



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.

iWD Deployment Guide

Customer and Partner Translation

12/19/2025

Customer and Partner Translation

Contents

- **1 Customer and Partner Translation**
 - 1.1 Extracting localization files from iWD Manager
 - 1.2 Extracting localization files from iWD GAX Plugin
 - 1.3 Extracting localization files from iWD Web
 - 1.4 Translating the properties localization file
 - 1.5 Translating JS and JSON localization files
 - 1.6 Installing translated files in iWD Manager
 - 1.7 Installing the translated lk.js in iWD Plug-in for GAX
 - 1.8 Installing translated files in iWD Web

Extracting localization files from iWD Manager

Prerequisites

- iWD Manager installed in base (en-US) localization—without Genesys-provided localization package.

Procedure

1. Locate the **iwd_manager.jar** file within the iWD Manager installation directory.
2. Extract the **iwd-login.json** and **iwd-manager.json** files from the **iwd_manager.jar\gui\i18n** folder and the **resources.properties** file from the **iwd_manager.jar\WEB-INF\classes\evo\cmc\ui\resources** folder to a temporary location. File **iwd_manager.jar** is a zip file and can be opened with 7zip or the WinZip utility on Windows and the unzip utility on Linux.

Extracting localization files from iWD GAX Plugin

Prerequisites

- Genesys Administration Extension package installed
- iWD GAX Plugin installed within Genesys Administration Extension

Procedure

1. Locate the **gax-iwd.jar** file within the Genesys Administration Extension installation directory.
2. Extract the **web/nls/lk.js** file from **gax-iwd.jar** to a temporary location. File **gax-iwd.jar** is a zip file and can be opened with 7zip or the WinZip utility on Windows and the unzip utility on Linux.

Extracting localization files from iWD Web

Prerequisites

- iWD Web installed in base (en-US) localization—without Genesys-provided localization package.

Procedure

1. Locate the **iwdweb.jar** file within the iWD Web installation directory.

2. Extract the **en-US.json** file from the **iwdweb.jar\static\i18n** folder and the **ValidationMessages.properties** file from the **iwdweb.jar\validation** folder to a temporary location. File **iwdweb.jar** is a zip file and can be opened with 7zip or the WinZip utility on Windows and the unzip utility on Linux.

Translating the properties localization file

Prerequisites

- JDK 8 installed.
- The **resources.properties** file extracted from the appropriate iWD Manager and saved in a temporary location.
- The **ValidationMessages.properties** file extracted from the appropriate iWD Web and saved in a temporary location.

Procedure

1. Rename the **.properties** file to **.utf8**—for example, **resources.properties** to **resources.utf8**.
2. Translate the files. Each line in the file contains a key and value separated by the '=' character. Only the value part needs to be translated—key and '=' character must remain unchanged. Any text in braces {} must remain unchanged. The file should be saved in UTF-8 encoding.
3. Use the native2ascii utility located in JDK 8 to convert **.utf8** files into **.properties** files. Execute the command **native2ascii resources.utf8 resources.properties -encoding UTF-8** from the command line.

Translating JS and JSON localization files

Prerequisites

- JS and JSON localization files from iWD Manager, iWD Web and iWD Plug-in for GAX extracted and saved in a temporary location.

Procedure

1. Only text in quotes needs to be translated. Any text in braces {} is a parameter and must be left unchanged.
2. The file must be saved in UTF-8 encoding.

Installing translated files in iWD Manager

Prerequisites

- iWD Manager package is installed.
- Translated **resources.properties**, **iwd-login.json** and **iwd-manager.json** files are available in a temporary location.

Procedure

1. Update files **\WEB-INF\classes\evo\cmc\ui\resources\resources.properties**, **\gui\i18n\iwd-login.json** and **\gui\i18n\iwd-manager.json** within the **iwd_manager.jar** file with those from the temporary location. File **iwd_manager.jar** is a zip file and can be updated with 7zip or the WinZip utility on Windows and the zip utility on Linux.
2. Restart iWD Manager.

Installing the translated lk.js in iWD Plug-in for GAX

Prerequisites

- Genesys Administration Extension package installed.
- Appropriate localization package for Genesys Administration Extension installed (either Genesys- or Customer-provided).
- iWD Plug-in for GAX installed within Genesys Administration Extension.
- Translated **lk.js** file is available in a temporary location

Procedure

1. Locate the **gax-iwd.jar** file within the Genesys Administration Extension installation directory.
2. Update the **web/nls/lk.js** file in **gax-iwd.jar** with the one from the temporary location. File **gax-iwd.jar** is a zip file and can be updated with 7zip or the WinZip utility on Windows and the zip utility on Linux.
3. Restart Genesys Administration Extension.

Installing translated files in iWD Web

Prerequisites

- iWD Web package is installed.
- Translated **ValidationMessages.properties**, **en-US.json** files are available in a temporary location.

Procedure

1. Rename the **ValidationMessages.properties** file to **ValidationMessages_<languagecode></languagecode>.properties** and the **en-US.json** file to **<languagecode></languagecode>".json** where **<languagecode></languagecode>** means **your desired language**.
2. Copy the JSON file prepared in the temporary location into the **\static\i18n** directory and the properties file into the **\validation** directory within **iwdweb.jar**. File **iwdweb.jar** is a zip file and can be opened with 7zip or the WinZip utility on Windows and the unzip utility on Linux.
3. Restart iWD Web.