



Tech Note

Q: How can I replace newScale text strings with custom values?

A: All newScale text is customizable. Follow the procedure below to change the value of any text string that appears in RequestCenter online pages.

Procedure

1. Find out the String ID of the text string you would like to overwrite by turning on the String ID display:

- a) Navigate to the RequestCenter.ear/config directory.
- b) Open the newscale.properties file and add the following name-value pair at the end of the file:

```
res.format=2
```

- c) Save the file.
- d) Repeat steps b and c for the RmiConfig.prop and RequestCenter.prop files.
- e) Stop and restart the RequestCenter service.
- f) Log in to RequestCenter and browse to the page that has the text you want to overwrite. In front of the text you will now see the String ID.
- g) Note down the String ID's you want to change.

2. Navigate to the directory:

```
/RequestCenter.ear/RequestCenter.war/WEB-INF/classes/com/newscale/bfw.
```

3. Create the following sub-directory

```
res/resources
```

4. 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

5. 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:

<u>String ID #</u>	<u>File Name</u>
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

6. Turn off the String ID display by removing (or commenting out) the line "res.format=2" from the newscale.properties, RequestCenter.prop and RmiConfig.prop files
7. Restart RequestCenter. Your customized text should be displayed.