Read Me for Cisco Unified IM and Presence Service, Release 12.5(1) SU9

Date Created: July 19th, 2024

Last Modified: July 19th, 2024

Americas Headquarters

Cisco Systems, Inc.

170 West Tasman Drive

San Jose, CA 95134-1706

USA

http://www.cisco.com

Tel: 408 526-4000

    800 553-NETS (6387)

Fax: 408 527-0883

C O N T E N T S

Contents

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

Introduction

This readme file lists Cisco Unified IM and Presence Service installation/upgrade requirements and restrictions, references release notes that contain information about new features, and finally, lists resolved and open caveats in this IM and Presence Service release.

The IM and Presence Service offers instant messaging service to users through direct 1:1 chat as well as ad-hoc and persistent group chat, with advanced group chat options. The instant messaging service is further supported by optional services such as push notifications, file transfer, message archiving and compliance.

The IM and Presence Service offers service of composing and delivering user availability and activity information (for example, Busy/On the phone) through integration capabilities with other Cisco Unified Communications services as well as with the range of 3rd party solutions. Applications such as Cisco Jabber use this information to improve productivity and help users connect 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 Cisco Unified 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 Requirements

Cisco Unified IM and Presence Service, release 12.5(1) SU9 supports only deployments on virtualized hardware with VMware vSphere ESXi. Direct deployments on the hardware are not supported.

For more information about the deployment of IM and Presence Service in a virtualized environment, refer to: Cisco Collaboration Infrastructure Requirements and Virtualization for Unified CM IM and Presence.

Note Additional server requirements, such as port usage and types of protocols, can be found in *System Configuration Guide for Cisco Unified Communications Manager* under *Reference Information* section at: https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.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.
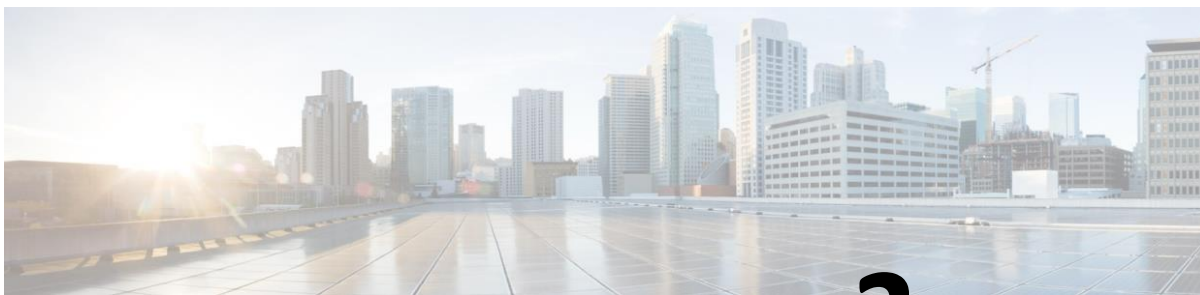
Software requirements

The Cisco Unified IM and Presence Service runs on Cisco Linux-based operating system. The operating system is included with the purchase of the server application.

Supported browsers

Use the following internet browsers to access the IM and Presence Service interface:

- Microsoft Edge

- Firefox

- Chrome

- Safari

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

Upgrading to IM and Presence Service 12.5(1) SU9

New System Installation Information

For new installations, you must order the IM and Presence Service 12.5(1) software version 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.

The IM and Presence Service image for new installations can be downloaded from provided links after the order is confirmed. The IM & Presence Service operating system and application software are both included in the offered image.

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 Licensing options for VMware vSphere ESXi.

Upgrade and Migration Paths

For detailed information about supported upgrade and migration types, as well as upgrade and migration paths, and required COP files, for the IM and Presence Service, please refer to the Install and Upgrade Guides for version 12.5.

Upgrade from software.cisco.com

NOTE#1: You must have an account on **software.cisco.com** to access the Software Download service.

NOTE#2: The Cisco Unified IM and Presence Service 12.5(1) SU9 must be deployed only with Cisco Unified Communications Manager (CallManager) 12.5(1) SU9.

