



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Workspace Desktop Edition Deployment Guide

Adding and Removing Language Packs

4/7/2025

# Adding and Removing Language Packs

Use the following procedures to manually add and remove Workspace Language Packs after you have deployed Workspace.

## Contents

- [1 Adding and Removing Language Packs](#)
  - [1.1 Adding a Language Pack to Workspace after Deployment](#)
  - [1.2 Removing a Language Pack From Workspace after Deployment](#)

### Adding a Language Pack to Workspace after Deployment

Language packs (localized content for Workspace) are not always released at the same time as the English version of Workspace, and new language packs are added as demanded by Genesys' customers.

Language packs are available as part of the Genesys International DVD/IP. If you are installing a new release of Workspace from an International DVD/IP, use the standard ClickOnce, Developer, and Non-ClickOnce procedures in the other tabs of this topic.

Use the following procedure to add a language pack to your existing Workspace deployment.

#### Procedure

Installing a Workspace Language Pack on an existing Workspace deployment or ClickOnce package

**Purpose:** To install a Workspace language pack on your existing Workspace deployment on a client desktop or on an existing ClickOnce package.

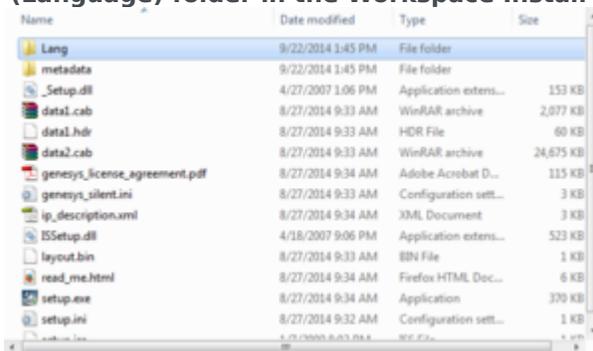
#### Prerequisites

Workspace must already be installed using one of the following deployment types:

- [ClickOnce Deployment](#)
- [Developer Deployment](#)
- [Non-ClickOnce Deployment](#)

#### Start

1. If you are deploying from the Workspace Desktop Edition DVD, open the **Lang** folder (refer to the **Lang (Language) folder in the Workspace Install Package** figure).

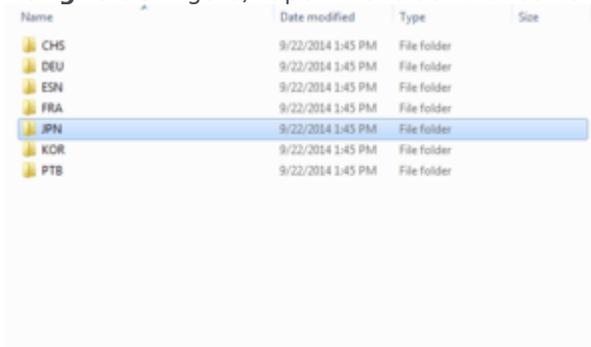


Lang (Language) folder in the Workspace Install Package

If you are installing from a language specific IP, go to Step 3.

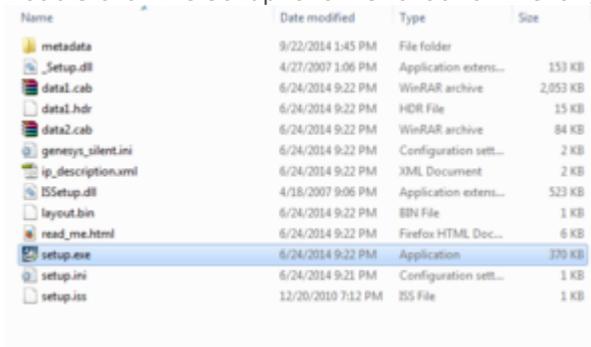
2. The **Lang** folder contains folders named with three-letter language codes. These folders contain the

language specific language pack installers (refer to the **Three letter language-code folders in the Lang folder** figure). Open the folder that contains the language installer that you want to use.



