Using the Cisco IP Telephony Locale Installer with Cisco CallManager 4.1(2)

Purpose of the Document

Intended for the system administrator, this document provides installation procedures for the Cisco IP Telephony Locale Installer, which is used with Cisco CallManager and other Cisco IP telephony products that support languages other than English (United States) and network tones/cadences for countries other than the United States. This document also provides a description of user and network locales, integration/migration considerations, preinstallation tasks, and an overview of how the locale installer works.

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Introduction

Cisco provides locale-specific versions of the Cisco IP Telephony Locale Installer on www.cisco.com. Installed by the system administrator, the locale installer allows the user to view/receive the chosen translated text or tones, if applicable, when a user works with supported interfaces.

Defining User Locales

User locale files provide translated text and voice prompts, if available, for phone displays, user applications, and user web pages in the locale that the user chooses. User-only locale installers exist on cisco.com.

Defining Network Locales

Network locale files provide country-specific phone tones and gateway tones, if available. Network-only locale installers exist on cisco.com.

Cisco may combine multiple network locales in a single locale installer.

Defining Combined Locales

The Cisco IP Telephony Locale Installer combines user locales and network locales in a single web downloaded file, when applicable.

Note The Cisco Media Convergence Server (MCS) or Cisco-approved, customer-provided server can support multiple locales. Installing multiple locale installers ensures that the user can choose from a multitude of locales.

Changes do not take effect until you reboot every server in the cluster. Cisco strongly recommends that you do not reboot the servers until you have installed all locales on all servers in the cluster. Minimize call-processing interruptions by rebooting the servers after regular business hours.

Supported Cisco IP Telephony Products

Cisco IP Telephony Locale Installers exist for the following Cisco IP telephony products, as indicated in Table 1.

Table 1 Supported Cisco IP Telephony Products

Product	Type of Locale Installers Supported	Notes
Cisco IP Phone Models 7940G and 7960G	User for the phone LCD Network for the phone tones	In the Cisco CallManager User Option pages, the user can choose the user locale that will display on the phone.[1] To configure the phone tone, the administrator browses to a server that runs Cisco CallManager Administration and chooses the network locale from the Phone Configuration window. **Tip** The Cisco IP Phone Models 7960G and 7940G support ISO8859-1, ISO8859-2, Windows-1251, and Windows-1253.
Cisco IP Phone Models 7905G and 7912G	User for the phone LCD Network for the phone tones	In the Cisco CallManager User Option pages, the user can choose the user locale that will display on the phone.[1] To configure the phone tone, the administrator browses to a server that runs Cisco CallManager Administration and chooses the network locale from the Phone Configuration window. **Tip** The Cisco IP Phone Model 7905G and 7912G supports ISO8859-1, BIG5 (Traditional Chinese), GB2312 (Simplified Chinese), and EUC-KR (Korean).
Cisco Quality Reporting Tool	User	In the Cisco CallManager User Option pages, the user chooses the locale that will display on the phone.[1]
Cisco CallBack	User	In the Cisco CallManager User Option pages, the user chooses the locale that will display on the phone.[1]
Cisco WebDialer	User	In the Cisco CallManager User Option pages, the user chooses the locale that will display on the phone.[1]
Cisco CallManager Extension Mobility	User	In the Cisco CallManager User Option pages, the user chooses the locale that will display on the phone.[1]

Table 1 Supported Cisco IP Telephony Products (continued)

Product	Type of Locale Installers Supported	Notes
Gateway Tones	Network	Network locales do not exist for some gateway devices.[2] Gateways tones in the locale installer override versions that exist in the database. To configure the gateway tone, the administrator browses to a server that runs Cisco CallManager Administration and chooses the Network Locale from the Gateway Configuration window.
Cisco Tool for Auto-Registered Phones Support (TAPS)	User locales that provide localized voice prompts	After you install the locales on the server, you do not need to reboot the Cisco Customer Response Solutions (CRS) server. If voice prompts appear in English_United_States after the installation of the locale installer, see the "Troubleshooting" section on page 9.
Cisco CallManager User Option pages	User	From these pages, the user can choose the locale that displays on the web pages.
Cisco CallManager Administration User pages	User	See the "Troubleshooting" section on page 9 for caveats about these pages.
Cisco CallManager Attendant Console 1.4(1)	User	The attendant chooses the locale from the attendant console login window. A message displays if the locale does not exist on the Cisco CallManager server. The attendant console defaults to English if the locale does not exist. After you upgrade the servers to Cisco CallManager 4.1(2), you must reinstall the attendant console plug-in on the attendant console PC. Only Cisco CallManager Attendant Console 1.4(1) and later releases work with the locale installer.
Cisco IP Manager Assistant (console GUI)	User	Before you install the Locale Installer, close all sessions of IP Manager and IP Assistant clients. Be aware that the Manager may want to use a different locale than the Assistant uses. You choose the locale in the Cisco CallManager Administration User pages. For more information on how to set the locale on these pages, refer to the *Cisco CallManager Administration Guide.*

