

Main page: [Cisco Unified Presence, Release 7.x](#)

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Previous Topic

- [Configuring Cisco Unified Presence Release 7.x with Microsoft Exchange Server](#)

If you want to expand your Microsoft Exchange deployment to support multiple languages, you must configure Cisco Unified Communications Manager and Cisco Unified Presence to support the user locales that you require in your calendaring integration. There is no limit to the number of supported languages.

- [Installing the Locale Installer on Cisco Unified Communications Manager](#)
- [Installing the Locale Installer on Cisco Unified Presence](#)
- [Setting User Locales for Multilingual Calendar Integration](#)

Installing the Locale Installer on Cisco Unified Communications Manager

User locale files provide translated text for user applications and user web pages in the locale that the user chooses. User locales are country-specific.

Before You Begin

- Install Cisco Unified Communications Manager (Release 6.x or a higher release) on every server in the cluster before you install the Cisco Unified Communications Manager Locale Installer.
- If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on Cisco Unified Presence. Ensure the locale installer is installed on every server in the cluster (install on the Publisher server before the Subscriber servers).
- User locales should *not* be set until all appropriate locale installers are loaded on *both* systems. Users may experience problems with calendaring if they inadvertently set their user locale *after* the locale installer is loaded on Cisco Unified Communications Manager but *before* the locale installer is loaded on Cisco Unified Presence. If issues are reported, we recommend that you notify each user to sign into Cisco Unified Communications Manager user options pages and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.
- You must restart 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.

Procedure

1. Perform one of the following actions to download the locale installer:

| To download the locale installer from: | Do this: |
|--|--|
| Cisco website | <ol style="list-style-type: none"> 1. Click: http://www.cisco.com/kobayashi/sw-center/telephony/callmgr/locale-installer.shtml 2. Go to Step 2 |
| Plugin window in Cisco Unified Communications Manager Administration | <ol style="list-style-type: none"> 1. Sign in to Cisco Unified Communications Manager Administration using the administrator account and password 2. Select Applications > Install Plugins. 3. Click the icon that represents the Cisco Unified Communications Manager Locale Installer. 4. Go to Step 2 |

2. Click the version of the Cisco Unified Communications Manager Locale Installer.
3. To download the installer file to the server, click **Download**
4. After downloading the file, save the file to the hard drive and note the location of the saved file.
5. Double-click the file to begin the installation.
6. Perform these actions to complete the installation:

| Window | Configuration Steps |
|--|--|
| License Agreement Window Page 1 of 4 | <ol style="list-style-type: none"> 1. Read and accept the license agreement. 2. Click Next to display the Readme Notes dialog. <p>Note: The readme notes contain build-time information such as components and devices that are supported in the released build. The readme may be printed for reference. Examine and accept the readme notes then click Next to proceed to the Setup Type dialog.</p> |
| Setup Type Window Page 2 of 4 | <ol style="list-style-type: none"> 1. Select a custom setup type to allow you to select or deselect user locales as required. 2. Click Next. |
| Start Copying Files Window Page 3 of 4 | <ol style="list-style-type: none"> 1. Review the setup options. 2. Click Next. |
| Ready to Install the Program Window Page 4 of 4 | Click Install to start the installation of the selected user locales. <p>Note: The speed of installation depends on the performance of the server. It is estimated to take between two to ten minutes to complete the database update. Observe the progress bar and text above it to determine the status of installation.</p> |

7. When the installation is complete, a new dialog requests confirmation of a restart. Should you wish to apply another locale installer, repeat this procedure before restarting the server in order to reduce downtime.

8. Click **Finish**. The Setup dialog box displays. Do not click any buttons or press any keys.

9. When the dialog box automatically closes, you have completed the installation on the server. Install the Cisco Unified Communications Manager Locale Installer on every server in the cluster.

10. After you complete all locale installation procedures, complete these actions:

- Run the following command on the CLI: **run sql update enduser set cucm_cdrtime=0**
- Restart the Sync Agent service in Cisco Unified Serviceability (select **Tools > Service Activation**).
- Restart each server in the cluster.

11. Verify that your users can select the locale(s) for supported products.

Troubleshooting Tips

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

What To Do Next

- [Installing the Locale Installer on Cisco Unified Presence](#)

Installing the Locale Installer on Cisco Unified Presence

User locale files provide translated text for user applications and user web pages in the locale that the user chooses. User locales are country-specific.

