



# ReadMe for Cisco Unified Presence Release 8.6(5)SU2

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**November 1, 2013**

These release notes describe requirements, restrictions, and caveats for Cisco Unified Presence Release 8.6(5)SU2.

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**Note** To view the Release Notes for previous versions of Cisco Unified Presence, go to the following URL:  
[http://www.cisco.com/en/US/products/ps6837/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html)

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**Americas Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

# Introduction

Cisco Unified Presence collects information about user availability, such as whether users are using communications devices (for example, a phone) at a particular time. Cisco Unified Presence can also collect information about individual user communications capabilities, such as whether web collaboration or video conferencing is enabled. Applications such as Cisco Jabber and Cisco 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.

These release notes describe new features, requirements, restrictions, and caveats for Cisco Unified Presence Release 8.6(5)SU2. These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco Unified Presence, Cisco recommends that you review [Related Documentation](#), [page 10](#) for information about the documentation available for Cisco Unified Presence.

## System requirements

- [Hardware server requirements](#), [page 2](#)
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## Hardware server requirements

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**Note** Cisco Unified Presence Release 8.6(5)SU2 requires 4 GB of RAM, except for the 500 user and Business Edition 6000 OVA deployments, which require 2 GB of RAM.

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The Cisco Unified Presence system is a software product that is loaded onto a hardware server. The hardware server must meet the following requirements:

- One of the following server models:
  - Cisco 7800 Series Media Convergence Server (MCS) listed in the *Hardware and Software Compatibility Information for Cisco Unified Presence*. Go to Cisco.com for the latest information:  
[http://www.cisco.com/en/US/products/ps6837/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html)

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**Note** Cisco Unified Presence does not support MCS-xxxx-I1-IPC1 or MCS-xxxx-H1-IPC1 servers. However, a bridged upgrade is available to customers who need to migrate from any of the discontinued hardware, except for the following servers: MCS-7825-H1-IPC1, MCS-7825-I2-IPC1, MCS-7825-I1-IPC1, MCS-7825-I2-IPC2. For details about the unsupported hardware and the bridged upgrade, see the *Upgrade Guide for Cisco Unified Presence Release 8.6* here:  
[http://www.cisco.com/en/US/products/ps6837/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html)

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- Cisco-approved, customer-provided third-party server that is the exact equivalent of one of the supported Cisco MCS servers. Go to <http://www.cisco.com/go/swonly>.
  - Cisco Unified Computing System B-series blades or Cisco Unified Computing System C-series rackmount servers. For information about these Cisco Unified Computing System servers, see the *Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x* here: [http://www.cisco.com/en/US/products/ps6837/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html)
- DVD-ROM drive
  - Keyboard, mouse, and monitor

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**Note** Additional server requirements, such as port and IP address requirements, are described in *Port Usage Information for Cisco Unified Presence*.

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The Cisco Unified Presence installer checks for the presence of the DVD-ROM drive, sufficient hard drive and memory sizes, and sufficient CPU type and speed.

Cisco Unified Presence supports bridged upgrades from any of the following servers:

- MCS-7825-H2-IPC1
- MCS-7825-H2-IPC2
- MCS-7835-H1-IPC1
- MCS-7835-I1-IPC1
- MCS-7845-H1-IPC1
- MCS-7845-H2-IPC1 (only if each of the two disks has less than 72GB of storage space, otherwise it is fully supported)
- MCS-7845-I1-IPC1

The bridged upgrade allows you to create a DRS backup on the discontinued hardware. You can then restore the DRS backup on supported hardware after you complete a fresh Cisco Unified Presence installation on the supported hardware. If you attempt an upgrade on discontinued hardware, Cisco Unified Presence displays a warning on the interface and on the CLI, informing you that Cisco Unified Presence only supports the functionality to create a DRS backup on this server.

## Server software requirements

The Cisco Unified Presence server runs on the Cisco Linux-based operating system. This operating system is included with the application.

### Related Topic

[Installation and upgrade notes, page 6.](#)

## Supported browsers

Use Microsoft Internet Explorer version 6.0 or a later release, or Mozilla Firefox version 3.0 or a later release, to access these interfaces: Cisco Unified Presence Administration, Cisco Unified Serviceability, and Cisco Unified Operating System Administration.

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**Note** Cisco Unified Presence does not currently support Safari or Google Chrome on the Mac OS or Microsoft Windows.

