



CHAPTER 6

Adding or Removing Cisco Unity Connection 7.x Languages

This chapter contains the following sections:

- [Task List for Adding Languages to a Connection 7.x Server Without a Connection Cluster, page 6-1](#)
- [Task List for Adding Languages to a Connection 7.x Cluster, page 6-2](#)
- [Downloading Connection 7.x Language Files, page 6-3](#)
- [Installing Connection 7.x Language Files, page 6-4](#)
- [Changing Connection 7.x Language Settings, page 6-6](#)
- [Removing Connection 7.x Language Files, page 6-7](#)

Task List for Adding Languages to a Connection 7.x Server Without a Connection Cluster

Revised May 11, 2010



Note

Languages are not licensed, and Connection 7.x does not enforce a limit on the number of languages you can install and use. However, the more languages you install, the less hard-disk space is available for storing voice messages. In the *Cisco Unity Connection 7.(x) Supported Platforms List* (http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html), information on the number of minutes of storage available on each server assumes that you have installed no more than five languages.

Do the following tasks to download and install languages in addition to English-United States on a Connection server that is not part of a Connection cluster.

1. Download the Connection languages that you want to install. See the “[Downloading Connection 7.x Language Files](#)” section on page 6-3.
2. Install the Connection languages that you downloaded in Task 1. See the “[Installing Connection 7.x Language Files](#)” section on page 6-4.

3. *If you are using Japanese because you want Cisco Unity Connection Administration to be localized:* Download and install the Cisco Unified Communications Manager Japanese locale. See the “Locale Installation” section in the “Software Upgrades” chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
4. *If you are using additional languages because you want the Cisco Personal Communications Assistant to be localized:* Download and install the corresponding Cisco Unified Communications Manager locales. See the “Locale Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
5. Change language settings in Cisco Unity Connection Administration, as applicable. See the “Changing Connection 7.x Language Settings” section on page 6-6.

Task List for Adding Languages to a Connection 7.x Cluster

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Note

Languages are not licensed, and Connection 7.x does not enforce a limit on the number of languages you can install and use. However, the more languages you install, the less hard-disk space is available for storing voice messages. In the *Cisco Unity Connection 7.(x) Supported Platforms List* (http://www.cisco.com/en/US/products/ps6509/products_data_sheets_list.html), information on the number of minutes of storage available on each server assumes that you have installed no more than five languages.

Do the following tasks to download and install languages in addition to English-United States on both servers in a Connection cluster.

1. Download the Connection languages that you want to install. See the “[Downloading Connection 7.x Language Files](#)” section on page 6-3.
2. Change the subscriber server to Primary status (if it does not have Primary status already). The publisher server must have Secondary status in order to install the Connection languages. See the “To Manually Change a Server from Secondary Status to Primary Status” procedure in the “Manually Changing Server Status” section in the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cluster_administration/guide/7xcuccagx.html.
3. On the publisher server, install the Connection languages that you downloaded in Task 1. See the “[Installing Connection 7.x Language Files](#)” section on page 6-4.
4. *If you are using Japanese because you want Cisco Unity Connection Administration to be localized:* Download and install the Cisco Unified Communications Manager Japanese locale on the publisher server. See the “Locale Installation” section in the “Software Upgrades” chapter of the applicable *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.
5. *If you are using additional languages because you want the Cisco Personal Communications Assistant to be localized:* Download and install the corresponding Cisco Unified Communications Manager locales on the publisher server. See the “Locale Installation” section in the “Software Upgrades” chapter of the *Cisco Unified Communications Operating System Administration Guide* at http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_maintenance_guides_list.html.

6. Change the publisher server to Primary status. See the “To Manually Change a Server from Secondary Status to Primary Status” procedure in the “Manually Changing Server Status” section in the “[Administering a Cisco Unity Connection Cluster](#)” chapter of the *Cluster Configuration and Administration Guide for Cisco Unity Connection Release 7.x* at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/cluster_administration/guide/7x_cuccagx.html.
7. On the subscriber server, install the same Connection languages that you installed in Task 3.
8. *If you are using Japanese because you want Cisco Unity Connection Administration to be localized:* On the subscriber server, install the Cisco Unified Communications Manager Japanese locale that you installed in Task 4.
9. *If you are using additional languages because you want the Cisco Personal Communications Assistant to be localized:* On the subscriber server, install the same Cisco Unified Communications Manager locales that you installed in Task 5.
10. Change language settings in Cisco Unity Connection Administration, as applicable. See the “[Changing Connection 7.x Language Settings](#)” section on page 6-6.

