



**PureConnect®**

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See [Change Log](#) for summary of changes.



# CIC Language Pack

## Technical Reference

### Abstract

Language and Prompt Packs are available for sites planning to localize CIC. This document describes how to install and apply updates to CIC Language Packs.

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see [https://help.genesys.com/cic/desktop/copyright\\_and\\_trademark\\_information.htm](https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm).

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# CIC Language Packs

Starting with CIC 2015 R1, the CIC Language Pack and Prompt Pack installs for new CIC installations and updates for existing localized CIC systems are available on the CIC 2015 R1 and later .iso file, downloadable from the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>.

# Supported languages

For information on supported languages in CIC, their current availability, and scope of localization for each language, see the Localization Product Information site page at <https://my.inin.com/products/cic/Pages/Localization.aspx>.

# New CIC distribution model

The CIC product suite has a new distribution model with new naming, faster release cycles, and higher quality. The new distribution model is based on the mainline continuous development of CIC 4.0, expressed in the `20## R# Patch#` format.

- CIC 4.0 SU 6 was the last release using the older model. CIC 2015 R1 is the first release of the new distribution model.
- Each CIC 2015 R1 or later release functions as a new CIC installation and as an update to existing CIC installations.
- CIC 2015 R1 or later can be applied any CIC 4.0 SU.

For more information, see the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.

**Note:** For the purposes of this document, CIC generally refers CIC 2015 R1 or later, acknowledging that it is based on the continuous development of CIC 4.0. Specific release/version numbers are provided as needed, for example when discussing migrations or when a feature was introduced.

# Licensing

Make sure that your IC 4.0 Server license contains the Language Pack feature license(s) and that the IC Server license is downloaded to the IC Server prior to installation.

## CIC 2.4 and 3.0 to CIC 2015 R1 and later migrations

For sites with one or more Language Packs installed on a CIC 2.4/3.0 system, the CIC 2015 R1 or later migration pack supports:

- Migrating localized custom Interaction Attendant wave files, handlers, and prompts.
- Upgrading localized client workstation applications.

For planning considerations and procedures, see *CIC Migration Guide*, included with the CIC 2015 R1 or later migration package, at [https://help.genesys.com/cic/mergedProjects/wh\\_tr\\_iupdate/desktop/ic\\_migration\\_guide.htm](https://help.genesys.com/cic/mergedProjects/wh_tr_iupdate/desktop/ic_migration_guide.htm).

# CIC Language Pack Server Installation

[CIC Server requirements](#)

[Install a Language Pack](#)

[Post-installation procedures](#)

- [Create a localized dial plan](#)
- [Specify Interaction Media Server call analysis language model](#)

## CIC Server requirements

For CIC 2015 R1 and later client workstation hardware and software requirements, see "IC Server" in the *PureConnect Installation and Configuration Guide* at

[https://help.genesys.com/cic/mergedProjects/wh\\_iandc/desktop/ic\\_installation\\_and\\_configuration\\_intro.htm](https://help.genesys.com/cic/mergedProjects/wh_iandc/desktop/ic_installation_and_configuration_intro.htm). Also see the CIC System Requirements at [https://help.genesys.com/cic/desktop/system\\_requirements.htm](https://help.genesys.com/cic/desktop/system_requirements.htm).

For support purposes, we recommend a US English operating system on the IC Server.

## Install a Language Pack

Starting with CIC 2015 R1, the CIC Language Pack and Prompt Pack installs are available on the CIC 2015 R1 and later .iso file, downloadable from the Product Information site at <https://my.inin.com/products/Pages/Downloads.aspx>.

The installation instructions are similar whether you are installing a Language Pack as part of new CIC 2015 R1 installation or installing a new Language Pack on an existing CIC 4.0 GA to SU 6 or CIC 2015 R1 and later installation.

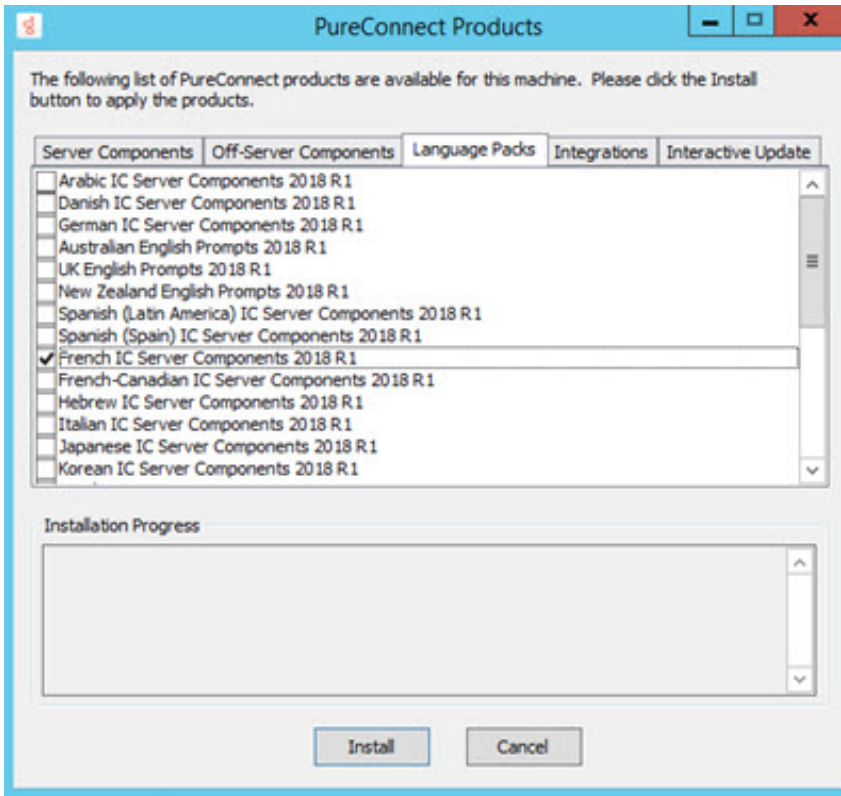
**Note:** If you are installing a Language Pack as part of new CIC 2015 R1 installation, see the *PureConnect Installation and Configuration Guide* at

[https://help.genesys.com/cic/mergedProjects/wh\\_iandc/desktop/ic\\_installation\\_and\\_configuration\\_guide.htm](https://help.genesys.com/cic/mergedProjects/wh_iandc/desktop/ic_installation_and_configuration_guide.htm).

To install a Language Pack:

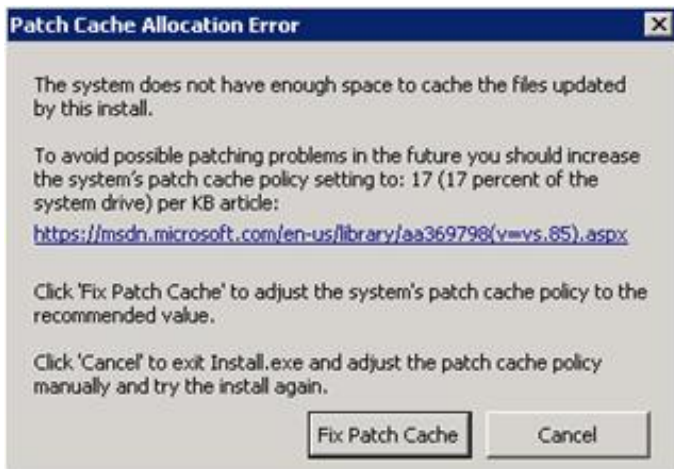
1. Make sure that your IC Server license contains the Language Pack feature license and that the license is downloaded to the IC Server prior to installing the Language Pack.
2. If you have not already done so, download the CIC 2015 R1 or later .iso file from the Product Information site Download page at <https://my.inin.com/products/Pages/Downloads.aspx>, copy it to a file server and create a share as described in the *PureConnect Installation and Configuration Guide* or on the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.
3. Run `Install.exe` from the Installs directory on the share to launch the Products utility on the IC Server. If other CIC components are installed on the IC Server, they are pre-selected.
4. Select the appropriate Language Pack install in the **Language Packs** tab, click the check box, and click **Install**.





