Read Me for Cisco Unified IM and Presence, Release 10.0(1) SU1

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Cisco Systems, Inc.

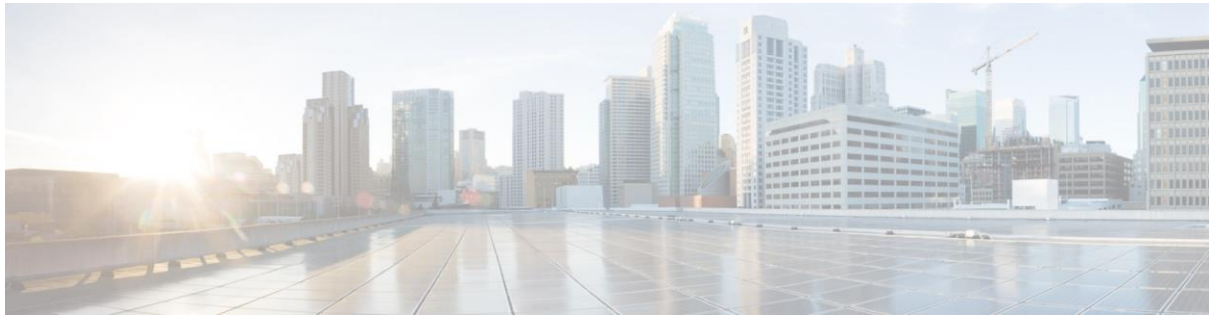170 West Tasman Drive

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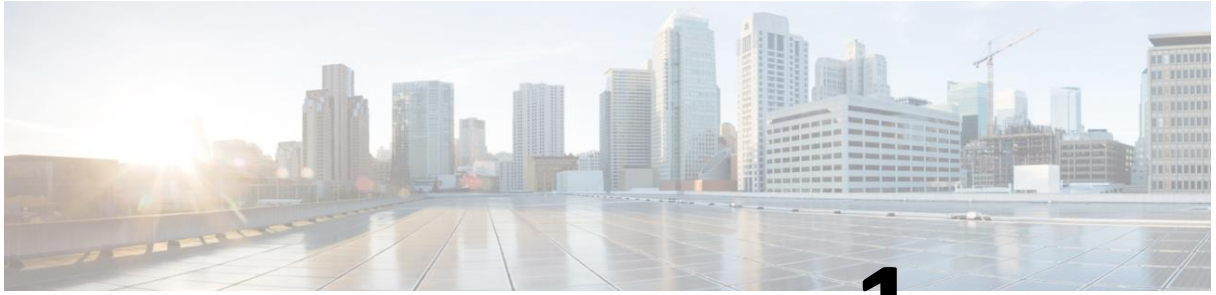http://www.cisco.com

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Introduction

This readme file describes new features, requirements, restrictions, and caveats for IM and Presence Service.

The IM and Presence Service collects information about user availability, such as whether users are using communications devices (for example, a phone) at a particular time. IM and Presence Service can also collect information about individual user communication capabilities, such as whether web collaboration or video conferencing is enabled. Applications such as Cisco Jabber and Unified Communications Manager use this information to improve productivity amongst employees, that is, to help employees connect with colleagues more efficiently and determine the most effective way for collaborative communication.

Note In the past, export licenses, government regulations, and import restrictions have limited Cisco System's ability to supply IM and Presence Service worldwide. Cisco has obtained an unrestricted US export classification to address this issue.

Due to the limitations and restrictions mentioned above, once an unrestricted release is installed, you can no longer upgrade to a restricted version. This includes a fresh installation of a restricted release on a system that contains an unrestricted version.

- Hardware Server Requirements, page 1

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Hardware Server Requirements

The following sections describe the system requirements for this release of IM and Presence Service.

In Release 10.0(1) and later, Cisco supports only virtualized deployments of IM and Presence Service on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. In Release 10.0(1) and later, Cisco does not support deployments of IM and Presence Service on Cisco Media Convergence Server servers.

For more information about the deployment of IM and Presence Service in a virtualized environment, see http://docwiki.cisco.com/wiki/Unified_Communications_in_a_Virtualized_Environment.

The following table shows the VMware that IM and Presence Service supports for Release 10.x.

VMWare Servers	Size (Expected deployment size as defined by the Hardware Product team. For capacity details, see hardware specifications.)
UCS B440 M2 TRC#1	XXL
UCS C260 M2 TRC#1	XL
UCS B230 M2 TRC#1	XL
UCS C240 M3S (SFF) TRC#1	L
UCS B200 M3 TRC#1	L
UCS C220 M3S (SFF) TRC#1	M
UCS C220 M3S (SFF) TRC#3	S+
UCS C220 M3S (SFF) TRC#2	S
VMware on IBM/HP server	As specified for VMware support for Cisco Unified Communications

For information about which servers are compatible with this release of IM and Presence Service, see the related compatibility matrix.

