

Customize product strings in the Cisco Prime Service Catalog

This note falls under *Advanced Tips and Tricks* category. However, due to how it affects the display and functionality of the product, we recommend that you only do this kind of customization in a limited manner and only after you have a general understanding of configuring, patching and designing service for the **Cisco Prime Service Catalog**.

Some of the Cisco Prime Service Catalog product strings may not fit the customer's environment or specific use case. We have received request to help them show a different string instead. Following are the steps you need to follow to override selected product strings.

NB: When the Localization functionality is introduced in 10.1, it should remove the need to use the property file to customize the product strings, as the administrator or service designer will be able to perform the string localization in the Localization module.

Identifying the String ID

The screenshot shows the Cisco Service Portal interface. At the top, there is a navigation bar with several tabs, each containing a product string ID in brackets: [5899]Home, [6428]Common Tasks, [5678]Order on Behalf, [5649]Service Items, and [5259]Authorizations. The [5678] tab is highlighted with a red box. Below the navigation bar, there are several sections. On the left, there are sections for 'My Authorizations' and 'Requisitions', each with a 'More...' link. On the right, there is a search bar and a table of services. The search bar contains the text '[5678] search for services containing:' and a 'Search' button. The table of services has several rows, each with a service name and a corresponding 'Order' button with a product string ID in brackets: [5649]Order. The text 'Product String IDs' is written at the bottom right of the screenshot, with a red arrow pointing to the highlighted IDs in the interface.

1. Open the **newscale.properties** file in your environment. For a Cisco Prime Service Catalog 9.4.1 R2 installation on Windows using JBoss as the application server, you may find the file under C:\jboss-as-7.1.1.Final\standalone\deployments\RequestCenter.war\WEB-INF\classes\config.
2. In this file, change the value of the property **res.format** to **2**. The default property value is 0. Save your edit and restart the service catalog.

3. After the service catalog comes back up, connect to the application using your web browser, you can see a string ID appended to product message strings. This is the ID of the string that you want to customize. Note it down.

Create Override Strings

1. Navigate to the directory equivalent to C:\jboss-as-7.1.1.Final\standalone\deployments\RequestCenter.war\WEB-INF\classes\com\newscale\bfw. On other OS and application server platform, this means ...**`RequestCenter.war\WEB-INF\classes\com\newscale\bfw`**.
2. Create this subdirectory **res/resources**.
3. Create the following empty text files in the directory you just created.

RequestCenter_0.properties
RequestCenter_1.properties
RequestCenter_2.properties
RequestCenter_3.properties
RequestCenter_4.properties
RequestCenter_5.properties
RequestCenter_6.properties
RequestCenter_7.properties

Add the custom text strings to the appropriate RequestCenter_<Number>.properties file in the following manner (name-value pair)

StringID=YourCustomTextString

Example: The StringID for "Available Work" in ServiceManager is 699. If you wanted to change "Available Work" to "General Inbox", you would add the following line to the RequestCenter_0.properties file

699=General Inbox

Strings are divided into the following files, based on their numeric ID: String ID # File Name

0 to 999 → RequestCenter_0.properties
1000 to 1999 → RequestCenter_1.properties
2000 to 2999 → RequestCenter_2.properties
3000 to 3999 → RequestCenter_3.properties
4000 to 4999 → RequestCenter_4.properties
5000 to 5999 → RequestCenter_5.properties
6000 to 6999 → RequestCenter_6.properties
7000 to 7999 → RequestCenter_7.properties

Verify String Overrides

1. After you have completed the steps above, the overrides should be in place. You can restart the Cisco Prime Service Catalog and verify that the your custom strings are showing up in place of the original product strings.
2. If the overrides are working as intended, you will want to turn off the verbose String ID display by changing `res.format=2` to `res.format=0` in your `newscale.properties` file.
3. Restart the Cisco Prime Service Catalog and you are done.

This process is typically performed on a development or test instance of the Cisco Prime Service Catalog. After you have verified that the customizations are working as expected, you can replicate it on your production instance. We *do not* recommend trying out these changes on a production instance without prior testing.