



# Post-Installation Tasks for Cisco Unified Communications Manager

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## 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

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- 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 *Administration Guide for Cisco Unified Communications Manager* .

- 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 *Administration Guide for Cisco Unified Communications Manager*.
- 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 *System Configuration Guide for Cisco Unified Communications Manager*.
- Step 12** Install Cisco Unified Communications Manager IM and Presence Service.
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## 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.

## 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*.

## 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*.

## Apply Security

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



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

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### Procedure

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- 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.
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## Install Licenses

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

## 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, CiscoUnifiedIPPhone 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 *Administration Guide for Cisco Unified Communications Manager*, *System Configuration Guide for Cisco Unified Communications Manager*, or online help in the Cisco Unified Communications Manager application.

## Change Virtual Machine Configuration Specifications

Use the following procedure to change to the Guest OS version in the Cisco Unified Communications Manager virtual machine (VM) settings.

### Procedure

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- Step 1** Shut down the virtual machine.
- Step 2** Change the configuration of the virtual machine as needed through vSphere. You can update the Guest OS and VM Hardware Compatibly.
- a. Update VM Hardware Compatibly - Left click Virtual Machine. Check for *Updates*. Click **Update**

**Note** If you are not aware of the host click **Check status** and click **Upgrade** to match host.
  - b. Update Guest OS - Right click on **Virtual Machine** > **Edit Settings** > **Virtual Machine Option** > **General Option** > **Guest OS Version**.
- Step 3** Power on the Virtual Machine.
- Note** Following warning messages appears in ESXi while opening the Virtual Machine settings while running when there is a mismatch.
- Warning** The configured guest OS (CentOS 4/5 or later (64 bit)) for this virtual machine does not match the guest that is currently running (CentOS 7 (64 bit)). You should specify the correct guest OS to allow for guest-specific optimizations.
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## COP Files, Dial Plans, and Locales

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

### 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.

## 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.

## Locale Installation

You can configure 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 Unified Communications Manager Locale Installer and the IM and Presence Service Locale Installer on [www.cisco.com](http://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.

For upgrades of Unified Communications Manager or the IM & Presence Service, you must install locales after you have completed all of your upgrades and migrations. For upgrades, you must reinstall any locales that you are using, with the exception of US-English, which is installed by default. Install the latest version of the locales that match the major.minor version number of your Unified Communications Manager node or IM and Presence Service node.

Install locales after you have installed 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 Unified Communications Manager locale file for the same country on the Unified Communications Manager cluster.

Use the information in the following sections to install locales on 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` (Unified Communications Manager)
- `ps- locale-language_country-version.cop` (IM and Presence Service)

### 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` (Unified Communications Manager)

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

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.

## 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)

## Install New Locales

Use this procedure to install a new locale on Unified Communications Manager or IM and Presence Service. If you are installing a locale for both products, install the locale on all cluster nodes in the following order:

1. Unified Communications Manager publisher node
2. Unified Communications Manager subscriber nodes
3. IM and Presence database publisher node
4. IM and Presence subscriber nodes

### Before you begin

Make sure that you have completed your installation or upgrade of Unified Communications Manager or IM and Presence Service on all cluster nodes before you attempt to install a new locale.

### Procedure

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- Step 1** Find the locale installer for your release on [cisco.com](http://cisco.com):

- For Unified Communications Manager, go to <https://software.cisco.com/download/navigator.html?mdfid=268439621&i=rm>
- For IM and Presence Service, go to <https://software.cisco.com/download/navigator.html?mdfid=280448682&i=rm>

- Step 2** Download your release's locale installer to a server that supports SFTP.
- Step 3** Log in to Cisco Unified OS Administration using the administrator account.
- Step 4** Choose **Software Upgrades > Install/Upgrade**.
- Step 5** Complete the following fields in the **Software Installation/Upgrade** window:
- For the **Source**, choose **Remote file System**.
  - From the **Directory**, enter the path to the directory where you saved the locale installer.
  - From the **Server** field, enter the server name for the remote file system.
  - Enter the credentials for the remote file system.
  - From the **Transfer Protocol** drop-down list, choose **SFTP**. You must use SFTP for the transfer protocol.
- Step 6** Click **Next**.
- Step 7** Download and install the locale on the server.
- Step 8** Restart the server. The updates take effect after the server restarts.
- Step 9** Repeat this procedure on all Unified Communications Manager and IM and Presence Service cluster nodes in the prescribed order.



**Note** Do not reset user locales for your end users until the new locale is installed on all cluster nodes. If you are installing the locale for both Unified Communications Manager and IM and Presence Service, you must install the locale for both products before you reset user locales. If you run into any issues, such as could occur if an end user resets a phone language before the locale installation is complete for IM and Presence Service, have your users reset their phone language in the Self-Care Portal to English. After the locale installation is complete, users can reset their phone language, or you use Bulk Administration to synchronize locales to the appropriate language by bulk.

### What to do next

After the locale installation is complete for all cluster nodes, your end users can begin using the new user locale.

## 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.
[LOCALE] Communications Manager CSV file installer installdb is not present or not executable.	This error occurs because a Unified Communications Manager application called installdb must be present; it reads information that is contained in a CSV file and applies it correctly to the Unified Communications Manager database. If this application is not found, it either was not installed with Unified Communications Manager (very unlikely), has been deleted (more likely), or the node does not have Unified Communications Manager installed (most likely). Installation of the locale terminates because locales do not work without the correct records that are held in the database.
[LOCALE] Could not create /usr/local/cm/application_locale /cmservices/ipma/com/cisco/ipma /client/locales/maDialogs_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/application_locale/cmservices/ipma/com/cisco/ ipma/client/locales/maMessages_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/ application_locale/cmservices/ipma/com/cisco/ ipma/client/locales/maGlobalUI_<I>_<CC>.properties.Checksum. [LOCALE] Could not create /usr/local/cm/ application_locale/cmservices/ipma/ LocaleMasterVersion.txt.Checksum.	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 Unified Communications Manager Assistant, which cannot detect a change in localized Unified Communications Manager Assistant files.
[LOCALE] Could not find /usr/local/cm/application_locale/cmservices/ipma/LocaleMaster Version.txt in order to update UnifiedCMAssistant 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 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.