GENESYS™

Workforce Management Administrator's Guide

Preparing for Genesys Localization

5/3/2025

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

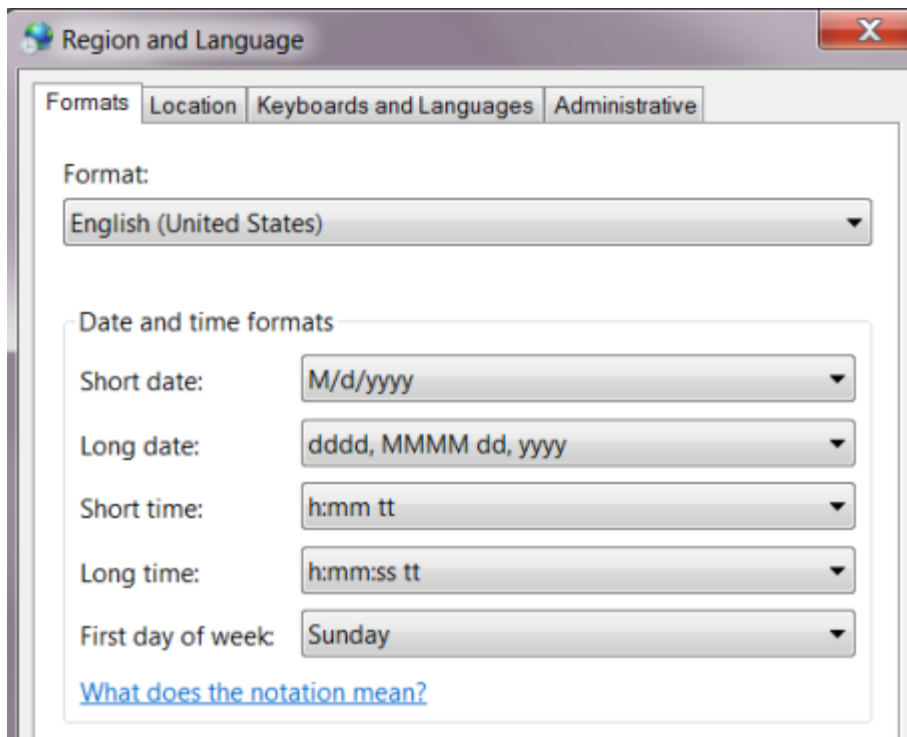## Adjusting the System Account Locale (Windows 2008)

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**.
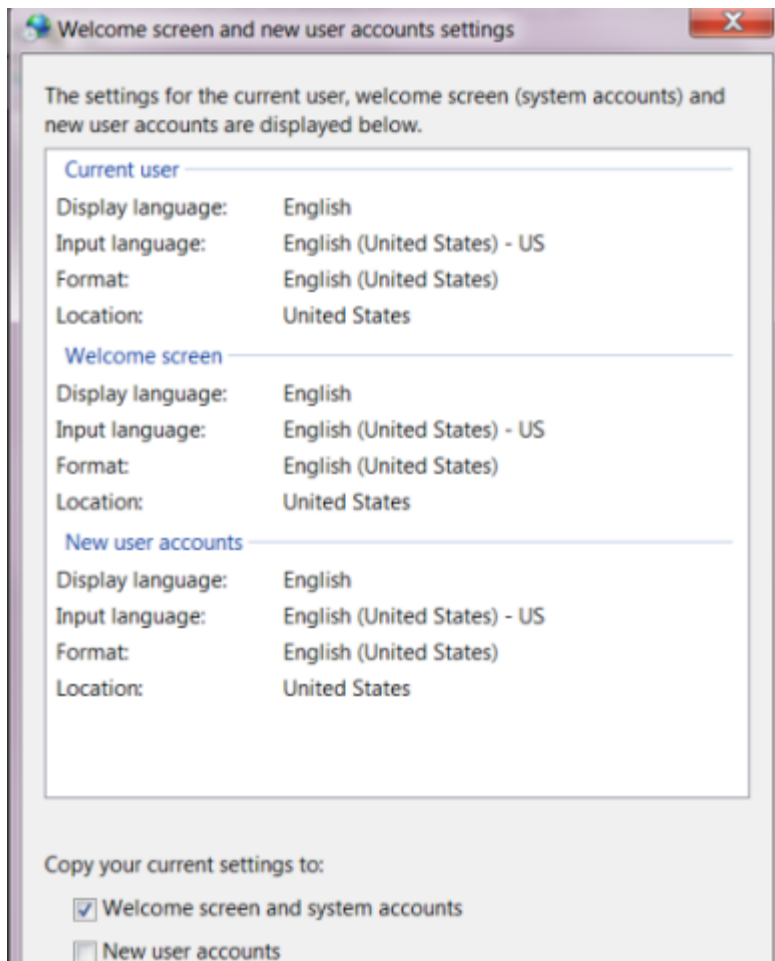
Formats—Region and Language Settings (Windows 2008)

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.

Welcome—Region and Language Settings (Windows 2008)

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.

