CHAPTER 1

Introduction to Provisioning

Cisco Prime Collaboration Provisioning provides a scalable web-based solution to manage company's next-generation communication services. Provisioning manages IP communication services in an integrated IP telephony, voicemail, and unified messaging environment that includes Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, Cisco Unity, Cisco Unity Express, and Cisco Unity Connection systems.

Note Throughout this document, any reference to Cisco Unified Communications Manager can also be understood to refer to Cisco Unified CallManager, unless explicitly noted.

Cisco Prime Collaboration Provisioning provides the following functionalities:

- Provisioning for initial deployments and implementations, and then remains deployed to provide ongoing operational provisioning and activation services for individual subscriber.
- A single, consolidated view of subscribers across the organization. It provides a set of business-level management abstractions, which are policy-driven through the use of automation, for managing subscriber services across the Cisco Unified Communications applications.
- Template capability, which permits defining standard configurations that can be reused for new sites or location deployments. Batch provisioning permits the rollout of large numbers of subscribers at the same time.
- Administrators can configure policy at various levels to determine who can do delegated management, for whom that delegation applies, how business-level services apply to Cisco collaboration systems, and which types of end users (subscribers) are permitted to order which standard services.

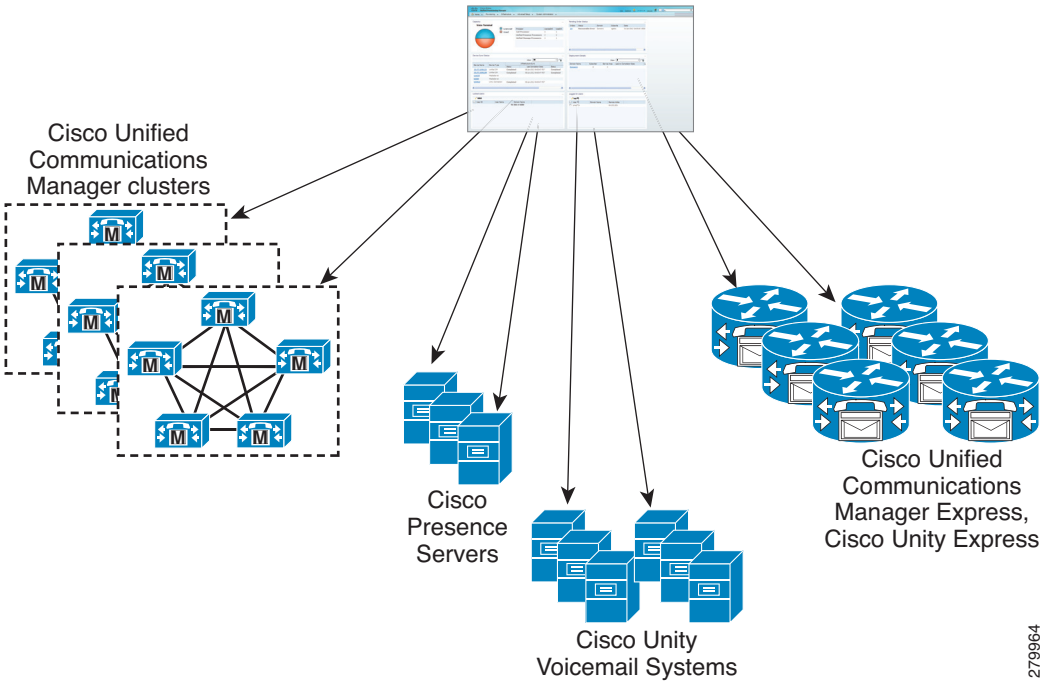
  Through the use of this policy and standard configuration approach, provisioning and activating subscriber services is greatly simplified. At the sametime, it retains the overall ability to manage and provide services that make use of the underlying Cisco Unified Communications applications.

Provisioning Architecture

Provisioning is a web-based application based on the J2EE architecture. It uses various interfaces to connect with Cisco Unified Communications applications (see Figure 1-1). It does not need to deploy any agent software onto those applications' platforms.