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## How to use Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS)

Hypertext Transfer Protocol over Secure Sockets Layer (SSL), which secures communication between the browser client and the Apache Tomcat web server, uses a certificate and a public key to encrypt the data that is transferred over the Internet. HTTPS, which ensures the identity of the server, supports applications, such as Cisco Unified Serviceability. HTTPS also ensures that the user sign-in password is transported securely via the web.

### HTTPS for Internet Explorer

The first time you (or a user) access Cisco Unified Presence Administration or other Cisco Unified Presence SSL-enabled virtual directories after a Cisco Unified Presence installation or upgrade, a Security Alert dialog box asks whether you trust the server. When the dialog box displays, you must respond in one of the following ways:

- By selecting Yes, you select to trust the certificate for the current web session only. If you trust the certificate for the current session only, the Security Alert dialog box displays each time that you access the application: that is, until you install the certificate in the trusted folder.
- By selecting View Certificate > Install Certificate, you indicate that you intend to perform certificate installation tasks, so you always trust the certificate. If you install the certificate in the trusted folder, the Security Alert dialog box does not display every time you access the web application.
- By selecting No, you cancel the action. No authorization occurs, and you cannot access the web application. To access the web application, you must select Yes or install the certificate via the View Certificate > Install Certificate option.

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**Note** The system issues the certificate using the hostname. If you attempt to access a web application using the IP address, the Security Alert dialog box displays, even though you installed the certificate on the client.

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### Saving the certificate to the trusted folder

You can save the CA Root certificate in the trusted folder, so the Security Alert dialog box does not display each time that you access the web application. Perform the required steps depending on the Internet browser you are using:

Table 1 Saving the Certificate to the Trusted Folder

If you are using ...	Actions	Troubleshooting Tips
Internet Explorer 6 and 8	<ol style="list-style-type: none"> <li>1. Browse to the application on the Tomcat web server.</li> <li>2. Select <b>View Certificate</b> when the Security Alert dialog box displays.</li> <li>3. Select <b>Install Certificate</b> in the General pane of the Certificate dialog box.</li> <li>4. Select <b>Next</b> in the Certificate Import Wizard dialog box.</li> <li>5. Select <b>Place all certificates in the following store.</b></li> <li>6. Select <b>Browse</b> adjacent to the Certificate store field</li> <li>7. Browse to <b>Trusted Root Certification Authorities.</b></li> <li>8. Select <b>OK, Next</b>, then <b>Finish.</b></li> <li>9. Select <b>Yes</b> to install the certificate.</li> <li>10. Select <b>OK</b> after you receive a message stating that the import was successful.</li> <li>11. Select <b>OK</b> in the lower, right corner of the Certificate dialog box.</li> <li>12. Select <b>Yes</b> to trust the certificate, so you do not receive the dialog box again.</li> </ol>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Internet Explorer, the next time you browse to the server, ensure that you enter the fully qualified domain name (FQDN) of the server that is associated with the certificate.</li> <li>• You can verify that the certificate was installed successfully by selecting the Certificate Path tab in the Certificate pane</li> </ul>
Internet Explorer 7	<ol style="list-style-type: none"> <li>1. Browse to the application on the Tomcat web server.</li> <li>2. Select <b>Continue to this website (not recommended)</b> option to access the server.</li> <li>3. Select <b>View Certificate</b> when the Security Alert dialog box displays.</li> <li>4. Select <b>Install Certificate</b> in the General pane of the Certificate dialog box.</li> <li>5. Select <b>Next</b> in the Certificate Import Wizard dialog box.</li> <li>6. Select <b>Automatically select the certificate store</b> based on the type of certificate.</li> <li>7. Select <b>Next</b>, then <b>Finish.</b></li> <li>8. Select <b>Yes</b> in the Security Warning dialog box.</li> <li>9. Select <b>OK</b> in the Certificate Import Wizard dialog box.</li> </ol>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Internet Explorer, the next time you browse to the server, ensure that you enter the FQDN of the server that is associated with the certificate.</li> <li>• To verify that the trust store contains the imported certificate, select <b>Tools &gt; Internet Options</b> in the Internet Explorer toolbar and select the Contents tab. Select <b>Certificates</b> and select the Trusted Root Certifications Authorities tab. Scroll to find the imported certificate in the list.</li> <li>• After importing the certificate, the browser continues to display the address bar and a Certificate Error status in red. The status persists even if you re-enter the hostname or IP address or refresh or relaunch the browser.</li> <li>• You can verify that the certificate was installed successfully by selecting the Certification Path tab in the Certificate pane.</li> </ul>

