

# ReadMe for Cisco Unified Communications Manager Release 14SU4

---

**First Published:** 2024-05-30

**Last Modified:** 2024-06-11

## Revision History

Date	Revision
May 30, 2024	Initial publication
June 11, 2024	Added CSCwk28041 to Open Caveats

## Introduction



---

**Note** To view the release notes for previous versions of Cisco Unified Communications Manager, choose the Cisco Unified Communications Manager version from the following URL:

[http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html)

---



---

**Note** Please review all sections in this document pertaining to installation before you install this version. Failure to install this version as described may result in inconsistent Cisco Unified Communications Manager behavior.

---

This 14SU4 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 14SU4. This version can be applied to Cisco Unified Communications Manager and Session Management Edition.



---

**Note** Before you install Cisco Unified Communications Manager, Cisco recommends that you review the [Important Notes, on page 3](#) for information about issues that may affect your system.

---

## System Requirements

The following sections comprise the system requirements for this release.

### Server Support

In this release, you cannot install or run Cisco Unified Communications Manager on server hardware; you must run these applications on virtual machines. Please refer to the “Hardware” section of the *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 14* for additional details:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html>

### Uninterruptible Power Supply

Ensure that you connect each node to an uninterruptible power supply (UPS) to provide backup power and protect your system.




---

**Caution** Failure to connect the Cisco Unified Communication Manager nodes to a UPS may result in damage to physical media and require a new installation of Cisco Unified CM.

---

## Version and Description

This SU is a cumulative update that incorporates all of the fixes and changes from Cisco Unified Communications Manager 14 through 14SU3 along with additional changes that are specific to this SU.




---

**Note** You can only install this SU on Cisco Unified Communications Manager Release 10.5 through 11.x, 12.0(1x), 12.5(1), 14 through 14SU3, or any 14ES from 14.0.1.11001-1 to 14.0.1.14056-2. Upgrades from any earlier supported versions require a PCD migration. If you are upgrading from a version prior to 14, ensure you have the proper licensing prior to doing the upgrade.

---

For a list of all supported upgrade paths and the supported upgrade method, please see the Compatibility Matrix at:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html>




---

**Caution** Please note that if you install an SU it may contain fixes that are not included in the newer Unified CM releases. For example, a fix in an 12.5(1)SU, 12.5(1)SU5, may not be included in 14 because the fix was not available prior to the release of 14. In this example, an SU or ES on the 14 branch may be required to retain the same fixes.

---

## New to this Release

For details about the features included in this release, refer to Release Notes for Cisco Unified Communications Manager and IM & Presence Service, Release 14SU4 at:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>

***In addition to the features listed in the Release Notes, the following changes were introduced in 14SU3:***

- Log4j upgrade to 2.19

***In addition to the features listed in the Release Notes, the following changes were introduced in 14SU1:***

- **This release is signed with a new 2021 signing key.** See the [Important Notes, on page 3](#) section for more details.

## Important Notes

Compatibility between collaboration products is detailed at the following link. You must insure your versions are compatible before beginning your upgrade:

[https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix-InteractiveHTML.html](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix-InteractiveHTML.html)

Cisco provides the following guidance to help you successfully upgrade Cisco Unified Communications Manager software:

- To minimize call-processing interruptions during the upgrade process, register all devices to servers that are running the same version of Cisco Unified Communications Manager software. Make sure that you register all devices to the backup Cisco Unified Communications Manager server or to the primary Cisco Unified Communications Manager server, but not to both the backup and primary servers.

### Warning for Upgrades to 15



#### Warning

---

This SU adds support for Smart Receiver Transport for licensing. This feature is not found in the CUCM 15 base or 15SU1 releases, as those versions were released prior to development of this feature. Upgrades from this SU to any CUCM or IM&P 15 versions lower than 15SU2 are not allowed and will not be displayed as valid upgrade options. Customers upgrading from this SU should choose 15SU2 or higher as their target upgrade.

