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Framework Migration Guide

Localized Environments

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The Genesys Configuration Server executable is language independent. You can always use the latest available (for your release) version of Configuration Server to upgrade your environment, no matter the language of your database is.

In release 8.1 and earlier, Genesys provided separate localized Installation Packages (IP) of the Configuration Server component for each language. Every package included both the Configuration Server executable and locale-dependent database initialization scripts. Once you created the database of selected language, you could use any future version of Configuration Server (regardless of the IP language) that support this version of database schema.

Starting from release 8.5, the Configuration Server IP is available only in a neutral language (English/US). Additional Language Pack IPs are available to switch/extend the database to support additional languages. Language Pack IPs are released independently from Configuration Server to provide the opportunity to update configuration definitions in each language separately from delivering fixes to the Configuration Server executable itself. The process is similar to the update of locale described earlier. Language Packs provide a way to periodically update the locale of localized environments in the same way as the Configuration Database Maintenance Scripts IP allows you to update the locale of the default (English/US) deployment.

In contrast, multi-language environments are not tied to a particular language and can accept additional Language Packs at any time. Upgrade of a multi-language database schema follows the same procedure for a general database upgrade procedure, as described earlier. When you have completed the database upgrade, you can add additional languages, available for your target release, as outlined in this topic.

Upgrade of Localized Database

Important

- You cannot change the language of single-language database once it is created.
- These steps apply to 8.5 and newer database schemas that support Language Packs.

Genesys supports localization of Configuration Server by updating the content of the Configuration Database to have definitions in the selected languages. The 8.5 process is different than in previous releases, so Genesys recommends that you migrate to database schema 8.5, and use Configuration Server 8.5.x (or newer) to ensure smooth operation and seamless future updates of localized definitions when new application types are introduced.

If you are using a localized version of Configuration Server 8.1 or earlier, you must use the relevant upgrade scripts to upgrade the database into the 8.5 single-language format, before you can add the latest languages using language packs.

To upgrade a localized Configuration Database schema to the latest version, follow the instructions in [Upgrading Database Schema](#). After you have completed those steps, including loading the default locale, use one of the instructions in the next sections, as appropriate.

Updating a Single-language Database With the Latest Language Definitions

1. Obtain the latest Language Pack for your release, for the same language that was used during the initial database creation. You can later apply a Language Pack with the English/US locale to the database if you have initially created this database to handle national characters, as per DBMS vendor instructions, and you have never entered any data in a language other than English/US and/or the selected national language.
2. Follow instructions from the *Framework Deployment Guide*, in the section *Single-Language Configuration Database*, to apply the Language Pack for a single-language database.

Important

Do not apply a new locale from the Configuration Server Maintenance Scripts IPs to the database where Language Packs are deployed in case you need new definitions to appear in this database. Instead, use locale files from the latest versions of Language Pack IPs.

Adding and Updating Languages in Multi-language Databases

If you create the Configuration Database in multi-language mode, you can add additional languages when you need them. You might also want to update language definitions for all active languages periodically, when new versions of Language Packs for your release become available.

Follow instructions in the *Framework Deployment Guide*, in the section *Multi-Language Configuration Database*, to apply Language Packs to a multi-language database.