

# **GENESYS**

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

4/10/2025

# 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 using Interactive mode
  - 1.2 Adding Language Pack to Workspace using Silent mode
  - 1.3 Removing a Language Pack From Workspace after Deployment

#### Important

Notes about upgrading Language Packs when you upgrade Workspace:

#### Upgrade from DVD

- When you upgrade Workspace from DVD, only the application is upgraded
- All language packs that were install using an older version will not be upgraded—You must manually upgrade each language pack by using the same procedure that was used to install the original language packs; during install, the wizard will detect the older language packs and enable you to choose which ones to upgrade

#### Upgrade from Language Pack IP

- Open the folder containing the language pack
- Follow the standard procedure to add a language pack to workspace

## Adding a Language Pack to Workspace using Interactive mode

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.

Watch video: How to add a language pack to an already deployed Workspace Desktop Edition 8.5.1: Link to video

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).

Name	Date modified	Туре	Size	ĥ
🎍 Lang	9/22/2014 1:45 PM	File folder		
🎍 metadata	9/22/2014 1:45 PM	File folder		
Setup.dll	4/27/2007 1:06 PM	Application extens	153 KE	
🚰 data1.cab	8/27/2014 9:33 AM	WinRAR archive	2,077 KE	
datal.hdr	8/27/2014 9:33 AM	HDR File	60 KE	
🛅 data2.cab	8/27/2014 9:33 AM	WinRAR archive	24,675 KB	
🔁 genesys_license_agreement.pdf	8/27/2014 9:34 AM	Adobe Acrobat D	115 KB	1
genesys_silent.ini	8/27/2014 9:33 AM	Configuration sett	3 KE	
💼 ip_description.xml	8/27/2014 9:34 AM	XML Document	3 KE	
💁 ISSetup.dll	4/18/2007 9:06 PM	Application extens	523 KE	
layout.bin	8/27/2014 9:33 AM	BIN File	1 KI	
💌 read_me.html	8/27/2014 9:34 AM	Firefox HTML Doc	6 KE	
🛃 setup.exe	8/27/2014 9:34 AM	Application	370 KE	
<ol> <li>setup.ini</li> </ol>	8/27/2014 9:32 AM	Configuration sett	1 KE	1
€ Station Inc.	1./1./2000.0.03.04.4	81.12.	1.17	ĩ

Lang (Language) folder in the Workspace Install Package

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

 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.

THEFT IS	Contra Tribulation	1364	2.2.5
🗼 CHS	9/22/2014 1:45 PM	File folder	
🗼 DEU	9/22/2014 1:45 PM	File folder	
🗼 ESN	9/22/2014 1:45 PM	File folder	
📕 FRA	9/22/2014 1:45 PM	File folder	
JPN 🤞	9/22/2014 1:45 PM	File folder	
📕 KOR	9/22/2014 1:45 PM	File folder	
🗼 PTB	9/22/2014 1:45 PM	File folder	

Three letter language-code folders in the Lang folder

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

name	Date modified	type	Side
🇼 metadata	9/22/2014 1:45 PM	File folder	
Setup.dll	4/27/2007 1:06 PM	Application extens	153 KB
🛢 data1.cab	6/24/2014 9:22 PM	WinRAR archive	2,053 KB
data1.hdr	6/24/2014 9:22 PM	HDR File	15 KB
data2.cab	6/24/2014 9:22 PM	WinRAR archive	84 KB
genesys_silent.ini	6/24/2014 9:22 PM	Configuration sett	2 KB
ip_description.xml	6/24/2014 9:22 PM	XML Document	2 KB
ISSetup.dll	4/18/2007 9:06 PM	Application extens	523 KB
layout.bin	6/24/2014 9:22 PM	EDN File	1 KB
read_me.html	6/24/2014 9:22 PM	Firefox HTML Doc	6 KB
🛃 setup.exe	6/24/2014 9:22 PM	Application	370 KB
💽 setup.ini	6/24/2014 9:21 PM	Configuration sett	1 KB
setup.iss	12/20/2010 7:12 PM	ISS File	1 KB

Language pack specific installer setup.exe

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

Genesys Installation Wizard	
[ <u>}</u>	Welcome to the Installation of Workspace Desktop Edition Language Pack, version 8.5.100.00.
	Workspace Desktop Edition Language Pack(s) allow installers to select the language in which the user interface (UI) and online help files display.
	The Genesys Installation Wizard will install Workspace Desktop Edition Language Pack, Japanese release, on your computer.
Genesys	To continue, click Next. To exit the Wizard, click Cancel.
About	Next > Cancel

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.