---

### Warning for Upgrades from 10.5(2)



#### Warning

---

Per the Supported Upgrade and Migration Paths in the [Compatibility Matrix](#), direct upgrades from any 10.5.2 release to any 14 release are not supported (PCD Migration or Fresh Install with Data Import are the only supported upgrade options from 10.5.2). In previous releases of 14, this upgrade path was not blocked in the code even though it is not supported. Starting with 14SU2, upgrades from release 10.5.2 are now blocked in the code so a direct upgrade attempt will now fail as an unsupported upgrade.

---

### Warning for Upgrades with FIPS Enabled



**Warning** If you are upgrading with FIPS enabled and/or using PCD with FIPS enabled, see the [CiscoSSL7 COP File Readme](#) for information on the COP file `cisco.cm.ciscossl7_upgrade_CSCwa48315_CSCwa77974_v1.0.k4.cop`. This document details the pre-requisites required for direct upgrade or direct migration to the 14SU2 or higher destination versions when FIPS is enabled.

## Related Documentation

To view documentation that supports Cisco Unified CM Release 14, go to:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-documentation-roadmaps-list.html>

## Before You Begin

Before upgrading, review the [Upgrade and Migration Guide](#) > Upgrade Planning for details on:

1. Supported Upgrade Paths
2. Upgrade options - There are multiple upgrade options available: Direct Upgrade, Cluster Upgrade, Fresh Install with Data Import, PCD. Detailed instructions for each may be found in the [Installation Guide](#)
3. Hardware, Software, Network, and VM requirements. Open VMWare Tools now default for new installations of version 12.5 and higher, and is recommended for upgrades from earlier versions.
4. Deprecated Phone Models

Compatibility information can be found in the [Compatibility Matrix](#)

## Installation Instructions



**Note** Apply this SU to all of your Cisco Unified Communications Manager servers, beginning with the publisher server and TFTP server

Refer to the *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 14* for detailed information about doing this upgrade:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html>



**Note** Because the 14.0.1.14900-94 build is a non-bootable ISO, it proves useful only for upgrades. You cannot use it for new installations. You may however install with the base version 14.0.1.10000-20 and apply 14.0.1.14900-94 as a patch during the installation.

Release 14SU4 is available in both restricted (which is the release type that has always been available from Cisco) and unrestricted versions of software to comply with import / export restrictions to various countries.

The unrestricted version is available in limited markets. Please refer to the “Export Restricted and Export Unrestricted Software” section in the **Understanding Upgrades and Migrations** chapter, of the *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 14* referenced above, for a more detailed description.



**Note** Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

The file names and hash values you will use for this upgrade are:

**Table 1: Restricted ISO Names and Checksum Values**

<b>ISO Name:</b>	UCSInstall_UCOS_14.0.1.14900-94.sha512.iso
<b>MD5:</b>	cc180b7d2872510a1ced1ecc7c4dd7c9
<b>SHA512:</b>	7b000ee0cd38e737a593670fc9e9f7f3be131d72cf335d5363f2e6aa7c380e68e14993062c4624d363ce5f488aefe28a74eef644878d11e1abc3228a7a1ba974

**Table 2: UnRestricted ISO Names and Checksum Values**

<b>ISO Name:</b>	UCSInstall_UCOS_UNRST_14.0.1.14900-94.sha512.iso
<b>MD5:</b>	0d0d7cc8cab74587110e683e8c223ff7
<b>SHA512:</b>	62cc02c2f36fb2919a6bbbd88d3ea794dc628637fc06c53788605a729a4eccd0240a1a39a23f9c02bf26f9f6e0645ff8cec4c12a7b8070b1d9ac63a3f30c4012

## Reverting to a Previous Version



**Note** Revert to the previous version on all servers in the cluster in the same order in which you performed the upgrade.