If you are using ...	Actions	Troubleshooting Tips
Netscape	<ol style="list-style-type: none"> <li>1. Browse to the application using Netscape.</li> <li>2. Select one of the following radio buttons: <ul style="list-style-type: none"> <li>• Accept this certificate for this session</li> <li>• Do not accept this certificate and do not connect</li> <li>• Accept this certificate forever (until it expires)</li> <li>• Select <b>OK</b> in the Certificate Authority dialog box</li> <li>• Select <b>OK</b> in the Security Warning dialog box</li> </ul> </li> </ol>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Netscape, the next time you browse to the server, ensure that you enter the FQDN name of the server that is associated with the certificate.</li> <li>• If you select Do not accept this certificate and do not connect, the application does not open.</li> <li>• To view the certificate credentials before installing the certificate, select <b>Examine Certificate</b>.</li> </ul>

## Installation and upgrade notes

- System upgrade [Error! Reference source not found.](#)
- Latest software upgrades for Cisco Unified Presence on Cisco.com [Error! Reference source not found.](#)

### System upgrade

- [Supported Upgrade Paths to Cisco Unified Presence Release 8.6\(5\)SU2](#) [Error! Reference source not found.](#), page 6
- [Upgrade from Cisco.com](#), page 7

### Supported Upgrade Paths to Cisco Unified Presence Release 8.6(5)SU2

Cisco Unified Presence supports the following software upgrade paths to Release 8.6(5)SU2:

Table 2 Supported Upgrade Paths

Supported Upgrade Paths from Cisco Unified Presence	Installation Instructions
Release 8.0(x), 8.5(x), or 8.6(x) to 8.6(5)SU2	<p><b>Before You Begin</b></p> <p>Upgrades from 8.0(x) through to 8.6(1) require you to install a COP file on all nodes prior to starting the upgrade. Download the following COP file from Cisco.com:</p> <pre>ciscocm.cup.refresh_upgrade_v&lt;latest_version&gt;.cop</pre> <p>Perform these steps to proceed with the upgrade:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.cisco.com/upgrade">http://www.cisco.com/upgrade</a>.</li> <li>2. Enter your software contract number.</li> <li>3. Select the CUP&lt;pre-upgrade release&gt;-8-6-U-K9= option to order. If you do not see this option, contact your Cisco Account Team and/or Reseller to resolve your Contract issue.</li> <li>4. Go to <a href="http://www.cisco.com/cisco/software/navigator.html">http://www.cisco.com/cisco/software/navigator.html</a>.</li> <li>5. Navigate to Products &gt; Voice and Unified Communications &gt; Unified Communications Applications &gt; Cisco Unified Presence &gt; Cisco Unified Presence 8.6 &gt; Unified Presence Server Updates.</li> <li>6. Download the complete ISO file: UCSInstall_CUP_8.6.5.12900-1.sgn.iso</li> </ol>

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**Note** Direct upgrades from Cisco Unified Presence Release 7.0(x) and earlier to Release 8.6(5)SU2 are not supported. You must first upgrade to an earlier 8.x release of Cisco Unified Presence. For more information about upgrading to Cisco Unified Presence Release 8.x, see the *Upgrade Guide for Cisco Unified Presence*: [http://www.cisco.com/en/US/products/ps6837/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html)

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## Upgrade from Cisco.com

Cisco does not support downloading major Cisco Unified Presence software releases from Cisco.com, for example, Cisco Unified Presence Release 8.0. From Cisco.com you can download upgrade-only software images that are used to upgrade from a previous major software release to a subsequent software maintenance release or point release of Cisco Unified Presence. For example, you can download Cisco Unified Presence Release 8.0(2) or Cisco Unified Presence Release 8.6(5)SU2 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 Cisco Unified Presence.

## Latest software upgrades for Cisco Unified Presence on Cisco.com

Perform the following steps to access the upgrade file for Cisco Unified Presence Release 8.5(x) to 8.6(5)SU2.