**Note:** If you are installing the Language Pack as part of a new CIC installation, make sure to first select the required IC Server components on the **Server Components** tab.

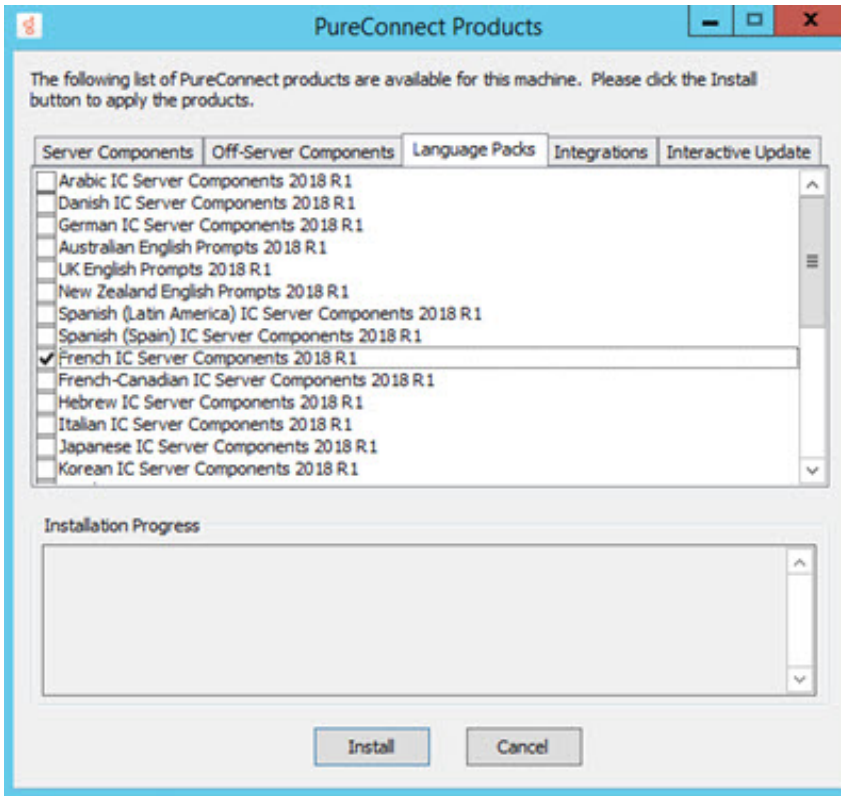
5. If the following message appears, click **Fix Patch Cache** or **Cancel** to manually adjust the patch cache policy and run `Install.exe` again.



6. In the **Install Confirmation** dialog box, click OK to confirm the installation/update of the selected components. The Products utility proceeds to install/update the selected components.

**Note:** If you are installing the Language Pack as part of a new CIC installation, follow the instructions in the *PureConnect Installation and Configuration Guide*.

7. The Language Pack install launches silently. It copies the localized prompt handlers to the IC Server and publishes them. You can view its progress in the **Installation Progress** window.



8. When the Language Pack install has completed, `Install.exe` indicates the installation was successful. Click **OK**.

## Post-installation procedures

After you have installed one or more Language Packs on the IC Server, perform these procedures if appropriate:

- [Create a localized dial plan](#)
- [Specify Interaction Media Server call analysis language model](#)

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### Create a localized dial plan

Some Language Packs provide a *simple* localized dial plan, based on a regional dial plan (Gen2 dial plan). The dial plan can be used as a starting point for a new installation, but might need some additional work based on customer requirements.

Localized dial plans (`.i3dplan`) and accompanying localized dial plan documents are available on the Localization Product Information site page at <https://my.inin.com/products/cic/Pages/Localization.aspx>. See the localized dial plan documents for further instructions.

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### Specify Interaction Media Server call analysis language model

Interaction Media Server analyzes speech when you use the call analysis feature that is configured through Interaction Administrator. As languages differ greatly in pronunciations, Interaction Media Server can use different language model files to ensure that its analysis is accurate. The speech model files for call analysis are language and region-dependent.

If you installed one or more non-US English language (CIC Language Packs or Prompt Pack) and require call analysis for that language, you must set the Call Analysis Language server parameter in Interaction Administrator. For instructions, see "Specify Interaction Media Server call analysis language model" in *Interaction Media Server Technical Reference* at [https://help.genesys.com/cic/mergedProjects/wh\\_tr/desktop/interaction\\_media\\_server.htm](https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/interaction_media_server.htm).

# CIC Language Pack Client Workstation Installation

## Client workstation requirements

For CIC 2015 R1 and later client workstation hardware and software requirements, see "Client Workstation" in *Installation and Configuration Guide*. Also, see the Product Information site at <https://my.inin.com/products/cic/Pages/System-Requirements.aspx>.

## Localized workstation application installation programs

The following CIC client workstation application installation programs are localized:

- IC User Applications (32-bit)
- IC User Applications (64-bit)
- IC Business Manager Applications
- IC Server Manager Applications
- Interactive Update Client

**Note:** The scope of localization varies for different languages. Please check the Localization Product Information site page at <https://my.inin.com/products/cic/Pages/Localization.aspx> to find out which client workstation installation programs are localized for a particular language.

## Workstation application install share directory contents

The following table shows the client workstation application shares on the IC Server, following the CIC 2015 R1 or later IC Server installation.

- The `IC_UserApps_32bit`, `IC_UserApps_64bit`, `IC_BusinessManagerApps`, and `IC_ServerManagerApps` shares are created by the IC Server install, run as part of the IC Server installation.
- The `IC_IUpdate` share is created by the Interactive Update Provider install run as part of the IC Server installation.

Installation program	Share	Contents
IC User Applications 32-bit	<code>IC_UserApps_32bit</code>	<code>\backup</code> <code>\LanguagePlugins</code> <code>ICUserApps_32bit_20##_R#.msi</code> <code>ICUserApps_32bit_Lang_##.mst</code> <code>Setup.exe</code>
IC User Applications 64-bit	<code>IC_UserApps_64bit</code>	<code>\backup</code> <code>\LanguagePlugins</code> <code>ICUserApps_64bit_20##_R#.msi</code> <code>ICUserApps_64bit_Lang_##.mst</code> <code>Setup.exe</code>
IC Business Manager Applications	<code>IC_BusinessManagerApps</code>	<code>\backup</code> <code>\LanguagePlugins</code> <code>ICBusinessManagerApps_20##_R#.msi</code> <code>ICBusinessManagerApps_Lang_##.mst</code> <code>Setup.exe</code>
IC Server Manager Applications	<code>IC_ServerManagerApps</code>	<code>\backup</code> <code>\LanguagePlugins</code> <code>ICServerManagerApps_20##_R#.msi</code> <code>ICServerManagerApps_Lang_##.mst</code> <code>Setup.exe</code>
Interactive Update Client	<code>IC_IUpdate</code>	<code>\backup</code> <code>IUpdateClient_20##_R#.msi</code> <code>IUpdateClient_Lang_##.mst</code> <code>Setup.exe</code>

Here is a description of the CIC workstation application install share directory contents. In the examples below, the string `{Install_Name}` is used in place of the names such as `IC_UserApps_64bit` or `IUpdateClient` to address all the workstation applications at the same time.

