

# **GENESYS**<sup>®</sup>

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## Workforce Management Administrator's Guide

Preparing for Genesys Localization

# 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**.

Segion 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....



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

4. In the **Copy your current settings to:** section, check the **Welcome screen and system accounts** check box.

Current user	Franksk
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 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 (Wi

#### 2003).

#### Start of Procedure

- 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

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

ile Edit View Favorites Help				
AppEvents		Name	Туре	Data
🧰 Console		at iNegCurr	REG_SZ	8
🖻 🧰 Control Panel		and iNegNumber	REG_SZ	1
🕀 🧰 Accessibility		ab)iTime	REG_SZ	1
🕀 🧰 Appearance		ab iTimePrefix	REG_SZ	0
Colors		abliTL Zero	REG_SZ	
Current		Locale	REG_SZ	0000040C
Custom Colors		NumShape	REG_SZ	1
🕀 🦲 Desktop		abs1159	REG_SZ	
- 🔲 don't load		ab]s2359	REG SZ	
Input Method International		ab sCountry	REG_SZ	France
- IOProcs		ab sCurrency	REG_SZ	e
- Certocs		ab sDate	REG_SZ	1
- Mouse		absDecimal	REG_SZ	
Patterns		ableGrouping	REG SZ	3:0
Doworf Fo	-	ab stanguage	REG_SZ	FRA
	2	ablattak	000_00	

#### Verify Locale in the Windows Registry

3. 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.

ional and Lan	guage Options					
gional Options	Languages Advanced					
Standards and	And a second					
	fects how some programs format numbers, currencies,					
Select an item	to match its preferences, or click Customize to choose nats:					
French (Can	ida) Customize					
Samples						
Number:	123 456 789,00					
Currency:	123 456 789,00 \$ 21:06:20					
Time:						
Short date:	2012-09-27					
Long date:	27 septembre 2012					
Location						
Io help servic	es provide you with local information, such as news and ct your present location:					
Canada						
1-2-10-0						
	OK Cancel Appl					

#### 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** check box.

egional Options   Language	s Advanced		
Language for non-Unicode	programs		
This system setting enable and dialogs in their native programs, but it does app	language. It doe	es not affect Unio	
Select a language to matc programs you want to use		version of the nor	n-Unicode
French (Canada)			-
<ul> <li>✓ 10002 (MAC - Tradit</li> <li>✓ 10003 (MAC - Korea</li> <li>✓ 10004 (MAC - Arabic</li> <li>✓ 10005 (MAC - Hebre</li> </ul>	n) :)		_
Default user account settin	-	ccount and to the	e default
user profile			

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. See the figure Region and Language Settings (Windows 2003) above.

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.

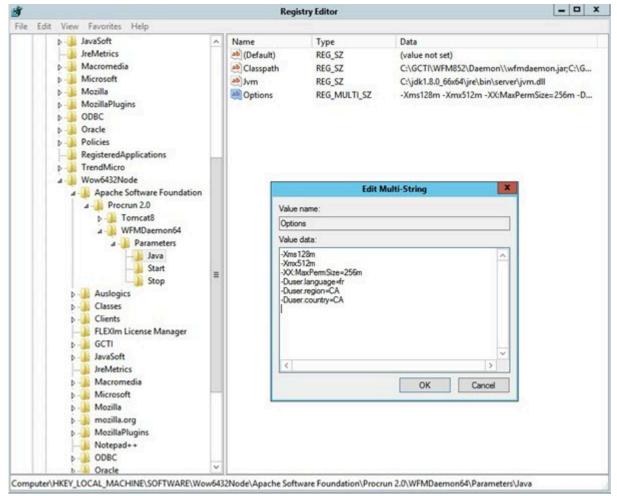
#### **Start of Procedure**

- 1. Verify the WFM Daemon service name (by default, **WFMDaemon64**).
- 2. Stop the WFM Daemon service.

3. Open the Windows Registry Editor and navigate to the following registry key: HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\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\Wow6432Node\Apache Software Foundation\Procrun 2.0\
WFMDaemon64\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



Windows Registry Editor—Changing the Date/Time Format

- 5. Press Enter to add a new line. You must add a new line after the last option, otherwise the option is not parsed.
- 6. Click **OK** to apply the changes, and close the Registry Editor.

7. 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.
- In the [Options] section, select the PageCharSet configuration 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**