Cisco StadiumVision Director Localization Guide

First Published: April 21, 2014

This document describes information about installation and configuration of language support for the Cisco Unified IP phones and Cisco StadiumVision Director software. It is intended for Cisco StadiumVision administrators and field delivery engineers.

Contents

Prerequisites for Cisco StadiumVision Director Localization

Before you begin configuring Cisco StadiumVision Director localization, be sure that the following requirements are met:

- You are running a minimum of Cisco StadiumVision Director Release 3.2.0-489 with a language pack installed that supports the desired locale.

  For information about installing language packs for Release 3.2, see the "Using the Software Manager to Upgrade Cisco StadiumVision Director Release 3.2 Software, Language Packs, and Fonts" module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.2*.

- You have Cisco DMP 4310G models installed at your site.

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

- The following are required if you plan to support localization of the IP phones with Cisco StadiumVision Director:

    – You have the Cisco Unified IP Phone 7975G or IP Phone 9971 models installed.

    – You are running Cisco Unified Call Manager (CUCM) version 8.6(2a) or 9.1(2) on your IP phones. To support localization of the speed dial interface, you must be running CUCM version 8.6.

    > **Note** CUCM versions 8.6(2a), and 9.1(2) are the tested versions for Cisco StadiumVision Director localization support.

    – You have an SFTP or FTP server reachable by CUCM for download of the locale software.

    – You have access to Cisco.com to download the corresponding locale installer version for CUCM.

    – The CUCMDBVer registry setting in the Cisco StadiumVision Director Management Dashboard must be configured to correspond to the version of CUCM that you are using. For example, use "8.6" or "9.1" as a single decimal number without parentheses.

    To verify or change the setting, go to the Management Dashboard and select **Tools > Advanced > Registry** and find the CUCMDBVer registry in the Registry Data box.

Restrictions for Cisco StadiumVision Director Localization

When implementing Cisco StadiumVision Director localization, consider the following restrictions:

- Cisco StadiumVision Director supports internationalization and localization for the Cisco DMP 4310G only and the Cisco Unified IP Phone 7975G and 9971 models.

- Right-to-left languages are not supported.

- Cisco StadiumVision Director supports one system-wide locale and one per-suite locale.

- You can only configure a locale that is installed.

- DMPs and IP phones can only support one locale at a time.

- The CUCM locale and the Cisco StadiumVision Director luxury suite locale for an IP phone must be the same.

- For legacy RSS feeds (Control Panel > Ticker)—There is one global RSS feed. You cannot have RSS tickers in different languages on the same DMP.

- The following areas are not localized:

    – Closed captions

    – Log messages generated by backend (including certain messages in Management Dashboard)

    – System State Reports

    – Text Utility Interface (TUI)

    – Cisco StadiumVision Director Remote user interfaces

- The Bulk Administration Tool supports internationalization (i18n) for import/export of data, and for localization (L10n) of messages and headers.

Information About Cisco StadiumVision Director Localization

This section includes the following topics:

Internationalization (i18n)

Internationalization (known as *i18n*) support refers to the software infrastructure that is designed to accommodate multiple language translations (localization) without requiring additional engineering changes to that software.

The Cisco StadiumVision Director Release software supports i18n for the following general areas of the solution:

- Control Panel in Cisco StadiumVision Director

  Ability for the currently logged in user to set the preferred locale.

- Dynamic Menu Board (DMB)Application

  - Menu item descriptions.

  - Pricing format selection either according to locale or without formatting.

  - Ability for the currently logged in user to the DMB application to set the preferred locale based on the installed language packs.

- Management Dashboard in Cisco StadiumVision Director

  - Support for localization on the Management Dashboard for console messages and events, where translation is done at the client and not on the server.

  - Ability for the currently logged in user to set the preferred locale.

  - Ability to set the server system-wide locale based on the language packs installed with the Cisco StadiumVision Director software.

- IP Phone user interface

- Self-Service Content (SSC) interface

- Software Manager

- TV user interface

Localization (L10n)

Localization (known as *L10n*) refers to the implementation of the specific regional language translation support within a software interface that has been designed for i18n.

Note Certain locales are not supported in Release 3.2, such as right-to-left languages.

In Cisco StadiumVision Director Release 3.2.0-489, US/English is the default locale for the Cisco StadiumVision solution.

Note Cisco StadiumVision Director Release 3.2.0-489 is the first release to make available individual language packs for independent installation using the Software Manager.

Through the independent installation of language packs, the following languages are available in Release 3.2.0-489 (associated locales are shown in parentheses):

- Deutsch (de_DE)
- English (en_US). This is the default locale in all Cisco StadiumVision Director 3.2 releases.
- Portuguese (pt_BR)
- Simplified Chinese (zh_CN)
- Spanish (es_ES)
- Swedish (sv_SE)
- Traditional Chinese (zh_TW)

For information about installing language packs for Release 3.2, see the "Using the Software Manager to Upgrade Cisco StadiumVision Director Release 3.2 Software, Language Packs, and Fonts" module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.2*.