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### backup directory

The backup directory is empty following a new CIC 2015 R1 or later installation. When later CIC releases are applied, they back up any previous CIC-related files, such as the previous `.msi` file and Language Pack `.mst` files.

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## LanguagePlugins directory

If one or more Language Packs are installed on the IC Server, a `LanguagePlugins` directory is present in the workstation application share that contains the following files:

- `{Install_Name}_LanguagePlugin_XX_20##_R#.msi`. As an example:  
`ICUserApps_LanguagePlugin_XX_20##_R#.msi`, where `XX` = a specific language (for example, `ja` for Japanese).  
`ICUserApps_LanguagePlugin_ja.msi` is the Japanese client language plugin for IC User Applications (both 32-bit and 64-bit). If multiple Language Packs are installed, there are multiple client language plugin `.msi` files, one for each language.
- `\LanguagePlugins\backup` directory: The `\LanguagePlugins\backup` directory is empty following a new Language Pack installation. When later CIC Language Packs are applied, they back up any previous client language plugin-related files.

**Note:** The `LanguagePlugins` directory in the `IC_UserApps_32bit` and `IC_UserApps_64` shares may also contain the Microsoft Outlook Interaction Desktop Plugin `.msi`. For more information, see "Client Workstation Installations" in the *PureConnect Installation and Configuration Guide*.

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## Install Name msi

As an example, `ICUserApps_64_bit_20##_R#.msi` is the IC User Applications 64-bit install.

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## Install Name Lang mst

If one or more Language Packs are installed on the IC Server, one `.mst` file per language is present in the workstation application share.

As an example, `ICUserApps_64bit_Lang_##.mst`, where `##` = the language, contains localized strings for the IC User Applications 64-bit install GUI for a specific language (for example, `ja` for Japanese).

**Note:** In the case of Interactive Update, the `IC_Update` share contains `.mst` files for the Interactive Update Client install GUI for all currently supported languages.

A new version of the `.mst` file may be included with future releases. If that occurs, the original version will be moved to the backup directory during the latest release update.

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## Setup.exe

`Setup.exe` manually installs/updates client workstation applications on *individual client workstations*.

Use `Setup.exe` to:

- Perform a new client workstation application installation (`.msi`) or apply the latest client workstation release component (`.msi`) or patch component (`.msp`).
- Install multiple client plugins (`.msi`) for the client workstation application or apply the latest client plugin release components (`.msi`) or patch components (`.msp`).
- Provide a localized client workstation application install GUI.

When you run `Setup.exe` to:

- **Install a client workstation application**, `Setup.exe` launches the install (full GUI). If client plugins are selected, `Setup.exe` silently installs and/or updates the client plugins.
- **Install a client workstation application plus apply the latest client workstation application update**, `Setup.exe` launches the install (full GUI) and applies the update silently. If client plugins are selected, `Setup.exe` silently installs and/or updates the client plugins.
- **Apply the latest client workstation application release component**, `Setup.exe` silently applies the updated release component. If client plugins are selected, `Setup.exe` silently installs and/or updates the client plugins.

A newer version of `Setup.exe` may be included with future releases. If that occurs, the previous version will be moved to the backup directory during the latest release update.

## Options for installing localized workstation applications

The methods for installing client language plugins as part of a CIC 2015 R1 or later client workstation application installation are:

- Manual (`Setup.exe`)
- Group Policy

### Manual (Setup.exe)

`Setup.exe` is available in each workstation application install share. `Setup.exe` manually applies the release `.msi` and patch `.msp` updates for client workstation applications and selected client language plugins for those applications on *individual client workstations*.

- For a more detailed description of `Setup.exe`, see [Workstation application install share directory contents](#).
- For instructions on using `Setup.exe`, see [Use Setup.exe to install localized workstation applications](#).

### Group Policy

To deploy client language plugins with:

- A **Startup script**, only the path to the client language plugin install is needed for the command line run by the script. No command line properties are needed.
- A **Group policy deployment package**, create the group policy and add the client language plugin(s) to the deployment package. No administrative installs or transforms are needed.

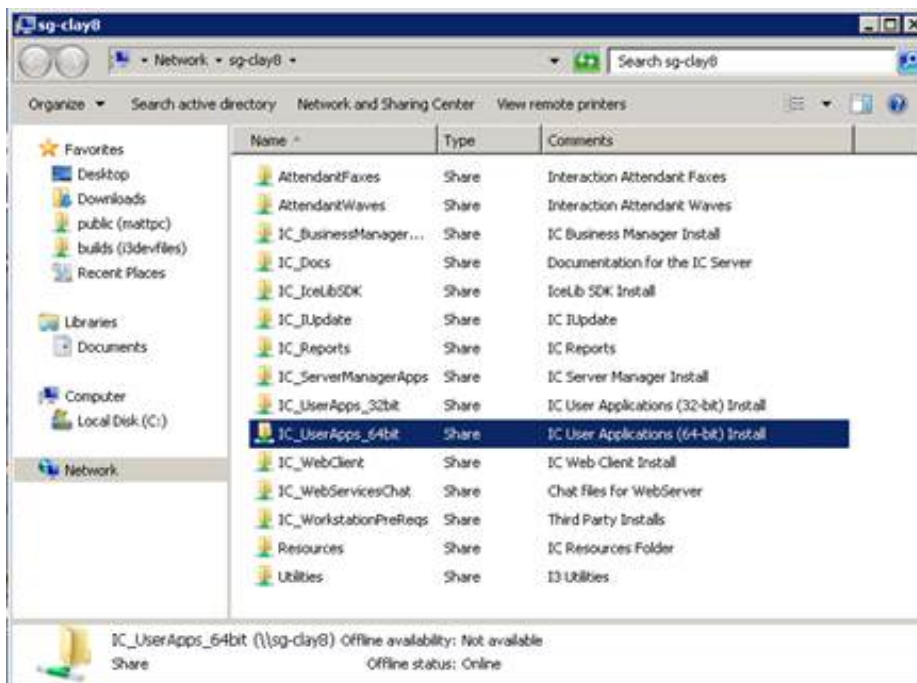
For more information, see the *Group Policy Deployment for CIC Applications Technical Reference* at [https://help.genesys.com/cic/mergedProjects/wh\\_tr/desktop/group\\_policy.htm](https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/group_policy.htm).

