IBM Support
Support case

IBM

Multi-Language Issue with Service Requests

Case
TS017899856

Status
Awaiting your feedback

Product
Maximo Application Suite on Cloud

Description
Hello, In our system, our primary language code is EN and our added language is FR. When a user, whose Language is set to FR, creates a Service Request and enters a description in French and saves it. It saves and they can view it and the description looks correct. Then a user logs in whose Language is set to EN, pulls up the same SR record, the description shows this: ~null~ I checked the data in the database and in the TICKET table, the LANGCODE is EN and the description is indeed: ~null~ in the L_TICKET table, the LANGCODE is FR and the description entered by the user is there. We know that Maximo isn't going to do the translation for us, but our understanding was that whatever is entered into a field that supports Multi-Language would be what gets written to the main object, in this case TICKET... then if someone wants to translate it and save it while logged in as an English user, they can, but at least they see the original description, even if it is in French. This makes it so that the English user has no idea what the SR is for, since the description just says ~null~. We've produced this on both our DEV and TEST environments. You can reproduce by: Prerequisit: MultiLanguage is in use and the field TICKET.DESCRIPTION is set to Multi-Language In Use = True. 1. In user default information change the Language to something other than the system default, in our case that is FR. 2. Log out and back in to take effect. 3. Create a service request and enter something in the description field and save the record. 4. In user default information change the Language to EN (or the system default). 5. Log out and back in to take effect. 6. Open the same SR record created in Step 3. You will see that the description is ~null~ Please let us know if you need anything else. Also, if you would like to see it on our system, we can do a screenshare meeting. Thanks

Application
Manage

Enter your IBM hosted URL of the effected environment
https://main.manage.mcgill-dev.suite.maximo.com/maximo

How is this impacting your business?
Unable to have new SR's start in the additional language

Product Version
8.11.0

Service type
BreakFix

Severity
3 - Minor business impact

Created
22 November 2024 03:11 PM

Customer
MCGILL UNIVERSITY

Client reference number

IBM customer number
0936611

Geography
CA

Team
Brett Burton **(case owner)**

IBM Support
Support case

IBM

Case history

---

16 Dec 2024

03:56 PM
roberto.palma (IBM)
Hi Brett
I hope you are well. Regarding this case, that we discussed last week where we checked the behavior in Maximo where users log in as EN and entered new records, and whenever the FR users log into the system they will see the new records with the english description provided and will be able to change it to french. However we also checked that if the new record is entered by a FR user, then when the EN user logs into the system and finds the record, the description ill appear as ~null~ , right ?. Well I know your expectation is that the same behavior happens in both directions, so that you are expecting that instead of seeing ~null~ , the EN user sees the french description, so that the EN user can put an english description on the record, even if the description was originally created in the FR language.
I discussed this case and investigated this internally and this kind of issue scenario has alreadyh been pursued by other customers and users, so you are not alone, however indeed this behaviour is working as designed. Development team confirmed that if you want to set the Description field for the base language with the Description value from the secondary language, likie in this case you want FR to be copied over EN (base language) when there is no description rather than putting ~null~ then you may need to do some customization or use an escalation that performs this update activity as a workaround.
A technote was created to let other users aware of this product feature, as below :
Why Description field is displaying a blank value
https://www.ibm.com/support/pages/why-description-field-displaying-blank-value
While the functionality might not be exactly what you envisioned, it's currently operating within the intended design of Maximo.
We totally understand your point and see how this could be enhanced!
Since this isn't a bug fix, but rather a feature improvement, we'd recommend submitting a Request for Enhancement (RFE).
This lets our product team know how valuable this feature would be!
Here's the link to the IDEAS Portal (formerly RFE): https://ibm-ai-apps.ideas.ibm.com
If you have any questions about the IDEAS process, don't hesitate to ask! We're happy to guide you through it
Thank you

03:56 PM
roberto.palma (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.

---

11 Dec 2024

03:23 PM
roberto.palma (IBM)
Had a meeting with Brett and apparently Maximo is behaving as expected however this is causing confusion. Brett has users in FR and users in EN. When users log in as EN and enter new records, whenever the FR users log into the system they will see the new records with the english description provided and will be able to change it to french. However if the new record is entered by a FR user, then when the EN user logs into the system and finds the record, the description ill appear as ~null~ . The expectation is that the same behavior happens in both directions, so Brett is expecting that instead of seeing ~null~ , the EN user sees the french description, so that the EN user can put an english description on the record.
ACTION PLAN
Investigate further.

03:23 PM
roberto.palma (IBM) changed Status from *IBM is working* to *Waiting for IBM*.

