Cisco Unified Communications Manager: Localization to Native Language

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Introduction

Locale installers enable localization in Cisco Unified Communications Manager (CUCM). Locales are essentially additions to the base CUCM product. This document provides steps on how to install locales.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on Cisco Unified Communications Manager 6.x and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

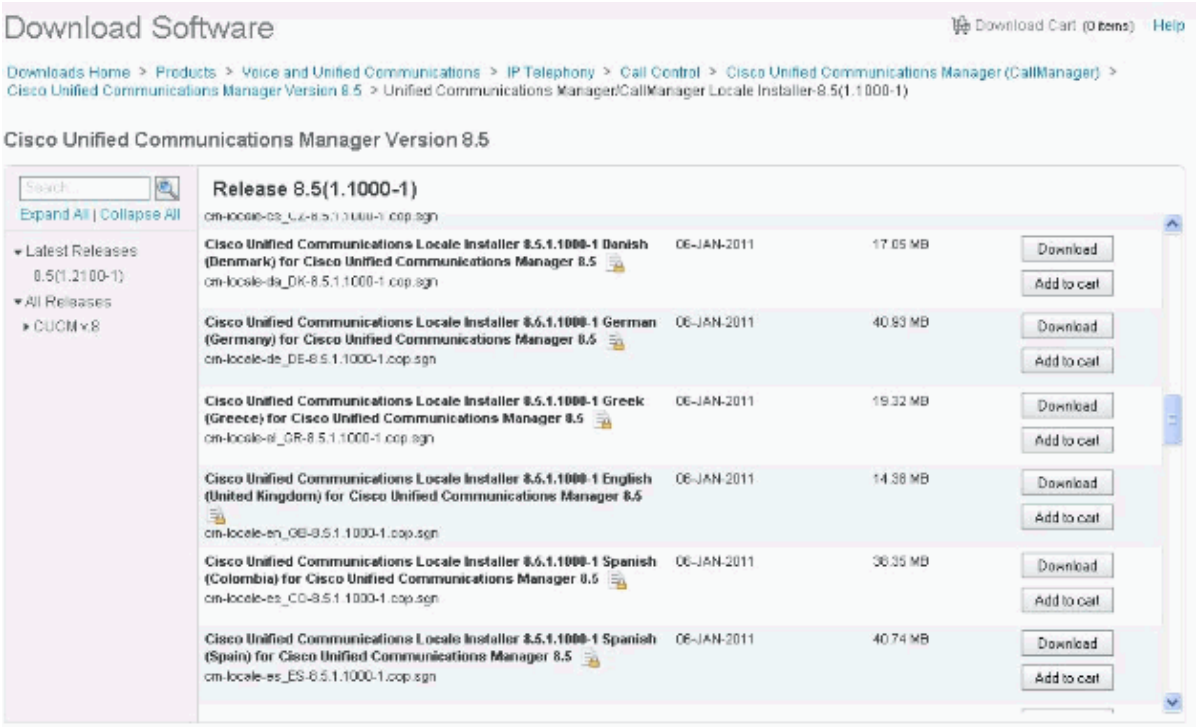
Refer to the Cisco Technical Tips Conventions for more information on document conventions.

Cisco Unified Communications Manager Locale Installer

Locale Types

The Cisco Unified Communications Manager Locale Installer provides user and network locales for CUCM, adding support for languages other than English. Locales allow you to view translated text, receive country−specific phone tones, and receive Tool for Auto−Registered Phone Support (TAPS) prompts in a chosen language when working with supported interfaces. This application is downloaded from the Cisco

website as needed.



There are two types of locales for CUCM:

