Read Me for Cisco Unified Communications Manager IM & Presence Service, Release 11.5(1) SU7

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Americas Headquarters

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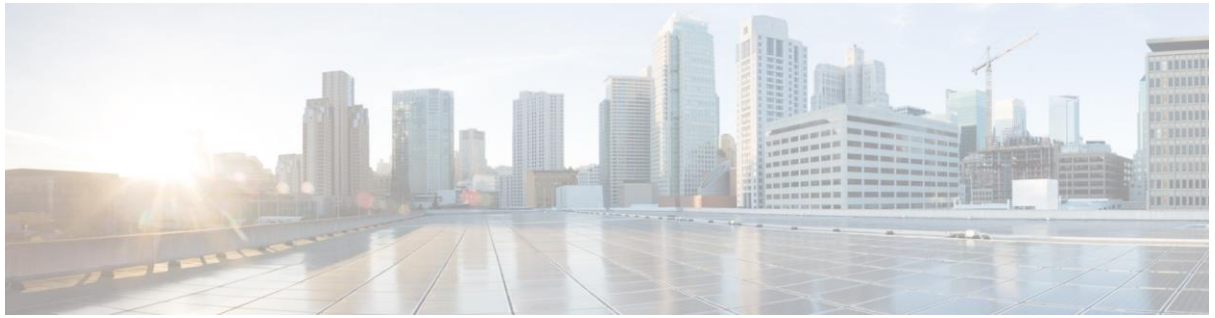
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C O N T E N T S

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C H A P T E R **1**

Introduction

This readme file describes new features, requirements, restrictions, and caveats for **Cisco Unified Communications Manager IM & Presence Service** ("IM & Presence Service").

The IM & Presence Service collects information about user availability, such as whether users are using communications devices (for example, a phone) at a particular time. IM & 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 & 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

- Server software requirements

- Supported browsers

Hardware Server Requirements

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

In Release 10.0(1) and later, Cisco supports only virtualized deployments of IM & 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 & Presence Service on Cisco Media Convergence Server servers.

For more information about the deployment of IM & 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 & Presence Service supports for Release 10.x and later.

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 & Presence Service, see the related compatibility matrix.

- *Hardware and Software Compatibility Information for IM & 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/admin/11_0_1/sysConfig/CUCM_BK_ C733E983_00_cucm-system-configuration- guide/cisco_unified___communications_manager_tcp_and_udp_port_usage.html

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.

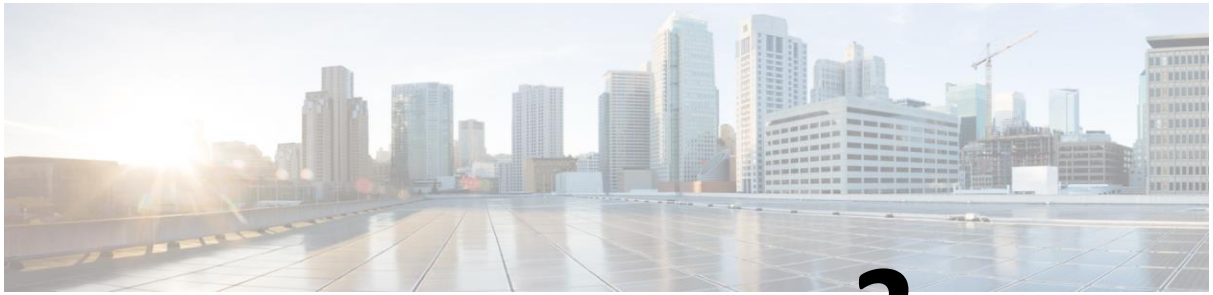# Server software requirements

Unified Communications IM & 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 & Presence Service interface:

- Internet Explorer version 10 or later

- Firefox 38 or later

- Chrome 43 or later

- Safari 8 or later.

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

Upgrading to IM & Presence 11.5(1) SU7

- New System Installation Information

- System Upgrade

- Upgrade Order

- Software Licensing Requirements for Vmware

- Upgrade from Cisco Unified Presence Release 8.5(4)

New System Installation Information

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

Related Topic

System Upgrade

Supported Upgrade Paths to IM & Presence Service Release 11.5(1) SU7

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

Table 3: IM & Presence Service upgrade paths

From Cisco Unified Presence Release	To IM & Presence Release	Upgrade Type
8.5(4)	11.x	Refresh upgrade, COP Files required: • cisco.com.cup.refresh_upgrade_v<version> • ciscocm.version3-keys.cop.sgn
8.6(3) to 9.x	11.x	Refresh upgrade, COP File required: • ciscocm.version3-keys.cop.sgn
10.x to 11.x	11.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 > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM & Presence Service Version 11.0 > Unified Presence Server (CUP) Updates > 11.0 > 11.5(1) SU7
- Download the complete ISO file:

  UCSInstall_CUP_11.5.1.17900-8.sgn.iso
  SHA512 hash:
  e5b2efb5a74c25d3ca9edc29086a173755a79c026471e03adf1e47db4a103f0c
  af79d78713ace80c6cfece1ca2d297ca632ffa43f317fd623ee85fee7c1fc0bc

NOTE#1 IM&P 11.5.1 SU7 should be deployed only with CUCM (CallManager) 11.5.1 SU7.