Perform these steps to obtain the upgrade image of the IM and Presence Service:

- Go to https://software.cisco.com/download/home/280448682
- Select **Unified Communications Manager IM & Presence Service Version 12.5**
- Follow the link **Unified Presence Server (CUP) Updates**
- Select **Release 12.5(1) SU9**
- Download the ISO file with desired encryption capabilities:

  UCSInstall_CUP_12.5.1.21900-3.sha512.iso

  SHA512 hash:
  b236ba8eb994c614e13f195ca8dc7301e6fb1883d42280747b4986a5748a14a4
 424dcdaeee06115511d39c7a320e8b6dfb5997d151915bf0daeccafab237df03

  or

  UCSInstall_CUP_UNRST_12.5.1.21900-3.sha512.iso

  SHA512 hash:
  f7562184fbeebb2518a26307bbe7da70e69638812726dc08147773f322154f91
  85366cda88edd6acc78de025e2d2d8668cbecd1659c2a67ddf5e4ce1b78b4d0b

NOTE#3: The upgrade image of the IM & Presence Service 12.5(1) SU9 is bootable and can be used for a system re-build.
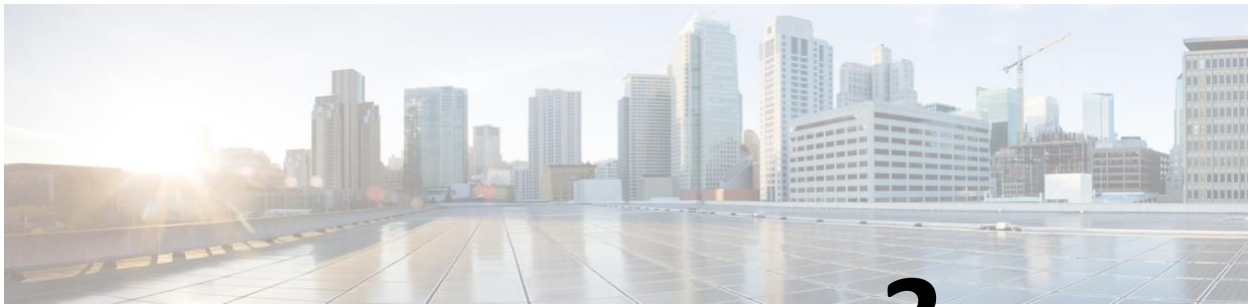
C H A P T E R **3**

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 and Presence Service, Release 12.5(1) SU9 at:

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

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

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 and Presence Service 12.5(1) SU9.

The defects are sorted by component, then by severity.

Identifier	Severity	Component	Headline
CSCwi21556	3	cert-mgmt	Unable to access IM&P Certificate Management Page post PCD Migration.
CSCwh53359	4	cert-mgmt	IMP Addition to Expressway Failure after IMP Migration - AXL query HTTP error "'HTTPError:500'"
CSCvv20152	4	config-agent	Inactive core seen on IMnP node core.7446.11.EspConfigAgent.1594806539
CSCwi91369	3	cupxcpconfig	tc-1.xml shows wrong room ownership following FO/FB for non-HA enabled pchat
CSCwj57788	3	soap-interface	ccmtemp alerts are raised on IMP as idsConn are not closed
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
CSCwe62604	3	xcp-router	Jabberd core dump when compliance is often unavailable
CSCwh41544	4	xcp-router	IMP jabberd core during startup

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 list contains defects which could lead to unexpected behavior in IM and Presence Service 12.5(1) SU9. The defects in the list are carried over from previous 12.5(1) releases.

The defects are sorted by component, then by severity.

Identifier	Severity	Component	Headline
CSCwk48189	3	database	Newly created users cannot be assigned to a presence server
CSCwi05083	5	database	IMP Upgrade via CLI stops and seeks ccmbase sudo password
CSCwi75035	3	epe	PE hang in IMDB during extended fail-over event
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwj92550	4	epe	PE not honoring record-route when setting up sip subscriptions