



Multilingual Support Configuration

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If you want to expand your Cisco Unified Presence deployment to support multiple languages, you must configure Cisco Unified Communications Manager and Cisco Unified Presence to support the user locales that you require. There is no limit to the number of supported languages.

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Install the 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.

Before You Begin

- Install Cisco Unified Communications Manager (Release 6.x or a higher release) on every server 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 Cisco Unified Presence. Ensure the locale installer is installed on every server in the cluster (install on the Publisher server before the Subscriber servers).
- 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 Cisco Unified Presence. If issues are reported, Cisco recommends 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 servers 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 Perform one of the following actions to download the locale installer:

Step 2

To download the locale installer from	Do this:
Cisco website	<p>a. Click:</p> <p>http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/locale-installer.shtml</p> <p>b. Go to Step 2.</p>
Plugin window in Cisco Unified Communications Manager Administration	<p>a. Sign in to Cisco Unified Communications Manager Administration using the administrator account and password</p> <p>b. Choose Application > Install Plugins.</p> <p>c. Click the icon that represents the Cisco Unified Communications Manager Locale Installer.</p> <p>d. Go to Step 2.</p>

Step 3 Click the version of the Cisco Unified Communications Manager Locale Installer.

Step 4 To download the installer file to the server, click **Download**.

Step 5 After downloading the file, save the file to the hard drive and note the location of the saved file.

Step 6 Double-click the file to begin the installation.

Step 7 Perform these actions to complete the installation:

Window	Configuration Steps
License Agreement Window Page 1 of 4	<p>a. Read and accept the license agreement.</p> <p>b. Click Next to display the Readme Notes dialog.</p> <p>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. Examine and accept the readme notes then click Next to proceed to the Setup Type dialog.</p>
Setup Type Window Page 2 of 4	<p>a. Choose a custom setup type to allow you to select or deselect user locales as required.</p> <p>b. Click Next.</p>

Window	Configuration Steps
Start Copying Files Window Page 3 of 4	<ol style="list-style-type: none"> a. Review the setup options. b. Click Next.
Ready to Install the Program Window Page 4 of 4	<p>Click Install to start the installation of the chosen user locales.</p> <p>Note The speed of installation depends on the performance of the server. 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.</p>

- Step 8** 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 server in order to reduce downtime.
- Step 9** Click **Finish**. The Setup dialog box displays. Do not click any buttons or press any keys.
- Step 10** When the dialog box automatically closes, you have completed the installation on the server. Install the Cisco Unified Communications Manager Locale Installer on every server in the cluster.



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

- Step 11** After you complete all locale installation procedures, complete these actions:
- a. Run the following command on the CLI: `run sql update enduser set cucm_cdrtime=0`
 - b. Restart the Sync Agent service in Cisco Unified Serviceability (choose **Tools > Service Activation**).
 - c. Restart each server in the cluster.
- Step 12** Verify that your users can choose the locale(s) for supported products.

What To Do Next

[Install the Locale Installer on Cisco Unified Presence, page 20-3](#)

Install the Locale Installer on Cisco Unified Presence

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 Cisco Unified Presence.
- If your Cisco Unified Presence cluster has more than one node, make sure that the locale installer is installed on every server in the cluster (install on the Publisher server before the Subscriber servers).
- 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 Cisco Unified Presence. If issues are reported, Cisco recommends 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 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

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- Step 1** Browse to this location on cisco.com to locate the Cisco Unified Presence locale installer:
<http://www.cisco.com/cisco/software/release.html?mdfid=283931705&flowid=28621&softwareid=282074311&release=8.6%281%29&relind=AVAILABLE&rellifecycle=&reltype=latest>
- Step 2** Click the version of the Cisco Unified 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 OS 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 /tmp, in the Directory field.
- Step 9** Enter the Cisco Unified Presence 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 Cisco Unified Presence 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.



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

- Step 16** The default setting for installed locales is "English, United States". While your Cisco Unified Presence server is restarting, change the language of your browser, if necessary, to match the locale of the installer that you have downloaded.

If you use this browser:	Configuration Steps
Internet Explorer Version 6.x	<ol style="list-style-type: none"> a. Choose Tools > Internet Options. b. Choose the General tab. c. Click Languages. d. Use the Move Up button to move your preferred language to the top of the list. e. Click OK.
Mozilla Firefox Version 3.x	<ol style="list-style-type: none"> a. Choose Tools > Options. b. Choose the Content tab. c. Click Choose in the Languages section of the window. d. Use the Move Up button to move your preferred language to the top of the list. e. Click OK.



Note Cisco Unified Presence does not currently support Safari browser.

Step 17 Verify that your users can choose the locale(s) for supported products.

Related Topics

[Localized Applications, page 20-5](#)

Localized Applications

Cisco Unified Presence applications support a variety of different languages. See [Table 20-1](#) for a list of localized applications and the available languages.

Table 20-1 *List of Localized Applications and Supported Languages*

Interface	Supported Languages
End User Applications	
IP Phone Messenger	Arabic (Algeria, Bahrain, Egypt, Iraq, Jordan, Kuwait, Lebanon, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, United Arab Emirates, Yemen)
User Options	Bulgarian Catalan (Spain) Chinese (China, Hong Kong, Taiwan) Croatian Czech (Czech Republic) Danish (Denmark) Dutch (Netherlands) English Estonian (Estonia) Finnish (Finland) French (France) German (Germany) Greek (Greece) Hebrew (Israel) Hungarian (Hungary) Italian (Italy) Japanese (Japan) Korean (Korean Republic) Latvian (Latvia) Lithuanian (Lithuania) Norwegian (Norway) Polish (Poland) Portuguese (Brazil, Portugal) Romanian (Romania) Russian (Russian Federation) Serbian (Republics of Montenegro and Serbia) Slovak (Slovakia) Slovenian (Slovenia) Spanish (Columbia and Spain) Swedish (Sweden) Thai (Thailand) Turkish (Turkey)
Administrative Applications	
Administration	Chinese (China), English, Japanese (Japan), Korean (Korean Republic)
OS	Chinese (China), English, Japanese (Japan), Korean (Korean Republic)