Understanding Locales

In general for the web browser user interface (UI), Cisco StadiumVision Director detects locale information from the following three settings and in the following order.

- Client locale set by the users using the language selector in the Cisco StadiumVision Director UI.
- Browser locale set by the user in their web browser.
- System-wide locale set in the Management Dashboard. The default is English (en_US).

For exceptions and more details, see the "Guidelines for Locales in Cisco StadiumVision Director" section on page 4.

Guidelines for Locales in Cisco StadiumVision Director

Consider the following guidelines when using locales in Cisco StadiumVision Director.

- Client locales can be set either per user within the Cisco StadiumVision Director UI or per browser session from the web browser software.
- Client locales within the Cisco StadiumVision Director UI are available for the following areas of the software:
  - Control Panel
  - Dynamic Menu Board (DMB) application
  - Luxury Suites
  - Management Dashboard
  - Software Manager
  - TV Off application

- In general, client locales set within the Cisco StadiumVision Director UI are used first, followed by any supported language detected from the web browser. The exceptions are:
  - Luxury Suites—You cannot change locales in use for Luxury Suites using the browser locale.
  - Software Manager—The Software Manager will try to detect any browser locale setting before defaulting to the system-wide locale in Cisco StadiumVision Director.
- The CUCM user locale configuration and the Cisco StadiumVision Director locale for IP phones must be the same.
- Consider the following guidelines for the system-wide locale:
  - If you have configured your browser software to a locale that is also installed and supported by Cisco StadiumVision Director, then your browser locale setting will override the default system-wide server locale when you log into Cisco StadiumVision Director.
  - The system-wide locale applies globally to all localized areas of the Cisco StadiumVision Director software.
  - The default locale is en_US.
  - The system-wide locale setting is the fallback locale when the browser or other client locale settings cannot be detected.
- The following conditions apply when you upgrade:
  - If you are using any installed language support from Release 3.1.0-797 (SP2), then when you upgrade to Release 3.2.0-489, the default locale is reset to English (en_US). After you install the corresponding language pack(s) for the locales that you want to use, then you will need to reconfigure your system-wide locale.
  - If you are upgrading from 3.2.0-489 to another 3.2 release, your locale settings are retained.

How to Configure Cisco Unified IP Phone Localization

Note The CUCM user locale should be installed and applied before configuring the Cisco StadiumVision Director luxury suite locale. Without installing the CUCM user locale, the speed dial and softkeys will not be translated.

To configure Cisco Unified IP Phone localization, complete the following tasks:

- Downloading the CUCM User Locale Software, page 6 (required)
- Installing the CUCM User Locale Software, page 6 (required)

Downloading the CUCM User Locale Software

To download the CUCM user locale software, complete the following steps:

Step 1 Go to the following URL:

http://www.cisco.com/cisco/software/navigator.html

Step 2 Navigate to the Cisco Unified Communications Manager (CallManager) site by selecting the following:

Products > Voice and Unified Communications > IP Telephony > Unified Communications Platform > Cisco Unified Communications Manager (CallManager)

Step 3 Select the appropriate CUCM version (either Cisco Unified Communications Manager Version 8.6 or Version 9.1).

> **Note** To support localization of the speed dial interface, select Cisco Unified Communications Manager Version 8.6.

Step 4 Select **Unified Communications Manager/CallManager Locale Installer**.

Step 5 Download the Locale Installer version closest to the CUCM version that you are running to an SFTP or FTP server.

For example, for the Spanish locale, download "cm-locale-es_ES-8.6.2.1000-1.cop.sgn" for the Cisco Unified Communications Locale Installer 8.6.2.1000-1 Spanish (Spain) for Cisco Unified Communications Manager 8.6.

Installing the CUCM User Locale Software

To install the CUCM user locale software, complete the following steps:

Step 1 Install the user locale software that you downloaded.

For instructions, see the "Installing COP Files, Dial Plans, and Locales" section of the "Software Upgrades" chapter of the *Cisco Unified Communications Operating System Administration Guide, Release 8.6(2)* or the guide that corresponds to your CUCM release.

Step 2 Install the COP file on every server in a cluster.

Step 3 After you install the COP file, you must restart each of the CUCM servers.

Step 4 Once the servers are restarted, you can configure the locale on the IP phone.

Step 5 You must reset the IP phone once a locale is applied.

How to Configure Cisco StadiumVision Director Localization

To configure Cisco StadiumVision Director localization, complete the following tasks:

Configuring the Cisco StadiumVision Director System-Wide Locale

Cisco StadiumVision Director supports a single system-wide, server locale. The default is English (en_US). If you want to support another locale across all areas of the Cisco StadiumVision Director server, and you have installed the appropriate version of software that supports that locale change, you need to configure the Cisco StadiumVision Director system configuration in the Management Dashboard.

Note If you have configured your browser software to a locale that is also supported by Cisco StadiumVision Director, then your browser locale setting will override the default system-wide server locale when you log into Cisco StadiumVision Director.

