

GENESYS

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iWD Deployment Guide

Customer and Partner Translation

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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\il8n 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.

 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.
- 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

Prerequisities

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

Procedure

- Update files \WEB-INF\classes\evo\cmc\ui\resources\resources.properties, \gui\i18n\iwdlogin.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 Ik.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 Ik.js file is available in a temporary location

Procedure

- 1. Locate the gax-iwd.jar file within the Genesys Administration Extension installation directory.
- 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

Prerequisities

- 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> means your desired language.
- Copy the JSON file prepared in the temporary location into the \static\il8n 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.