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# Genesys Skills Management Localization Guide

Genesys Skills Management 9.0

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# Table of Contents

|  |          |
|--|----------|
| <b>Genesys Skills Management Localization Guide</b>      | <b>3</b> |
| <b>Overview</b>  | <b>4</b> |
| <b>Creating Localized Files for your chosen language</b> | <b>5</b> |
| <b>Deploying new localization files to your system</b>   | <b>6</b> |
| <b>Installing Language Packs</b>                         | <b>8</b> |

# Genesys Skills Management Localization Guide

This document describes the process of creating translations for a specific language and how to install them on your version.

# Overview

Skills Management can be localized, so that users can use the applications in their native language. As well as the provided languages it is possible to provide your own translations, so that users can use the system in their language of choice.

## Localization Support

Performance DNA, Training Manager and Portal are all localizable, although the process for localizing them differs slightly (due to the technologies that they use). The rest of this guide looks at the following steps.

- Creating localized files for your chosen language
- Deploying new localization files to your system

# Creating Localized Files for your chosen language

Localization files in Skills Management are resource files, which means that they are files with a .resx extension. Internally they use an XML format, which means you can edit them with the text editor of your choice.

The only exception to the XML format is the JavaScript resources file for Portal (JavaScriptLibraryResources.en.js) which is a JavaScript file; the resources can still be edited with a plain text editor, however.

The language that the resource file represents is indicated by the prefix of the resource file name extension. For example examplefile.fr.resx would indicate a French resource file.

For a list of country and language codes, please see: [http://en.wikipedia.org/wiki/List\\_of\\_ISO\\_639-1\\_codes](http://en.wikipedia.org/wiki/List_of_ISO_639-1_codes)

To create a new localization, copy the resource files from any existing language, and change the country code to reflect the language that you are translating to. Then simply edit the file providing the correct translations for each item in the file.

The files that need to be translated can be found in the resources folder which is provided alongside the delivered applications and user guides in the code provided by Genesys.

If you only have access to the installer files, please contact the person in your organisation with access to the Genesys Solutions suite code, or contact Genesys, who will provide you with the relevant resource files.

The following section describes how to deploy the newly created translation files to the Skills Management system.

# Deploying new localization files to your system

Once you have a set of translated resource files, you need to deploy them to Skills Management. The process for doing this varies slightly for the different products, as described below.

## Deploying Files to Performance DNA and Portal

1. Copy your .resx resource files into the App\_GlobalResources folder of the relevant web site
2. For Portal, also copy the JavaScriptLibraryResources.<your\_locale>.js file to the Scripts/Resources folder.
3. The files will automatically be picked up and used.
4. The files will be chosen when the user has their default browser language set to the same language as provided in the localized files.

## Deploying Files to Training Manager / Notifications client

For Training Manager and the Notifications client an additional step is required, as the resource files need to be pre-compiled before they can be used in a Windows application.

The locale can be represented by either two-letter language code (e.g. “fr” for French, “sv” for Swedish) or a longer country-specific language code (e.g. “sv-se” for Swedish (Sweden), “sv-fi” for Swedish (Finland)).

You can generate the files yourself, using some command line utilities, or you can upload your file to the DLL generator utility provided by Silver Lining solutions.

### Using the website to generate the files

Browse to <http://sls.skillsmanager.net/Utils/LocalisationSupportResources> and follow the instructions there.

Please note that if you want to have a different OS to software language e.g. Italian language on a en-US Windows install then you should take the Italian resource file and rename to en-US before running through the tool. E.g. rename DisplayText.it-it.resx to DisplayText.en-US.resx and then run it through the tool above.

### Generating the files yourself (Training Manager)

If you do not have the Resgen.exe and al.exe utilities installed, you can download them as part of the

Microsoft Windows SDK for Windows 7 and .NET Framework 3.5 SP1 from the Microsoft website.