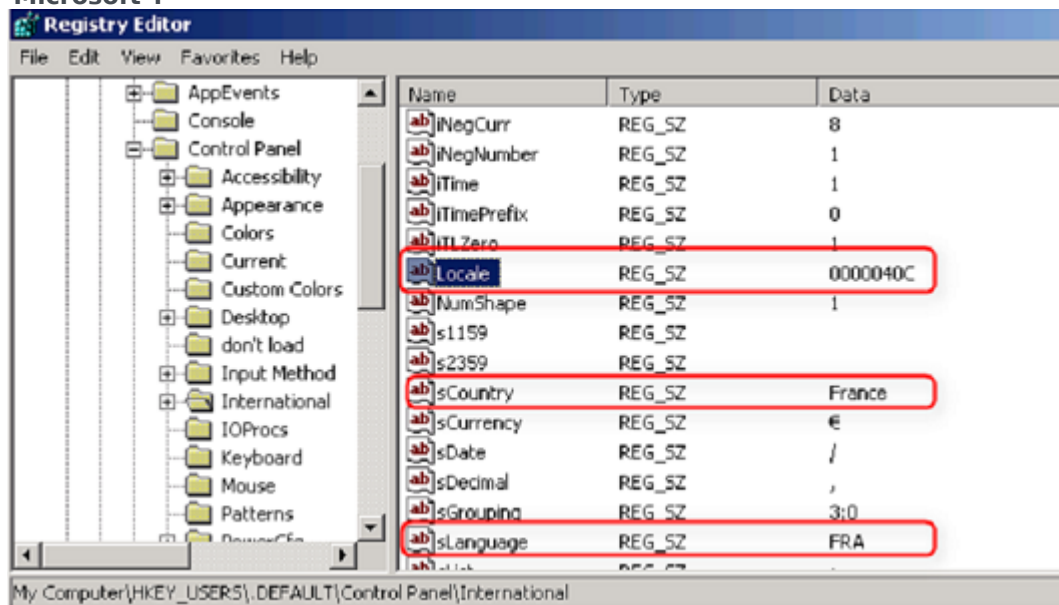## Verifying the System Account Locale in the Windows Registry

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 (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

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

Verify Locale in the Windows Registry

3. Save and close the registry.

End of Procedure

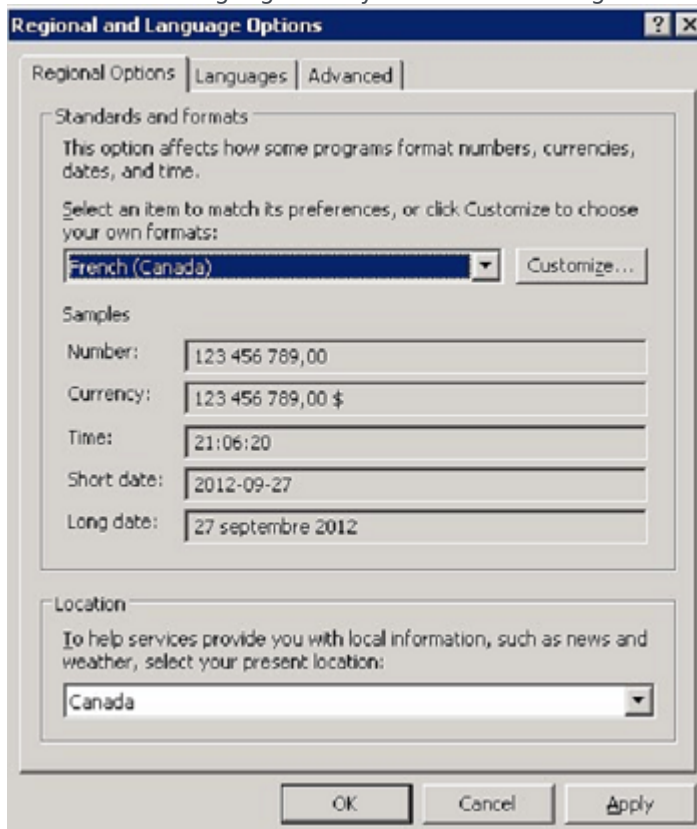# Adjusting the User Account Locale (Windows 2003)