Refer to the “Switch to Previous Version” section in the **Upgrade Procedures** chapter at *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 14* for detailed instructions on “Reverting to a Previous Version.”

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html>

## Caveats

Caveats describe unexpected behavior on a Cisco Unified Communications server. The following sections contain lists and descriptions of resolved and open caveats in this release.

## Resolved Caveats

Resolved Caveats for Cisco Unified Communications Manager Release 14SU4 describes possible unexpected behaviors in Cisco Unified Communications Manager 14 releases.

**Resolved CUCM Caveats in 14SU4** (everything fixed in SU4 since SU3)

[Click Here for the list](#)

**Cumulative Resolved CUCM Caveats** (everything fixed in all SU's since base 14)

[Click Here for the list](#)

## Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 14SU4 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 14SU4.

**Open CUCM Caveats in 14SU4**

CSCwk28041: UCM 14SU4 Will Not Install On 14.0.1.14042-2 through 14.0.1.14056-2

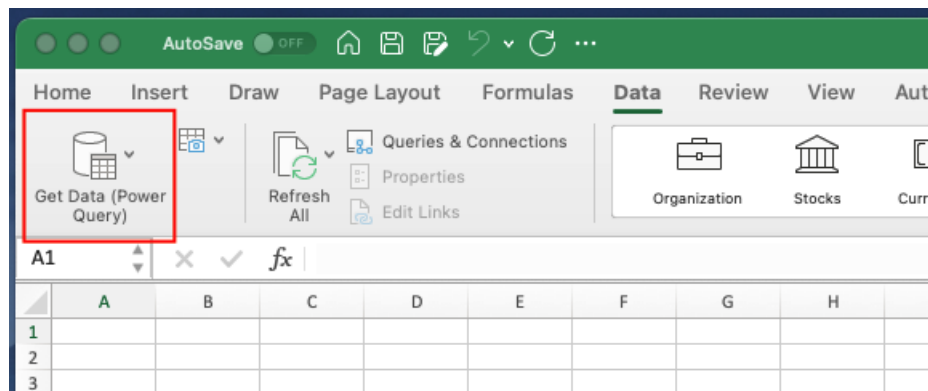
## CUCM Caveats 14 Complete List

For a complete list of caveats applicable to 14, use the following Bug Search Tool link:

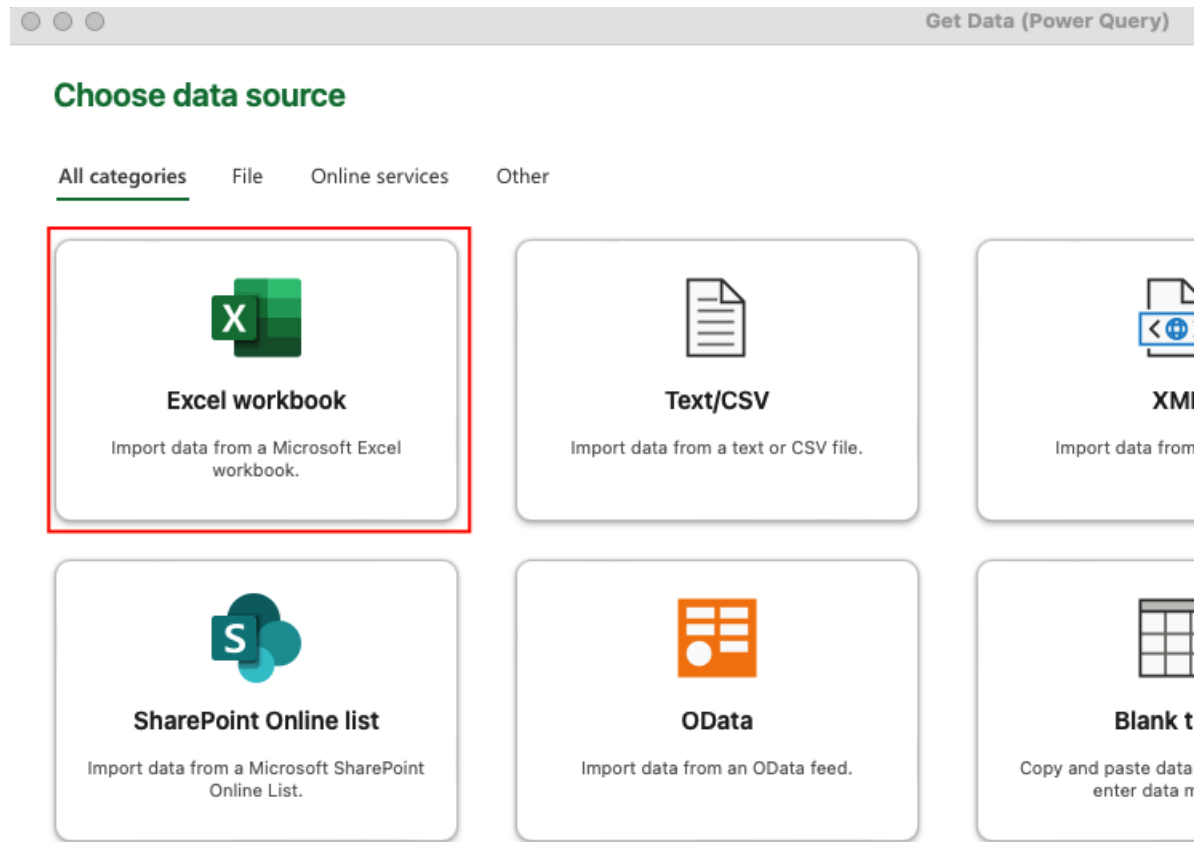
[https://bst.cloudapps.cisco.com/bugsearch?pf=prNm&sb=afi&kw=\\*&bt=usV&prNm=Cisco%20Unified%20Communications%20Manager%20\(CallManager\)&rs=140\(1.1](https://bst.cloudapps.cisco.com/bugsearch?pf=prNm&sb=afi&kw=*&bt=usV&prNm=Cisco%20Unified%20Communications%20Manager%20(CallManager)&rs=140(1.1)

To determine the caveats that were open for a specific release, use the following steps (the screenshots below are from Excel for Mac, the Excel for Windows options are a little different but follow the same basic flow):

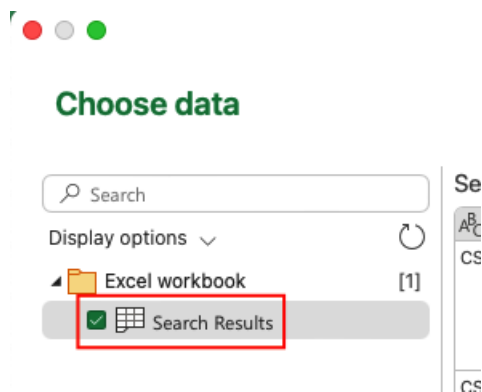
1. Click on the "Export Results to Excel" link
2. Open the downloaded file in Excel and Save As a .xlsx file
3. Open a blank Excel workbook
4. Click on Data --> Get Data (Power Query)



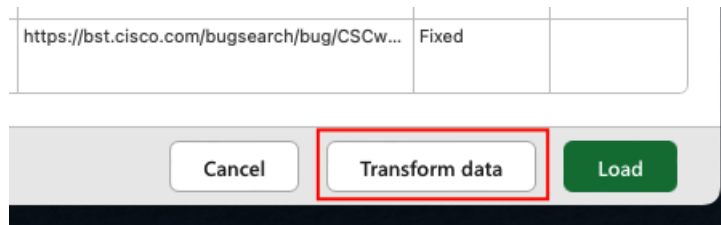
5. Choose "Excel workbook" as the source.