Provisioning uses open interfaces such as HTTP, HTTPS, AVVID XML Layer (AXL)–Simple Object Access Protocol (SOAP), SSH, and Telnet to remotely configure or query the applications being managed. Different levels of user access can be configured by the administrator.

Figure 1-1 Provisioning Interoperability



Provisioning Interfaces

Prime Collaboration Provisioning provides the following interfaces:

- A graphical user interface for administration and configuration (see Provisioning Features and Functions, page 1-7.)
- An Application Programmable Interface (API). The API is called the Cisco Prime Collaboration Provisioning Northbound Interface (Provisioning NBI). It is a set of web service, SOAP-based requests covering the majority of Provisioning's provisioning functionality.

For detailed information about the Provisioning NBI, see *Programmers Guide for the Cisco Prime Collaboration 9.0 Provisioning Northbound Interface*.

Note To use the Provisioning NBI, you must purchase an additional feature license. Purchasing a base (phone limit) Provisioning license does not enable you to use the Provisioning NBI.

- A batch interface for bulk provisioning. For more information about batch provisioning, see Provisioning Infrastructure Products, page 6-13.

Converged Prime Collaboration Interface

Prime Collaboration as a converged application combines the benefit of Assurance and Provisioning features. You can run Prime Collaboration as a converged application or as standalone applications.

- When you run the converged application, a single sign-on is available to login and access both Assurance and Provisioning features. You can access all Provisioning features from the Design and Deploy menus in the Home page.
- When you run Prime Collaboration as standalone applications, seperate logins are available for Assurance and Provisioning.

Prime Collaboration provides the capability to integrate Provisioning with Assurance application and configure the Provisoning system from Assurance using SSO. In the Prime Collaboration Assurance server, navigate to **Administration > System Setup > Assurance Setup > Cisco Prime 360 Integration**, under Provisioning Server Setup, specify the IP address of the Provisioning application you want to Attach to, or Detach from. For more information, see the *Cisco Prime Collaboration 9.0 Administration Guide*.

Note In the converged mode, before you restart or shut down the Prime Collaboration Provisioning application ensure you detach it from Prime Collaboration Assurance and converge it after the restart process.

The Provisioning architecture, interfaces, key features, and dashboards remain the same in both converged and standalone applications.

You can access Provisioning on the system where Provisioning application is installed, or remotely from a client system. In a browser enter the following URL: http://IP Address, where IP Address is the address of the Prime Collaboration server.

If you are using the standalone Prime Collaboration Provisioning application, and later converging the server with Assurance, use the UI navigation provided in Table 1-1 to navigiate to different menus in Prime Collaboration.

Table 1-1 UI navigation in the standalone Prime Collaboration Provisioning and converged application

Menu	UI navigation in the standalone Prime Collaboration Provisioning application	UI navigation in the converged application
Home	NA	NA
Design	Design > Set Up Devices > Devices Setup	Design > Set Up Devices > Devices Setup
	Design > Set Up Devices > Call Processor	Design > Set Up Devices > Call Processor
	Design > Set Up Devices > Unified Message Processor	Design > Set Up Devices > Unified Message Processor
	Design > Set Up Devices Unified Presence Processor	Design > Set Up Devices Unified Presence Processor
	Design > Set Up Devices > AAA Servers	Design > Set Up Devices > AAA Servers
	Design > Set Up Deployement > Domains	Design > Set Up Deployement > Domains
	Design > Set Up Deployement > Service Areas	Design > Set Up Deployement > Service Areas
	Design > Set Up Deployement > Subscriber Roles	Design > Set Up Deployement > Subscriber Roles
	Design > Set Up Deployement > Template Provisioning	Design > Set Up Deployement > Template Provisioning
	Design > Set Up Deployement > Quick Site Builder	Design > Set Up Deployement > Quick Site Builder

Table 1-1 UI navigation in the standalone Prime Collaboration Provisioning and converged application (continued)