nesys Installation Wizard	
Select Installed Application	
Select Workspace Desktop Edition IP from the list of application installed or Genergy: Installation Wizard will install Workspace Desktop Edition Languag the selected location	n target computer. ge Pack components in
Workspace Desktop Edition	
Application Properties:	
Application Properties: Installation Package Name: Workspace Desktop Edition Version: 8.5.101.14, Build 1 Install Losting: C-Program Files (#BK/BCTIW/orkspace Desktop Edition	
Application Properties: Installation Package Name: Workspace Desktop Edition Version: 8.5.101.14. Build 1 Install Location: C-VProgram Files (x86/\GCTI\Workspace Desktop Edition	,
Application Properties: Installation Package Name: Workspace Desktop Edition Version: 8.5.101.14. Build 1 Install Location: C:\Program Files (x86)\GCTI\Workspace Desktop Edition	
Application Properties: Installation Package Name: Workspace Desktop Edition Version: 8.5.101.14, Build 1 Instal Location: C:\Program Files (x86)\GCTI\Workspace Desktop Edition	

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.

Application Name*:	Workspace De	sektop Edition
identity:	Alows multiple	tiple deployments on the same agent workstation
Publisher*:	Genesys Telec	communications Laboratories
Version*:	8.5.101.14	1
Bnary Type*:	<ul> <li>32 bits. Cor</li> <li>64 bits. Alo</li> <li>Con</li> </ul>	sumes smaller memory footprint. ws migration from a package initially deployed in 8.1.2 or earl sumes larger memory footprint on 54 bits OS.
Date    D  *	http://MWest-	LT/InteractionWorkspace/
Date Unit :		

Genesys Installation Wizard Package Information panel

#### End

## Adding Language Pack to Workspace using Silent mode

To install Language Pack to Workspace in Silent mode, use the Installation Wizard **Silent** arguments as follows:

- 1. Update the **genesys\_silent.ini** file by making the following modifications:
  - Add the path to the Workspace Desktop Edition directory. For example, InstallPath=C:\Program Files (x86)\GCTI\Workspace Desktop Edition.
  - If you are *installing/upgrading* Language Pack for Workspace, specify the version, build number before the installation:
  - Specify whether Genesys Softphone starts automatically when Windows starts by using the **Startup=<Std or Auto>** parameter.

- Mode= <FirstInstall or Upgrade of Language Pack on this box>
- IPVersion= <current (before upgrade) version of Language Pack on this box>
- IPBuildNumber= <current (before upgrade) build number of Language Pack on this box>
- 2. Execute the following command:

setup.exe /s /z"-s 'FullPathToGenesysSilentConfigurationFile' -sl

- 'FullPathToGenesysSilentResultFile' -t
- 'FullPathToGenesysSilentInstallationListingFile'" where:
- /s specifies that the installation is running in InstallShield Silent Mode.
- /z passes the Genesys Silent mode silent parameters to the installation.
- -s specifies the full path to the silent configuration file. The <Full path to Genesys Silent Configuration file> is optional. If the <Full path to Genesys Silent Configuration file> parameter is not specified, the installation uses the genesys\_silent.ini file in the same directory where the setup.exe file is located.

#### Important

Enclose the value of the **<Full path to Genesys Silent Configuration file>** parameter by apostrophes (') if the parameter contains white symbols.

 -sl specifies the full path to the installation results file. If the <Full path to Genesys Installation Result file> parameter is not specified, the installation creates the genesys\_install\_result.log file in the <System TEMP folder> directory.

#### Important

Enclose the value of the **<Full path to Genesys Installation Result file>** parameter in apostrophes (') if the parameter contains white space characters.

 -t specifies the full path to the installation listing file for debugging. The <Full path to Genesys Installation listing file> parameter is optional and should be used for silent installation debugging purposes.

#### Important

Enclose the value of the **<Full path to Genesys Installation listing file>** parameter in apostrophes (') if the parameter contains white space characters.

The InstallShield setup.exe installer requires that:

- There is *no* space between the /z argument and quotation mark. For example, /z"-s" is valid, while /z"-s" is not valid.
- There *is* a space between the -s,-sl parameters and quotation mark. For example, /z"-s c:\temp\genesys\_silent.ini" is valid, while /z "-sc:\temp\genesys\_silent.ini" is not valid. For

example, setup.exe /s /z"-s 'C:\8.5.144.00\windows\b1\ip\genesys\_silent.ini' -sl 'C:\temp\ silent\_setup.log' -t 'C:\temp\Genesys\_LP\_Installation.log'".

 After executing this command, verify that Language Pack to Workspace is installed in the C:\<Workspace Desktop Edition Directory>, and that the silent\_setup.log file has been created in the C:\temp\ directory.

#### Troubleshooting

If you see that error message in silent\_setup.log:
[Result]
ResultCode=-1
Error=Required parameter <Parent IP GUID parameter is not defined.> is wrong.\nError
was detected by lpScenarioFirstBeforeBegin().

Please check that **InstallPath** parameter is correct in silent configuration file.



For information about silent language pack installation, see the Installing Workspace Desktop Edition in Silent mode for Windows.

### 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.