

# **GENESYS**

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# Workforce Management Administrator's Guide

Preparing for Genesys Localization

4/21/2025

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# Preparing for Genesys Localization

#### Tip

After you have completed these procedures, go to Installing the Language Packs.

# Adjusting the System Account Locale (Windows 2008)

**Purpose:** To adjust the system account locale on the WFM server (Server, Builder, and Data Aggregator) to match the language in a specific Language Pack.

#### Important

Before you install any WFM Language Pack, complete the procedures below on the Windows 2008 host.

#### **Start of Procedure**

- 1. On the host, go to Control Panel > Regional and Language Options.
- 2. On the Formats tab, in the Formats section, select the language/region that matches the Language Pack you will be installing later and click Apply. (See figure below.)

Region and Languag	e 🗾 🗾
Formats Location Key	boards and Languages Administrative
Format:	
English (United Stat	es) 🔻
Date and time form	nats
Short date:	M/d/yyyy 👻
Long date:	dddd, MMMM dd, yyyy 👻
Short time:	h:mm tt
Long time:	h:mm:ss tt
First day of week:	Sunday
What does the not	ation mean?

#### Formats—Region and Language Settings (Windows 2008)

3. On the Administrative tab, click Copy Settings.... (See figure below.)



Administrative—Region and Language Settings (Windows 2008)

 In the Copy your current settings to: section, check the Welcome screen and system accounts checkbox. (See figure below.)

Current user	
Display language:	English
nput language:	English (United States) - US
ormat:	English (United States)
ocation:	United States
Welcome screen	
Display language:	English
nput language:	English (United States) - US
ormat:	English (United States)
ocation:	United States
New user accounts	
Display language:	English
nput language:	English (United States) - US
ormat:	English (United States)
ocation:	United States

- 5. To save the settings, click OK and/or Apply on each tab before closing.
- 6. Reboot the system.

#### **End of Procedure**

**Next Steps:** Complete the procedure Verifying the System Account Locale in the Windows Registry to verify that the correct locale is configured for the local system account.

# Verifying the System Account Locale in the Windows Registry

**Purpose:** To adjust the user account locale on the WFM server (Server, Builder, and Data Aggregator) to match the language in a specific Language Pack.

**Prerequisite:** The system account locale or user account locale is adjusted to match the language in the installed LP. See the procedure Adjusting the System Account Locale (Windows 2008) or Adjusting the User Account Locale (Windows 2003).

#### **Start of Procedure**

- 1. On the WFM server (Server, Builder, and Data Aggregator), in the Windows Registry Editor, open the following hive: HKEY\_USERS\.DEFAULT\Control Panel\International
- 2. Check the following locale-related keys (see figure below):
- Locale
- sCountry
- sLanguage

#### Tip

To interpret any specific locale ID, see the Microsoft article, "Locale IDs Assigned by Microsoft".

Edit View Favorites Help				
AppEvents	٠	Name	Туре	Data
🛅 Console		ab iNegCurr	REG_SZ	8
🖻 🔚 Control Panel		a iNegNumber	REG_SZ	1
🕀 🧰 Accessibility		ab iTime	REG_SZ	1
Appearance		ab iTimePrefix	REG_SZ	0
Colors		abiiIL Zero	REG_SZ	
		Locale	REG_SZ	0000040C
Custom Colors		MumShape	REG_SZ	1
Desktop		abs1159	REG_SZ	
don't load		ab]s2359	REG SZ	
		absCountry	REG SZ	France
		abjsCurrency	REG_SZ	e
- Keyboard		ab sDate	REG SZ	1
- Mouse		ab sDecimal	REG_SZ	
- Patterns		ableGrouping	REG SZ	3:0
Doworffo	2	ablsLanguage	REG SZ	FRA
<u>}</u>		ANT ATTAK	0.5.5.67	

#### Verify Locale in the Windows Registry

• Save and close the registry.

#### **End of Procedure**

# Adjusting the User Account Locale (Windows 2003)

**Purpose:** To adjust the user account locale on the WFM server (Server, Builder, and Data Aggregator) to match the language in a specific Language Pack.

#### Important

Before you install any WFM Language Pack, complete the procedures below on the Windows 2003 host.

#### **Start of Procedure**

- 1. On the host, go to Control Panel > Regional and Language Options.
- 2. On the Regional Options tab, in the Standards and formats section, select the language/region that matches the Language Pack you will be installing later. (See figure below.)

gional and Lan	guage Options	?
Regional Options	Languages Advanced	
Standards and	Formats	
This option af dates, and tin	fects how some programs format numbers, 16.	, currencies,
Select an item your own form	to match its preferences, or click Customi: nats:	ze to choose
French (Cana	ada) 💌 🗸	Sustomi <u>z</u> e
Samples		
Number:	123 456 789,00	
Currency:	123 456 789,00 \$	
Time:	21:06:20	
Short date:	2012-09-27	
Long date:	27 septembre 2012	
Location To help servic weather, sele	es provide you with local information, such ct your present location:	as news and
Canada		•
	OK Cancel	Apply

#### Regional Options—Region and Language Settings (Windows 2003)

3. On the Advanced tab, copy the regional settings to the local system or default account, by adding a check mark to the Default user account settings checkbox. (See figure below.)

