



Post-Installation Tasks for Cisco Unified Communications Manager

- [Post-Installation Tasks for Cisco Unified Communications Manager](#), on page 1
- [COP Files, Dial Plans, and Locales](#), on page 5

Post-Installation Tasks for Cisco Unified Communications Manager

After you install a Cisco Unified Communications Manager node, you must set some configuration parameters and perform other post-installation tasks before you can begin using it.

Procedure

- Step 1** Log in as the Cisco Unified Communications Manager Application User and change the Application User passwords.
- Step 2** Install Real Time Monitoring Tool.
- You can use Real Time Monitoring Tool to monitor system health, and view and collect logs. For installation instructions and more information about Real Time Monitoring Tool, see the *Cisco Unified Real Time Monitoring Tool Administration Guide*.
- Step 3** Configure the netdump utility, if you installed a cluster of servers.
- The netdump utility allows you to send data and memory crash dump logs from one server on the network to another. For instructions for configuring the netdump utility, refer to the *Troubleshooting Guide*
- Step 4** Install license files to the publisher node using the Enterprise License Manager application. For more information, see the *Enterprise License Manager User Guide*.
- Step 5** Activate Cisco Unified Communications Manager feature services that you want to run.
- Before you activate feature services, you must perform required preactivation tasks. For service activation requirements, refer to the *Cisco Unified Serviceability Administration Guide*.
- Step 6** Configure the backup settings.
- Refer to *Disaster Recovery System Administration Guide*.

- Step 7** Install new locales to the server if required. The locale English_United_States installs automatically on the server, and you can install other locales as needed.
- Perform this task only after you have completed the installation for the entire cluster, and set up the database. Refer to *Cisco Unified Communications Operating System Administration Guide*.
- Step 8** Install COP enabler files for any custom device types that you want to use that do not ship with Cisco Unified Communications Manager.
- Perform this task only after you have completed the installation for the entire cluster, and set up the database.
- Step 9** If applicable, configure any network management systems in use at your site.
- Refer to the *Cisco Unified Serviceability Administration Guide*.
- Step 10** If you want to set up a secure cluster, you can run your Cisco IP Telephony network in mixed mode.
- For more information, see the *Cisco Unified Communications Manager Security Guide*.
- Step 11** Configure the system.
- For more information, refer to the *Cisco Unified Communications Manager System Guide*.
- Step 12** Install Cisco Unified Communications Manager IM and Presence Service.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Change Default Application User Passwords

The installation sets all Application User passwords to the same Application User password that you entered during installation. Cisco recommends that you log in to Cisco Unified CM Administration and change these passwords. Refer to *Cisco Unified Communications Manager Administration Guide* for the procedure for changing a password.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Cisco Unified Serviceability

To access Cisco Unified CM Administration or Cisco Unified Serviceability, you will need to use a web browser from a PC with network access to the Cisco Unified Communications Manager server.

Even though all services are installed on each server in the cluster, you must manually activate the services that you want to run on each server in the cluster through Cisco Unified Serviceability. For service recommendations and more information, see *Cisco Unified Serviceability Administration Guide*.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Services Activation

Even though all services are installed on the server, you may need to use Cisco Unified Serviceability to manually activate services that you want to run. For service recommendations and more information, see *Cisco Unified Serviceability Administration Guide*.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Apply Security

Use the following procedure to apply security to a new node in a secure cluster after you have successfully added the node.



Note For more information, refer to the *Cisco Unified Communications Manager Security Guide*.

Procedure

Step 1 Activate the Cisco CTL Provider service on the new node.

- Step 2** Use an etoken from the existing CTL file and run the CTL client again to get the certificates from all the servers in the cluster, including the new server, into the CTL file. You must be running the Cisco CTL Provider on all servers in the cluster to generate the certificates and update the CTL file.
- Step 3** Restart the Cisco TFTP service on all TFTP servers.
- Step 4** Restart the Cisco CallManager service on all the nodes.
- Step 5** Reset all devices to distribute the new CTL file to the devices.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Install Licenses

See the *Cisco Prime License Manager User Guide* for information about generating and installing licenses for Cisco Unified Communications Manager.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Set Up Database

After installing Cisco Unified Communications Manager, you use Cisco Unified CM Administration to begin configuring the database. The Cisco Unified Communications Manager database contains information and parameters that relate to the system as a whole, to connected devices, and to individual users. The following list describes a few tasks that you must perform in Cisco Unified CM Administration or Cisco Unified Serviceability:

1. In Cisco Unified Serviceability, activate the services that you want to run on each server in the cluster.
2. Configure system-level settings, such as Cisco Unified Communications Manager Groups.
3. Design and configure your dialing plan.
4. Configure media resources for conferences, music on hold, and so on.