Menu	UI navigation in the standalone Prime Collaboration Provisioning application	UI navigation in the converged application
Deploy	Deploy > Subscriber Management > Add Subscribers	Deploy > Subscriber Management > Add Subscribers
	Deploy > Subscriber Management > Search Subscribers	Deploy > Subscriber Management > Search Subscribers
	Deploy > Order Management > My Activities	Deploy > Order Management > My Activities
	Deploy > Order Management > All Activities	Deploy > Order Management > All Activities
	Deploy > Order Management > Activities for Group	Deploy > Order Management > Activities for Group
	Deploy > Order Management > Activities for User	Deploy > Order Management > Activities for User
	Deploy > Order Management > Search Order	Deploy > Order Management > Search Order
	Deploy > Infrastructure Configuration	Deploy > Infrastructure Configuration
	Deploy > Batch Provisioning	Deploy > Batch Provisioning
	Deploy > Provisioning Inventory> Manage Phones	Deploy > Provisioning Inventory> Manage Phones
	Deploy > Provisioning Inventory > Manage Directory Numbers	Deploy > Provisioning Inventory > Manage Directory Numbers
	Deploy > Provisioning Inventory > Inventory Browser	Deploy > Provisioning Inventory > Inventory Browser
	Deploy > Provisioning Inventory > Inventory Search	Deploy > Provisioning Inventory > Inventory Search

Table 1-1 UI navigation in the standalone Prime Collaboration Provisioning and converged application (continued)

Menu	UI navigation in the standalone Prime Collaboration Provisioning application	UI navigation in the converged application
Reports	Reports > Interactive Reports > Service Area	Report > Reports > Interactive Reports > Provisioning Reports > Service Area
	Reports > Interactive Reports > Resource Configuration	Report > Reports > Interactive Reports > Provisioning Reports > Resource Configuration
	Reports > Interactive Reports > Service Configuration	Report > Reports > Interactive Reports > Provisioning Reports > Service Configuration
	Reports > Interactive Reports > Phone Inventory	Report > Reports > Interactive Reports > Provisioning Reports > Phone Inventory
	Reports > Interactive Reports > Directory Number Inventory	Report > Reports > Interactive Reports > Provisioning Reports > Directory Number Inventory
	Reports > Interactive Reports > Directory Number Block	Report > Reports > Interactive Reports > Provisioning Reports > Directory Number Block
	Reports > Interactive Reports > Audit Trail	Report > Reports > Interactive Reports > Provisioning Reports > Audit Trail

Table 1-1 UI navigation in the standalone Prime Collaboration Provisioning and converged application (continued)

Menu	UI navigation in the standalone Prime Collaboration Provisioning application	UI navigation in the converged application
Administration	Administration > System Configuration > Provisioning Policies > Phone Button Templates	Administration > System Setup > Provisioning Setup > Phone Buton Templates
	Administration > System Configuration > Provisioning Policies > Rules	Administration > System Setup > Provisioning Setup > Rules
	Administration > System Configuration > Provisioning Policies > Provisioning Attributes	Administration > System Setup > Provisioning Setup > Provisioning Attributes
	Administration > System Configuration > License Management	Administration > License Management
	Administration > System Maintenance > Data Maintenance	Administration > System Setup > Provisioning Setup > Data Maintenance
	Administration > System Maintenance > Maintenance Mode	Administration > System Setup > Provisioning Setup > Maintenance Mode
	Administration > Users and Device Access Management > User Management	Administration > User Management
	Administration > Users and Device Access Management > Infrastructure Configuration Permissions	Administration > Permission Profiles
	Administration > Users and Device Access Management > Locked Users	NA. This option is available in the Home > Provisioning dashboard.
	Administration > Users and Device Access Management > Logged In Users	Report > Reports > Administrative Reports > Who Is Logged On
	Administration > Provisioning Notification Management > System Settings	Administration > Alarm & Event Configuration > Notification > Provisioning System Settings
	Administration > Provisioning Notification Management > Domain Settings	Administration > Alarm & Event Configuration > Notification > Provisioning Domain Settings
	Administration > Application Suite > Launch Monitoring Home page	NA

Note UI navigation for Design and Deploy menus are the same in the standalone Prime Collaboration Provisioning and converged applications. For all other procedures in this guide, navigation is provided for Provisioning in converged UI unless specified explicitly. See Table 1-1 to navigate to the appropriate UI in the standalone Prime Collaboration Provisioning application.

