EventTracker: Support to Non English Systems
Introduction

This document has been prepared to help the users of non-English systems to deploy and configure EventTracker agent. In this document, we will discuss on how to prepare the EventTracker Agent to send event logs in English language to the EventTracker server, where source of event will be a non-English systems/applications.

To execute this process, the agent system should have the English language pack installed as a basic requirement.
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To Prepare a Non-English System for the EventTracker Manager Installation

1. Set the regional settings on the proposed EventTracker server machine with the following changes

For Windows 2003/XP:

i) Open Control Panel, and select Regional and language Options.

ii) Click the Advanced tab, and select English (United States) as language from Select a language to match the language version of the non-Unicode programs that you want to use dropdown.

iii) In Code page conversion tables pane, check the required language options. (After doing the changes need to enable the option.

iv) In Default user account settings pane, check the Apply all settings to the current user account and to the default user profile option.

![Regional and Language Options](image)

Figure 1
v) In **Change Default User Settings** message box, click the **OK** button.

![Change Default User Settings](image)

**Figure 2**

vi) Click the **Apply** button, and then click the **OK** button.

**For Windows 2008/Vista/Windows 7**

i) Open **Control Panel**, and select **Regional and language Options**.

ii) In the Formats tab, select **English (United States)** as language from **Current format** dropdown.

iii) Click the **Administrative** tab.

iv) In the **Reserved accounts** pane, click the **Copy to reserved accounts** button.

v) Check the **System accounts (local system, local service, and network service)** option, and then click the **OK** button.

vi) In the **Regional and Language Option** dialog box, click the **Apply** button, and then click the **OK** button.

2. While installing SQL Server Express, set the default language as **English**.

3. After SQL server installation, run the following query in the SQL management studio express.

   XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

   This query will make the default language as English for Service account, NT Authority/System, Local administrators, and ETAdmin.

4. Please click **here** to read about EventTracker Enterprise installation pre-requisites and the installation process in detail.
# Links to Download English Language Pack

Please go through the below shown table to get the link to download the English language pack for a particular operating system.

<table>
<thead>
<tr>
<th>Microsoft Windows Operating Systems</th>
<th>Links to download the English language pack</th>
</tr>
</thead>
<tbody>
<tr>
<td>For Windows 2008 Domain Controllers</td>
<td>If Windows 2003 domain controllers manage your AD environment then do not proceed. Please let us know.</td>
</tr>
<tr>
<td>For windows 2003/XP workstations &amp; servers</td>
<td>Check the install cd’s of windows 2003/ XP for muisetup.exe to install English language pack.</td>
</tr>
<tr>
<td>For windows 7</td>
<td>Please check the below link <a href="http://support.microsoft.com/kb/972813">http://support.microsoft.com/kb/972813</a></td>
</tr>
</tbody>
</table>
EventTracker Agent Deployment through Group Policy on a Non-English System

1. Launch ‘Group policy management console’.
2. Create a ‘Group Policy Object’ with the following settings
   - Enable ‘Restricts the UI languages Windows should use for the selected user’
   - Restrict the users to use ‘English’ as language
3. On the domain controller launch ‘Active directory users & computers’, and proceed to create an OU.
4. Create a service account in the active directory with password never expires option, move the user to the newly created OU in step 3.
5. Link the GPO object created in step 2 to the OU, enforce the GPO.
6. Make the service account as a member of local administrators group on the Agent system.
7. On the Agent system change the logon credentials of the EventTracker agent service to the created service account and restart the Agent service.

Note: There is no need to change any regional or language settings on the agent machines.
Detailed View of the Deployment Process

Following pages will give you detailed instructions on how to execute each of the steps to prepare non-English system.

1) Launch ‘Group policy management console’ (GPMC).

To open ‘Group policy management console’, click the Start button, click Administrative Tools, and then click Group Policy Management.

2) Create a Group Policy Object

1. In the Group Policy Management Console tree, expand Forest, and expand Domains.

2. In the desired domain, right-click Group Policy Objects, and click New.

3. In the New GPO dialog box, type a name for the new GPO, and click OK. For example – ‘EventTracker Agent on Non-English System’.