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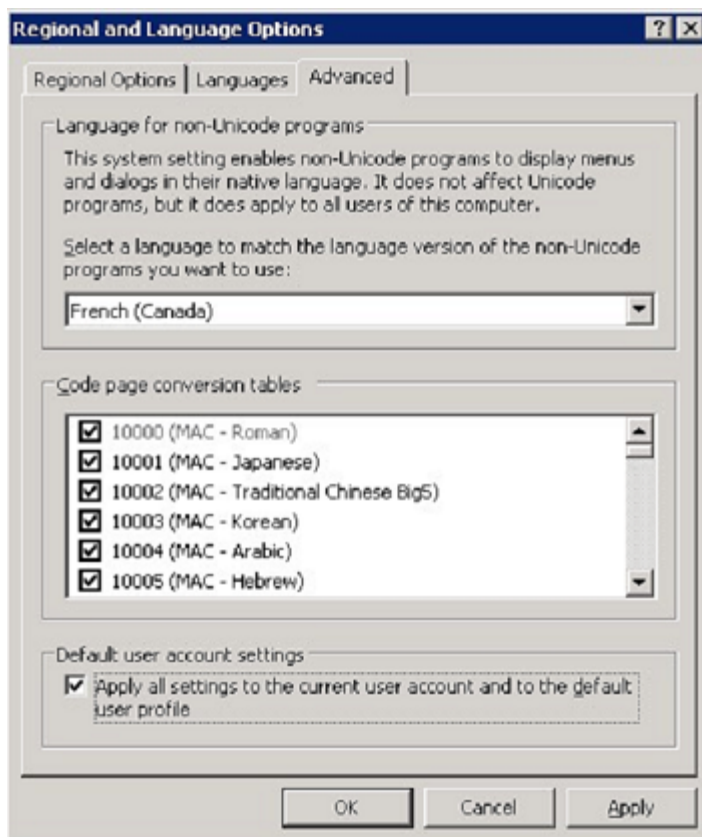> Before you install any WFM Language Pack, complete the procedures below on the Windows 2003 host.

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.

   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.

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.
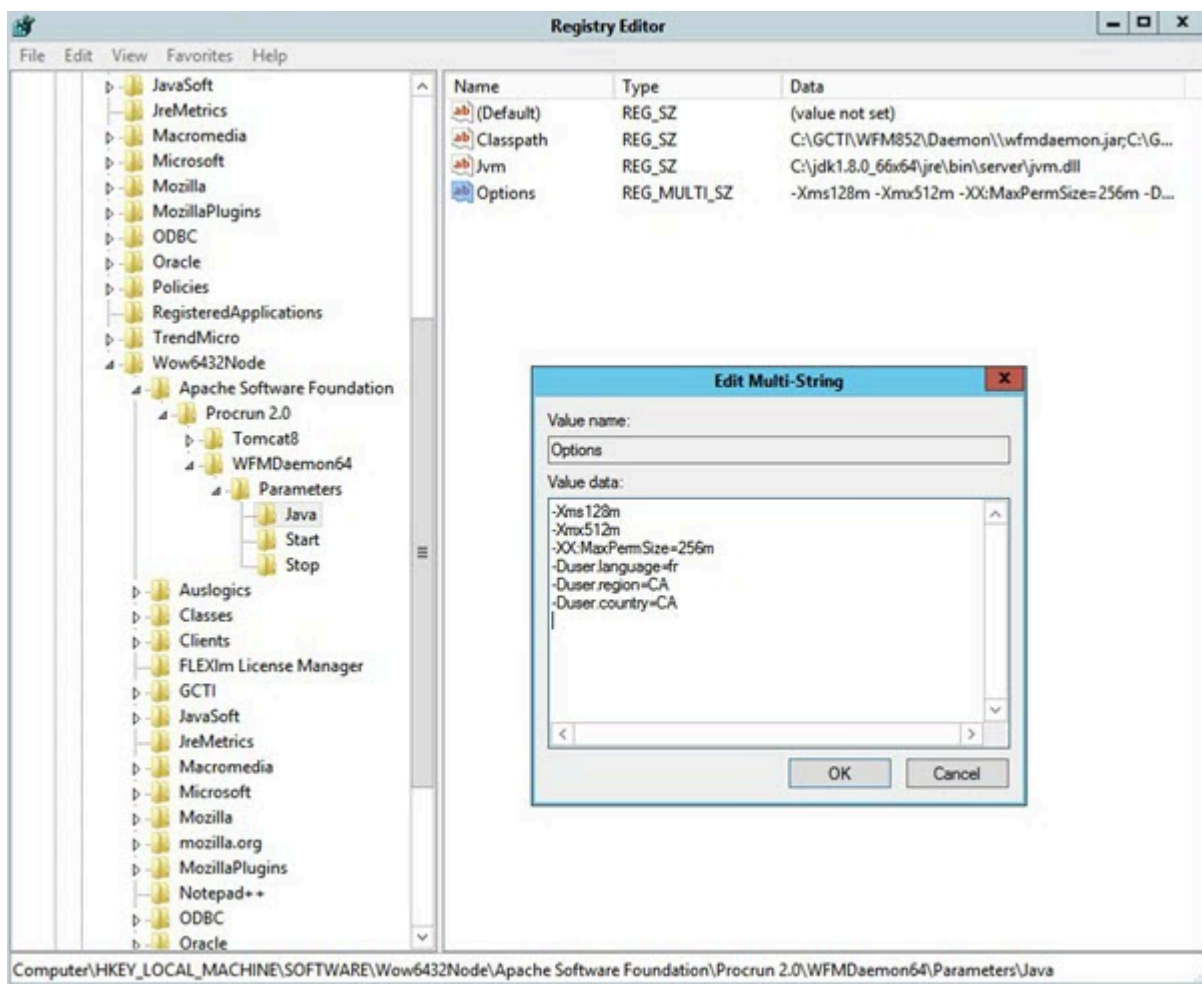
Start of Procedure

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.

2. 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