Provisioning Features and Functions

Provisioning permits standard services (for example a phone, line, or voicemail) to be ordered for a subscriber (the owner of the individual phone, line, or voicemail). Provisioning processes all changes to the underlying Cisco Unified Communications applications as service requests or orders.

An order may be created to make a subscriber-level change (to a phone, a line, and so on), or an IP communications-level infrastructure change (such as provisioning a new calling search space or route pattern). All orders in the system are tracked and viewable, both across orders and by subscriber name or ID. The order records show who initiated the order, the times of various process steps, and what the order contained.

Provisioning allows delegation of the order management capability so that requests for service additions, changes, or deletions can be done without requiring an underlying knowledge of the voice applications that are delivering those services. Provisioning provides the same ordering experience, regardless of the technology delivering the Cisco Unified Communications services.

These topics briefly describe Provisioning functions that will be used frequently:

- Processors, page 1-7
- Domains, page 1-7
- Service Areas, page 1-8
- Provisioning Attributes, page 1-8
- Configuration Templates, page 1-8
- Batch Provisioning, page 1-9
- Role-Based Access, page 1-9
- Inventory Tracking, page 1-9

Processors

In Provisioning, you can create Call Processors, Unified Message Processors, and Unified Presence Processors. Call Processors are proxies for each instance of Cisco Unified Communications Manager or Cisco Unified Communications Manager Express.

Unified Message Processors are proxies for each instance of Cisco Unity, Cisco Unity Express, or Cisco Unity Connection. Unified Presence Processors are proxies for each instance of Cisco Unified Presence.

You synchronize the data in the Cisco Unified Communications Manager, Cisco Unity systems, and Cisco Unified Presence with the Call Processors, Unified Message Processors, and Unified Presence Processors, and then synchronize with the Domains. This populates Provisioning with the existing active users and services, and provides a consolidated view of all of the infrastructure and subscriber information.

You have to add the Cisco Unified Communications Manager integrated with Unified Presence server in to Provisioning before executing any synchronization of Unified Presence Processor.

For more information about processors, see Configuring Processors, page 3-6.

Domains

Domains are groupings of subscribers. For each grouping, one or more system users can be authorized to manage services for subscribers within that Domain group. In addition, rules or policies may be set on a Domain. Those rules and policies will apply to services for subscribers in that Domain. Common policies can also be applied on operations within a Domain.

For more information about Domains, see Creating a Domain, page 4-2.

Service Areas

Service Areas are groupings within a Domain that are used to structure and manage IP telephony and messaging services. The Service Area typically acts as a service offering location and provides a template mechanism that determines provisioning attribute values used during order processing.

Administrative users may configure Service Areas. This helps ensure that service orders follow company policies and best practices for configuring subscribers.

A Service Area also handles Cisco Unified Communications Manager partitioning and class of service by directing which location, device pool, calling search space, and route partition assignments to use for any user provisioned into that Service Area.

For more information about Service Areas, see Service Areas, page 4-16.

Provisioning Attributes

Provisioning attributes are configuration settings that are applied to services on an order during activation. The system administrator can assign and configure provisioning attributes throughout different levels within the system (at the Domain, Service Area, or Subscriber level, or on an individual order basis).

These levels include, order time attributes, Subscriber Role attributes, Service Area attributes and Domain attributes. The attributes are in a hierarchical fashion at different levels. Each level up overwrites any lower level attribute, to make up the final attributes sent to Cisco Unified Communications Manager.

At order time the system takes into account the configured provisioning attribute assignments in addition to the Service Area settings to determine the final product configuration to be provisioned. The combination of Service Area settings and provisioning attributes gives administrators the flexibility to customize the provisioning policies for subscriber services.

For more information about provisioning attributes, see Configuring Provisioning Attributes, page 11-15.