Table 1 Supported Cisco IP Telephony Products (continued)

Product	Type of Locale Installers Supported	Notes
Cisco CDR Analysis and Reporting (CAR)	User locales provide localized versions of end-user reports and the end-user graphical user interface (GUI).	CAR only supports the English character set, also known as ISO-Latin1 or ISO-8859-1; for example, United States and Western European languages. To configure the user locale for the CAR user, the administrator browses into a server that runs Cisco CallManager Administration and chooses the User Locale from the User Configuration window. If the administrator does not configure the user locale for the CAR user, the CAR user can choose the locale in the Cisco IP User Option pages. The CAR user clicks the link, Change the Locale for the device profile(s) and these web pages, and then chooses the locale. When the user browses into the server to view reports and the GUI in locales other than English_United_States, the user must enter a user name and password that has the appropriate privileges (not administrative privileges).
Cisco ATA 186 Analog Telephone Adaptor	Network	To configure the tone, the administrator browses to a server that runs Cisco CallManager Administration and chooses the network locale from the Phone Configuration window.
Annunciator Tones and Announcements	User and network	Annunciator Tones and Announcements automatically support localization after you install the Locale Installer and configure the locale settings for the Cisco IP Phone or, if applicable, the device pool. For more information on Annunciator, refer to the *Cisco CallManager System Guide.*

1. The administrator may choose the user locale in the Phone Configuration window of Cisco CallManager Administration. When the phone resets, the most recent selection by the administrator or user determines which locale displays on the phone; no order of precedence exists for the selection.
2. Network locales exist for the following gateways: Cisco Catalyst 6500 Series, Cisco 7600 Series Communication Media Module, Cisco Catalyst 4224 Access Gateway Switch, Cisco Catalyst 4000 Series, Cisco Catalyst 6000 8 Port Voice E1 and Services Module, Cisco Catalyst 6000 8 Port Voice T1 and Services Module, Cisco Catalyst 6000 24 Port FXS Analog Interface Module, Cisco Catalyst 6000 24 Port FXO Analog Interface Module, Cisco Voice Gateway 200, Cisco 2610, Cisco 2611, Cisco 2612, Cisco 2620, Cisco 2613, Cisco 2621, Cisco 2650, Cisco 2651, Cisco 2620XM, Cisco 2621XM, Cisco 2650XM, Cisco 2651XM, Cisco 2610XM, Cisco 2611XM, Cisco 2691, Cisco 3640, Cisco 3640A, Cisco 3620, Cisco 3660, Cisco 3725, Cisco 3745, Cisco 1700, Cisco 1760, and Cisco 1751.

About Cisco Java Telephony Application Programming Interface (JTAPI) and Cisco Telephony Service Provider (TSP)

Cisco JTAPI and Cisco TSP do not require that you download the locale installer to obtain locales. The locales automatically exist in the application. When you install the application, you choose the locale in which you want to view the installation. If you want to use additional locales or upgrade current locales, you must obtain an updated version of the application and install the application again.

Integration Considerations

The Cisco IP Telephony Locale Installer 4.1(2) supports Cisco CallManager Release 4.1(2). For more integration and migration information, review Table 2.

Table 2 Integration Considerations

Version of Cisco IP Telephony Application	Considerations
Cisco CallManager	
Upgrade from older version to 4.1(2)	All existing locales in Cisco CallManager after Release 3.2 migrate when you upgrade to Cisco CallManager Release 4.1(2). However, new phrases and voice prompts display only in English_United_States until you install the Cisco IP Telephony Locale Installer(s) appropriate to this Cisco CallManager version on every server in the cluster. The end-user graphical user interface (GUI) for new Cisco IP telephony products displays in English_United_States until you download the locale installer on every server in the cluster and choose the locale through Cisco CallManager Administration, if necessary. To determine whether you choose the locale through Cisco CallManager Administration, refer to the product documentation. Each installation of the locale installer overwrites the existing installation as though you installed it for the first time.
New installation of 4.1(2)	When you install Cisco CallManager, only the English_United_States user and the network locale install on the servers in the cluster. To obtain locales other than English_United_States, you must install the Cisco IP Telephony Locale Installer on every server in the cluster. See the "Troubleshooting" section on page 9 when phrases and voice prompts display in English_United_States after the installation of the locale installer.