## Use Setup.exe to install localized workstation applications

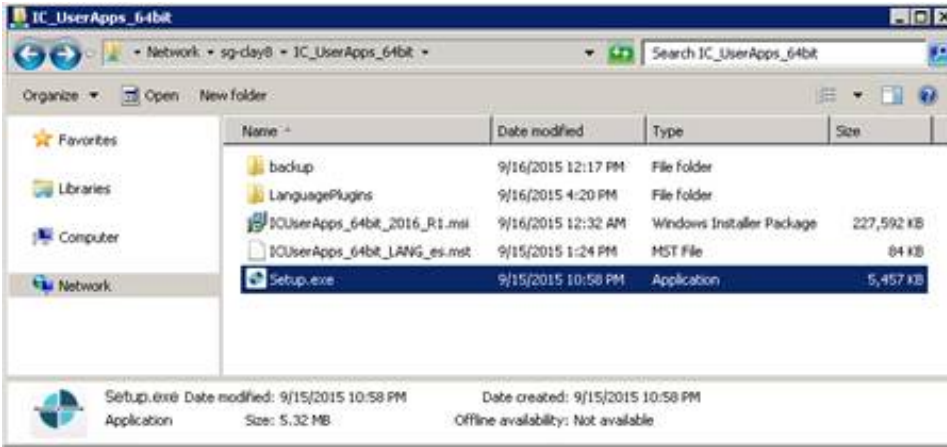
This section describes how to install IC User Applications (64-bit) with the Spanish (Latin America) language installed. The procedure for the other localized client workstation installs is identical.

To install localized IC User Applications:

1. On the client workstation, select **Start**. In **Search programs and files**, type `\servername` where `servername` is the IC Server name, to view the shares on the IC Server.
2. Select the IC User Apps install share appropriate for the workstation from the list, for example **IC\_UserApps\_64-bit**, and double-click.

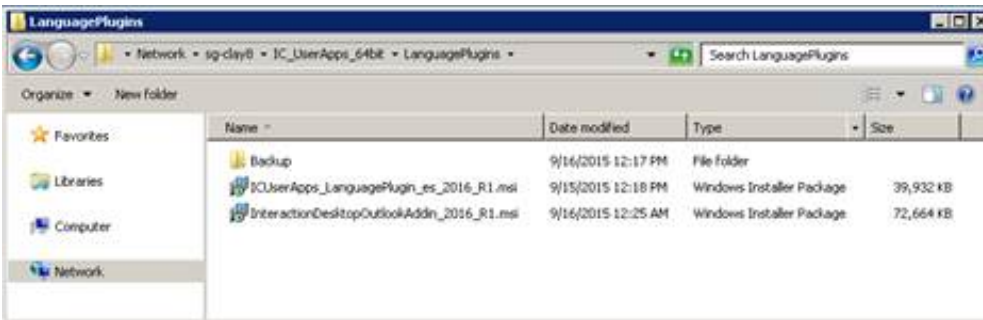


3. Review the contents of the IC User Apps install share, for example, **IC\_UserApps\_64bit**, and the **Language Plugins** subdirectory.



In this example, the IC\_UserApps\_64bit share contains:

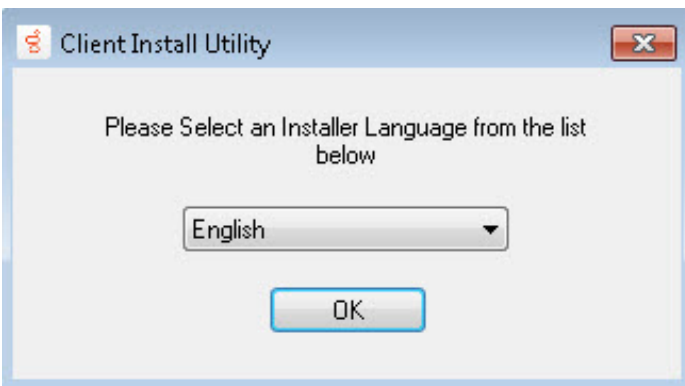
- Backup directory
- LanguagePlugins directory
- The ICUserApps\_64bit\_2016\_R1.msi install
- Spanish (Latin America) localized string ICUserApps\_64-bit\_LANG\_es.mst for the IC User Apps 64-bit install GUI
- The Setup.exe utility



In this example, the LanguagePlugins directory contains:

- Backup directory
- ICUserApps\_LanguagePlugin\_es\_2016\_R1.msi
- InteractionDesktopOutlookAddin\_2016\_R1.msi install

4. Double-click Setup.exe in the IC User Apps install share.
5. In the Setup.exe screen, select the language that you want the IC User Applications install to display in from the drop down list and click OK.



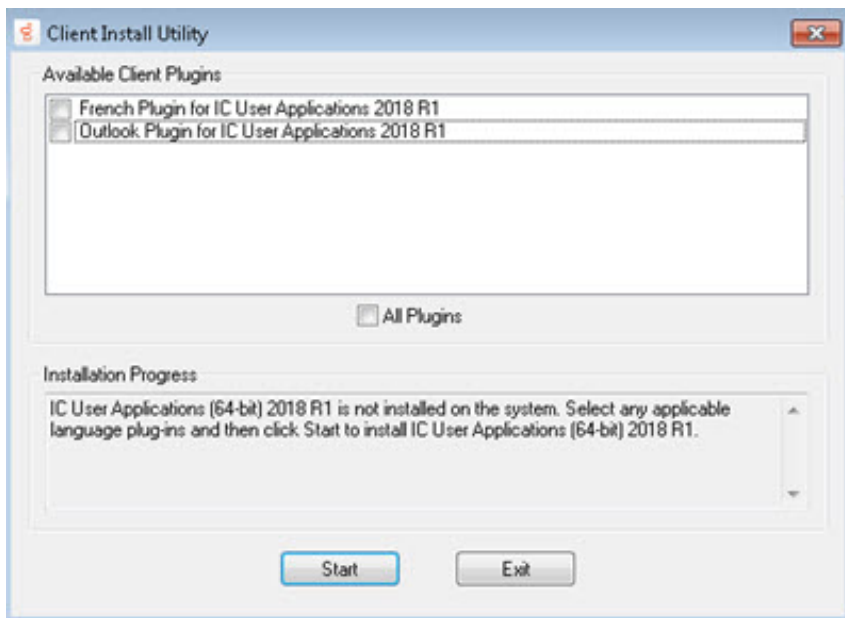
The languages displayed in the drop down list are determined by the Language Packs installed on the IC Server. (English will always be included.) In this example, since the Spanish Language Pack is installed on the IC Server, Spanish is available to select.

**Note:**

This screen appears only in the initial run of Setup.exe in the IC\_UserApps\_64bit share. The next time you run Setup.exe, the IC User Applications install automatically appears in the language you selected the first time you ran Setup.exe.

6. In the next Setup.exe screen, make the appropriate selections depending on the content displayed and click **Start** to launch

the IC User Applications (64-bit) install.



#### Available Client Plugins

Select the Client Language Plugin(s) to install or select **All Plugins** to install all listed Client Plugins.

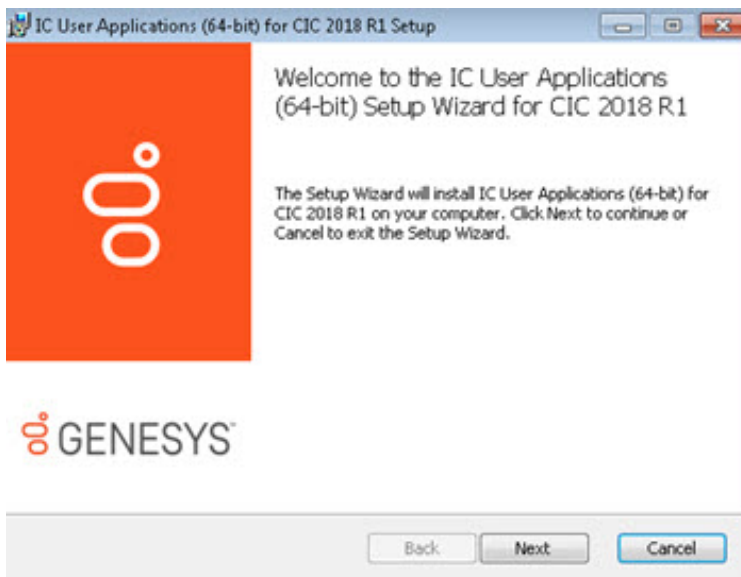
#### Installation Progress

Review the message displayed.

