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## Answers to frequently asked questions about international installations of Microsoft Great Plains

### INTRODUCTION

This article contains answers to some frequently asked questions about international installations of Microsoft Dynamics GP and of Microsoft Business Solutions - Great Plains 8.0.

### MORE INFORMATION

#### **Q1: What is the difference between a localized release and a translated release of Microsoft Dynamics GP?**

**A1:** A translated release is translated from English into another language. Each translated release of Microsoft Dynamics GP requires a different set of installation CDs. A localized release is selected during the Microsoft Dynamics GP installation process. A localized release has features that meet the legal and business requirements of the country that was selected during installation. The localized versions that are offered during the installation process depend on the language of Microsoft Dynamics GP that is being installed. For example, the United States-English version of Microsoft Dynamics GP offers 27 localized versions.

**Note** Translated releases were introduced in Microsoft Business Solutions-Great Plains 7.0.

#### **Q2: What translated releases are available?**

**A2:** The translated releases that are available per release are listed in the following table.

Release number	Available translated releases
7.5	French-France, French-Canadian, Spanish-Latin America, Spanish-Iberia, German, Dutch-Netherlands
8.0	French-Canadian, Spanish-Latin America
9.0	French-France, French-Canadian, Spanish-Latin America, Spanish-Iberia, German, Dutch-Netherlands
10.0	French-Canadian, Spanish-Latin America

#### **Q3: What does "translated" mean within Microsoft Dynamics GP releases?**

**A3:** "Translated" means that the user interface has been translated to a language other than English. The user interface includes the installation windows, the program menus and windows, and reports.

Which translated language version is installed depends on the installation CDs that are being used. A translated release does not include a translation of the data.

For example, if you have a United States installation and a French Canadian installation, and if you enter an item into the inventory module that is named "small window," both installations display the data as "small window." Because the data is not translated, the item is not displayed in the French Canadian installation as the French equivalent, "une petite fenetre."

However, if you enter an item from the French Canadian installation as "une petite fenetre," both installations will view the item as "une petite fenetre."

#### **Q4: Are there any differences between the Microsoft Dynamics GP installations for different countries?**

**A4:** There are two differences between the various localized releases. The following differences are based on the country that is selected during the installation.

- The following list contains the countries and regions that are available as localized releases during the Microsoft Dynamics GP installation. The various localized releases contain some words and phrases that are changed to match the language of that country. For example, the United Kingdom installation uses "cheque" instead of "check."
  - Andean (new in Microsoft Dynamics GP 10.0)
  - Argentina (new in Microsoft Dynamics GP 10.0)
  - Australia
  - Austria
  - Belgium
  - Canada
  - Chile (new in Microsoft Dynamics GP 10.0)
  - China
  - France
  - Germany
  - Hong Kong
  - Indonesia
  - Japan
  - Latin America
  - Luxembourg
  - Malaysia
  - Middle East
  - Netherlands
  - New Zealand
  - Philippines
  - Singapore

- South Africa
  - Spain
  - Taiwan
  - Thailand
  - United Kingdom and Ireland
  - United States
- Based on the country that you select during the installation, different additional sub-features will be available. For example, if you install a Canadian client, you will have **Canadian Payroll** as an installation option.
  - If you install a Latin-American client, view the following KB article to see the options that are available in the installation: [937120](https://mbs.microsoft.com/knowledgebase/KBDisplay.aspx?scid=kb;es-es;937120) (https://mbs.microsoft.com/knowledgebase/KBDisplay.aspx?scid=kb;es-es;937120) Dynamics GP 9.0 ESP - Opciones disponibles por País/Región
  - Starting with Microsoft Dynamics GP 9.0, you must create all additional sub-feature tables by using the Microsoft Dynamics GP Utilities program. Therefore, multilingual installations in which different additional sub-features are also installed have special requirements. First, you must install the server components of Microsoft Dynamics GP for each region. Then, you must run Microsoft Dynamics GP Utilities to create the tables.

#### Q5: Is it possible to have a multilingual installation?

**A5:** Yes, multilingual installations are possible for translated releases of Microsoft Dynamics GP. A multilingual installation is an environment in which you can have multiple release installations. For example, you can install the United States, United Kingdom, Australia, and French Canadian releases. Additionally, all the installations will use the same DYNAMICS and potentially the same company databases. You should avoid logging on a United Kingdom company database that has a U.S version of Microsoft Dynamics GP together with Cash Book Management. Additionally, this U.S version of Microsoft Dynamics GP is not running the Cash Book Management code, nor can it load the Cash Book Management code.

#### Notes

- If the client installations will be installed in different physical locations, first verify the remote connectivity configurations that we support. Currently, we support only Microsoft Windows Terminal Server or Citrix technology as remote connectivity options.
- Perform all client installations at the same service pack level. Because translated service packs are typically released one month after the International English service packs are released, wait until the translated service pack is released before you apply any new service packs.

