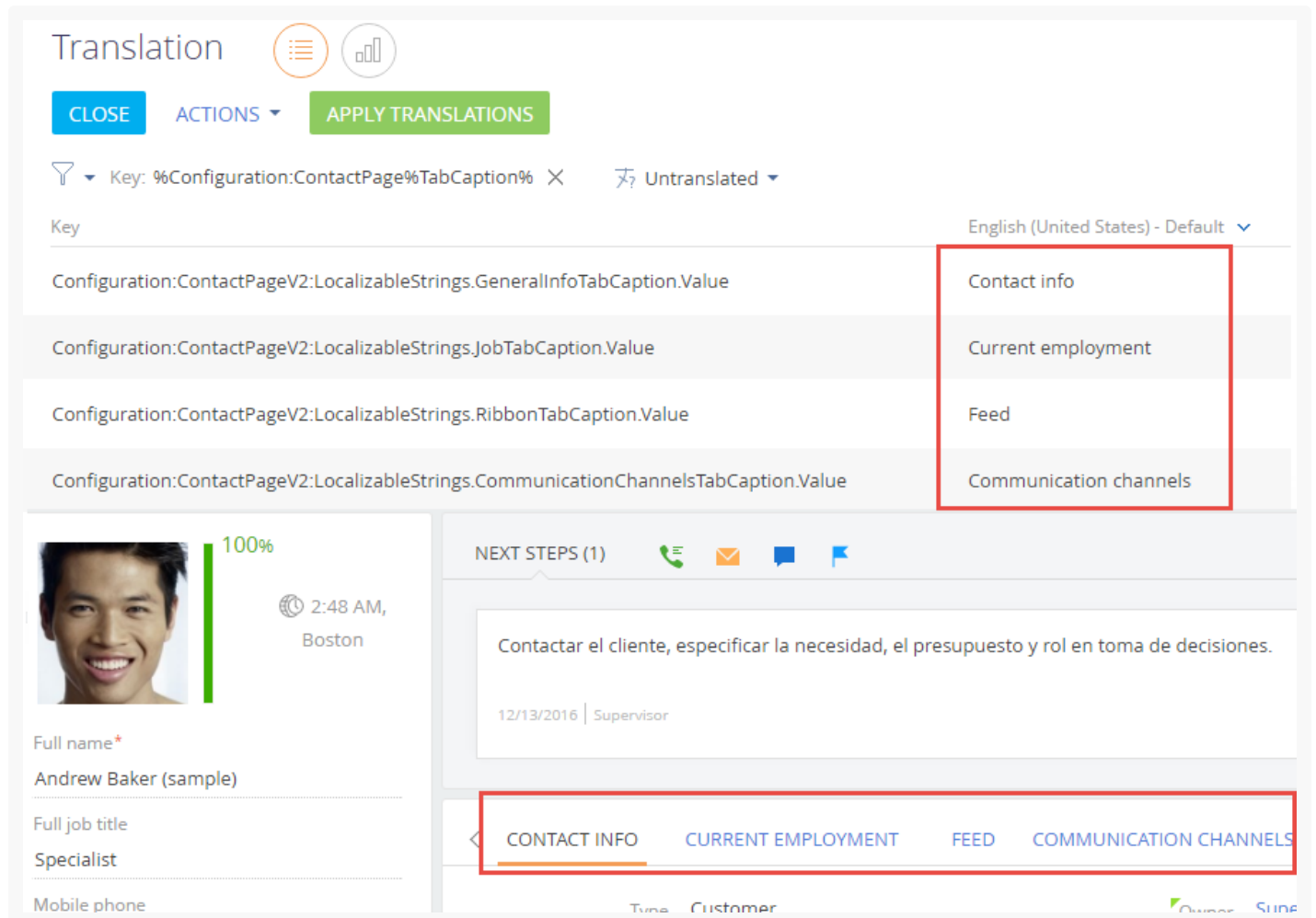
"AutoGeneratedPageUserTask" - identifies that this is a schema of the [*Auto-generated page*] process element.

"Parameters" - the string contains parameter information.

"InformationOnStep" - internal name of the [*Information on step*] process element parameter.

"Caption" - parameter title.

Fig. 1 Examples of translation strings and their location in the interface of the contact page



Structure of the data resource keys

Data resource keys identify data, such as lookup records, that must be localized. The key format is `:::`

- is always "Data". It indicates that the string is a data resource string.

- name of the table (object) that contains the localized string. For example, "AddressType" refers to the lookup table that contains address types.

- table column name in the database. For example, [*Description*] or [*Name*].

- unique Id of the localized record. Record ID is a unique code that can be viewed in the database or in the browser address bar by opening a specific record.

Below are examples of data resource keys and their meaning.

- Data:ActivityCategory.Name:42c74c49-58e6-df11-971b-001d60e938c6 – a activity category name.

"Data" – this is a data resource.

"ActivityCategory" – the table (object) is "Activity category".

"Name:" – the localized value is in the "Name" column.

"42c74c49-58e6-df11-971b-001d60e938c6" – record Id.

- Data:ContactType.Name:60733efc-f36b-1410-a883-16d83cab0980 – a contact type name.

"Data" – this is a data resource.

"ContactType" – the table (object) is "Contact type".

"Name" – the localized value is in the "Name" column.

"60733efc-f36b-1410-a883-16d83cab0980" – record Id.

- Data:SysDashboard.Caption:e2895654-6ce4-4ef8-a126-5f75f49d9073 — a "Dashboard" tab name.

"Data" – this is a data resource.

"SysDashboard" – table (object) is "SysDashboard" (this object contains dashboard settings).

"Caption" – the localized value is in the "Caption" column.

"E2895654-6ce4-4ef8-a126-5f75f49d9073" – the record Id.

Fig. 1 Examples of data resource translation strings in the [*Translation*] section and in on the account page

Translation
What can I do for you? >

CLOSE
ACTIONS ▾
APPLY TRANSLATIONS

🔍 Key: %AccountType.Name% ×
🏹 Untranslated ▾

Key	English (United States) - ...	Spanish (Spain)
Data:AccountType.Name:d34b9da2-53e6-df11-971b-001d60e938c6	Supplier	Proveedor
Data:AccountType.Name:f2c0ce97-53e6-df11-971b-001d60e938c6	Partner	Socio
Data:AccountType.Name:57412fad-53e6-df11-971b-001d60e938c6	Our company	Nuestra compañía
Data:AccountType.Name:03a75490-53e6-df11-971b-001d60e938c6	Customer	Cliente
Data:AccountType.Name:f3c0ce97-53e6-df11-971b-001d60e938c6	Contractor	Contratista
Data:AccountType.Name:d44b9da2-53e6-df11-971b-001d60e938c6	Competitor	Competidor

☰
▶
+
◀

Marketing ▾

👤 Contacts

🏢 Leads

📄 Accounts

📅 Marketing plans

📊 Dashboards

Accom (sample)
SAVE CANCEL ACTIONS ▾

Competitor
Contractor
Customer
Our company
Partner
Supplier

Customer
👉

Owner

NEXT STEPS (4)
📞
✉
💬

Hacer la presentación de propuesta

12/6/2016
Supervisor

Preparar y acordar el contrato dentro d

12/6/2016
Supervisor