- *Hardware and Software Compatibility Information for IM and Presence*
  http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_ support_tables_list.html

Note Additional server requirements, such as port and IP address requirements, are described in the *Cisco Unified Communications Manager TCP and UDP Port Usage Guide* here:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/port/10_0_1/CUCM_BK_T537717B_ 00_tcp-port-usage-guide-100.pdf

Uninterruptible Power Source

Ensure that you connect each node to an uninterruptible power supply (UPS) to provide backup power and protect your system. Failure to do so may result in damage to physical media and require a new installation.

If you want the node to automatically monitor UPS signaling and automatically initiate a graceful shutdown upon power loss, you should use specific UPS and server models. For more information on supported models and configurations, refer to the Release Notes for your product release.

Server software requirements

Unified Communications IM and Presence Service run on the Cisco Linux-based operating system. This operating system is included with the purchase of either application.

Supported browsers

Use the following internet browsers to access the IM and Presence Service interface:
- Microsoft Windows: Microsoft Internet Explorer version 6.0 or later or Mozilla Firefox version 3.x, 4.x, or 10.x

- Mac: Safari 5.x or Mozilla Firefox version 4.x or 10.x

C H A P T E R **2**

Upgrading to IM and Presence 10.0(1) SU1

New System Installation Information

For new installations, you must order the IM and Presence Service system software and adhere to licensing requirements. To order the software, go to http://www.cisco.com/en/US/ordering/index.shtml or contact your Cisco sales representative.

Each IM and Presence Service shipment comes with an installation DVD, which is required for all new installations of IM and Presence Service. The IM and Presence Service operating system and application software is installed from the installation DVD. For example, for new installations of IM and Presence Service software, use the DVD that indicates this release of IM and Presence Service.

Related Topic

Software Licensing Requirements for Vmware, page 5

System Upgrade

Supported Upgrade Paths to IM and Presence Service Release 10.0(1) SU1

The following table lists the range of upgrade paths that are supported for the IM and Presence Services. For more detailed information about supported upgrade paths, see the Cisco Unified Communications Manager Software Compatibility Matrix.

Table 3: IM and Presence Service upgrade paths

From Cisco Unified Presence Release	To IM and Presence Release	Upgrade Type
8.5(4)	10.0(1)	Refresh upgrade, COP file needed
8.6(3) to 9.x	10.0(1)	Refresh upgrade
10.0.1.x	10.0.1.y	Standard upgrade

Perform these steps to proceed with the upgrade:

- Go to http://www.cisco.com/cisco/software/navigator.html.
- Navigate to Products > Unified Communications > Unified Communications Applications > Presence Software > Cisco Unified Communications Manager IM & Presence Service Version 10.0 > Unified Presence Server (CUP) Updates > 10.0(1)
- Download the complete ISO file:

```
UCSInstall_CUP_10.0.1.11901-2.sgn.iso
(MD5: abdd9d074fbc69ef4f516335ac333bb1)
```

For upgrades from Cisco Unified Presence 8.5(4), you must install a COP file on all nodes before you begin the upgrade process. You can download the COP file from Cisco.com. The name of the COP file is:

```
cisco.com.cup.refresh_upgrade_v<latest_version>.cop.
```

The COP file delivers functionality to allow the upgrade path to be supported and provides various enhancements to the user experience.

Upgrade from Cisco.com

Cisco does not support downloading major IM and Presence Service software releases from Cisco.com, for example, IM and Presence Service Release 10.0(1). You can download upgrade-only software images from Cisco.com that are used to upgrade from a previous major software release to a subsequent software maintenance release or point release of IM and Presence Service. For example, you can download Cisco Unified Presence Release 8.0(2) or Cisco Unified Presence Release 8.6(1) from Cisco.com.

To download this software, go to http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240. You must have an account on Cisco.com to access the Software Center. The images posted at the Software Center require existing installations of IM and Presence Service.

Upgrade Order

You must follow a very specific order when upgrading Unified Communications Manager and IM and Presence Service. The order is dependent upon the release from which you are upgrading. The pre-upgrade release

determines the type of upgrade you must perform. There are two types of upgrades:

• Standard Upgrade

• Refresh Upgrade

For more information about these types of upgrades and the upgrade order that must be followed for each type, see the latest version of the *Upgrade Guide for Cisco Unified Communications Manager,* here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html.

Software Licensing Requirements for Vmware

You can run this release of IM and Presence Service on a VMware virtual machine deployed on approved Cisco Unified Computing server hardware. For information about supported servers, see *Hardware and Software Compatibility Information for IM and Presence Service on Cisco Unified Communications Manager*. For information about the VMware licensing requirements, see the License Activation for Cisco UC on UCS Doc wiki here: http://docwiki.cisco.com/wiki/License_Activation_for_Cisco_UC_on_UCS.