**IC User Applications (64-bit) 2015 R1 is not installed on the system. Select any applicable language plug-ins and then click OK to install IC User Applications (64-bit) 2016 R1.**

As the message indicates, `Setup.exe` automatically applies the Client Language Plugins and other Client Plugin, as applicable.

7. The IC User Applications (64-bit) install launches. Click **Next** to proceed past the **Welcome** screen.

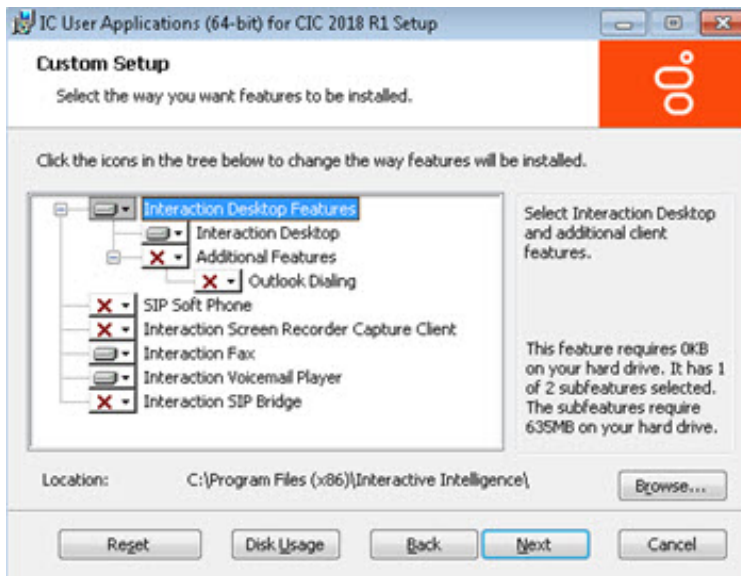


8. In the **Custom Setup** screen, select the desired **applications/features** as needed and click **Next**.

**Note:**

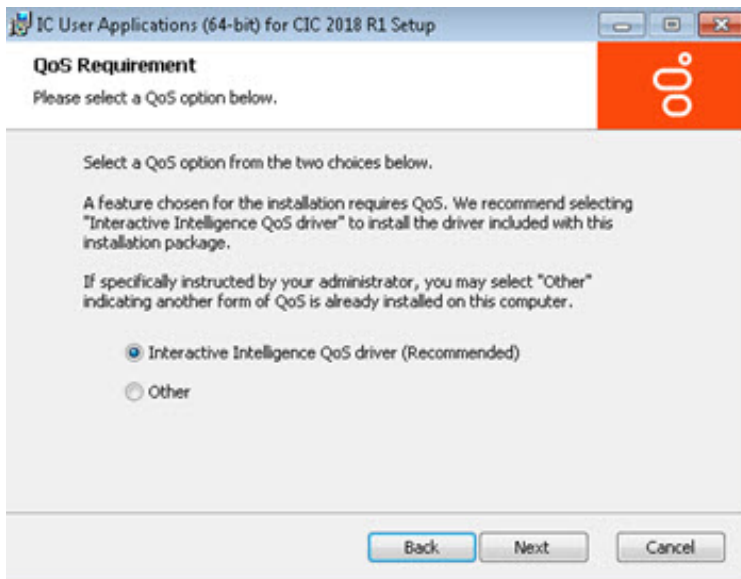
Starting with CIC 2015 R3, Interaction Desktop replaces Interaction Client .NET Edition as the primary CIC client. Starting with CIC 2016 R1, Interaction Client .NET Edition was removed.





The default **applications/features** are Interaction Desktop, Interaction Voicemail Player, and Interaction Fax. Please note that Additional Features expands to display an optional CIC client feature. Select or de-select applications/features as needed. For more information about IC User Applications applications/features, see "Client Workstation Installations" in *PureConnect Installation and Configuration Guide*.

- If you selected **SIP Soft Phone** or **Interaction Screen Recorder Capture Client** in the **Custom Setup** screen, the **QoS Requirement** screen appears.



We recommend that you select **Genesys QoS driver**.

### Genesys QoS driver

This is the default and recommended option. When this option is selected, the install adds the "Interactive Intelligence" certificate to the Trusted Publishers list, and then installs the driver. **In most cases**, adding the certificate to the Trusted Publishers list saves the user from being prompted by Windows Security to manually trust the certificate.

### Other

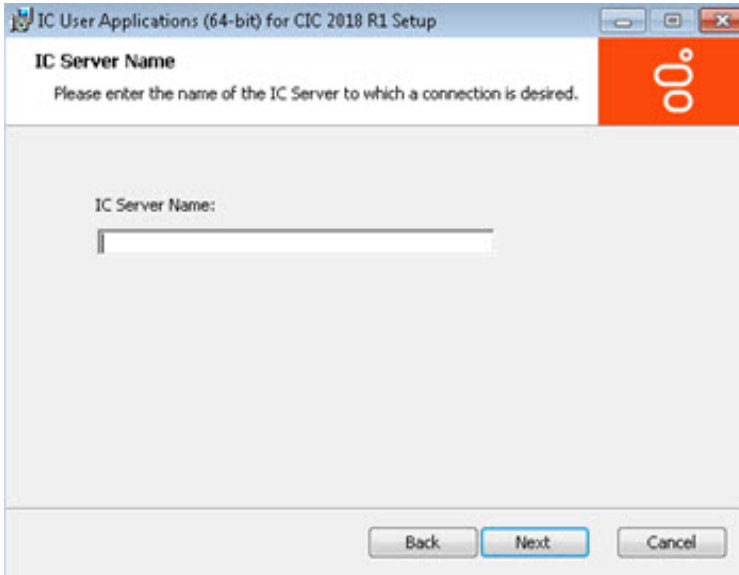
If **Other** is selected, the PureConnect certificate is not added to the Trusted Publishers list and driver is not installed. We recommend that users do not select this option unless specified by the administrator. Selecting this option implies that another form of QoS is used at the site.

If the system administrator does not allow the Trusted Publishers list to be modified, the user will be prompted with the **Windows Security** screen. To make it easier for the user, the following message appears first, explaining what to do when the **Windows Security** appears.