5. Configure systemwide features, Cisco Unified IP Phone services, Cisco Unified Communications Manager Extension Mobility, Cisco Unified Communications Manager Attendant Console, and Cisco Unified Communications Manager Assistant.
6. Install and configure the gateways.
7. Enable computer telephony integration (CTI) application support; then, install and configure the desired CTI applications.
8. Configure the users.
9. Configure and install the phones; then, associate users with the phones.

For more information about configuring the Cisco Unified Communications Manager database, see *Cisco Unified Communications Manager Administration Guide*, Cisco Unified Communications Manager System Guide, or online help in the Cisco Unified Communications Manager application.

Related Topics

[Change Default Application User Passwords](#), on page 2
[Cisco Unified Serviceability](#), on page 3
[Services Activation](#), on page 3
[Install Licenses](#), on page 4
[Set Up Database](#), on page 4
[Locale Installation](#), on page 6
[COP File Installation](#), on page 5
[Dial Plan Installation](#), on page 6

COP Files, Dial Plans, and Locales

This section contains information about COP files, dial plans, and locales.

Related Topics

[Change Default Application User Passwords](#), on page 2
[Cisco Unified Serviceability](#), on page 3
[Services Activation](#), on page 3
[Install Licenses](#), on page 4
[Set Up Database](#), on page 4
[Locale Installation](#), on page 6
[COP File Installation](#), on page 5
[Dial Plan Installation](#), on page 6

COP File Installation

The following guidelines apply to installing COP files. If the documentation for a specific COP file contradicts these general guidelines, follow the COP file documentation:

- Install the appropriate COP file on every node in a cluster. Perform this task before you install new software on each node in the cluster and set up the database.
- After you install a COP file, you must restart the node.

- Restart Cisco Unified Communications Manager to ensure that configuration changes that are made during the COP file installation get written into the database.
- Restart the IM and Presence Service to ensure that configuration changes that are made during the COP file installation get written into the database.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Dial Plan Installation

You can install dial plan files from either a local or a remote source by using the same process for installing software upgrades. See the *Upgrade Guide for Cisco Unified Communications Manager* for more information about upgrading from a local or remote source.

After you install the dial plan files on the system, log in to Cisco Unified CM Administration and then navigate to **Call Routing > Dial Plan Installer** to complete installing the dial plans.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Locale Installation

You can configure Cisco Unified Communications Manager and IM and Presence Service to support multiple languages. There is no limit to the number of supported languages you can install.

Cisco provides locale-specific versions of the Cisco Unified Communications Manager Locale Installer and the IM and Presence Service Locale Installer on www.cisco.com. Installed by the system administrator, the locale installer allows the user to view/receive the chosen translated text or tones, if applicable, when a user works with supported interfaces.

After you upgrade Cisco Unified Communications Manager or the IM & Presence Service, you must reinstall all the locales. Install the latest version of the locales that match the major.minor version number of your Cisco Unified Communications Manager node or IM and Presence Service node.

Install locales after you have installed Cisco Unified Communications Manager on every node in the cluster and have set up the database. If you want to install specific locales on IM and Presence Service nodes, you must first install the Cisco Unified Communications Manager locale file for the same country on the Cisco Unified Communications Manager cluster.

Use the information in the following sections to install locales on Cisco Unified Communications Manager nodes and on IM and Presence Service nodes after you complete the software upgrade.

User Locales

User locale files contain language information for a specific language and country. They provide translated text and voice prompts, if available, for phone displays, user applications, and user web pages in the locale that the user chooses. These files use the following naming convention:

- cm-locale-language-country-version.cop (Cisco Unified Communications Manager)
- ps-locale-language_country-version.cop (IM and Presence Service)

If your system requires user locales only, install them after you have installed the CUCM locale.

Network Locales

Network locale files provide country-specific files for various network items, including phone tones, annunciators, and gateway tones. The combined network locale file uses the following naming convention:

- cm-locale-combinednetworklocale-version.cop (Cisco Unified Communications Manager)

Cisco may combine multiple network locales in a single locale installer.



Note

Virtualized deployments of Cisco Unified Communications Manager on Cisco-approved, customer-provided servers can support multiple locales. Installing multiple locale installers ensures that the user can choose from a multitude of locales.

You can install locale files from either a local or a remote source by using the same process for installing software upgrades. You can install more than one locale file on each node in the cluster. Changes do not take effect until you reboot every node in the cluster. Cisco strongly recommends that you do not reboot the nodes until you have installed all locales on all nodes in the cluster. Minimize call-processing interruptions by rebooting the nodes after regular business hours.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Locale Files

Install locales after you have installed Cisco Unified Communications Manager on every node in the cluster and have set up the database. If you want to install specific locales on IM and Presence Service nodes, you must first install the Cisco Unified Communications Manager locale file for the same country on the Cisco Unified Communications Manager cluster.