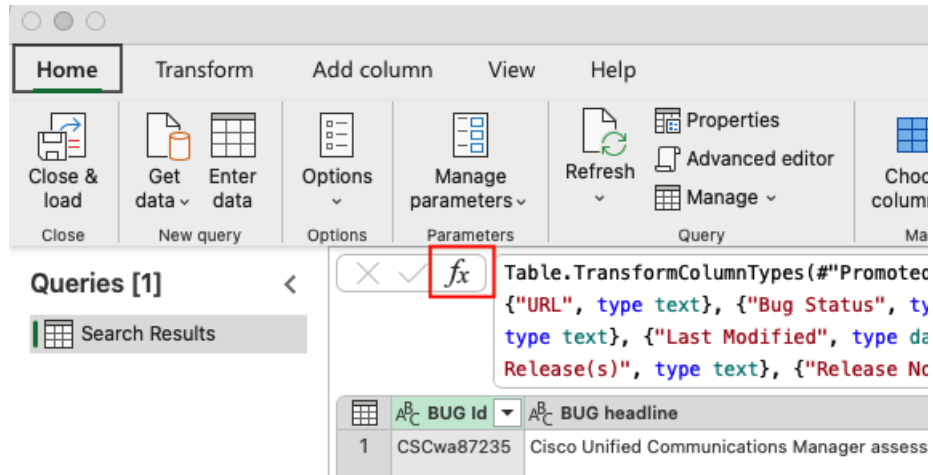
6. Click "Browse", select the .xlsx file saved previously, and click Next
7. Click the checkbox next to the Tab name (by default it will be Search Results)



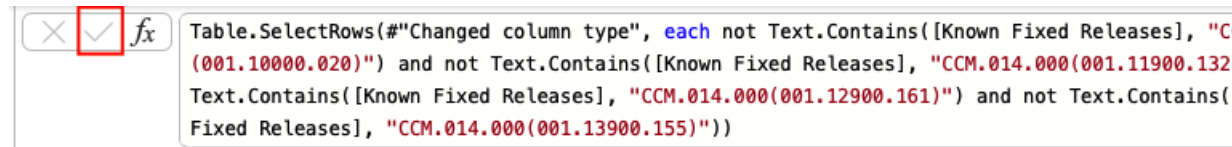
8. Click on the "Transform Data" button



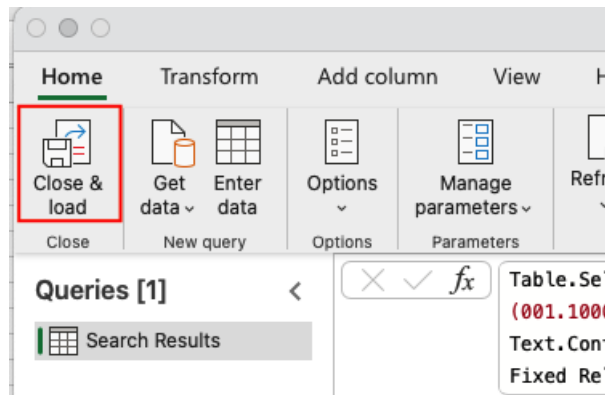
- Click on the fx button to insert a new step



- In the text box next to the fx button, paste the desired filter string (see below)
- Click the check mark to apply the changes



- Click the "Close and load" button



- The results that are loaded into the Excel workbook will be all of the Open Caveats for that specific release



**Filter String for 14SU4:****For Mac:**

```
Table.SelectRows("#Changed column type", each not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.10000.020)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.11900.132)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.12900.161)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.13900.155)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14900.094)") and not Text.StartsWith([Known Fixed Releases], "UCMAP") and
Text.Contains(["#Product - Series"], "CallManager"))
```

**For Windows:**

```
= Table.SelectRows("#Changed Type", each not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.10000.020)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.11900.132)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.12900.161)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.13900.155)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14900.094)") and not Text.StartsWith([Known Fixed Releases], "UCMAP") and
Text.Contains(["#Product - Series"], "CallManager"))
```

**Security Advisory Caveats:** To get a list of caveats that are applicable to Security Advisories or other security related issues, after filtering for a specific release using the examples above, an additional filter for the keyword PSIRT can be applied to the Release Note Enclosure column.