---

6 Dec 2024

11:36 AM
roberto.palma (IBM)
OK Brett,
Invitation sent for December 11th.
Thank you

IBM Support
Support case

IBM

11:36 AM
roberto.palma (IBM) changed Status from *Waiting for IBM* to *IBM is working*.

08:23 AM
Brett Burton (Customer)
Hi Roberto,
I am available 12/10 between 7-8:30am and after 11am
12/11 after 12pm
My time zone is Mountain Time.
Thanks,
Brett

08:23 AM
Brett Burton (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.

---

4 Dec 2024

10:47 AM
roberto.palma (IBM)
Sure, Brett
I would like to witness the issue from your screen visibility.
It would be a great way for me to review exactly what's being experienced and assist you with this case.
Please et me know what days you're available and I'll find a time that works for both of us.
Then, I can send you a meeting invite with all the details.
Looking forward to hearing from you!
Thank you

10:47 AM
roberto.palma (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.

07:45 AM
Brett Burton (Customer)
Hi Roberto,
I checked the tech note. Of course if we log in with our language set to EN and update the ~null~ description to the same as the FR version, then it will have the TICKET.DESCRIPTION set to the value entered. But, that does not resolve the problem.
Our whole campus is going to be expected to put in Self Service Requests and many of our employees will have their language set to FR. If we leave things the way they are, all the TICKET.DESCRIPTION's will come in with ~null~ since the description they type in will be only in the L_TICKET.DESCRIPTION field.
If you were unable to reproduce, then I'm hopeful that is a good thing and you will be able to work with the SRE team to resolve it, so yes, let's meet so you can witness the issue.
Thanks,
Brett

07:45 AM
Brett Burton (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.

---

2 Dec 2024

04:33 PM
roberto.palma (IBM)
Hi Brett
Hope you're doing well! We've been testing this case and followed the instructions to try to replicate the issue scenario reported.
For some reason we are unable to have the issue scenario replicate. If you agree, I believe an online meeting might be helpful.
However I believe you might be in this scenario mentioned by the document below, correct?
Fixing ~null~ in Start Center Description Field After Upgrade in Multi-language Environments
https://www.ibm.com/support/pages/fixing-null-start-center-description-field-after-upgrade-multi-language-environments
In case you follow what the technote recommends, do you still have issues?
If you're open to an online meeting, just let me know what days you're available and I'll find a date/time that works for both of us.
Then, I can send you a meeting invite with all the details.
Looking forward to hearing from you!

IBM Support
Support case

Thank you

04:33 PM
roberto.palma (IBM) changed Status from *Waiting for IBM* to *Awaiting your feedback*.

---

25 Nov 2024

11:58 AM
Brett Burton (Customer)
App Server
IBM WebSphere Liberty Server 24.0.0.4
Server Operating System
Linux 4.18.0-553.22.1.el8_10.x86_64 amd64
Server Database
DB2/LINUXX8664 11.5 SQL110580
Version
Maximo Integration Framework 8.7.1 Build 20240520-0801 DB Build V8700-09 HFDB Build HF8710-01
IBM Maximo Service Provider 8.1.11 Build 20240513-1329 DB Build V8100-08 HFDB Build HF8100-09
IBM Maximo Mobile 8.11.0 Build 20240520-0822 DB Build V81100-50 HFDB Build HF81100-10
Maximo Application Framework 8.11.0 Build 20240518-0228 DB Build V7600-29
Maximo Manage 8.7.8 Build 20240520-0801 DB Build V8700-01 HFDB Build HF8780-4
Maximo Process Automation Engine 8.7.8 Build 20240520-0801 DB Build V8700-96

11:58 AM
Brett Burton (Customer) changed Status from *Awaiting your feedback* to *Waiting for IBM*.

---

22 Nov 2024

03:20 PM
roberto.palma (IBM)
Hi Brett
Thank you for the information provided on this case. Just wanted to give you a quick heads-up that I'm actively working on your case.
I'm using the information you provided to replicate the issue and figure out the best investigation path to a solution.
What is the Maximo version being used on the environment where you experienced that issue ? (see Help > System Info)
This will indicate the version of Maximo, and any additional components, in case we need to have that info to request a possible fix for this case or to investigate more.
Please copy and paste here as a text if you can, then I'll ensure to keep you updated on my findings and next steps and will be in touch soon with more updates and next steps!
Thank you for your patience!
Regards

03:20 PM
roberto.palma (IBM) changed Status from *New Case* to *Awaiting your feedback*.

03:11 PM
Brett Burton (Customer) created this case