Configuration Templates

Configuration Templates enable you to consistently auto-configure the Cisco Unified Communications voice infrastructure. In Provisioning, you can create templates to initially configure or reconfigure Cisco Unified Communications Manager, Cisco Unified Communications Manager Express, and Cisco Unity Express.

Templates can contain an unlimited number of objects. This is limited only by the time required to execute (push to a device) the template.

You can create generic Cisco IOS Prebuilt templates to auto-configure specific functionality on any device supported by the Provisioning that has the Cisco IOS generic router capability configured.

Templates may contain subtemplates as well, permitting reuse of common types of configuration information across higher level templates. Cisco Unified Communications Manager Express and Cisco Unity Express templates contain Cisco IOS software text or CLI text with keywords.

Provisioning templates contain more than twenty different types of objects, such as device pools, route partitions, calling search spaces, route lists, route groups, or route patterns. Objects placed in a template may have embedded keywords within their attributes.

While pushing a template to a device, you may specify an optional keyword, which defines the values of the keywords to be used (replaced) during the provisioning operation.

Configuration Templates enable you to define a standard set of configurations that you can use in multiple situations, such as rolling out new offices, locations, remote sites, or organizational overlays.

For more information about configuration templates, see Working with Configuration Templates, page 5-1.

Infrastructure Configuration

Provisioning enables you to browse the infrastructure configuration settings of a Call Processor and Unified Message Processor. Through infrastructure configuration you can take actions (Add, Edit, or Delete) on the configuration settings of a Call Processor and Unified Message Processor. Also, you can view pending operations and schedule operations.

For more information about infrastructure configuration, see Working with Infrastructure Configuration, page 5-49.

Batch Provisioning

You may order subscriber services on an individual basis for a single subscriber. But when deploying a large number of services, you should combine them into a single batch. Batch provisioning enables you to create a single batch that contains multiple types of orders (Add, Change, or orders).

Unlike BAT files that run only on the Cisco Unified Communication application they are deployed, Provisioning batches can run on one or many applications managed by Provisioning.

You can also combine multiple types of services into a single batch operation. For example, a batch can contain a combination of phone and voicemail additions or changes.

Batches can be run immediately upon uploading to Provisioning, or they can be scheduled to run at a later time.

For more information about batch provisioning, see Provisioning Infrastructure Products, page 6-13.

Role-Based Access

Provisioning provides two dimensions to roles, depending on whether you are a system user or a service subscriber. User roles define access to certain functions available to Provisioning users.

The subscriber role refers to the role that a subscriber will have within an organization. This role dictates the services to which the subscriber is entitled. User roles are predefined in the system. Subscriber roles are configured by the administrator.

For more information about role-base access, see Managing Subscribers, page 8-1 and Managing Users, page 8-13.

Inventory Tracking

Provisioning tracks the information about all services and subscribers in an internal asset management inventory system. This information can be viewed by an administrator, who can create and save advanced searches that permit producing report templates in HTML or Microsoft Excel format. Sample reports for configuration and phone information are provided.

For more information about inventory tracking, see Working with the Phone Inventory Report, page 7-18.

Dashboards

These topics briefly describe Provisioning functions that you may use frequently. On a day-to-day basis, operations personnel are likely to use the Dashboard displays to monitor the IP telephony environment. Provisioning has three dashboards. They are:

- Global Admin Dashboard—To manage the real-time information about the operational status of your processor, device, domain, and users.
- Domain Admin Dashboard—To manage the real-time information about the operational status of your domain related devices and users.
- Subscriber Dashboard—To manage the details of Running, Pending and Failed orders. The subscriber dashboard is shown for users other than admin, ordering and self-care roles.

The benefits of Provisioning Dashboard are:

- Easy access to information —You can view the processor capacity, device synchronization status, pending orders, deployment details. You can also view the logged in and locked users.
- Easy customization—You can modify and personalize your dashboard and configuring your dashboard layout to display what you want to see.
- Lightweight GUI—Data is displayed in the Unified Dashboard and use of external pop-up windows are minimized.

Global Admin Dashboard

The Home dashboard allows you to view important statistics and details of the processors, pending orders, status of the device synchronization, domains and their deployment details, and users who are logged in as well as locked.

