



**Policy Document  
for Language Support  
in eSearch**

Revision 1.0  
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## Revision History

Date	Version	Description	Author
11-Mar-2007	1.0	Initial version, for publication to eSearch website	Rob Yates

## References

Document/Source	Description	Provider
<i>eSearch v3.1 Administration Guide</i>	<i>Reference manual for eSearch administrators</i>	<i>Iron Mountain</i>

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## Introduction

eSearch is supplied with English as its default language. However, the application can be enhanced by incorporating localization into additional languages. This is achieved using the `componentLocale.properties` files as described in Appendix B of the *V3.1 eSearch Administration Guide*.

There has been recent confusion over support responsibilities concerning the eSearch language capabilities. This policy document will outline Iron Mountain's responsibilities when support is requested concerning the language capabilities of eSearch.

### ***Intended Audience***

This document is provided for all who have an interest in distributing and using the eSearch application localized for alternative languages.

## Policy for Language Support in eSearch

### ***Statement of Language Support***

eSearch is currently shipped with English language support in the product user interface. Future releases of eSearch may support other languages in the user interface by the inclusion of additional `componentLocal.properties` files corresponding to other languages.

From release to release of eSearch, the words and phrases used within the user interface may change, necessitating an update to the `componentLocal.properties` files for each language distributed with eSearch as standard. **Iron Mountain is only responsible for maintaining the language packs distributed as standard with eSearch.**

**Iron Mountain shall not be liable** for the maintenance of language packs that are not distributed as standard with eSearch, for example those supplied by third-party organisations or developed by customers in-house. However, Iron Mountain may provide advice at its discretion on how to obtain technical support for these customized language packs.

Future releases of eSearch will retain the ability for customers to add further language support by the use of additional or customized `componentLocale.properties` files.

Iron Mountain also offers clients a translation service if additional languages are required in eSearch, subject to terms. For further information, please contact your local support centre or service desk.

## Review and Approval

**Note:** Signature indicates that the entire contents of this document is agreed upon.

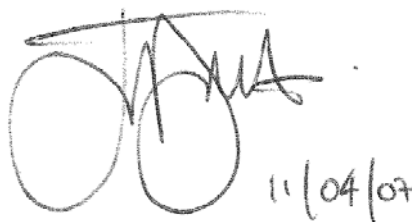
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Systems Development Director



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This document represents what I currently understand about the policy specified herein. By signing this, I acknowledge that I will notify the Systems Development Director if the document no longer reflects the current policy.