



Important Notes

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Features and Services

Media Sense does not Record the Consult Call with Selective Recording

When Selective Recording is configured, the Media Sense server does not record the consult call during a transfer. For example, if a call between an agent and a customer is being recorded, and the agent initiates a transfer to another agent, the consult call that takes place between the two agents, prior to the call being transferred, is not recorded.

To ensure that the consult call is recorded, the agent must press the **Record** softkey when the consult call starts.

OVA Requirements and User Capacities

When sizing your deployment, keep these guidelines in mind around OVA requirements:

- For multi-cluster deployments, we recommend that you deploy a minimum OVA of 15,000 users
- For Persistent Chat deployments, we recommend that you deploy a minimum OVA of 15,000 users
- For Centralized deployments, we recommend a minimum OVA of 25,000 users



Note If you plan to enable Multiple Device Messaging, measure deployments by the number of clients instead of by the number of users as each user may have multiple Jabber clients. For example, if you have 25,000 users, and each user has two Jabber clients, your deployment must have the capacity of 50,000 users.

SDL Listening Port Update Requires CTIManager Restart on all Nodes

If you edit the setting of the **SDL Listening Port** service parameter, you must restart the **Cisco CTIManager** service on all cluster nodes where the service is running. Currently, the help text says to restart the service, but does not specify that you must restart the service on all nodes where the service is running. You can access this service parameter from Cisco Unified CM Administration interface by navigating to **System > Service Parameters**, selecting **Cisco CTIManager** as the service, and clicking **Advanced** to see a complete list of CTIManager service parameters.

This update is a part of [CSCvp56764](#).

Interoperability

AXL Requests to Unified CM Nodes

If you run Cisco TelePresence Management Suite (TMS) for scheduling, then the node that you add it to sends multiple AXL queries to fetch endpoint information. Because of the load that TMS generates, we recommend that you do not configure other applications that use AXL (such as Cisco Emergency Responder or Cisco Unified Attendant Console) to send AXL requests to these nodes.

Cisco Unified Attendant Console Support

This information applies to [CSCva12833](#).

Cisco Unified Attendant Console Releases 11.x and earlier are not compatible with Cisco Unified Communications Manager Release 11.5(1). You must install or upgrade to Cisco Unified Attendant Console Advanced Release 11.0(1).

IM and Presence Service Interoperability with Expressway-C

To interoperate Cisco Unified IM and Presence Service Release 11.5(1) and Expressway-C, you must be running a minimum version of Expressway-C X8.8. IM and Presence Service 11.5(1) does not support earlier versions of Expressway-C.

If you are upgrading from an earlier release where you are already interoperating with Expressway-C, upgrade your Expressway-C system to X8.8. After upgrading Expressway-C, you can upgrade your IM and Presence Service.

New Cisco Gateway Support

New releases of Unified Communications Manager have introduced support for the following Cisco gateways:

- Cisco VG400 Analog Voice Gateway
- Cisco VG420 Analog Voice Gateway
- Cisco VG450 Analog Voice Gateway
- Cisco 4461 Integrated Services Router

The following table lists supported gateway models and the initial release, by release category, where support was introduced. Within each release category (e.g., 10.5(2), 11.5(x)), support for the gateway model is added as of the specified release, along with later releases in that category. For these releases, you can select the gateway in the **Gateway Configuration** window of Unified Communications Manager.

Table 1: Cisco Gateways with Initial Release By Release Category

Gateway Model	10.5(2) Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco VG 202, 202 XM, 204, 204 XM, 310, 320, 350 Analog Voice Gateway	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later	14 and later
Cisco VG400 Analog Voice Gateway	Not supported	11.5(1)SU7 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco VG420 Analog Voice Gateway	Not supported	11.5(1)SU9 and later	12.0(1)SU2 and later	12.5(1)SU4 and later	14SU1 and later
Cisco VG450 Analog Voice Gateway	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco 4321, 4331 4351, 4431, 4451 Integrated Services Router	10.5(2) and later	11.5(1) and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco 4461 Integrated Services Router	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later

Cisco Analog Telephone Adapters

Cisco Analog Telephone Adapters connect analog devices, such as an analog phone or fax machine, to your network. These devices can be configured via the **Phone Configuration** window. The following table highlights model support for the ATA series.

Table 2: Cisco Analog Telephone Adapters

ATA Adapter	10.5(2)x Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco ATA 190 Analog Telephone Adapter	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later	14 and later

ATA Adapter	10.5(2)x Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco ATA 191 Analog Telephone Adapter	10.5(2)SU7 and later	11.5(1)SU4 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later

Tomcat Certificate Regeneration with SAML SSO Deployment

If you regenerate Tomcat certificates within a SAML SSO deployment, you must also generate a new metadata file in Unified Communications Manager and upload that metadata file to the IdP.

