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Framework Deployment Guide

Using National Languages

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Single-language Environments

The default (legacy) deployment of Genesys software can support only one language in addition to English with which to process data and display messages. Genesys recommends that you select one language for your installation, and use that language across all components and databases.

Multi-language Environments

UTF-8 data encoding enables a system to work with multi-language data that is encoded with UTF-8. This support applies to all string fields of all configuration objects, with some exceptions noted later in this section.

This functionality is optional, and must be enabled to take effect.

Warning

You must use a separate set of initialization scripts to enable multi-language mode when creating the database, following the setup of the configuration file option for master Configuration Servers.

You can perform an object search of data encoded in UTF-8, using the standard wildcard symbols, with search data supplied by UTF-8. The search parameters, in UTF-8, are compared with the data. All fields that are searchable with non-UTF-8 data are searchable with the UTF-8 data.

To configure your system to support multiple languages, satisfy the [database prerequisites](#), then follow the steps in [Deploying the Configuration Layer](#), taking note of the special requirements to support UTF-8.

Framework Support for UTF-8

Framework supports UTF-8 encoding of the following:

- Most configuration fields (exceptions below)
- Solution Control Server alarm names, messages, and display thereof
- Content of log messages in Message Server and in the centralized Log Database
- UTF-8 initialization of the Configuration Database and the Log Database

Framework does not support UTF-8 encoding of the following items; they must be in ASCII.

- Names of Application objects
- Command-line arguments specified during configuration in the **Start Info** section

- Command-line arguments used by **mlcmd** and **logutility**
- Local configuration file used by Configuration Server
- SNMP traps and scalar data
- Database parameters in Database Access Points
- Host names
- Database table name in Table Access objects
- Log names and log file names specified in the **[log]** configuration option section

DBMS Support for UTF-8 Encoding

The following DBMS can be used with UTF-8 encoding:

- DB2
- MS SQL (uses UCS-2 encoding)
- Oracle
- PostgreSQL

Converting from a non-UTF-8 Database to a UTF-8 Database

Starting in release 8.1.3, you can use the Configuration Conversion Wizard (CCW) to convert a non-UTF-8 compatible Configuration Database into a database that can store and work with encoded data. Refer to the *Framework Migration Guide* for information about using CCW to convert your configuration database.

Except for the conversion of the Configuration Database, Genesys does not otherwise provide any tools to support the migration of an existing database, that cannot work with UTF-8 data, into a database that can store and work with encoded data. Genesys recommends that you use tools and utilities provided by the DBMS you are using to do any such conversion.

Warning

After you have upgraded to UTF-8, legacy applications will be unable to connect to Configuration Server, unless you use the **allow-mixed-encoding** configuration option. Refer to the *Framework Configuration Options Reference Manual* for more information about this option.