NOTE#2 You must also install the ciscocm.version3-keys.cop.sgn cop file before you upgrade to IM & Presence Service Release 11.0(1), or later, from any release earlier than 10.0(1). This COP file is necessary for all upgrades from pre-10.0(1) to 11.0(1) and later. For further information, see the Preupgrade COP File section of the Release Notes for Cisco Unified Communications Manager and IM & Presence Service for the Release to which you are upgrading.

For *UNRESTRICTED* upgrades from Cisco Unified Presence 10.0(1) *UNRESTRICTED*:

To upgrade from 10.0(1) URESTRICTED release to 11.5(1) SU7 UNRESTRICTED release, this patch (a COP file) must be applied prior to initiating the upgrade:

ciscocm.cup.unrst_upgrade_10_0_1_v<latest_version>.cop.sgn

To download the patch navigate to Products > Unified Communications > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM & Presence Service Version 11.5 > Unified Presence Server (CUP) Updates > UTILS > UTILS

10.0(1) version which already contains all the changes delivered by this patch will not require this patch. The COP installation will provide changes required for the upgrade from 10.0(1) unrestricted version.

You have to install this file on all CUP nodes in the cluster from the "Install/Upgrade" option under "Cisco Unified Operating System Administration." or from CLI. Once patch is successfully installed, you can start the upgrade. If the system is other than 10.0(1) version, the cop install will fail with an indication that the current version is not a 10.0(1) version. No reboot or restart of the system or restart of any services is required after the cop file installation.