You can install more than one locale file on each node in the cluster. To activate the new locale, you must restart each node in the cluster after installation.

When you install locales on a node, install the following files:

- User Locale files - These files contain language information for a specific language and country and use the following convention:

`cm-locale-language-country-version.cop` (Cisco Unified Communications Manager)

`ps-locale-language_country-version.cop` (IM and Presence Service)

- Combined Network Locale file - Contains country-specific files for all countries for various network items, including phone tones, annunciators, and gateway tones. The combined network locale file uses the following naming convention:

`cm-locale-combinednetworklocale-version.cop` (Cisco Unified Communications Manager)

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6

Install Locale Installer on Cisco Unified Communications Manager

User locale files provide translated text for user applications and user web pages in the locale that the user chooses. User locales are country-specific. Use the following procedure to install locales on the node. Optionally, you can follow the software upgrade procedure to install locale files from either a local or a remote source.

Before you begin

- Install Cisco Unified Communications Manager on every node in the cluster before you install the Cisco Unified Communications Manager Locale Installer.
- If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on IM and Presence. Ensure the locale installer is installed on every node in the cluster (install on the Cisco Unified Communications Manager database publisher node before the subscriber nodes).
- User locales should not be set until all appropriate locale installers are loaded on both systems. Users may experience problems if they inadvertently set their user locale after the locale installer is loaded on Cisco Unified Communications Manager but before the locale installer is loaded on IM and Presence.

If issues are reported, we recommend that you notify each user to sign into Cisco Unified Communications Manager user options pages and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.

- You must restart the nodes for the changes to take effect. After you complete all locale installation procedures, restart each node in the cluster. Updates do not occur in the system until you restart all nodes in the cluster; services restart after the node reboots.

Procedure

-
- Step 1** Download the locale installer from www.cisco.com.
- Step 2** Click the version of the Cisco Unified Communications Manager Locale Installer.
- Step 3** Click **Download** to download the installer file to the node.
- Step 4** After downloading the file, save the file to the hard drive and note the location of the saved file.
- Step 5** Double-click the file to begin the installation.
- Step 6** Perform these actions to complete the installation:
- a) Read and accept the license agreement, and then click **Next** to display the **Readme Notes** window.
Note The readme notes contain build-time information such as components and devices that are supported in the released build. The readme may be printed for reference.
 - b) Examine and accept the readme notes, and then click **Next**. The **Setup Type** window appears.
 - c) Select a custom setup type in the **Setup Type** window to allow you to select or deselect user locales as required, and then click **Next**. The **Start Copying Files** window appears.
 - d) Review the setup options, and then click **Next**. The **Ready to Install the Program** window appears.
 - a) Click **Install** to start the installation of the selected user locales.
Note The speed of installation depends on the performance of the node. It is estimated to take between two to ten minutes to complete the database update. Observe the progress bar and text above it to determine the status of installation.
- Step 7** When the installation is complete, a new dialog requests confirmation of a restart. Should you wish to apply another locale installer, repeat this procedure before restarting the node in order to reduce downtime.
- Step 8** Click **Finish**. The **Setup** dialog box displays. Do not click any buttons or press any keys.
- Step 9** When the **Setup** dialog box automatically closes, you have completed the installation on the node. Install the Cisco Unified Communications Manager Locale Installer on every node in the cluster.
- Step 10** After you complete all locale installation procedures, restart each node in the cluster.
- Step 11** Verify that your users can select the locale(s) for supported products.

Troubleshooting Tip

Make sure that you install the same components on every node in the cluster.

What to do next

[Install Locale Installer on IM and Presence Service, on page 10](#)

Related Topics

- [Change Default Application User Passwords](#), on page 2
- [Cisco Unified Serviceability](#), on page 3
- [Services Activation](#), on page 3
- [Install Licenses](#), on page 4
- [Set Up Database](#), on page 4
- [Locale Installation](#), on page 6
- [COP File Installation](#), on page 5
- [Dial Plan Installation](#), on page 6

Install Locale Installer on IM and Presence Service

Before you begin

- Install the Locale Installer on Cisco Unified Communications Manager. If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on IM and Presence Service.
- If your IM and Presence Service cluster has more than one node, make sure that the locale installer is installed on every node in the cluster (install on the IM and Presence database publisher node before the subscriber nodes).
- User locales should not be set until all appropriate locale installers are loaded on both systems. Users may experience problems if they inadvertently set their user locale after the locale installer is loaded on Cisco Unified Communications Manager but before the locale installer is loaded on IM and Presence Service. If issues are reported, we recommend that you notify each user to sign into the Cisco Unified Communications Self Care Portal and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.
- You must restart the server for the changes to take effect. After you complete all locale installation procedures, restart each server in the cluster. Updates do not occur in the system until you restart all servers in the cluster; services restart after the server reboots.