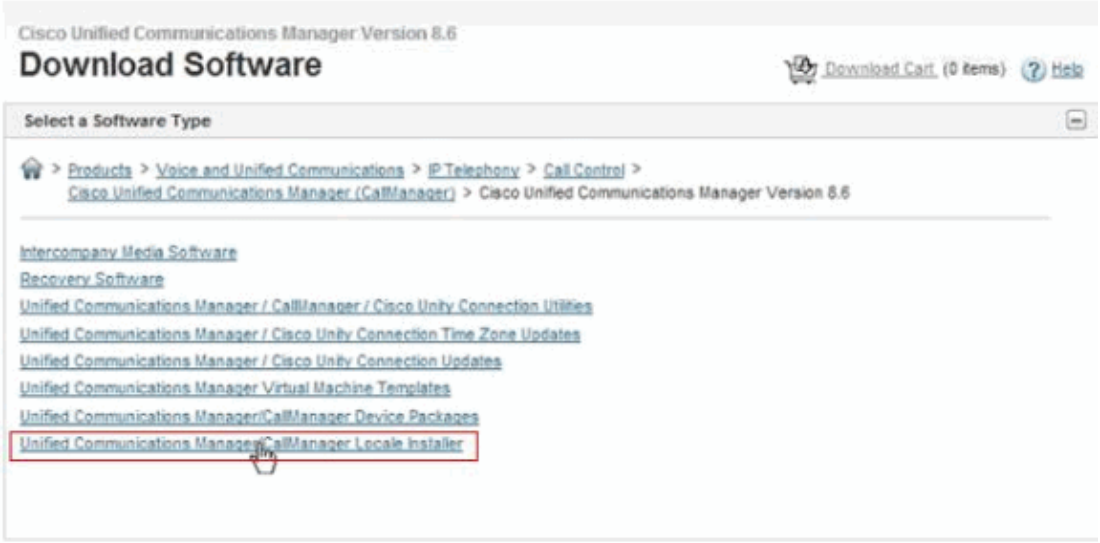
- User Locale Includes localized user interfaces for applications, devices and services, and localized spoken prompts. CUCM User Locales also include the Network Locale for the same country. A User Locale comprises of localized graphical user interface, telephone user interface and annunciators (audio prompts) that can be heard via telephone. User Locales are produced individually and are specific to a language and country combination.
- (Combined) Network Locale Includes localized telephone and gateway tones. Network Locale and Combined Network Locale are synonymous. Combined Network Locales include network locales for all countries that are supported. A Network Locale covers the specific localization needs of a country. These include telephone dial and ringing tones, and those that are required by a gateway to generate local tones on the network (whether it is for IP networks or Time Division Multiplexing networks on the Public Switched Telephone Network), and network annunciators that are played via gateway. Network Locales are generally produced as a single package intended to cover all supported countries.

Installation of Locale

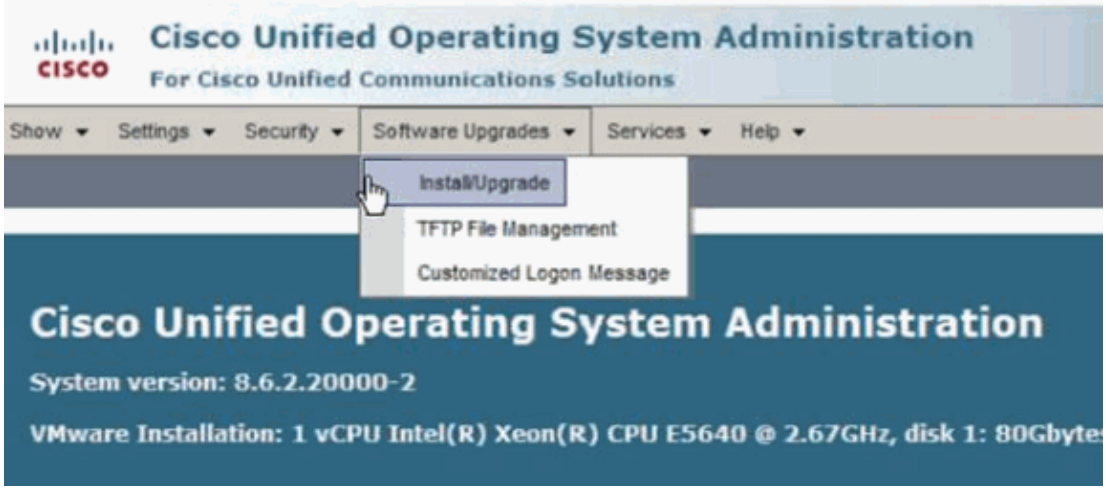
Locale can be installed either from the network drive or from a CD/DVD drive.