Table 2 Integration Considerations (continued)

Version of Cisco IP Telephony Application	Considerations
Cisco Customer Response Solutions (CRS)	
Installation/Upgrade of any version of CRS 2.0 or 3.0	These versions serve as minimum requirements for installing the Cisco IP Telephony Locale Installer on the CRS server.
Installation/Upgrade of CRS 4.0 or later	When the Locale Installer 4.1(2) detects an installation of CRS 4.0 or later, it stores the TAPS files in an AAR file. However, it does not automatically install them. You must upload these files by using CRS Application Administration. During the Locale Installer installation, a message displays with instructions on how to upload the TAPS files.

Installing the Cisco IP Telephony Locale Installer

Caution You must install Cisco CallManager 4.1(2) on every server in the cluster before you install the Cisco IP Telephony Locale Installer.

Caution You must reboot 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.

To minimize call-processing interruptions, do not reboot the servers during regular business hours.

Tip If you want to do so, you can install the Cisco IP Telephony Locale Installer via Virtual Network Computing (VNC).

You can use Microsoft Terminal Services (TS) to install the Cisco IP Telephony Locale Installer if TS was installed during the Cisco CallManager installation.

Procedure

Step 1 Verify that you installed Cisco CallManager 4.1(2) on every server in the cluster.

Step 2 To download the locale installer executable from the Cisco web site, click http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/locale-installer.shtml and go to Step 3.

Or, to install the locale installer from the Plugin page in Cisco CallManager Administration, do the following:

a. Choose **Start > Programs > Cisco CallManager > Cisco CallManager Administration**.

b. Log in to Cisco CallManager Administration by using the administrator account and password.

c. Choose **Application > Install Plugins**.

d. Click the icon that represents the Cisco IP Telephony Locale Installer.

The Voice Products software page on the web displays.

Step 3 Click the version for Cisco IP Telephony Locale Installer.

The locale installer page displays.

Step 4 To download the executable to the server, click the executable.

Step 5 After downloading the file, save the file to the hard drive.

Step 6 Note the location of the saved file.

Step 7 Double-click the file to begin the installation.

Step 8 The Setup dialog box displays. This dialog box shows the date that the installer was last updated. Click **Setup**.

File extraction begins, as noted by the status bar in the Setup dialog box.

The Install Wizard window states that the program guides you through the installation. If you click Cancel, you exit the program.

Step 9 The Welcome window shows the components and versions that you can install on the server. Click **Next**.

If the application cannot access the configuration files, a prompt states that the setup process stops.

Step 10 When the License Agreement window displays, read the information in the pane carefully; click **Yes** to accept all terms of the agreement.

Step 11 All components that are available for installation display in the Component Selection window. The installation automatically checks all check boxes in the window. If you do not want to install a component, uncheck the component check box. Click **Next**.

Step 12 In the Start Copying Files window, review the components that you want to install. Click **Next**.

Note If you intended to install other files besides the files that are listed in the pane, click Back and choose the correct components.

The Setup Status window displays and shows the status of the installation. The installation process takes 1 to 3 minutes, depending on the requested operations.

Step 13 The Installation Completion window displays. Perform the following procedure, depending on the desired result:

a. If you do not plan to install additional locales, or if you have finished installing a single locale on all the servers, click **Yes, I want to restart my computer now**; then, go to Step 14.

Cisco recommends that you choose this selection only after you complete all locale installation procedures on every server in the cluster.

b. If you plan to install additional locales, or if you have not installed a single locale on all servers, click **No, I do not want to restart my computer now**; then, go to Step 14.

To minimize call-processing interruptions, do not restart the servers during regular business hours.

Step 14 Click **Finish**.

Step 15 The Setup dialog box displays. Do not click any buttons or press any keys.

When the dialog box automatically closes, you have completed the installation on the server.

Step 16 Install the Cisco IP Telephony Locale Installer on every server in the cluster.

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

Step 17 If you want to install other locales, perform Step 2 through Step 16 on every server in the cluster.