4. Right click the newly created GPO name, and click Edit.

5. In the Group Policy Management Editor, go to ‘Language and Regional options’ [User Configuration >> Policies >> Administrative templates >> Control panel >> Regional and language options].

6. Double click ‘Restricts the UI languages Windows should use for the selected user’ option.
7. Click the **Enable** option.

8. Select the language as **English** from the **Restrict users to the following language** dropdown.

9. Click **Apply**, and then click the **OK** button.
3) On the domain controller, launch ‘Active Directory Users and Computers’, and proceed to create an OU.

1. To open ‘Active Directory Users & Computers’, click the Start button, click Administrative Tools, and then click Active Directory Users & Computers.

OR

In the Group Policy Management, right click on the domain controller name and then select Active Directory Users & Computers.

![Figure 5](image)

Active Directory Users & Computers window is opened.

2. In the left pane, right click the domain controller name, click New, and click Organizational Unit.
3. In the **New Object - Organizational Unit** dialog box, type new organizational unit name in the **Name** box.
4. Check **Protect container from accidental deletion** option to avoid the accidental deletion of OU. Click the **OK** button.

4) Create a service account in the active directory with password never expires option.

1. Right click the newly created OU (in this case, EventTracker Enterprise), click **New**, and click **User**.
2. In the **New Object – User** dialog box, enter user credentials like **First name** and **Last name**.

![New Object - User](image)

3. Enter appropriate **User logon name**, and select the ‘domain name’ from the dropdown.
4. Click The **Next** Button.
5. Enter the password in **Password** and **Confirm password** box.
   Enter the same password in both the boxes.
6. Check **Password never expires** option to retain the same password even if the "Maximum password age" is reached (by default 42 days).

   Once checked, the system will not prompt you to change the password in future.
7. Click **OK** to close the message box.

8. Click **Next >**.

9. Verify the object configuration, and then click **Finish**.

The newly created service account will come under the organizational unit created earlier.
5) Link the group policy object created earlier to the newly created service account.

1. In ‘Group Policy Management’, open the GPO name created earlier.
2. In the **Security Filtering** section, click the **Add** button.
3. Enter the newly created partial or full user name in the **Enter the object name to select** box, and click the **Check Names** button to locate all matching or similar user names present in the given location.

![Figure 10](image)

4. Once you get the desired user name in the **Enter the object name to select** box, click the **OK** button. The user name will appear in the **Security Filtering** section.

![Figure 11](image)
6) Configurations on Agent System

Make the service account as a member of local administrators group on the Agent system.

1. In the agent system, right click My computer, and click Manage.
2. In the Computer Management window, expand System Tools, expand Local Users and Groups, and select Groups folder.

3. Right click on Administrators, and select Add to Group.
4. Click the Add button to add the newly created service account as administrator.
5. Enter the newly created partial or full user name in the **Enter the object name to select** box, and click the **Check Names** button to locate all matching or similar user names present in the given location.

6. Once you get the desired user name in the **Enter the object name to select** box, click the **OK** button.

   The service account name will appear in the **Members** list of **Administrators Properties**.

7. Click the **Apply** button, and click the **OK** button.
On the Agent system change the logon credentials of the EventTracker agent service to the created service account and restart the Agent service.

1. In the agent system, click **Start**, and click **Run**.
2. Enter **Services.msc** in Open box, and click **OK**.
3. In the **Services** window, locate **EventTracker Agent**.
4. Right click **EventTracker Agent**, and click **Properties**.

5. Click **Log on** tab, and select **This account** option.
6. Enter the newly created account name in domain controller, enter the password, and confirm the password.
7. Enter the newly created partial or full user name in the **Enter the object name to select** box, and click the **Check Names** button to locate all matching or similar user names present in the given location.

8. Once you get the desired user name in the **Enter the object name to select** box, click the **OK** button.

9. Click the **Apply** button, and click the **OK** button. You will get a confirmation message as shown below:

![Confirmation Message](image)

10. Click the **OK** button. You will get an information message that prompts you to stop and restart the services in order to activate the new logon name.

![Information Message](image)

11. Click the **OK** button.

12. In the EventTracker Agent properties (Local Computer), click the **OK** button.

13. Stop and then restart the **EventTracker Agent** service.
### EventTracker: Support to Non English Systems

#### Figure 19

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<th>Description</th>
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