gional options   Langua	ages Hornined
Language for non-Unico	ode programs
This system setting en and dialogs in their nat programs, but it does a	ables non-Unicode programs to display menus ive language. It does not affect Unicode apply to all users of this computer.
Select a language to m programs you want to	atch the language version of the non-Unicode use:
French (Canada)	-
<ul> <li>10000 (MAC - Ro</li> <li>10001 (MAC - Ja)</li> <li>10002 (MAC - Tra</li> </ul>	man) panese) aditional Chinese Big5)
<ul> <li>10000 (MAC - Ro</li> <li>10001 (MAC - Jaj</li> <li>10002 (MAC - Tra</li> <li>10003 (MAC - Ko</li> <li>10003 (MAC - Ar)</li> <li>10004 (MAC - Ar)</li> <li>10005 (MAC - He</li> </ul>	rman) panese) aditional Chinese Big5) rean) abic) ibrew)
10000 (MAC - Ro     10001 (MAC - Ja     10001 (MAC - Ja     10002 (MAC - Tr     10003 (MAC - Ko     10003 (MAC - Ko     10004 (MAC - Ar     10005 (MAC - He  Default user account se	rman) panese) aditional Chinese Big5) rean) abic) brew)
10000 (MAC - Ro     10001 (MAC - Ja     10001 (MAC - Ja     10002 (MAC - Tri     10003 (MAC - Ko     10003 (MAC - Ko     10004 (MAC - Ari     10005 (MAC - He     10005 (MAC - He     10005 (MAC - He     10005 (MAC - He	Iman) panese) aditional Chinese Big5) rean) abic) abic) abrew)  ettings o the current user account and to the default

Advanced—Region and Language Settings (Windows 2003)

- 4. To save the settings, click Apply and/or OK.
- 5. Reboot the system.

#### **End of Procedure**

# Changing the Date Format in E-mail Notifications

The WFM Daemon service, which uses the operating system account locale to provide the date format, dictates the format for WFM email notifications. By default, WFM Daemon is installed under the system account and therefore, it uses the system user (or default user) locale. You can change the date format in email notification sent by WFM Daemon by changing the locale settings for the system user account and set the language (country) to match the desired date format.

If changing the system account locale is not an option (for example, if other services are using the locale settings), you can instruct WFM Daemon to override the service user account locale settings. See the procedure below.

**Purpose:** To change the date format in email notifications by overriding the WFM Daemon service user account locale settings.

#### **Start of Procedure**

- 1. Verify the WFM Daemon service name. (By default, it is WFMDaemon.)
- 2. Stop the WFM Daemon service.
- 3. Open the Windows Registry Editor and navigate to the following registry key: HKEY\_LOCAL\_MACHINE\SOFTWARE\Apache Software Foundation\Procrun2.0\<WFM Daemon service name>\Parameters\Java Where: <WFM Daemon service name> is the name of the WFM Daemon service. For example, the default key path is: HKEY\_LOCAL\_MACHINE\SOFTWARE\Apache Software Foundation\Procrun2.0\WFMDaemon\ Parameters\Java
- 4. Open the Option value and add the Java language, region, and country options using the following syntax (see Figure below):
- -Duser.language=fr
- -Duser.region=CA
- -Duser.country=CA

Standards and formats This option affects how some programs format numbers, curredates, and time. Select an item to match its preferences, or click Customize to your own formats: Trench (Canada) Custor Samples Number: 123 456 789,00 Currency: 123 456 789,00 Currency: 123 456 789,00 Short date: 2012-09-27	encies, choose nize
Standards and Formats This option affects how some programs format numbers, curred dates, and time. Select an item to match its preferences, or click Customize to your own formats: French (Canada) Custom Samples Number: 123 456 789,00 Currency: 123 456 789,00 Currency: 123 456 789,00 Short date: 2012-09-27	choose
This option affects how some programs format numbers, curvidates, and time. Select an item to match its preferences, or click Customize to your own formats: French (Canada) Custom Samples Number: 123 456 789,00 Currency:	ncies,
Select an item to match its preferences, or click Customize to your own formats:          French (Canada)       Custom         Samples       Item 123 456 789,00         Currency:       123 456 789,00 \$         Time:       21:06:20         Short date:       2012-09-27	ni <u>z</u> e
French (Canada)         Custor           Samples	mi <u>z</u> e
Samples           Number:         123 456 789,00           Currency:         123 456 789,00 \$           Time:         21:06:20           Short date:         2012-09-27	_
Number:         123 456 789,00           Currency:         123 456 789,00 \$           Time:         21:06:20           Short date:         2012-09-27	
Currency: 123 456 789,00 \$ Time: 21:06:20 Short date: 2012-09-27	
Time: 21:06:20 Short date: 2012-09-27	
Short date: 2012-09-27	
Long date: 27 septembre 2012	
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To hole on the results we with least information, such as a	uur and
weather, select your present location:	ws and
Capada	
Leanava	

Windows Registry Editor—Changing the Date/Time Format

• Press Enter to add a new line.

#### Important

You must add a new line after the last option, otherwise the option is not parsed.

- Click 0K to apply the changes, and close the Registry Editor.
- Start the WFM Daemon process and check the email notifications date format.

#### **End of Procedure**

# Adjusting WFM Web to Display Weekday in the Correct Language

To correctly display the weekday in certain language character sets, you must modify a configuration option in the WFM Web Application.

**Purpose:** To configure the WFM Web Application to display the weekday in in certain language character sets (or in the correct language you prefer).

#### **Start of Procedure**

- 1. In the WFM Web Application properties, click the Options tab.
- 2. In the Options section, select the PageCharSet option and set the value to the code page that specifies the language you want to use. For example, to correctly display the weekday in the French language, the set the option value as follows: PageCharSet = windows-1252

#### **End of Procedure**