Appendix C: Language Upgrade Preparation

Last Updated: February 1, 2011

When upgrading your Cisco Unity Express software version, you can change the default system language supported. There are tasks required if you want to update the system language support as part of the upgrade. If any users, audio prompts, triggers or selected custom script steps have a language defined that is different from the system default language, then those elements of the system must be updated accordingly. Otherwise, some voice-mail users might have difficulty accessing their mailboxes.

If you are changing the default system language during an upgrade, then you must use the **software install clean** command. For more information, see the "What to Do Next" section on page 53.

Updating Language Support for Specific Voice-Mail Users

Use this procedure to update voice-mail language support for specific users.

SUMMARY STEPS

1. **show users**

2. **show user detail username userid**

3. **username** *userid language xx_YY*

DETAILED STEPS

Step 1   Enter the **show users** command to get a list of users.

Step 2   For each user, enter the **show user detail username** *userid* command.

The display shows the voice-mail subscriber, and the language used for prompts for the subscriber.

For each subscriber whose language support is different from the new language that is being installed, proceed to the next step.

Step 3   Enter the **username** *userid* **language** xx_YY command, and change the language to systemDefault.

```
username johnsmith language en_US
```

Updating the System Audio Prompt Languages

Use this procedure to update the system audio prompt language.

SUMMARY STEPS

1. **show ccn prompts**

2. **ccn copy prompt** *prompt-filename* **url ftp://***destination-ip-address/prompt-filename* [**language** *xx_YY*] [**username** *name* **password** *password*]

3. Perform the system upgrade.

4. **ccn copy url ftp**:*//source-ip-address/prompt-filename.wav* **prompt** *prompt-filename.wav* [**language** *xx_YY*] [**username** *name* **password** *password*]

DETAILED STEPS

Step 1 Enter the **show ccn prompts** command to get a list of audio prompts

Each audio prompt shown in the display must be backed up individually. You can back up the prompts using the GUI, or you can use the CLI in the next step.

Step 2 Copy each file to an FTP server using the following command syntax:

ccn copy prompt *prompt-filename* **url ftp://***destination-ip-address/prompt-filename* [**language** *xx_YY*] [**username** *name* **password** *password*]

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Caution If this step is not done, then the audio prompts disappear and cannot be restored using the regular restore procedure.

Step 3 Perform the system upgrade. Follow the instructions in the "What to Do Next" section on page 53.

Step 4 After the system is initialized with the new language, upload each prompt using either the GUI or the following command syntax:

ccn copy url ftp:*//source-ip-address/prompt-filename.wav* **prompt** *prompt-filename.wav* [**language** *xx_YY*] [**username** *name* **password** *password*]

Updating the Application Prompt Languages in Triggers

Before upgrading to a different language, you must first make sure all triggers are configured to the system Default value. Use this procedure to update the application prompt languages in any configured triggers.

SUMMARY STEPS

1. **show ccn trigger**

2. **config t**

3. **ccn trigger {jtapi | sip} phonenumber** *number*

4. **locale** *xx_YY*

DETAILED STEPS

Step 1   Enter the **show ccn trigger** command to get a list of phone numbers that are assigned to any configured triggers on your system.

Step 2   Enter **config t** to enter configuration mode.

Step 3   Enter **ccn trigger {jtapi | sip} phonenumber** *number* to enter either JTAPI or SIP trigger configuration mode.

Step 4   Enter the **locale** *xx_YY* command to change the language heard by the caller when a JTAPI or SIP trigger is activated for the phone number to the system default value.

Updating Custom Auto Attendant Steps

If your system is configured with a custom auto attendant script, check each step for any possible language dependencies. Some setups that generate prompts might allow the language to be specified. Back up any custom scripts separately. You must change these steps if the language is changed during an upgrade. For more information on writing custom scripts, see the *Cisco Unity Express Guide to Writing and Editing Scripts*.

Verifying the New Language Support

After you perform the upgrade and restore the old configuration files and data, test the auto attendant and selected voice-mail boxes. Make sure that you can hear the correct system greetings when you log in to a voice-mail mailbox. Check the auto attendants to make sure all prompts are properly uploaded.