Step 18 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.

Step 19 Verify that your users can choose the locale(s) for supported products.

Troubleshooting

Review the following troubleshooting tips in the "Error Messages" and "Caveats" sections.

Error Messages

See the following error messages that may display during the installation process.

This machine is neither a TAPS server nor a Cisco CallManager server.

Locate the proper server for the installation.

The locale installer cannot install a component; for example, error updating CAR image file, cannot find/create directory, cannot install component files.

If the installation fails, the installation removes all installed files and entries from the Cisco CallManager database.

The Locale Installer 4.1(2) will not run on Cisco CallManager versions prior to 4.1(2).

You cannot install the locale installer on any version before Cisco CallManager Release 4.1(2). The locale installer installation stops.

Caveats

See the following caveats and refer to the corresponding version of the Cisco IP Telephony Locale Installer release notes for caveats that are specific to the Cisco IP Telephony Locale Installer. To obtain the release notes, click the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm

Caution Using non-English character sets with DC Directory, Netscape Directory, or Active Directory may cause directory database errors. Cisco CallManager Release 4.0 only supports the English character set, also known as ISO-Latin1 or ISO-8859-1, Windows 1251-Cyrillic, and Windows 1253-Greek with any directory.

English_United_States phrases and voice prompts display after the installation completes.

This situation causes no problems in your cluster. You may not have the latest locale installer that is available on cisco.com. Furthermore, Cisco may choose to update the Cisco CallManager database and not immediately update the Cisco IP Telephony Locale Installer.

Attempt to install the locale installer on all servers again. If English_United_States phrases or voice prompts display, wait until an updated version of the locale installer displays on cisco.com. Download and install the updated version of the locale installer.

Note Cisco TAPS voice prompts and Cisco Non-IOS gateway network tones do not fall back to English_United_States.

Cisco CallManager only supports the English character set in the User area of Cisco CallManager Administration.

After you download the locale installer, you can display field names in the User area of Cisco CallManager Administration in your chosen language. However, Cisco CallManager only supports the English character set, also known as ISO-Latin1 or ISO-8859-1, in the fields and in all user accounts and passwords that are needed to access these windows. If a user enters data that is not in the English character set, a dialog box displays and states that the user must enter data from the English character set.

You can choose different phone and gateway tones for the system.

If you choose to use different network locales, make sure that you choose a network locale in the parameters or the device pool that is supported by all gateway and phone device types that use the locale installer.

A new locale installer exists.

You cannot install the new locale installer with any version of Cisco CallManager other than release 4.1(2), unless otherwise indicated in this document, the readme document, or the *Cisco CallManager Compatibility Matrix*.

You cannot uninstall a locale or the Cisco IP Telephony Locale Installer.

No option exists to modify, repair, or remove the locale or the locale installer. Running the locale installer multiple times results in a reinstallation of the locale, as if it is not already installed on the server.

You must reinstall the locale installer after you perform restoration procedures.

The Cisco IP Telephony Applications Server Restore Utility does not restore the locale installer. You must reinstall the locale installer after you restore Cisco CallManager data.

Cisco does not support the localization of fast-dial code/service or the Personal Address Book on the Cisco IP Phone.

Speed Dial and Personal Address Book text displays in English only.

Obtaining the Release Notes for the Cisco IP Telephony Locale Installer

To obtain the release notes for the Cisco IP Telephony Locale Installer, click the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/locinst/index.htm

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

http://www.cisco.com/univercd/home/home.htm

You can access the Cisco website at this URL:

http://www.cisco.com

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

  http://www.cisco.com/en/US/partner/ordering/index.shtml

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 1 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year, at this URL:

http://www.cisco.com/techsupport

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

http://tools.cisco.com/RPF/register/register.do

Note Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

http://www.cisco.com/techsupport/servicerequest

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)
EMEA: +32 2 704 55 55
USA: 1 800 553-2447

For a complete list of Cisco TAC contacts, go to this URL:

http://www.cisco.com/techsupport/contacts

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

  http://www.cisco.com/go/marketplace/

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

  http://cisco.com/univercd/cc/td/doc/pcat/

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:

  http://www.ciscopress.com

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

  http://www.cisco.com/packet

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:

  http://www.cisco.com/go/iqmagazine

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

  http://www.cisco.com/ipj

- World-class networking training is available from Cisco. You can view current offerings at this URL:

  http://www.cisco.com/en/US/learning/index.html