Three letter language-code folders in the Lang folder

3. Double-click the setup.exe file to launch the language pack installer.



Language pack specific installer setup.exe

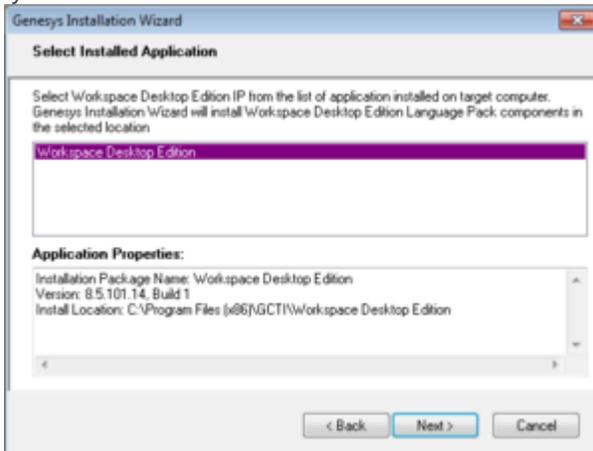
The Genesys Installation Wizard launches and the Welcome panel is displayed.



Genesys Installation Wizard language pack splash screen panel

4. On the Welcome panel, do one of the following:
  - Click Next to begin the installation procedure.
  - Click Cancel to exit the Genesys Installation Wizard.
  - Click About to open the Workspace Desktop Edition ReadMe file in your default browser.

If you clicked Next, the installer searches for instances of the Workspace application installed on your computer and displays a list of installations in the Select Installed Application panel from which you can choose.



Genesys Installation Wizard Select Installed Application panel

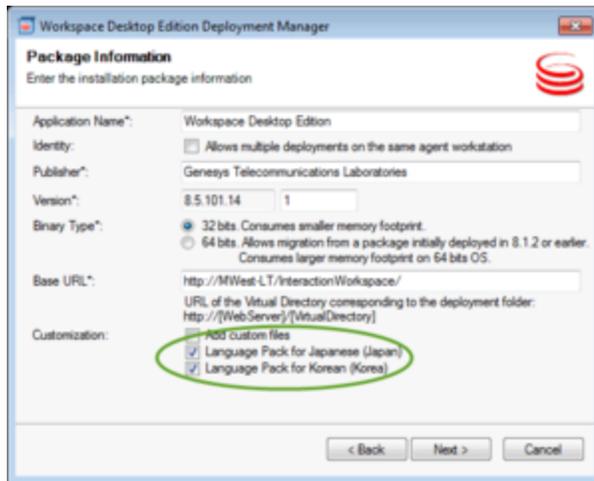
5. On the Select Installed Application panel, do one of the following:
  - Select the application to which you want to add a language pack and click Next to begin the installation procedure.
  - Click Cancel to exit the Genesys Installation Wizard.
  - Click Back to return to the splash screen.

If you clicked Next, the Ready to Install panel is displayed.

6. In the Ready to Install panel, do one of the following:
  - Click Install to install the language pack.
  - Click Cancel to exit the Genesys Installation Wizard.
  - Click Back to return to the Select Installed Application panel.

If you clicked Next the update is installed and the Installation Complete panel is displayed.

7. Click Finish to close the Installation Complete panel and complete the installation.
8. Depending on whether you are updating an existing installation or adding a language pack to a ClickOnce package, do one of the following:
  - If you are adding a language to an existing non-ClickOnce installation, launch Workspace and select the new language from the Login view Language drop-down menu.
  - If you are adding a language pack to a ClickOnce installation, launch Workspace Desktop Edition Deployment Manager (InteractionWorkspaceDeploymentManager.exe). In the Package Information panel, select the installed language packs that you want to add to your ClickOnce package, then complete the deployment.



Genesys Installation Wizard Package Information panel

**End**

## Removing a Language Pack From Workspace after Deployment

For non-ClickOnce deployments, use **Add/Remove Programs** to select which Language Packs you want to remove from your workstation.

For ClickOnce deployments, run **Workspace Deployment Manager** and de-select language packs in the Package Information panel and push new ClickOnce package to your web server.