IM and Presence Service

Intercluster Peering Not Supported with Cisco Unified Presence 8.6

Cisco Unified Presence 8.6 is not supported as an intercluster peer for Unified IM and Presence Service 11.x. For information on supported intercluster peer configurations, see the [Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service](#).

Reset High Availability Following IM and Presence Service Node Outage

This documentation update addresses [CSCuz86028](#).

During an IM and Presence Service node outage, caused for example by a node reboot or a node network outage and if this results in a High Availability failover, ensure that after fallback has occurred that you reset High Availability (HA).

You can do this by first disabling HA and then enabling HA on the **Presence Redundancy Groups Configuration** window on Unified Communications Manager.

IM and Presence Server Pings to Jabber Are Not Configurable

IM and Presence server updates the presence status of the user as Unavailable if it does not receive a keep-alive from the client after two 1-minute pings.

The timings for these pings are hard-coded on the server side and are not configurable.

Persistent Chat Character Limit with Microsoft SQL Server

If you have Persistent Chat configured with Microsoft SQL Server as the external database, chat messages where the total message body (HTML tags + text message) exceeds 4000 characters are rejected and are not delivered. See [CSCvd89705](#) for additional detail. This issue exists from Release 11.5(1)SU3 onward.

Rebooting IM and Presence Subscriber Nodes

If the Cisco Unified Communications Manager and IM and Presence Service publisher nodes are both unavailable, such as may occur in a UCS server crash, do not restart any IM and Presence Service subscriber nodes as the subscriber node may not recover, and Jabber users may not be able to log in, thereby requiring a rebuild of the IM and Presence cluster.

Make sure to get the Cisco Unified Communications Manager and IM and Presence Service publisher nodes up and running before you restart any IM and Presence subscriber nodes.

Miscellaneous

Bandwidth Allocations for 88xx SIP Phones

If you are deploying 88xx phones with the SIP protocol, note that these phones will use more bandwidth than the recommended 32 kbps while registering to Unified Communications Manager. Ensure to take account for the higher bandwidth requirement over registration when you configure your QoS bandwidth allocation in the APIC-EM Controller.

Dialed Number Analyzer does not Support Single Sign-On

Dialed Number Analyzer (DNA), installed, as a service feature on Unified Communications Manager, does not support Single Sign-On (SSO). Use non-SSO mode to log into the application. After you log in using a non-SSO mode, you can access Cisco Unified Communications Manager Administration without an SSO login.

To access DNA, enter the following URL in your web browser:

`https://<cm-machine>/dna`, where <cm-machine> is the node name or IP address on which Dialed Number Analyzer is installed.

Route Filter and Associated Route Patterns

When configuring your call routing, make sure that you don't assign a single route filter to too many route patterns. A system core could result if you were to edit a route filter that has hundreds of associated route patterns, due to the extra system processing that is required to update call routing for all of the route patterns that use the route filter. Create duplicate route filters to ensure that this does not occur. For more information, see [CSCup04938](#).

Blue Screen Appears for Unified CM Refresh Upgrades

An issue exists with refresh upgrades of Unified Communications Manager to specific destination releases. After the timezone data populates, you may see a blue transition screen appear for 30 minutes or more.

If you see this blue screen, DO NOT stop the upgrade, or a kernel panic occurs. The upgrade will continue to run even while the blue screen displays. The blue screen will clear itself after approximately 30 minutes.

Affected 'To' Versions

This issue affects refresh upgrades of Unified Communications Manager where the destination version falls within the range in the below table. This range includes SU and ES versions that lay within the range. This issue does not occur for upgrades to older or newer versions that do not fall within the range, or for upgrades of the IM and Presence Service.

Table 3: Affected 'To' Versions for Blue Screen Refresh Upgrade Issue

Release Category	Affected Upgrade Destination Range
10.5(x)	10.5.2.21170-1—10.5.2.22188-1 (includes 10.5(2)SU9)
11.5(x)	11.5.1.16099—11.5.1.17118-1 (includes 11.5(1)SU6)
12.0(x)	12.0.1.23036-1 — 12.0.1.24053-1 (includes 12.0(1)SU3)
12.5(x)	12.5.1.11001-1 — 12.5.1.12018-1 (includes 12.5(1)SU1)

For additional details, see [CSCvs28202](#).