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.sgn
```

To download the patch navigate to Products > Unified Communications > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM & Presence Service Version 11.0 > Unified Presence Server (CUP) Updates > UTILS > UTILS

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

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

Upgrade from Cisco.com

Cisco does not support downloading major IM & Presence Service software releases from Cisco.com, for example, IM & Presence Service Release 11.5(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 & 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://www.cisco.com/c/en/us/support/unified-communications/unified-presence/tsd-products-support-series-home.html. 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 & Presence Service.

Upgrade Order

You must follow a very specific order when upgrading Unified Communications Manager and IM & 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 & 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 & 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.
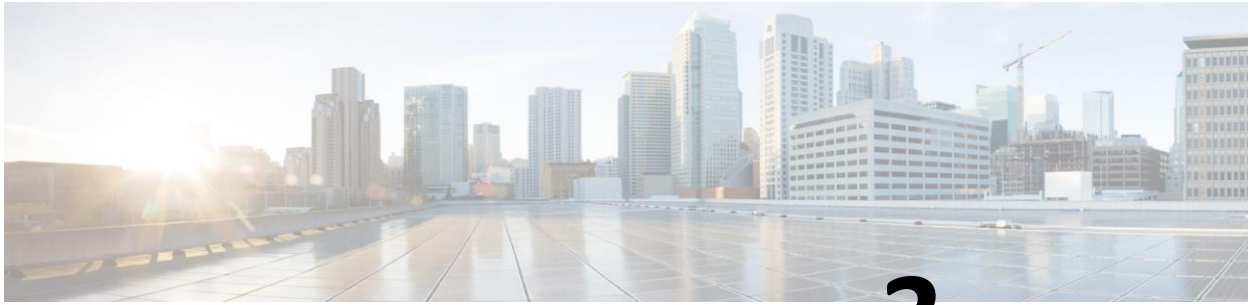
C H A P T E R **3**

New and Changed Information

For updated feature documentation for this release, including a summary of new and changed features, as well as updated configuration documentation, refer to the Release Notes for Cisco Unified Communications Manager and IM & Presence Service, Release 11.5(1) SU7 at:

https://www.cisco.com/c/en/us/support/unified-communications/unified-presence/products-release-notes-list.html

CHAPTER 4

Caveats

- [Using Bug Toolkit](#)

- [Resolved Caveats](#)

- [Open 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

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: https://tools.cisco.com/bugsearch/
- 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

The following list contains defects fixed in IM&P 11.5(1) SU7 release.

Identifier	Severity	Component	Headline
CSCvn18959	2	axl	Evaluation of epas for Apache Struts Commons FileUpload RCE
CSCvq30971	3	bat	Contacts missing from Groups following import of Contact List for an IMP user moved between clusters
CSCvp87846	3	cert-mgmt	Uploading renewed Root CA cert to IMP trust stores doesn't take effect, cert reverts back to old one
CSCvn36404	3	commonapi	ICSA Periodic Sync does not update local r2rconfig if a remote peer simply deletes cluster node(s)
CSCvr32145	3	config-agent	EspConfigAgent Cored because of ttlogin error
CSCvj61578	3	cupxcpconfig	APNS Cloud onboarding fails for IMP when expressway C cluster FQDN and port 8445 used as proxy
CSCvo29823	3	database-ids	700K usergroupmember records ErrorCode=-458 upgrade failure
CSCvq30152	3	epe	Jabber user status is shown as "Suspended"
CSCvo68471	3	epe	User A is out of the office but her presence status show Available
CSCvn46096	3	epe	IM&P PE Core Dump just after PEIDSQueryError
CSCvp68391	2	epe	Jabber DND not cascaded to associated Deskphones
CSCvq12061	3	gui	Multiple Cisco Unified Communication products Cross-Site-Scripting (XSS) Vulnerability
CSCvo99233	2	gui	Multiple Cisco Unified Communication products Cross-Site Request Forgery Vulnerability
CSCvq01977	2	gui-admin	Attempt to update existing Inter-cluster peer address fails with Syntax Error
CSCvo03431	3	imp-ucr-dod	IM&P CiscoSSL update to 6.1.479 / 6.1.512
CSCvr92392	3	install	IM&P DST/TZ update with 2019b
CSCvq57624	3	intercluster	F11294 : Avoid credentials being logged in ICSA source code
CSCvo18986	3	intercluster	IM&P cluster on version 14.0 is incompatible for interclustering
CSCvm23703	3	intercluster	"Invalid InterClusterSyncAgentAxlClientTimeout Alarm Severity Level"
CSCvr72178	2	serviceability	SRM and SOAP issues on 11.5 SU7
CSCvr82383	3	soap-interface	Jabber Users meeting presence status is not replication between Jabber and CUCM
CSCvp33112	3	vos	After switch over to 11.5.1 SU5 ES there is CLI error
CSCvr09584	3	xcp-aft	XCP File Transfer Manager (aft) abrupt restart after mutex lock and core
CSCvm03717	3	xcp-bosh	Memory leak in Web Connection Manager
CSCvr10401	3	xcp-connmgr	GNU libidn stringprep_utf8_nfkc_normalize Function Denial of Service ...
CSCvo13745	3	xcp-connmgr	Connection Manager is getting stuck after clients transition from silent to normal mode
CSCvm11732	3	xcp-jsm	ADGroups not getting added to the user's roster
CSCvp61250	3	xcp-router	Last available presence is not an active session during the testing MDM on Expressway
CSCvp27533	3	xcp-router	Presence status of AD Group members shown as 'Offline' when they are 'Online'
CSCvp31045	3	xcp-router	Temp presence not reported correctly for all users
CSCvq29571	3	xcp-router	Jabberd cored during XCP router restart on 12.5.1 SU1
CSCvk68242	3	xcp-router	Server does not send "terminated" push notification
CSCvn62075	3	xcp-router	XCP Routers should invalidate any Edge information that they receive from other nodes
CSCvq32228	3	xcp-router	Expat libexpat XML Parser Denial of Service Vulnerability
CSCvp87768	3	xcp-router	Cisco XCP Router service crash during shutdown

Identifier	Severity	Component	Headline
CSCvn65321	2	xcp-router	XCP Router cores when <presence> packets contain certain special character(s)
CSCvk53694	3	xcp-textconf	Server didn't broadcast presence while move a hidden user into block list in a persistent chat room
CSCvp33216	3	xcp-textconf	TcPersistentRooms Counter Doesn't Update After Persistent Chat Rooms Fallback
CSCvr12416	3	xcp-textconf	TC cores during PChat performance test on 12.5 SU1
CSCvq71483	3	xcp-textconf	TC cores during the TCHA performance test on 12.5 SU1
CSCvp13542	3	xcp-textconf	Persistent chat rooms are missing from 'My rooms' list after failover
CSCvq57658	3	xcpauth	F11294 : Avoid credentials being logged in EPASSOAP source code
CSCvq57685	3	xcpauth	F11294 : Avoid credentials being logged in XCPAuth source code
CSCvn68387	3	xcpauth	XCP Auth cores when the proxydomain has a NULL value

You can find the latest resolved caveat information for IM & 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://tools.cisco.com/bugsearch

Open Caveats

The following sections describe possible unexpected behaviors in IM & Presence Service Release 11.5(1) SU7.

The caveats in the table which follows describe possible unexpected behavior in the latest IM & Presence Service release. These caveats may also be open in previous releases.

Identifier	Severity	Component	Headline
CSCvq68322	3	gui-admin	Access to the requested resource has been denied on Certificate Import Tool
CSCvs36666	3	vos	Migration task via PCD fails for IMP 11.5
CSCvs08507	3	xcp-connmgr	CM core due to race cond. between XMPP conn timeout and TCP conn gets closed because of CM restart
CSCvp19562	3	xcp-router	Temp presence doesn't work after jabber client re-connect to IM&P
CSCvs11722	3	xcp-router	Jabber-Desktop recevies the duplicate message once the new session is started
CSCvo01877	3	xcp-router	jabberd deadlock on startup results in eventual core
CSCvc98070	3	xcp-router	IM&P node is not aware of Group Chat Alias of another node
CSCvs34618	3	xcp-sipgw	IMP does not refresh subscription when watching for Skype contact
CSCvn31799	3	xcp-textconf	TC service memory leak due to external DB full
CSCvq90564	3	xcpauth	Login fails for user names with some UTF-8 characters