The dashboards are available under **Home**.

You can see all of this on a single page, instead of navigating through several pages. You can also click the links provided in the dashboard to view the relevant details.

A Pie Chart displays the details of the Licensed and Used Voice Terminal (Phones). To view the Pie Chart, you need to have Adobe Flash Player installed in your system. If it is not installed, you are prompted to install it.

Table 1-2 describes the dashlets available under Global Admin, Domain Admin and Subscriber dashboards.

Table 1-2 Provisioning Dashboard

Dashlet	Description	Global Admin	Domain Admin	Subscriber Admin
Capacity	Processor related details are listed in this pane. You can view the list of processors, available license count and also the count of used licenses. The graphical representation of the available and used licenses is shown in this pane.	X	—	—
Pending Order Status	You can view the list of the status of the Running, Pending and Failed orders. The Order number is available as a hyperlink and you can access the link to view the order details. The User can view the list of orders that are waiting for approval and also for assigning. For order related details, see Ordering Products and Services, page 10-4.	X	X	X
Device Sync Status	You can view the list of devices and their synchronization details. The status and the completion date of the synchronization is displayed. A Search filter is available in this pane to search for devices, based on their name and type. Information available in Device Sync Status is in read only mode. For synchronization details, see Scheduling Synchronization, page 3-12.	X	X	—
Deployment Details	You can view the list of domain groups and their configuration details. Domain name can be accessed to launch the Domain Configuration screen. The count of the subscriber and the service area associated with the domain are displayed along with the synchronization completion date. A Search filter is available in this pane to search for a particular domain, subscriber, service area or based on the synchronization completion date. Information available in Deployement Details pane is in read only mode. For Domain and their configuration details, see Configuring a Domain, page 4-3.	X	X	—

Table 1-2 Provisioning Dashboard

Dashlet	Description	Global Admin	Domain Admin	Subscriber Admin
Logged In Users	You can view active sessions and log out single or multiple active sessions. The details of the active sessions can be viewed in this pane. There can be a maximum of 100 concurrent administrators. Using the Logout button you can end single or multiple active sessions. This pane is available only when you have globaladmin privileges. See Viewing or Logging out Active Sessions, page 8-23.	X	—	—
Locked Users	You can view the list of locked users in this pane. Unlock button is available to unlock the locked users. This pane is available only when you have globaladmin user privileges. See Unlocking User IDs, page 8-22.	X	—	—

Usage Scenarios

The Provisioning features are available in the Design, Deploy and Administration menus from the Cisco Prime Collaboration application.

Some common scenarios for using Provisioning may include (This is not an all-inclusive list):

- Managing Existing Voice Services, page 1-12
- Deploying a New Voice Infrastructure, page 1-13
- Managing Subscriber Services, page 1-13
- Deploying a New Site on an Existing Voice Infrastructure, page 1-13

You may also want to perform several advanced activities to meet the needs of your Cisco Prime Collaboration deployment. Some of these activities include:

- Customizing the Provisioning Feature to Meet Your Needs, page 1-13
- Performing a Large Number of Provisioning Activities, page 1-14
- Working with Provisioning Resources, page 1-14
- Setting Up the Server, page 1-14

Managing Existing Voice Services

You might be managing through their respective interfaces, the following Cisco Unified Communications devices:

- Cisco Unified Communications Manager
- Cisco Unified Communications Manager Express
- Cisco Unity
- Cisco Unity Connection
- Cisco Unity Express

To delegate management of a subset of these voice services to other users, see the following sections:

- Configuring Processors, page 3-6
- Synchronizing Call Processors, page 3-9
- Synchronizing Unified Message Processors, page 3-17
- Synchronizing Unified Presence Processors, page 3-21
- Creating a Domain, page 4-2
- Creating Service Areas, page 4-17
- Synchronizing Domains, page 4-3
- Managing Orders, page 10-1

Deploying a New Voice Infrastructure

If you are adding a new Cisco Unified Communications Manager or Cisco Unified Communications Manager Express and related voicemail systems, and you want to use a standardized approach that can be applied to every deployment, see the following sections:

