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Read Me for Cisco Unified IM and Presence, Release 11.5(1) SU3a

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C O N T E N T S

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CHAPTER 1

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

- Server software requirements

- Supported browsers

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 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 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/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 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:

- Internet Explorer version 10 or later

- Firefox 38 or later

- Chrome 43 or later

- Safari 8 or later.

CHAPTER **2**

Upgrading to IM and Presence 11.5(1) SU3a

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

System Upgrade

Supported Upgrade Paths to IM and Presence Service Release 11.5(1) SU3a

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)	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 and Presence Service Version 11.0 > Unified Presence Server (CUP) Updates > 11.0 > 11.5(1) SU3a
- Download the complete ISO file:

  ```
  UCSInstall_CUP_11.5.1.13901-1.sgn.iso
  SHA512 hash:
  9069f006a43e56b4540de24fdf0a80597712790a81a25b56965b1d2b25f6ae36
  50015a7d8087af90620652b8dee4b9d150abe9467aa7eebda0a18838e738a68f
  ```

NOTE#1 IM&P 11.5.1 SU3a should be deployed only with CUCM (CallManager) 11.5.1 SU3 or 11.5.1 SU3a.

NOTE#2 You must also install the ciscocm.version3-keys.cop.sgn cop file before you upgrade to IM and 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 and 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) SU3a 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 and 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.

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.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 and 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.

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 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 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://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 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) and later, the Cisco Replication Watcher service has been renamed to the Cisco IM and Presence Data Monitor service.

CHAPTER **3**

New and Changed Information

There are no new features. This release contains bug fixes only.
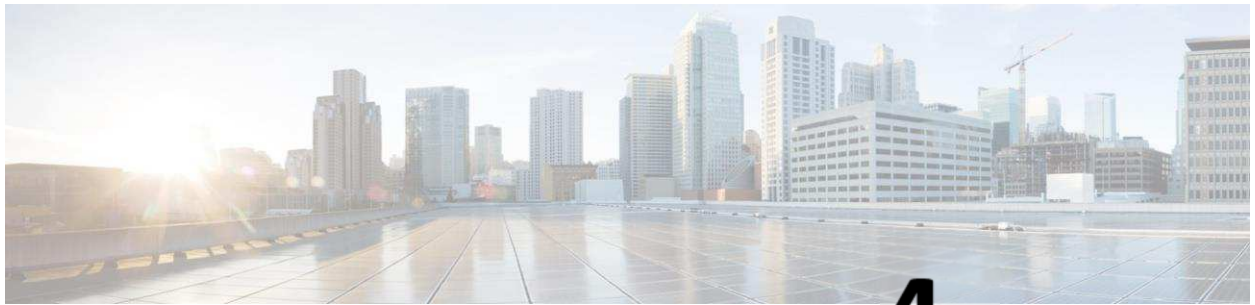
C H A P T E R **4**

Caveats

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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 SU3a release.

Identifier	Severity	Component	Headline
CSCvg55051	1	vos	IM&P unauthorized access vulnerability

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://tools.cisco.com/bugsearch

Open Caveats

The following sections describe possible unexpected behaviors in IM and Presence Service Release 11.5(1) SU3a.

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.

Identifier	Severity	Component	Headline
CSCvf52872	3	epe	No JSM sessions after XCP router restart on IM&P Publisher.
CSCvf56015	3	epe	JSM sessions are not created for all the assigned users after Presence Engine restart.
CSCvf57358	3	epe	PE application code handling of dbl connector object
CSCve71904	3	esp	IM&P sip proxy continuously coring
CSCve64752	3	esp	IMP 10.5.2.24900-8 RCC down, SIP Proxy Cores
CSCvf50880	3	gui-admin	Unused "Add New: button on Database Cleanup page
CSCvf50888	3	gui-admin	Database Cleanup has Dropdown for MYSQL
CSCvf42786	3	serviceability	Unable to set the Cisco Cloud Management Agent logs to debug level
CSCvf50009	3	sync-agent	IMP/EPAS Sync Agent Change Notification Client dies leading to DB discrepency with CUCM
CSCvf24492	3	vos	Unable to switch version on IMP due to getPeerDeploymentVersionViaSftp function
CSCvf49710	3	xcp-router	Protection mechanism is not working correctly in case of SILENT mode sessions
CSCvf30696	3	xcp-router	jabberd core dump file on IM & Presence server after fallback
CSCvc98070	3	xcp-router	IM&P node is not aware of Group Chat Alias of another node
CSCvf53722	4	xcp-sipgw	IMP fixing re-ordering route headers failed in response to INVITE message
CSCve61037	3	xcp-textconf	TC cannot be started after enabling PChat, database MSSQL, CC mode enabled
CSCvb18066	3	xcp-textconf	Check creation of indexes and stored procedures on External DB