1. Use the Resgen.exe utility to convert your resx file into a .resource file.

- `resgen DisplayText.<your_locale>.resx SkillsManager.DisplayText.<your_locale>.resources`
- You need to use the .Net 2.0 version of resgen.

2. Use Al.exe (Assembly Linker) utility to compile the resource files into DLLs.

- `al /t:lib /embed: SkillsManager.DisplayText .<your_locale>.resources /culture:<your_locale> /out:<your_locale>\Training Manager.resources.dll`
- You need to use the .Net 2.0 version of Assembly linker.

3. Copy the created folder in the bin folder of your solution (eg. bin/pl for Polish, or bin/sv for Swedish)

4. The files will automatically be picked up and used.

The files will be used when the user has their default Windows language set to the same language as provided in the localized files.

## Generating the files yourself (Notifications Client)

1. Use the Resgen.exe utility to convert your resx file into a .resource file.

- `resgen ResourceStrings.<your_locale>.resx SilverLining.Skills Management.Apps.Notifications.ResourceStrings.<your_locale>.resources`
- You need to use the .Net 2.0 version of resgen.

2. Use Al.exe (Assembly Linker) utility to compile the resource files into DLLs.

- `al /t:lib /embed: SilverLining.Skills Management.Apps.Notifications.ResourceStrings .<your_locale>.resources /culture:<your_locale> /out:<your_locale>\SilverLining.Skills Management.Apps.Notifications.resources.dll`
- You need to use the .Net 2.0 version of Assembly linker.

3. Copy the created folder in the bin folder of your solution (eg. bin/pl for Polish, or bin/sv for Swedish)

4. The files will automatically be picked up and used.

5. The files will be used when the user has their default Windows language set to the same language as provided in the localized files.

# Installing Language Packs

## Skills Management Language Packs

Language packs add support for different locales to the Skills Management suite. The language packs are available from the Skills Management release package, e.g. LanguagePackSetup-Italian\_v4.7.6.msi.

## Installation of Language Packs

Language packs are located in the Skills Management release package as msi installers. Skills Management should be installed before running the language pack installer. The steps below assume that you are installing a language pack onto a web server where Skills Management was installed using one of the automated installers. Follow the steps below to install a language pack:

1. Ensure that the release package is on each web server that is hosting the Skills Management sites and services
2. Ensure that Skills Management is installed on each server hosting the Skills Management suite
3. Double click relevant language pack installer for your required language. The installer will run and close; no user input is required and no notice will be given when the installer has completed. The installer will locate the existing Skills Management folders and add or replace the language files where required.

Once a language pack has been installed, switching your browser to prioritise the new language will result in Optimizer and Portal appearing in the new language.

## Installing a language pack onto a manually installed Skills Management instance

If Skills Management was installed manually, the language pack installer will install the language files onto the drive with the most space available under: [Drive letter]/Skills Management/. The files created by the installer will then need to be manually copied into the relevant folders. Follow the steps below to complete the language pack installation onto a Skills Management instance that was installed manually:

Locate the language files created by the installer, these will be located in the drive with the most free disk space; [Drive letter]/Skills Management.

This folder will contain a 'Services' and 'Websites' folder. For each folder in the services and websites folder:

## Installing Language Packs

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1. Copy the 'App\_GlobalResources' folder from the service/website folder.
2. Locate the relevant service/website folder on the web server, this can be found by right clicking on the relevant service/site in IIS and clicking the 'Explore' option.
3. If an App\_GlobalResources folder already exists in the service/website folder, copy the content of the App\_GlobalResources folder from the folder created by the language pack installer into the main service's/site's App\_GlobalResources folder. Alternatively, simply copy the App\_GlobalResources folder from the folder created by the language pack installer into the main service's/site's folder.
4. Browse to the [Drive]/Skills Management/Portal/Scripts/Resources/ folder. Copy the content of this folder to: [your Portal directory]/Scripts/Resources/ folder.

The language pack will only be used when the required language is specified as the preferred language in your web browser.

## Upgrading Language Packs

To upgrade your language pack, simply run the new language pack .msi file on each web server.