Procedure

-
- | | |
|----------------|--|
| Step 1 | Navigate to <code>cisco.com</code> and choose the locale installer for your version of IM and Presence Service.
http://software.cisco.com/download/navigator.html?mdfid=285971059 |
| Step 2 | Click the version of the IM and Presence Locale Installer that is appropriate for your working environment. |
| Step 3 | After downloading the file, save the file to the hard drive and note the location of the saved file. |
| Step 4 | Copy this file to a server that supports SFTP. |
| Step 5 | Sign into Cisco Unified IM and Presence Operating System Administration using the administrator account and password. |
| Step 6 | Choose Software Upgrades > Install/Upgrade . |
| Step 7 | Choose Remote File System as the software location source. |
| Step 8 | Enter the file location, for example <code>/tmp</code> , in the Directory field. |
| Step 9 | Enter the IM and Presence Service server name in the Server field. |
| Step 10 | Enter your username and password credentials in the User Name and User Password fields. |

- Step 11** Choose SFTP for the Transfer Protocol.
- Step 12** Click **Next**.
- Step 13** Choose the IM and Presence Service locale installer from the list of search results.
- Step 14** Click **Next** to load the installer file and validate it.
- Step 15** After you complete the locale installation, restart each server in the cluster.
- Step 16** The default setting for installed locales is "English, United States". While your IM and Presence Service node is restarting, change the language of your browser, if necessary, to match the locale of the installer that you have downloaded.
- Step 17** Verify that your users can choose the locales for supported products.
- Tip** Make sure that you install the same components on every server in the cluster.

Related Topics

- [Change Default Application User Passwords](#), on page 2
- [Cisco Unified Serviceability](#), on page 3
- [Services Activation](#), on page 3
- [Install Licenses](#), on page 4
- [Set Up Database](#), on page 4
- [Locale Installation](#), on page 6
- [COP File Installation](#), on page 5
- [Dial Plan Installation](#), on page 6

Error Messages

See the following table for a description of the messages that can occur during Locale Installer activation. If an error occurs, you can view the messages in the installation log.

Table 1: Locale Installer Error Messages and Descriptions

Message	Description
[LOCALE] File not found: <language>_<country>_user_locale.csv, the user locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains user locale information to add to the database. This indicates an error with the build process.
[LOCALE] File not found: <country>_network_locale.csv, the network locale has not been added to the database.	This error occurs when the system cannot locate the CSV file, which contains network locale information to add to the database. This indicates an error with the build process.

Message	Description
[LOCALE] Communications Manager CSV file installer installldb is not present or not executable	This error occurs because a Cisco Unified Communications Manager application called installldb must be present; it reads information that is contained in a CSV file and applies it correctly to the Cisco Unified Communications Manager database. If this application is not found, it either was not installed with Cisco Unified Communications Manager (very unlikely), has been deleted (more likely), or the node does not have Cisco Unified Communications Manager installed (most likely). Installation of the locale will terminate because locales will not work without the correct records that are held in the database.
<p>[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maDialogs_<ll>_<CC>.properties.Checksum.</p> <p>[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maMessages_<ll>_<CC>.properties.Checksum.</p> <p>[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ipma/client/locales/maGlobalUI_<ll>_<CC>.properties.Checksum.</p> <p>[LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt.Checksum.</p>	<p>These errors could occur when the system fails to create a checksum file; causes can include an absent Java executable, /usr/local/thirdparty/java/j2sdk/jre/bin/java, an absent or damaged Java archive file, /usr/local/cm/jar/cmutil.jar, or an absent or damaged Java class, com.cisco.ccm.util.Zipper. Even if these errors occur, the locale will continue to work correctly, with the exception of Cisco Unified Communications Manager Assistant, which cannot detect a change in localized Cisco Unified Communications Manager Assistant files.</p>
[LOCALE] Could not find /usr/local/cm/application_locale/cmservices/ipma/LocaleMasterVersion.txt in order to update Unified CM Assistant locale information.	This error occurs when the file does not get found in the correct location, which is most likely due to an error in the build process.
[LOCALE] Addition of <RPM-file-name> to the Cisco Unified Communications Manager database has failed!	This error occurs because of the collective result of any failure that occurs when a locale is being installed; it indicates a terminal condition.

Related Topics

[Change Default Application User Passwords](#), on page 2

[Cisco Unified Serviceability](#), on page 3

[Services Activation](#), on page 3

[Install Licenses](#), on page 4

[Set Up Database](#), on page 4

[Locale Installation](#), on page 6

[COP File Installation](#), on page 5

[Dial Plan Installation](#), on page 6