

# **GENESYS**

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## iWD Deployment Guide

Installing/Removing Language Packs

## Installing/Removing Language Packs

iWD provides two types of packages related to the localization process:

- Those related to the iWD Plug-in for GAX, described here.
- Those related to iWD Manager, Runtime Node and Standard Rules Template (SRT) files that are described below.

#### On Windows

- 1. Stop iWD Manager web server and Runtime Node services.
- 2. Launch setup.exe and choose whether to install localization for:
  - Manager
  - Runtime Node
  - Both Manager and Runtime Node

Choose the relevant application(s) from the list.

- 3. The installer will find the correct path by itself and copy all required files there. A localized SRT will be installed into iWD Manager in the ruleTemplates directory with a suitable language suffix such as iWD\_Standard\_Rules\_CHS.
- 4. Restart the stopped services.

#### Important

Uninstall also requires that you stop services beforehand.

### On Linux

- 1. Stop iWD Manager web server and the Runtime Node process.
- 2. Launch ./install.sh and in the dialog that opens, provide:
  - a. Type of server—For Tomcat you will be prompted with an additional question about the path.
  - b. iWD Manager directory—Provide the path to iWD Manager if you want to install the localization package to iWD Manager.
  - c. iWD Node directory—Provide the path to iWD Runtime Node if you want to install localization package to iWD Manager.
  - d. Destination directory—This is the path where package contents will be extracted.

\* Welcome to the Genesys 8.5 Installation Script \* \*\*\*\*\* Installing iWD Language Pack, version 8.5.XXX.XX Please select your servlet container type by number: 1. Tomcat 2. WebSphere =>1 Please enter the full path to your Tomcat installation =>SOME\_PATH Please enter iWD Manager directory or press ENTER if iWD Manager is not installed =>PATH\_T0\_MANAGER Please enter iWD Node directory or press ENTER if iWD Node is not installed =>PATH TO NODE Please enter full path of the destination directory for installation =>SOME\_WORK\_PATH Extracting tarfile: data.tar.gz to directory: Installation of iWD Language Pack, version 8.5.XXX.XX has completed successfully.

#### 3. Restart the stopped processes.