To view the list of versions for service pack versions for translated releases, visit the following Microsoft Web site:

<https://mbs.microsoft.com/customersource/support/downloads/servicepacks/MicrosoftDynamicsGP90MultilingualMSRequirements.htm>

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- If you have different language installations on one server that has Terminal Services enabled or in one Citrix environment, consider the date format as a potential issue. United States installations display the date in MM/DD/YY format. However, many other installations display the date in DD/MM/YY format. This difference becomes an issue when the operating system of the server can display the date in only one format. Newer versions of Terminal Server and of Citrix let you set the date and the time per user as a workaround.

#### Q6: Which service packs do I install for a multilingual installation?

**A6:** In a multilingual installation environment, apply the corresponding service pack for the translated release that you have installed on each computer. For example, if you have the United States installation, the Spanish-Latin America installation, and the French Canadian installation, apply the following service packs:

- United States: apply the Microsoft Dynamics GP service pack
- Spanish-Latin America: apply the Microsoft Dynamics GP Spanish-Latin America service pack
- French Canadian: apply the Microsoft Dynamics GP French-Canadian service pack

#### Notes

- Translated service packs are typically released about one month after the United States service packs are released. You should wait until translated service packs are released before you apply any new service packs. This is true even of the service pack for the International English installation because all Microsoft Dynamics GP installations must run the same level of service pack.

To view the list of versions for service pack versions for translated releases, visit the following Microsoft Web site:

<https://mbs.microsoft.com/customersource/support/downloads/servicepacks/MicrosoftDynamicsGP90MultilingualMSRequirements.htm>

(https://mbs.microsoft.com/customersource/support/downloads/servicepacks/MicrosoftDynamicsGP90MultilingualMSRequirements.htm)

- To obtain translated service packs for Microsoft Business Solutions - Great Plains 8.0 or for Microsoft Dynamics GP 9.0, visit the appropriate Microsoft Web site.

#### Microsoft Business Solutions - Great Plains 8.0

[https://mbs.microsoft.com/customersource/support/downloads/servicepacks/greatplains80\\_trans\\_servicepacks.htm?printpage=false](https://mbs.microsoft.com/customersource/support/downloads/servicepacks/greatplains80_trans_servicepacks.htm?printpage=false)

(https://mbs.microsoft.com/customersource/support/downloads/servicepacks/greatplains80\_trans\_servicepacks.htm?printpage=false)

#### Microsoft Dynamics GP 9.0

[https://mbs.microsoft.com/customersource/support/downloads/servicepacks/microsoftdynamicsgp90\\_trans\\_servicepacks.htm?printpage=false](https://mbs.microsoft.com/customersource/support/downloads/servicepacks/microsoftdynamicsgp90_trans_servicepacks.htm?printpage=false)  
([https://mbs.microsoft.com/customersource/support/downloads/servicepacks/microsoftdynamicsgp90\\_trans\\_servicepacks.htm?printpage=false](https://mbs.microsoft.com/customersource/support/downloads/servicepacks/microsoftdynamicsgp90_trans_servicepacks.htm?printpage=false))

To see the update requirements for multilingual installations of Microsoft Dynamics GP 9.0, visit the following Microsoft Web site:

<https://mbs.microsoft.com/customersource/support/downloads/servicepacks/MicrosoftDynamicsGP90MultilingualMSRequirements.htm>  
(<https://mbs.microsoft.com/customersource/support/downloads/servicepacks/MicrosoftDynamicsGP90MultilingualMSRequirements.htm>)

**Q7: In a multilingual installation, which installation do I use to update the databases?**

**A7:** You must update each company database by using the same server installation that was used to create the company database. If you update the company by using a different installation for that language, you may receive error messages.

**Q8: How does a multilingual installation affect my audit trail codes?**

**A8:** A multilingual installation for Microsoft Dynamics GP does affect audit trail codes. All audit trail codes are based on the original server installation.

In a multilingual install audit trail, codes across companies will be identical and certain steps must be followed:

1. Decide which install will be used for upgrades going forward (See Question 7).
2. Install this version of the client code.
3. Create your first real company by using DynUtils.

**Note** It is insufficient to create the sample company "TWO."

4. Start Microsoft Dynamics GP which will populate the MESSAGES table in the DYNAMICS database.
5. Install any other necessary multilingual clients.
6. Start DynUtils before you start Microsoft Dynamics GP to sync the audit trail codes in the messages held within the Dynamics.dic file to the first company created.

**Note** If this steps are not followed, there can be differences between the audit trail codes from various Dynamics.dic files, from Dynamics.Messages table, and from <CompanyDB>..SY01000 table which could lead to various issues.

**Q9: In a multilingual installation, if a company database was created by using the Spanish-Latin America installation, can a different installation access that database?**

**A9:** Yes, you can access companies from installations other than the one in which the company was created. Avoid logging into the same company database if different additional sub-features are installed on each client. For example, avoid logging into a United Kingdom company that has Cash Book Management installed with a United States install that does not have the Cash Book Management code loaded, nor can it be loaded on the United States install.

**Note** The data for all installations appears in the language in which the data was originally entered into the application. Translated releases translate only the user interface. Translated releases do not translate data.

**Q10: Must I register with Microsoft to obtain translated releases?**

**A10:** Yes, you must register with Microsoft to obtain translated releases of Microsoft Dynamics GP. To register for a translated release, contact Microsoft Sales Operations at (800) 456-0025.

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**APPLIES TO**

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