## Firmware Versions

SUs contain firmware loads, however, Cisco recommends that you always download the latest firmware load from the Software Download Center.

**Phone Firmware**

To download phone firmware, follow this procedure:

1. Go to <https://software.cisco.com/download/home>
2. Click on Browse All
3. Click on Collaboration Endpoints
4. Choose the desired Endpoint Type
5. Choose the desired Endpoint Model

**Device Packages**

To download phone firmware, follow this procedure:

1. Go to <https://software.cisco.com/download/home>
2. Click on Browse All
3. Click on Unified Communications
4. Click on Call Control
5. Click on Unified Communications Manager (CallManager)

6. Choose the desired UCM version
7. Click on the Device Packages link

### Firmware Versions in this Release

Device type	Load name	Version
3905	3905.9-4-1SR4-2	9.4 (1SR4.2)
3911_3951-sip	3911_3951-sip.8-1-4a	8.1 (4.0)
6608	6608-4.0.0.32-mgcp	4.0 (0.32)
6608cfb	6608cfb-4.0.0.03-sccp	4.0 (0.3)
6608mtp	6608mtp-4.0.0.06-sccp	4.0 (0.6)
6624	6624-4.0.0.13-mgcp	4.0 (0.13)
6901-sccp	6901-sccp.9-3-1-SR3-1	9.3 (1.0)
6901-sip	6901-sip.9-3-1-SR3-1	9.3 (1.0)
6911-sccp	6911-sccp.9-3-1-SR2-3	9.3 (1.0)
6911-sip	6911-sip.9-3-1-SR2-4	9.3 (1.0)
6945-SCCP	6945-SCCP-9-4-1-3SR3	9.4 (1.3)
6945-SIP	6945-SIP-9-4-1-3SR3	9.4 (1.3)
69xx-SCCP	69xx-SCCP-9-4-1-3SR3	9.4 (1.3)
69xx-SIP	69xx-SIP-9-4-1-3SR3	9.4 (1.3)
7832-sip	7832-sip.14-2-1-0201-40.k4	14.2.1 (0201.40)
78xx	78xx.14-2-1-0201-40.k4	14.2.1 (0201.40)
7911_7906-sccp	7911_7906-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7911_7906-sip	7911_7906-sip.9-4-2SR3-1	9.4 (2SR3.1)
7914-sccp	7914-sccp.5-0-4	5.0 (4.0)
7915	7915.1-0-4-2	1.0 (4.2)
7916	7916.1-0-4-2	1.0 (4.2)
7925-sccp	7925-sccp.1-4-8SR1-5.k3	1.4 (8SR1.5)
7926-sccp	7926-sccp.1-4-8SR1-5.k3	1.4 (8SR1.5)
7931-sccp	7931-sccp.9-4-2SR2-2	9.4 (2SR2.2)
7931-sip	7931-sip.9-4-2SR2-2	9.4 (2SR2.2)
7936-sccp	7936-sccp.3-3-21	3.3 (21.0)
7937	7937-1-4-5-7-SCCP	1.4 (5.7)
7940-7960	7940-7960-8.12.00-sip	8.12 (00.0)
7940-7960-sccp	7940-7960-sccp.8-1-2SR2	8.1 (2SR2.0)
7941_7961-sccp	7941_7961-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7941_7961-sip	7941_7961-sip.9-4-2SR3-1	9.4 (2SR3.1)
7942_7962-sccp	7942_7962-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7942_7962-sip	7942_7962-sip.9-4-2SR3-1	9.4 (2SR3.1)
7945_7965-sccp	7945_7965-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7945_7965-sccp	7945_7965-sccp.9-4-2SR4	9.4 (2SR4.0)
7945_7965-sip	7945_7965-sip.9-4-2SR4-3	9.4 (2SR4.3)
7975-sccp	7975-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7975-sccp	7975-sccp.9-4-2SR4	9.4 (2SR4.0)
7975-sip	7975-sip.9-4-2SR4	9.4 (2SR4.0)
7985	7985-4-1-7-0-sccp	4.1 (7.0)
8821-sip	8821-sip.11-0-6SR5-5.k4	11.0 (6SR5.5)
8831-sip	8831-sip.10-3-1SR7-2	10.3 (1SR7.2)
8832-sip	8832-sip.14-2-1-0201-40.k4	14.2.1 (0201.40)
8845_65-sip	8845_65-sip.14-2-1-0201-40.k4	14.2.1 (0201.40)
88xx-sip	88xx-sip.14-2-1-0201-40.k4	14.2.1 (0201.40)
894x-sccp	894x-sccp.9-4-2SR3-1	9.4 (2SR3.1)
894x-sip	894x-sip.9-4-2SR3-1	9.4 (2SR3.1)
8961	8961.9-4-2SR4-1.k3	9.4 (2SR4.1)
9951	9951.9-4-2SR4-1.k3	9.4 (2SR4.1)
9971	9971.9-4-2SR4-1.k3	9.4 (2SR4.1)
ata	ata-3.2.4-sccp	3.2 (4.0)
ata187	ata187.9-2-3-1	9.2 (3.1)
ata190	ata190.1-2-2-003_SR2-1	1.2 (2.3)
ATA191	ATA191.12-0-2-0001-011	12.0.2 (0001.11)
headset-builtin	headset-builtin.3-2-0001-1.k4	3.2 (0001.1)



