

5.10.6.0 - HowTo: set Lync to provide ACD presence in other languages

PROBLEM

In MiContact Center for Microsoft Lync Version 5.10.6.0 we support English, German, Dutch, and French languages for ACD presence.

RESOLUTION

The Lync Front End server can process ACD presence in other languages. In order to do so you will need to do the following:

1. On the MiContact Center *for Microsoft Lync* Enterprise Server stop the **prairieFyre Enterprise Router Service**.
2. Go to **[InstallDir]\CCM\Services\RouterService**.
3. Open the **OrandaRouterService.exe.config** file in notepad.
4. Find the **AdditionalLCID** setting, and change the value to according to the LCID in following Microsoft article.
5. Save the file.
6. Start the **prairieFyre Enterprise Router Service**.

APPLIES TO

5.10.6.0 and newer

Keywords: LCID language regional localization acd presence

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<http://micc.mitel.com/kb/KnowledgebaseArticle52239.aspx>

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