1. Install locale from network drive:

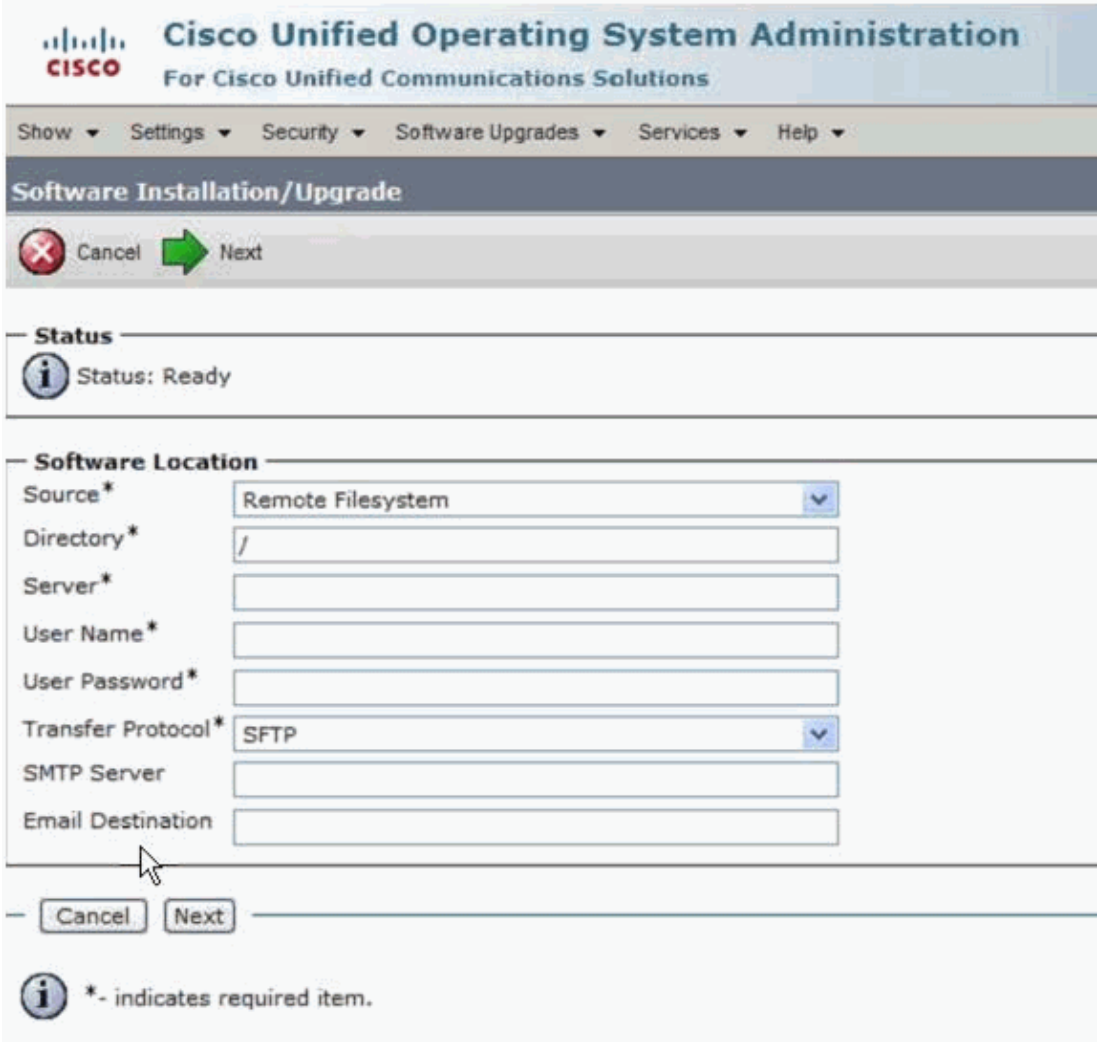
    a. After you download from Cisco.com, put the locale installer (*.cop.sgn) file on an FTP or SFTP server that you can access.



b. Login to **Cisco Unified Communications Operating System Administration**.
c. Navigate to **Software Upgrades > Install/Upgrade**. The Software Installation/Upgrade window displays.



d. Choose **Remote Filesystem** from the Source list.
e. Enter the path to the directory that contains the local installer file on the remote system in the Directory field.



Note: If the upgrade file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the directory path. For example, if the upgrade file is in the "patches" directory, you must enter "/patches". If the upgrade file is located on a Windows server, check for the correct directory path.

a. In the Server field, enter the server name or IP address.
b. In the User Name field, enter your user name on the remote server.
c. In the User Password field, enter your password on the remote server.
d. Select the SFTP protocol from the Transfer Protocol field.
e. In order to continue the upgrade process, click **Next**.
f. Choose the upgrade version that you want to install and click **Next**.
g. In the next window, monitor the progress of the download.
h. When the download completes, verify the checksum value against the checksum (if available) or the file you that downloaded that is shown on Cisco.com.
i. Restart the CUCM server after any new locale installs.

