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# Set Reply Language to a Single Language in Cisco E-Mail Manager Option

Document ID: 63088

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**Introduction**

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## Introduction

This document describes one reason why the **Spell Check** and **Reply Language** options are defaulted to Spanish – even if the recipient profile is set to English in a Cisco E-Mail Manager Option environment.

## Prerequisites

### Requirements

Readers of this document should have knowledge of these topics:

- Cisco E-Mail Manager

### Components Used

The information in this document is based on these software and hardware versions:

- Cisco E-Mail Manager Option version 5.0

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

### Conventions

For more information on document conventions, refer to the Cisco Technical Tips Conventions.

## Background

Cisco E-Mail Manager Option uses a multi-lingual language identifier to detect the language of incoming mail then sends the auto-response in the language detected. The message text is parsed by the tool to identify the language of the mail. If the language in the e-mail location list is supported by Cisco E-Mail Manager

Option, an auto-response is sent in that language.

## Problem

When responding to a mail, the profile for the recipient specifies English, but the **Spell Check** and **Reply Language** options are defaulted to Spanish in the response screen.

Even if you select English in both the **Spell Check** and **Reply Language** menu in the **Response Screen** options, these two options remain in Spanish. None of them can be changed from English to Spanish.

## Solution

To resolve this problem, modify the **UI\_LOCALES** parameter in the `rserver.cfg` file, which is located in the `c:\Program Files\Cisco\E-Mail Manager\Instances\ by default. The modification is to remove all the other languages except English, as shown in Figure 1.`

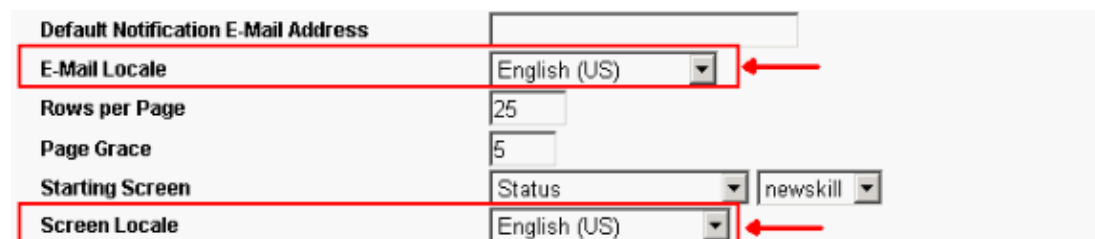
**Figure 1: Modifying UI\_LOCALES**



With this change, the text portion of auto-response is always sent in English without considering what language the incoming mail is in. However, the template for auto-response can be created in any language. Also, this does not limit the agent's ability to select a language for the reply e-mail. Agents continue to have different language options for the reply e-mail. This workaround only defaults the auto-responses to English.

This change does cause a limitation with the agent profile. English is the only option in the **E-Mail Locale** and **Screen Locale** field, as shown in Figure 2. Therefore, the administrator cannot configure the agent screen to any language other than English.

**Figure 2: Partial Agent Profile**



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IP Communications and Video: Contact Center

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## Related Information

- **Technical Support – Cisco Systems**
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