- Creating Service Areas, page 4-17
- Synchronizing Domains, page 4-3
- Managing Orders, page 10-1
- Provisioning Infrastructure Products, page 6-13

Managing Subscriber Services

To manage services for subscribers in your office, see the following sections:

- Managing Subscribers, page 8-1
- Viewing Orders, page 10-1
- Ordering Products and Services, page 10-4
- Processing Orders, page 10-34
- Canceling Products, page 10-37

Deploying a New Site on an Existing Voice Infrastructure

To add a new location or site to an existing Cisco Unified Communications Manager, see:

- Configuring a Domain, page 4-3
- Configuring Service Areas, page 4-18
- Synchronizing Domains, page 4-3
- Managing Orders, page 10-1
- Provisioning Infrastructure Products, page 6-13

Customizing the Provisioning Feature to Meet Your Needs

To change the default setting for how Provisioning applies various policies, see:

- Business Rules, page 11-2
- Configuring Provisioning Attributes, page 11-15

- Configuring Phone Button Templates, page 11-1
- Creating Subscriber Roles, page 8-9

Performing a Large Number of Provisioning Activities

If you are deploying a large number of services, you may want to combine these activities into a single batch, see:

- Provisioning Infrastructure Products, page 6-13

Working with Provisioning Resources

To manage Provisioning resources, see the following sections, see:

- Managing Phone Inventory, page 7-1
- Managing Directory Inventory, page 7-4
- Searching Inventory, page 7-7
- Viewing System Reports, page 7-17

Setting Up the Server

For information on Setting up the server, see:

- Managing Licenses, page 2-2
- Managing Users, page 8-13
- Managing Log Files, page 2-4
- Enabling Data Purging for Provisioning, page 2-7

Using the Global Search Tool

You can use the Search tool to:

- Locate a Subscriber
- Locate an User
- Locate a MAC Address
- Locate a Directory Number

To search using the search field at the top of the view pane:

Step 1 Select **Provisioning Data** from the drop-down list in the top right corner of the Home page.

Step 2 Select **Subscriber ID** , **Last Name**, **MAC Address** , or **Directory Number** from the drop-down list available in the search field.

Step 3 Enter valid information.

Step 4 Press **Enter** to begin the search. If there is an exact match, you will be taken to the Subscriber or endpoint device.

Localizing Provisioning

Provisioning can support different languages. User interface components are rendered based on the language settings in the browser. You can also provide input in the selected language.

Setting a Language in Internet Explorer

Step 1 From Internet Explorer menu bar, choose **Tools > Internet Options**.

Step 2 From the Internet Options dialog box, click **Languages**.

Step 3 From the Language Preference dialog box, click **Add.**

Step 4 From the Add Language dialog box, select a language from the list and click **OK**.

Your language is added to the list in the Language Preference dialog box.

Note You can download the French and German localization files from http://www.cisco.com/cisco/software/navigator.html?mdfid=280836273&flowid=24181. You have to select the current product version to view the Download Software page. The localization zip file (UPM_<version number>_localization.zip) is available for download in the Download Software page.

Step 5 To set the order of preference, select your preferred language and click **Move Up**.

Step 6 Click **OK** to save your changes.

Step 7 Click **OK** again to close the Options window.

Setting a Language in Mozilla Firefox

Step 1 From the Mozilla Firefox menu bar, choose **Tools > Options.**

Step 2 From the Options dialog box, click **Content**.

Step 3 From the Languages pane, click **Choose.**

Step 4 From the Languages dialog box, select a language from the list and click **OK**.

Your language is added to the list in the Language window.

Note You can download the French and German localization files from http://www.cisco.com/cisco/software/navigator.html?mdfid=280836273&flowid=24181. You have to select the current product version to view the Download Software page. The localization zip file (UPM_<version number>_localization.zip) is available for download.

Step 5 To set the order of preference, select your preferred language and click **Move up**.

Step 6 Click **OK** to save your changes.

Step 7 Click **OK** again to close the Options window.