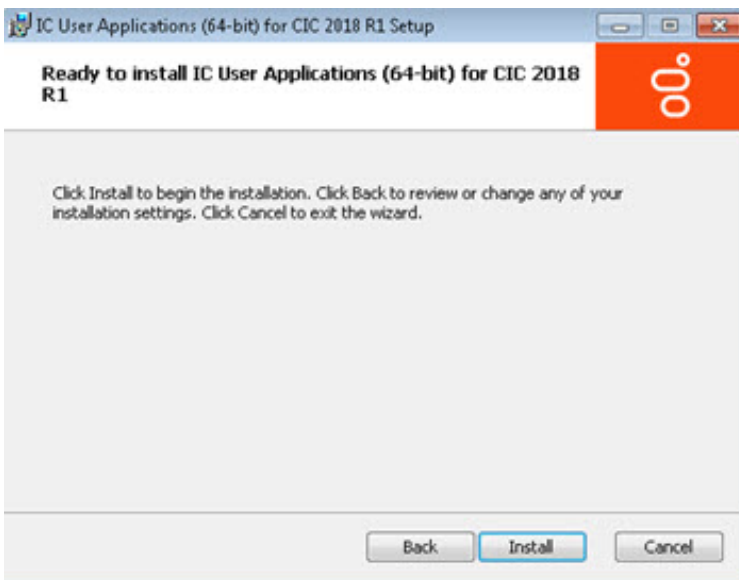


For more information about the Genesys QoS driver, see the KB article <https://my.inin.com/Support/Pages/KB-Details.aspx?EntryID=Q131006915300479>.

10. In the **IC Server Name** screen, type the name of the host IC Server and click **Next**. We recommend using a fully qualified domain name (FQDN), not a short name.

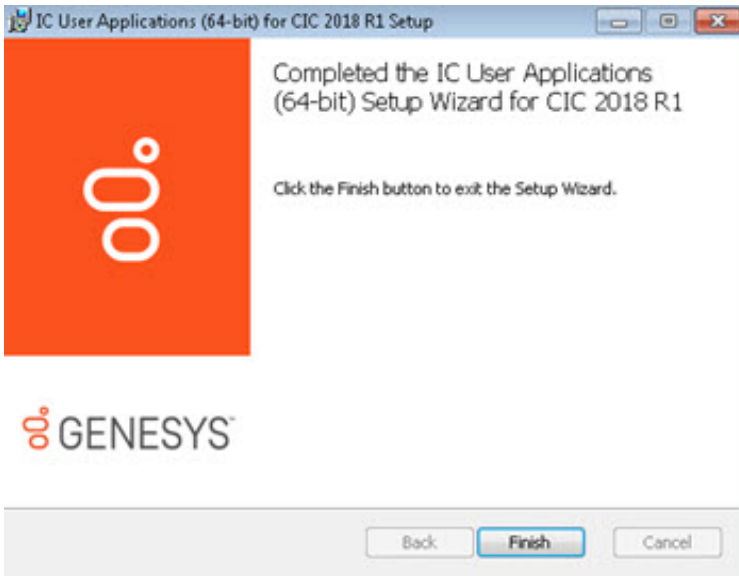


11. When you are ready to begin the installation, click **Install**.

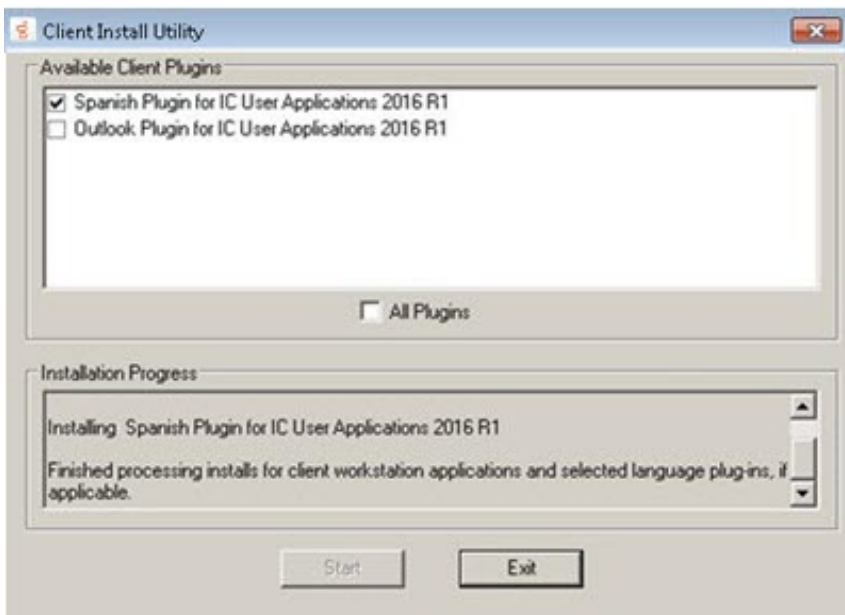


As the installation continues, a status bar indicates the progress.

12. When the installation is complete, click **Finish** in the **Completed** screen.



13. The Setup.exe screen appears. Setup.exe proceeds to silently install the client language plugin selected in step 6. After these are installed, click **Exit** to close Setup.exe.



#### Installaton Progress

- o The following message appears for each selected Client Plugin: "**Installing {Client Plugin} Plugin for IC User Applications**".
- o When Setup.exe has finished installing the Client Plugins, the following message appears: "Finished processing installs for client workstation applications and selected language plug-ins, if applicable."

14. Do one of the following actions:

- o If **Interactive Update Client is already installed** on the workstation, for example, if you installed it as part of a new CIC 2015 R1 or later client workstation applications installation, the Interactive Update Client service checks for and applies any available updates, following the completion of the localized IC User Applications install.
- o If **Interactive Update Client is not installed** on the workstation, install it now by running Setup.exe in the IC\_Update share on the IC Server. This step is necessary to ensure that Interactive Update can check for and apply localized IC User Applications updates in future releases.

In the first Setup.exe screen, select the desired language that you want the **Interactive Update Client install to display** in from the drop down list and click **OK**.



Select the language that you want the Interactive Update Client install to display in

Unlike the other client workstation applications, all currently supported languages (English included) are available to select.

**Note:**

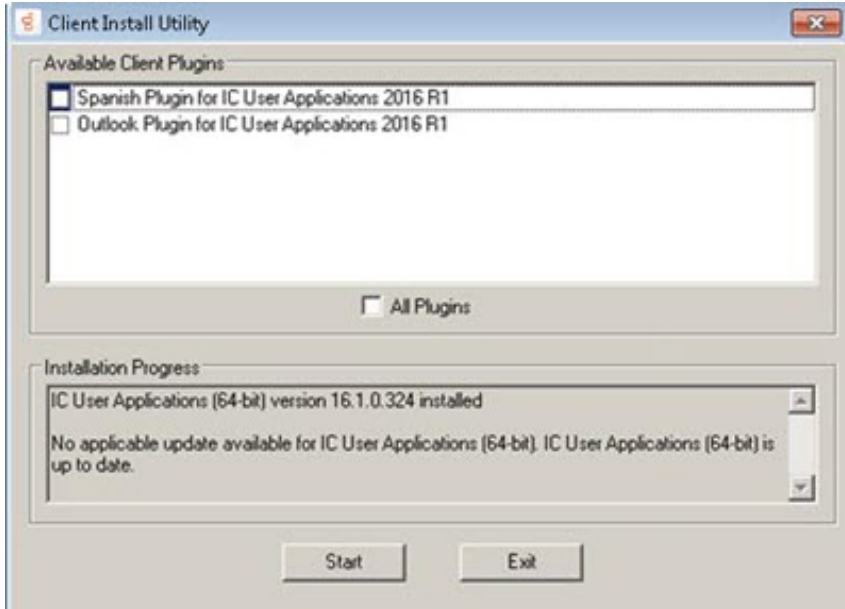
This screen appears only in the initial run of `Setup.exe` in the `IC_IUpdate` share. The next time you run `Setup.exe`, the Interactive Update Client install automatically appears in the language you selected the first time you ran `Setup.exe`.