2. In order to install locale from CD/DVD:

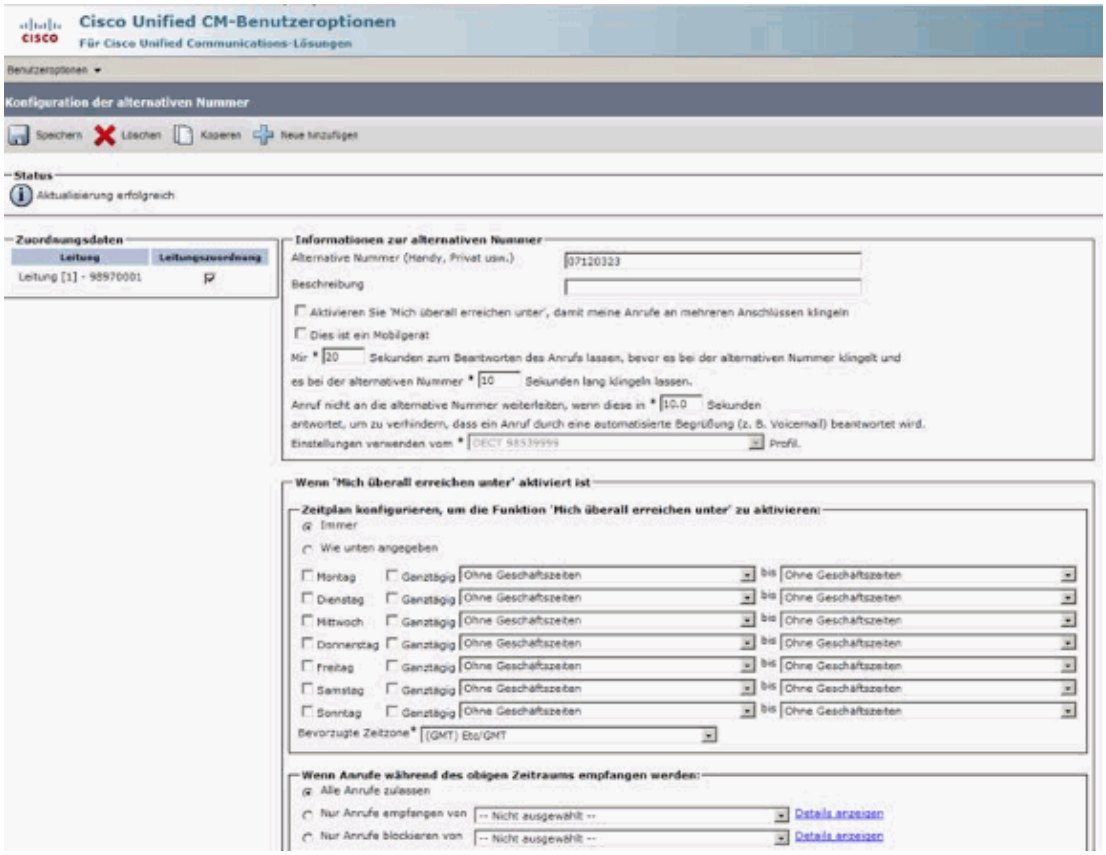
a. Burn the locale installer file to a CD/DVD.
b. Follow the steps from **Install locale from network drive**, except choose **CD/DVD** from the Source list.

You can verify the configuration by navigating to **Show > Software** on the Cisco Unified Communications Operating System Administration page.

Note: Because the primary language spoken in Belgium is Dutch, you can download the Dutch (Netherlands) locale file, for example, cm−locale−nl_NL− 8.5.1.2100−1.cop.sgn (Cisco Unified Communications Locale Installer 8.5.1.21000−1 Dutch (Netherlands)). Secondary languages commonly spoken in Belgium are French and German.

Problem

An error message is received when you use **German** as the primary language in the web browser and if you change the timer settings under **User Options > Mobility Settings > Alternate Numbers**. Also, you cannot save the settings.



This is the error message that is received:

Note: This occurs if the page is displayed in German. If the browser is set to display the page in English, everything works fine. Four other languages are affected: Serbian, Italian, Hebrew and Catalan.

Solution

The issue occurs because Internet Explorer 9.x is set to German localization. The user cannot change their mobile destination via the CCM user webpage. It does work when the IE language is changed to English. In order to resolve this, change your browser locale to **English**.

Note: This is documented in Cisco bug ID CSCts10309 (registered customers only) .

Related Information

- **Technical Support & Documentation − Cisco Systems**

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