GENESYS™

Genesys Knowledge Management User Guide

Language and Dictionary Names

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Contents

Language and Dictionary Names

For each language with spelling checker support, Knowledge Manager maintains a number of files in the \lex subdirectory of the Knowledge Manager installation directory. This section explains several features of the following file types:

- <language_name>_spllchk.pro file—Properties file, contains settings for options such as case sensitivity. Also points to the dictionary and user dictionary files.

- userdic_<language_name>_spllchk.tlx file—User dictionary file, contains words that you add by selecting Add in the Spelling dialog box.

For a language to display in the Check Spelling drop-down list, it must have both of the following:

- <language_name>_spllchk.pro file

- A Business Attribute, of type Language, whose Attribute Value name is <language_name>, exactly matching the name of the .pro file.

For example, the file name BrazilianPortuguese_spllchk.pro shows that the name of the Business Attribute for this language must be BrazilianPortuguese, not Brazilian Portuguese or BrazPort or anything else.

Renaming a Language

It is not possible to rename an existing language Business Attribute. You can, however, alter the language name that displays in the Check Spelling drop-down.

For example, if you build a German-language category tree, you may want the name of the language to appear as the German word "Deutsch"; rather than the English word "German."

So you can create a Business Attribute called Deutsch and select it when creating your category tree. But when it comes to checking the spelling, Genesys Knowledge Management uses the name "German" as shown by the filename German_spllchk.pro. With the .pro file and the Business Attribute having nonmatching names, German will not be available on the drop-down list.

You can rectify this situation by renaming the dictionary file:

1. Locate the file German_spllchk.pro and rename it Deutsch_spllchk.pro.

2. Refresh the view in Knowledge Manager (select Refresh from the View menu or click the refresh icon).

Saving a User Dictionary

If you have customized your spelling checking by adding items to a user dictionary, you will want to avoid overwriting your user dictionary when installing a new version of Knowledge Manager (or reinstalling the existing one).

Saving an existing user dictionary

1. Make a copy of the existing `userdic.tlx` file, located in the existing Knowledge Manager installation directory.

> ### Important
> Prior to release 7.6.1, Knowledge Manager had spell checking for English only, so there was only one user dictionary file, named userdic.tlx. This section describes saving the contents of this English user dictionary.

2. Install or reinstall Knowledge Manager.

3. Locate the new `userdic_English_spllchk.tlx` (in the new Knowledge Manager installation directory) and replace its contents with the contents of `userdic.tlx`.