15. Once the installation is completed, the IC User Applications can be launched from shortcuts on the desktop or from **Start->Programs->Genesys**.

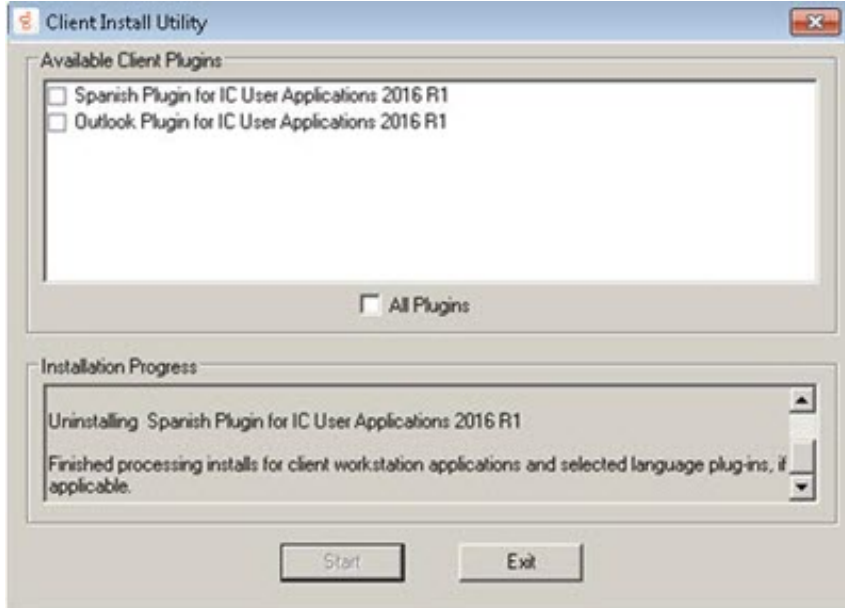
## Add and remove localized workstation applications

## Add or remove languages

1. Run `Setup.exe` from the applicable install share.
2. Perform one or more of the following actions to add or remove a language(s) and click **Start**.
  - If any unchecked languages are still available, select additional languages to install by checking the corresponding checkbox(es).
  - Uninstall previously installed languages by unchecking the corresponding checkbox(es).In the following example, the installed Spanish Plugin for IC User Applications is removed.



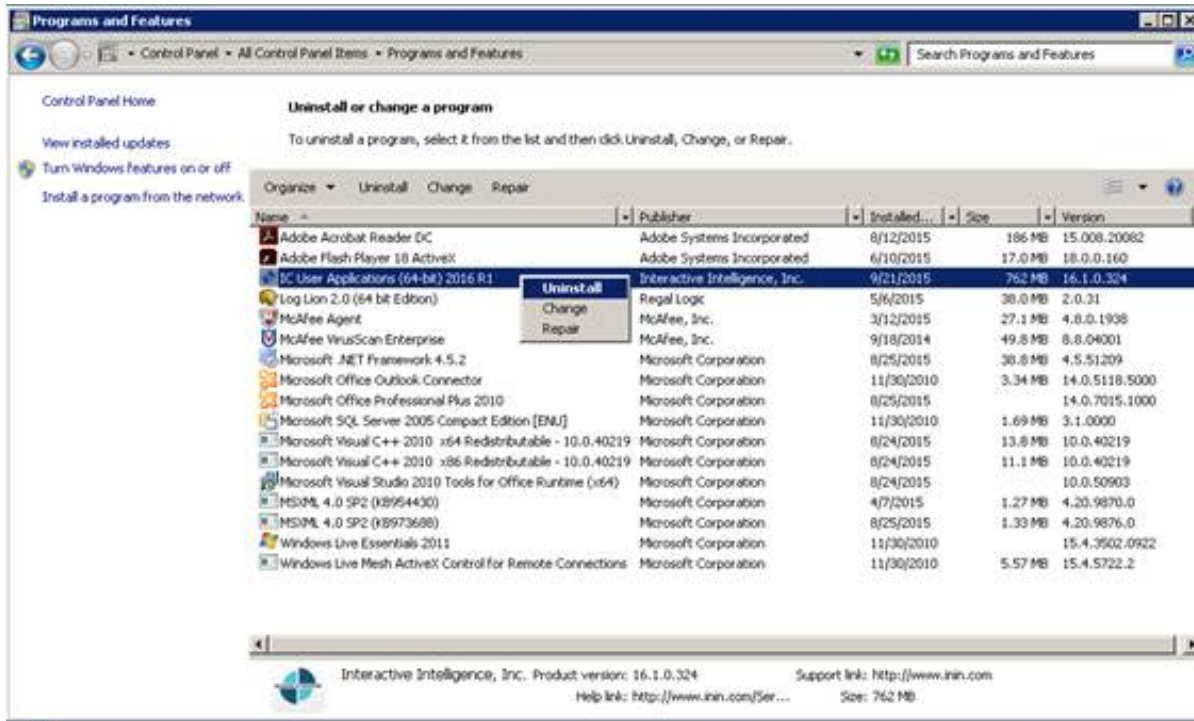
Uncheck the Spanish client language plugin and click **Start**.



Wait until the **Finished Processing** message appears in the **Installation Progress** box and click **Exit**.

## Remove the entire client workstation application, including languages

1. Follow the steps provided in "[Add or remove languages](#)" to remove the client language plugins in Setup .exe.
2. Remove the application (English language) by clicking **Uninstall** in **Windows Control Panel->Programs and Features** for the installed application.



## Localized reports

Certain add-on features, such as Interaction Recorder and Interaction Optimizer, are localized in some, but not all, languages. Similarly, the historical report template files (.rpt) pertaining to these features are localized in some, but not all, languages. Those reports that are not localized can be displayed in English.

## Localized user documentation

The following localized user documentation is available on the PureConnect Product Information site at [https://help.inin.com/cic/desktop/localized\\_printable\\_documentation.htm](https://help.inin.com/cic/desktop/localized_printable_documentation.htm):

- **Interaction Desktop Quick Reference Card:** A single-page, four-fold card that provides a brief introduction to the commonly used features in Interaction Desktop.
- **Telephony User Interface Quick Reference Card:** An abbreviated, compact and folded version the Telephone User Interface (TUI) menus.