Upgrade from Cisco Unified Presence Release 8.5(4)

If you upgrade from Cisco Unified Presence Release 8.0(x) or Release 8.5 to the current release, note the following:

- If you have intercluster peers to Cisco Unified Presence Release 8.0(x) or Release 8.5 clusters, you will not have intercluster availability until you upgrade all of these clusters to Release 8.6 or to Release 9.x and later. After the upgrade is complete, the previously configured peers will start working and intercluster availability will be restored.

- If you upgrade a Cisco Unified Presence Release 8.5 cluster that has High Availability (HA) enabled to Release 9.x or later, Cisco recommends that you disable HA on each presence redundancy group before you begin the upgrade. You can reenable HA on each cluster after the switch version is complete, database replication is complete, and all services are back up and running.

- During a software upgrade, the Cisco Replication Watcher service delays feature service startup on the publisher node for up to 20 minutes and on subscriber nodes indefinitely until replication is established.

- In IM and Presence Release 10.0(1), the Cisco Replication Watcher service has been renamed to the Cisco IM and Presence Data Monitor service.

C H A P T E R **3**

New and Changed Information

There are no new features. This release contains bug fixes only.

C H A P T E R **4**

Caveats

Using Bug Toolkit

The system grades known problems (bugs) according to severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for problems by using the Cisco Software Bug Toolkit.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

- Access the Bug Toolkit,
  http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugshttps://www.cisco.com/cisco/psn/bssprt/bss?page=bstsearchbykeyword
- Log in with your Cisco.com user ID and password.
- If you are looking for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, and click Go.

Resolved Caveats

You can find the latest resolved caveat information for IM and Presence Service by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.

Tip   You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to https://www.cisco.com/ cisco/psn/bssprt/bss?page=bstsearchbykeyword

Identifier	Severity	Component	Headline
CSCuo21289	1	xcp-libjcore	CUPS in the XCP server is vulnerable to CVE-2014-0160 - aka Heartbleed
CSCuo21298	2	security	CUPS is vulnerable to CVE-2014-0160 - aka Heartbleed

Open Caveats

The following sections describe possible unexpected behaviors in IM and Presence Service Release 10.0(1)SU1.

The caveats in the table which follows describe possible unexpected behavior in the latest IM and Presence Service release. These caveats may also be open in previous releases. Bugs are listed in alphabetical order by component and then in numerical order by severity.

Identifier	Severity	Component	Headline
CSCuj69195	3	ctigw	When user clicks on "click to call", sip proxy cores, RCC with MOC
CSCuj63130	3	database	Federation Routing IM/P FQDN can be corrupted in PCD network migration
CSCul11123	3	database-ids	UC Voicemail supported characters mismatching UC Service supported chars
CSCug76766	3	epe	DND is incorrect cascading to a device with a shared line appearance
CSCuh64518	3	epe	CUP: Presence Engine Coredump during IM & Presence server restart.
CSCuj65779	3	epe	User Rename, Move & Assignment operations fails if server is failed over
CSCul30258	3	esp	SIP Proxy cores when invalid RouteEmbedTemplate parameter set
CSCuj91178	3	gui	Assigned User Counts include User Templates on CUCM IM & Presence
CSCul05066	3	gui	CUC page on CUP redirects to CUCM hostname rather than CUCM IP address
CSCuh25203	3	gui-admin	HA error message displayed incorrectly on a single node cluster
CSCul53463	3	security	Third party XMPP clients cannot login when LDAP SSL auth is enabled
CSCuf65811	3	srm	SRM HA failover parameters are not sized for fully used OVA by default
CSCug71816	3	srm	IMP Pub can become stuck in initializing state after server shutdown
CSCul18330	3	srm	SRM requires new state to indicate transition of JSM sessions during HA
CSCul66300	3	sync-agent	Cisco Sync Agent hangs after fresh install and doesn't process CN's
CSCul22204	3	vos	VM tools update via CLI requires a manual reboot to complete
CSCui09350	3	xcp-jsm	Jabber iphone, custom status text lost when place in background
CSCuj48155	3	xcp-router	IM&P - Expected error delivery message not sent to Jabber
CSCul27793	3	xcp-router	"Unknown Error" when restarting the XCP Router service
CSCum00560	3	xcp-textconf	A group chat participant cannot change to being a hidden user
CSCum43132	3	xcp-textconf	TC service leaks memory when third-party compliance is enabled
CSCto56517	3	xcp-textconf	XCP Text Conference Manager Core Dump on Shutdown