Downloading Connection 7.x Language Files

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To Download Connection 7.x Language Files

- Step 1** On a computer with a high-speed Internet connection, go to the Voice and Unified Communications Downloads page at <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=278875240>.



Note To access the software download page, you must be logged on to Cisco.com as a registered user.

- Step 2** In the tree control on the Downloads page, expand **Unified Communications Applications > Voicemail and Unified Messaging > Cisco Unity Connection**, and click the applicable Connection version.
- Step 3** On the Select a Software Type page, click **Cisco Unity Connection Locale Installer**.
- Step 4** On the Select a Release page, click the applicable Connection version. The download links for languages appear on the right side of the page.
- Step 5** Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download file sizes appear below the download links.)
- The filename for each language is uc-locale-<two-letter language abbreviation>_<two-letter country abbreviation>-<version>.cop.sgn.
- Step 6** Click the name of a file to download.
- Step 7** On the Download Image page, make note of the MD5 value.
- Step 8** Follow the on-screen prompts to complete the download.
- Step 9** Repeat [Step 6](#) through [Step 8](#) for each additional Connection language that you want to install.
- Step 10** For each downloaded file, use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded file is damaged.

**Caution**

Do not attempt to use a damaged file to install software or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet—for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

- Step 11** Either copy the downloaded files to an FTP or SFTP server, or burn the files to CDs or DVDs. If you burn discs of the files, note the following considerations:
- Use the Joliet file system, which accommodates filenames up to 64 characters long.
 - If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.
 - Label the discs “Cisco Unity Connection <version> Languages.”
- Step 12** Delete the downloaded files to free disk space.

Installing Connection 7.x Language Files

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You can install language files by using a CD or DVD in the Connection server, or by accessing the files on a remote source. See the applicable section:

- [Installing Connection 7.x Language Files from a Disc, page 6-4](#)
- [Installing Connection 7.x Language Files from a Network Location or from a Remote Server, page 6-5](#)

Installing Connection 7.x Language Files from a Disc

To Install Connection 7.x Language Files from a Disc

- Step 1** Stop the Connection Conversation Manager and Connection Mixer services:
- a. Start Cisco Unity Connection Serviceability.
 - b. From the Tools menu, click **Service Management**.
 - c. Under Critical Services, in the Connection Conversation Manager row, click **Stop**.
 - d. Wait for the service to stop.
 - e. Also under Critical Services, in the Connection Mixer row, click **Stop**.
 - f. Wait for the service to stop.
- Step 2** Insert the Language disc in the disc drive.
- Step 3** Log on to Cisco Unified Operating System Administration.

- Step 4** From the Software Upgrades menu, click **Install/Upgrade**. The Software Installation/Upgrade window appears.
- Step 5** In the Source list, click **DVD/CD**.
- Step 6** In the Directory field, enter the path to the folder that contains the language file on the CD or DVD. If the language file is in the root folder, or if you created an ISO image DVD, enter a slash (/) in the Directory field.
- Step 7** To continue the language installation process, click **Next**.
- Step 8** Choose the language that you want to install, and click **Next**.
- Step 9** Monitor the progress of the download.
- Step 10** *If you want to install another language:* Click **Install Another**, and repeat [Step 4](#) through [Step 9](#).
If you are finished installing languages: Restart services:
- Start Cisco Unity Connection Serviceability.
 - From the Tools menu, click **Service Management**.
 - Under Critical Services, in the Connection Conversation Manager row, click **Start**.
 - Wait for the service to start.
 - Also under Critical Services, in the Connection Mixer row, click **Start**.
 - Wait for the service to start.
 - If you installed Japanese:* Run the CLI command **utils service restart Cisco Tomcat** to restart the Tomcat service.
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Installing Connection 7.x Language Files from a Network Location or from a Remote Server

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During this procedure, do not use the web browser controls (for example, Refresh/Reload) while accessing Cisco Unified Operating System Administration. Instead, use the navigation controls in the administration interface.