Before You Begin

- Install the Locale Installer on Cisco Unified Communications Manager. If you want to use a locale other than English, you must install the appropriate language installers on both Cisco Unified Communications Manager and on Cisco Unified Presence.
- If your Cisco Unified Presence cluster has more than one node, make sure that the locale installer is installed on every server in the cluster (install on the Publisher server before the Subscriber servers).
- User locales should *not* be set until all appropriate locale installers are loaded on both systems. Users may experience problems with calendaring if they inadvertently set their user locale *after* the locale installer is loaded on Cisco Unified Communications Manager but *before* the locale installer is loaded on Cisco Unified Presence. If issues are reported, we recommend that you notify each user to sign into Cisco Unified Communications Manager user options pages and change their locale from the current setting to English and then back again to the appropriate language. You can also use the BAT tool to synchronize user locales to the appropriate language.
- You must restart 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.

Procedure

1. Browse to this location on cisco.com to locate the Cisco Unified Presence locale installer:

<http://tools.cisco.com/support/downloads/go/ReleaseType.x?optPlat=&isPlatform=Y&mdfid=281820245&sftTyp>

2. Click the version of the Cisco Unified Presence Locale Installer that is appropriate for your working environment.
3. After downloading the file, save the file to the hard drive and note the location of the saved file. .
4. Copy this file to a server that supports SFTP.
5. Sign into Cisco Unified OS Administration using the administrator account and password.
6. Select **Software Upgrades > Install/Upgrade**.
7. Select **Remote File System** as the software location source.

8. Enter the file location, for example /tmp, in the Directory field.
9. Enter the Cisco Unified Presence server name in the Server field.
10. Enter your username and password credentials in the User Name and User Password fields.
11. Select **SFTP** for the Transfer Protocol.
12. Click **Next**.
13. Select the Cisco Unified Presence locale installer from the list of search results.
14. Click **Next** to load the installer file and validate it.
15. After you complete the locale installation, restart each server in the cluster.
16. The default setting for installed locales is "English, United States?". While your Cisco Unified Presence server is restarting, change the language of your browser, if necessary, to match the locale of the installer that you have downloaded

| If you use this browser: | Configuration Steps |
|-------------------------------|---|
| Internet Explorer Version 6.x | <ol style="list-style-type: none"> 1. Select Tools > Internet Options. 2. Select the General tab. 3. Click Languages. 4. Use the Move Up button to move your preferred language to the top of the list. 5. Click OK. |
| Mozilla Firefox Version 3.x | <ol style="list-style-type: none"> 1. Select Tools > Options. 2. Select the Contents tab. 3. Click Choose in the Languages section of the window. 4. Use the Move Up button to move your preferred language to the top of the list. 5. Click OK. |

17. Verify that your users can select the locale(s) for supported products.

Troubleshooting Tips

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

What To Do Next

- [Setting User Locales for Multilingual Calendar Integration](#)

Setting User Locales for Multilingual Calendaring Integation

There are two ways to complete this procedure, depending on whether your role is the Administrator or user.

Before You Begin

- Install the Cisco Unified Communications Manager and Cisco Unified Presence Locale Installers that contain all the available languages. User locales should *not* be set until all appropriate locale installers are loaded on *both* systems.
- You may experience problems with calendaring if you inadvertently set your user locale *after* the locale installer is loaded on Cisco Unified Communications Manager but *before* the locale installer is loaded on Cisco Unified Presence. To force the system to use the appropriate language, we recommend that you sign into Cisco Unified Communications Manager user pages and change the user locale from the current setting to English. Then reset the locale to the language that you require.

Procedure

1. Complete the procedure specific to your role, as follows:

| If you are an: | Configuration Steps |
|----------------|--|
| Administrator | <ol style="list-style-type: none"> 1. Sign in to Cisco Unified Communications Manager Administration using the administrator account and password. 2. Select User Management > End User. 3. Use the Find and List functionality to search for and locate the user that you require. 4. Select the User ID hyperlink for the user that you require. 5. Select the appropriate language for the user from the User Locale drop-down list. 6. Select Save. |
| User | <ol style="list-style-type: none"> 1. Sign in to Cisco Unified Communications Manager User Options using the user account and password. 2. Select User Options > User Settings Configuration. 3. Select the appropriate language for the user from the User Locale drop-down list. 4. Select Save. |

Related Topics

- [Installing the Locale Installer on Cisco Unified Presence](#)
- [Installing the Locale Installer on Cisco Unified Communications Manager](#)