To configure the system-wide server locale, complete the following steps:

Step 1 Log into Cisco StadiumVision Director as an administrator.

Step 2 Go to the **Management Dashboard**.

Step 3 Click **SV Director Configuration** > **System Configuration** > **SV Director Settings**.

Step 4 In the SV Director Configuration box, selet the **SV Director Server locale** option.

Step 5 Click the arrow beside the drop-down box and select the locale for the language translation that you want to display.

Step 6 Click the **Save changes** icon.

Configuring the Cisco StadiumVision Director Client Locales

By default, the client locale settings are determined by the system-wide server locale setting as configured in the Management Dashboard System Configuration setting. You can override the server locale setting on a per-client basis in the following areas of the Cisco StadiumVision Director software:

- Configuring the Control Panel Client Locale, page 8 (optional)
- Configuring the Luxury Suite Locale, page 8 (optional)
- Configuring the Management Dashboard Client Locale, page 9 (optional)
- Configuring the DMB or TV Off Application Client Locale, page 10 (optional)

Configuring the Control Panel Client Locale

To configure the Control Panel client locale, complete the following steps:

Step 1   Log into Cisco StadiumVision Director as an administrator.

Step 2   Go to the **Control Panel**.

Step 3   From the **Choose language** drop-down box at the top of the Control Panel, select the locale for the language translation that you want to display.

The language change is immediately displayed.

Configuring the Luxury Suite Locale

By default, the DMP locale setting is determined by the system-wide locale setting as configured in the System Configuration area of the Management Dashboard. You can override the system locale setting for a DMP by configuring the Luxury Suite locale.

The CUCM user locale configuration and the Cisco StadiumVision Director locale for IP phones must be the same.

Prerequisites

Before you configure the luxury suite locale for an IP phone, you should install and apply the CUCM user locale for the IP phone. For more information, see the "How to Configure Cisco Unified IP Phone Localization" section on page 5.

Procedure

To configure the luxury suite locale, complete the following steps:

Step 1   Log into Cisco StadiumVision Director as an administrator.

Step 2   Go to the **Control Panel**.

Step 3   On the Setup screen, click **Luxury Suite > Locale**.

Step 4   In the Luxury Suite List box, select one or more suites whose locale you want to configure.

Step 5   In the Suite Language box, select the radio button beside the language that you want to support for the devices in the luxury suite.
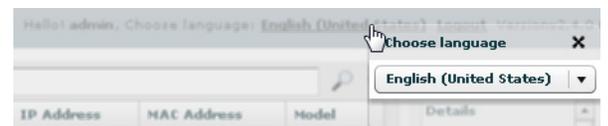

Step 6   Click **Save**.

Configuring the Management Dashboard Client Locale

Cisco StadiumVision Director supports different client locales per client login in the Manangement Dashboard than what is configured for the system-wide locale in the System Configuration area of the Management Dashboard.

To configure the Management Dashboard client locale, complete the following steps:

Step 1   Log into Cisco StadiumVision Director with a role that allows access to the Management Dashboard (Administrator, Support, or Help Desk).

Step 2   From the main menu, click **Management Dashboard**.

Step 3   From the **Choose language** drop-down box at the top of the Management Dashboard, select the locale for the language translation that you want to display.

Step 4   After you select a locale, logout and back in or refresh the browser to display the translations for the selected language:
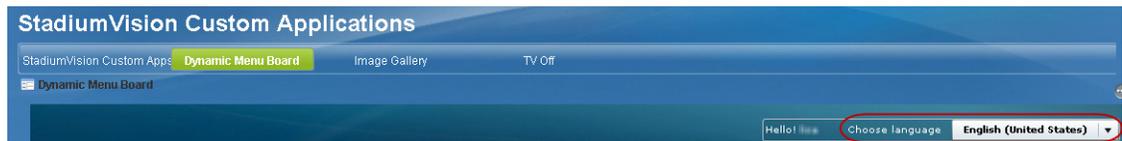
The translation is displayed in the Management Dashboard only for the currently logged in user. No other Management Dashboard sessions are changed.

Configuring the DMB or TV Off Application Client Locale

Cisco StadiumVision Director also supports different client locales per client login in the DMB and TV Off applications than what is configured in the System Configuration area of the Management Dashboard.

To configure the DMB or TV Off application client locale, complete the following steps:

Step 1   Log into Cisco StadiumVision Director with a role that allows access to the DMB Application (Administrator or Concessionaire) or TV Off Application.

Step 2   From the main menu, click **Dynamic Menu Boards** or **Turn TVs Off**.

Step 3   From the **Choose language** drop-down box at the top of the screen, select the locale for the language translation that you want to display.

The translation is displayed in the application only for the currently logged in user. No other application sessions are changed.

Feature Information for Cisco StadiumVision Director Localization

Table 1 lists the release history for this feature.

Table 1   Feature Information for Cisco StadiumVision Director Localization

Date	Releases	Feature Information
April 21, 2014	Release 3.2.0-489	First release of the feature in Release 3.2.