---

THE SPECIFICATIONS AND INFORMATION REGARDING THE PRODUCTS IN THIS MANUAL ARE SUBJECT TO CHANGE WITHOUT NOTICE. ALL STATEMENTS, INFORMATION, AND RECOMMENDATIONS IN THIS MANUAL ARE BELIEVED TO BE ACCURATE BUT ARE PRESENTED WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED. USERS MUST TAKE FULL RESPONSIBILITY FOR THEIR APPLICATION OF ANY PRODUCTS.

THE SOFTWARE LICENSE AND LIMITED WARRANTY FOR THE ACCOMPANYING PRODUCT ARE SET FORTH IN THE INFORMATION PACKET THAT SHIPPED WITH THE PRODUCT AND ARE INCORPORATED HEREIN BY THIS REFERENCE. IF YOU ARE UNABLE TO LOCATE THE SOFTWARE LICENSE OR LIMITED WARRANTY, CONTACT YOUR CISCO REPRESENTATIVE FOR A COPY.

The Cisco implementation of TCP header compression is an adaptation of a program developed by the University of California, Berkeley (UCB) as part of UCB's public domain version of the UNIX operating system. All rights reserved. Copyright © 1981, Regents of the University of California.

NOTWITHSTANDING ANY OTHER WARRANTY HEREIN, ALL DOCUMENT FILES AND SOFTWARE OF THESE SUPPLIERS ARE PROVIDED "AS IS" WITH ALL FAULTS. CISCO AND THE ABOVE-NAMED SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

IN NO EVENT SHALL CISCO OR ITS SUPPLIERS BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS MANUAL, EVEN IF CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

All printed copies and duplicate soft copies of this document are considered uncontrolled. See the current online version for the latest version.

Cisco has more than 200 offices worldwide. Addresses and phone numbers are listed on the Cisco website at [www.cisco.com/go/offices](http://www.cisco.com/go/offices).

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/c/en/us/about/legal/trademarks.html>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1721R)

© 2024 Cisco Systems, Inc. All rights reserved.