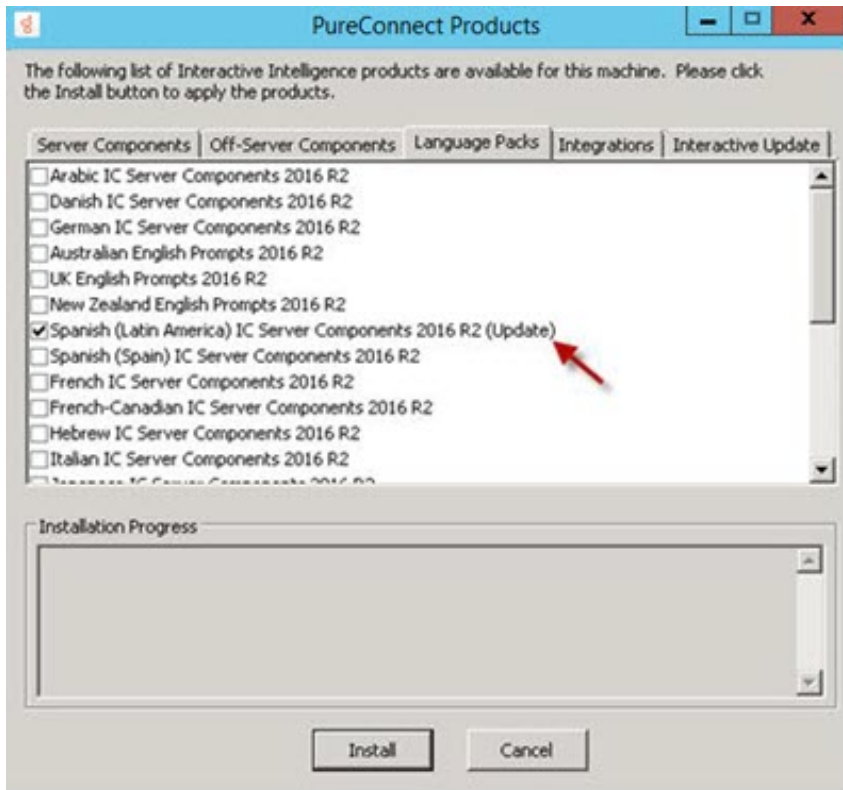
Check this page [https://help.inin.com/cic/desktop/localized\\_printable\\_documentation.htm](https://help.inin.com/cic/desktop/localized_printable_documentation.htm) for other localized user documentation.

# CIC Language Pack Release and Patch Updates

Once the Language Pack(s) are installed, apply Language Pack release and patch updates using the same method you used to install the Language Pack.

## Apply Language Pack release and patch updates to the CIC Server

1. Download the CIC release or patch .iso file from the PureConnect Product Information site Download page at <https://my.inin.com/products/Pages/Downloads.aspx>, copy it to a file server and create a share as described on the Product Information site at <https://my.inin.com/products/cic/Pages/Releases-and-Patches.aspx>.
2. Run `Install.exe` from the `Installs` directory on the share to launch the PureConnect Products utility on the CIC Server. Existing CIC components, including the Language Pack, installed on the CIC Server, are pre-selected and marked as (Update).



3. Click **Install**.
4. In the **Install Confirmation** dialog box, click **OK** to confirm the installation/update of the selected components. The PureConnect Products utility proceeds to silently install/update the selected components, including the Language Pack. You can note the progress in the **Installation Progress** window.

## Apply Language Pack release and patch updates to client workstations

After the IC Server has been updated, choose from one of the following methods to apply the update to existing localized client workstations.

- Interactive Update
- Manual (`Setup.exe`)
- Group Policy

### Interactive Update

Client Language Plugins appear as separate updates in the Interactive Update Provider. Apply updates to Client Language Plugins in the same way you apply updates to IC client workstation applications.

For more information, see *Interactive Update Technical Reference* in the [CIC Documentation Library](#).

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## Group Policy

To deploy client language plugins with:

- A **Startup script**, only the path to the client language plugin install is needed for the command line run by the script. No command line properties are needed.
- A **Group policy deployment package**, create the group policy and add the client language plugin(s) to the deployment package. No administrative installs or transforms are needed.

For more information, see the *Group Policy Deployment for CIC Applications Technical Reference* at

[https://help.genesys.com/cic/mergedProjects/wh\\_tr/desktop/group\\_policy.htm](https://help.genesys.com/cic/mergedProjects/wh_tr/desktop/group_policy.htm).



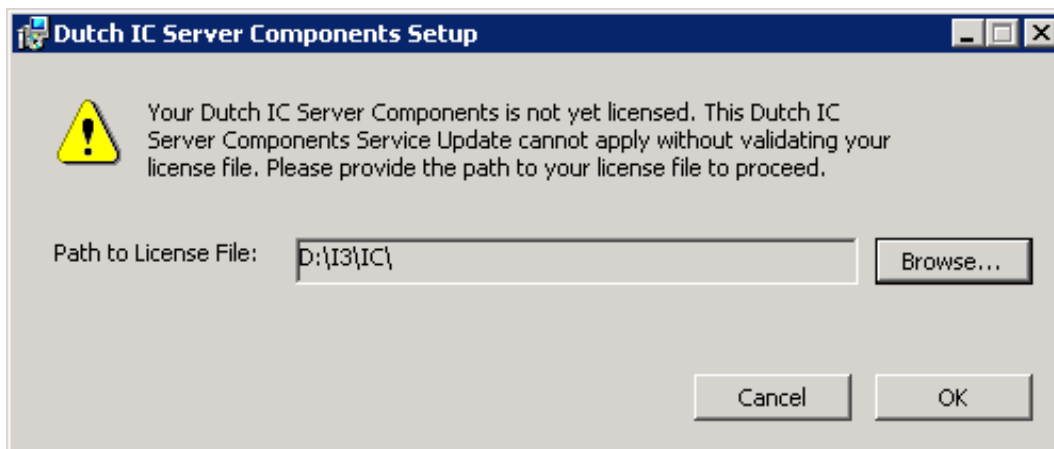
# Troubleshooting

The section describes Language Pack installation troubleshooting items.

## Current license does not contain Language Pack feature

### Problem

One of the following messages appears if the license does not contain the Language Pack feature license.



### Solution

CIC Language Pack and Prompt Pack Server installs require a valid IC 4.0 Server license containing the Language Pack feature license(s). The install checks for the license and will not run without it.

Make sure that your IC 4.0 Server license contains the Language Pack feature license(s) and that the IC Server license is downloaded to the IC Server and run the install again.

# Change Log

The following changes have been made to this document since it was last published.

Date	Changes
31-October-2012	<p>Added new section "Specify Interaction Media Server call analysis language model" to "IC Language Pack Server Installation" section.</p> <p>Updated "IC 2.4/3.0 to IC 4.0 migrations" for information about Language Pack migration.</p>
05-February-2013	<p>Updated copyright information.</p> <p>In "Introduction", updated "IC and Interactive Update version requirements".</p> <p>In "IC Language Pack Client Workstation Installation", updated these sections for changes made to client workstation installations in IC 4.0 SU 2 and SU 3:</p> <ul style="list-style-type: none"> <li>• "Client workstation software requirements"</li> <li>• "Workstation application install share directory contents"</li> <li>• "Options for installing localized workstation applications"</li> </ul> <p>Updated "IC Language Pack Service Updates" for changes made to client workstation updates in IC 4.0 SU 2 and SU 3 and Interactive Update 2.0 SU 2.</p>
11-October-2013	<p>Add two installation-related items to "Troubleshooting".</p>
05-September-2014	<p>Updated documentation to reflect changes required in the transition from version 4.0 SU# to CIC 2015 R1, such as updates to product version numbers, system requirements, installation procedures, references to Product Information site URLs, and copyright and trademark information.</p>
03-April-2015	<p>Updated document to reflect changes required in the transition from Interaction Client .NET Edition to Interaction Desktop in CIC 2015 R3 and later</p>
21-September-2015	<p>Updated document to reflect rebranding and installation changes in CIC 2016 R1.</p>
06-October-2015	<p>Updated system requirements sections to refer to the <i>IC Installation and Configuration Guide</i></p>
27-April-2017	<p>Updated documentation to reflect the removal of Interaction Client Web Edition. Removed content relating to Interaction Client Web Edition: IC Language Pack Interaction Client Web Edition Installation section and the Apply Language Pack release and patch updates to the web server section.</p>
21-March-2018	<p>Rebranded to Genesys.</p>

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