To Install Languages from a Network Location or from a Remote Server

- Step 1** Stop the Connection Conversation Manager and Connection Mixer services:
- Start Cisco Unity Connection Serviceability.
 - From the Tools menu, click **Service Management**.
 - Under Critical Services, in the Connection Conversation Manager row, click **Stop**.
 - Wait for the service to stop.
 - Also under Critical Services, in the Connection Mixer row, click **Stop**.
 - Wait for the service to stop.
- Step 2** Log into Cisco Unified Operating System Administration.

- Step 3** From the Software Upgrades menu, click **Install/Upgrade**. The Software Installation/Upgrade window displays.
- Step 4** In the Source list, click **Remote Filesystem**.
- Step 5** In the **Directory** field, enter the path to the folder that contains the language file on the remote system. If the language file is located on a Linux or Unix server, you must enter a forward slash at the beginning of the folder path. (For example, if the language file is in the languages directory, you must enter **/languages**.)
- If the language file is located on a Windows server, remember that you are connecting to an FTP or SFTP server, so use the appropriate syntax:
- Begin the path with a forward slash (/) and use forward slashes throughout the path.
 - The path must start from the FTP or SFTP root folder on the server, so you cannot enter a Windows absolute path, which starts with a drive letter (for example, C:).
- Step 6** In the **Server** field, enter the server name or IP address.
- Step 7** In the **User Name** field, enter your username on the remote server.
- Step 8** In the **User Password** field, enter your password on the remote server.
- Step 9** In the **Transfer Protocol** list, click the applicable option.
- Step 10** Click **Next**.
- Step 11** Choose the language that you want to install, and click **Next**.
- Step 12** Monitor the progress of the download.
- If you lose your connection with the server or close your browser during the installation process, you may see the following message when you try to access the Software Upgrades menu again:
- Warning: Another session is installing software, click Assume Control to take over the installation.
- If you are sure you want to take over the session, click **Assume Control**.
- If Assume Control does not display, you can also monitor the language installation with the Real-Time Monitoring Tool.
- Step 13** *If you want to install another language:* Click **Install Another**, and repeat [Step 3](#) through [Step 12](#).
- If you are finished installing languages, restart services:
- a. Start Cisco Unity Connection Serviceability.
 - b. From the Tools menu, click **Service Management**.
 - c. Under Critical Services, in the Connection Conversation Manager row, click **Start**.
 - d. Wait for the service to start.
 - e. Also under Critical Services, in the Connection Mixer row, click **Start**.
 - f. Wait for the service to start.
 - g. *If you installed Japanese:* Run the CLI command **utils service restart Cisco Tomcat** to restart the Tomcat service.

Changing Connection 7.x Language Settings

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Table 6-1 lists the documentation that provides information and procedures for changing language settings.

Table 6-1 Documentation for Changing Language Settings

Language Settings	Documentation
System prompts for all users	The “Language of System Prompts” section in the “ Changing Conversation Settings for All Users ” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 7.x</i> at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/administration/guide/7xcucsagx.html .
System prompts for templates, or for one or more individual users	The “Phone Language That Users and Callers Hear” section in the “ Setting Up Features and Functionality That Are Controlled by User Account Settings ” chapter of the <i>User Moves, Adds, and Changes Guide for Cisco Unity Connection Release 7.x</i> at http://www.cisco.com/en/US/docs/voice_ip_comm/connection/7x/user_mac/guide/7xcucmacx.html .
Call handlers	The “Changing Phone Language Settings” section in the “ Managing Call Handlers ” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 7.x</i> .
Directory handlers	The “Changing Phone Language Settings” section in the “ Managing Directory Handlers ” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 7.x</i> .
Interview handlers	The “Changing Phone Language Settings” section in the “ Managing Interview Handlers ” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 7.x</i> .
Call routing tables	The “Changing Phone Language Settings” section in the “ Managing Call Routing Tables ” chapter of the <i>System Administration Guide for Cisco Unity Connection Release 7.x</i> .

Removing Connection 7.x Language Files

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To Remove a Connection 7.x Language File

- Step 1** Sign in to the command-line interface as a platform administrator.
- Step 2** Run the CLI command **show cuc locales** to display a list of installed languages.
- Step 3** In the command results, find the language that you want to remove, and note the value of the Locale column for the language.
- Step 4** Run the CLI command **delete cuc locale <code>** to remove the language, where <code> is the value of the Locale column that you found in [Step 3](#):
When the command completes, the following information appears:
 <code> uninstalled