### Before You Begin

- You can only download point releases of Cisco Unified Presence software from Cisco.com.
- Upgrades from 8.0(x) through to 8.6(1) require you to install a COP file on all nodes prior to starting the upgrade. Download the following COP file from Cisco.com:  
`ciscocm.cup.refresh_upgrade_v<latest_version>.cop`

### Procedure

- 
- Step 1** Download the UCSInstall files from Cisco Connection Online.
- Step 2** Use an md5sum utility to verify that the MD5 sum of the final file is correct:  
`0fc9a9e7de1fdffdd690d041087c223 UCSInstall_CUP_8.6.5.12900-1.sgn.iso`
- 

### Troubleshooting Tips

You can upgrade the ISO image onto a remote server. Copy the ISO (UCSInstall\_CUP\_8.6.5.12900-1.sgn.iso) to your FTP or SFTP server.

## Additional installation and upgrade considerations

- [Perform Cisco Unified Presence 8.6\(x\) upgrade before Cisco Unified Communications Manager 8.6\(x\) upgrade, page 10](#)
- [Licensing requirements for Release 7.0\(x\) to 8.6\(x\) upgrades, page 10](#)
- [Software licensing requirements for VMware, page 10](#)
- [Recommendations for release 8.0\(x\), 8.5\(x\), or 8.6\(x\) to 8.6\(5\)SU2 upgrades, page 10](#)
- [Platform Manager is not supported, page 11](#)

## Perform Cisco Unified Presence 8.6(x) upgrade before Cisco Unified Communications Manager 8.6(x) Upgrade

You must perform the Cisco Unified Presence Release 8.6(x) upgrade *before* you perform the Cisco Unified Communications Manager Release 8.6(x) upgrade.

## Licensing requirements for Release 7.0(x) to 8.6(x) upgrades

If you upgrade from Release 7.0(x) to Release 8.6(x), you require a new software version license for *each* Cisco Unified Presence server in your deployment. You must order a separate software version license for each Cisco Unified Presence server. However, you need to upload the license to the first node in a cluster. For information about Cisco Unified Presence licensing modes and requirements, see the Installation Guide for Cisco Unified Presence Release 8.6 here:

[http://www.cisco.com/en/US/products/ps637/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps637/prod_installation_guides_list.html)

## Software licensing requirements for VMware

You can run this release of Cisco Unified Presence 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 Cisco Unified Presence Release 8.x*. 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](http://docwiki.cisco.com/wiki/License_Activation_for_Cisco_UC_on_UCS)

## Recommendations for release 8.0(x), 8.5(x), or 8.6(x) to 8.6(5)SU2 upgrades

Before you upgrade from Cisco Unified Presence Release 8.0(x), 8.5(x), or 8.6(x) to Release 8.6(5)SU2, Cisco *strongly advises* that you follow the recommended upgrade procedure in the *Upgrade Guide for Cisco Unified Presence Release 8.6* here:

[http://www.cisco.com/en/US/products/ps6837/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html)

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**Note** Direct upgrades from Release 7.x and earlier to 8.6(5)SU2 are not supported. You must first upgrade to another 8.x release and then perform a *Refresh Upgrade*. A Refresh Upgrade is significantly different from a Standard Upgrade. For more information, see the *Upgrade Guide for Cisco Unified Presence 8.6*

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### Important Notes

- Publisher node—upgrade the publisher node and switch the software to the new software release prior to initiating an upgrade and switch version on the Subscriber nodes. If the Cisco Unified Presence Administration GUI is operational on the Publisher node, it is safe to initiate an upgrade and switch version on the Subscriber node. There are special considerations that need to be taken into account when upgrading to Release 8.6(5)SU2. Cisco recommends that you refer to the *Upgrade Guide for Cisco Unified Presence 8.6* before you proceed with upgrading.

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**Note** Services on the Publisher will not start until the Subscribers are switched, restarted, and replication is successfully established on that cluster.

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- High Availability User Support—Cisco Unified Presence Release 8.6(x) supports up to 45,000 users per cluster in a High Availability (HA) configuration across 6 nodes and up to 45,000 users per cluster in a non-HA configuration across 3 nodes. If, when you upgrade, you are left with a number of unsupported users, we recommend that you unlicense these surplus users on Cisco Unified Communications Manager before you perform the upgrade.

- Contact List Size—the default maximum value is 200; however you can configure this to a higher value, or configure 0 to set it to unlimited value. After you perform the upgrade, check that the contact list size for users has not reached the maximum value. If you have a large number of contacts per user, the number of users that a Cisco Unified Presence node supports is reduced.

## Platform Manager is Not Supported

Platform Manager (PM) cannot be used to upgrade to Cisco Unified Presence Release 8.6(5)SU2.

## Related documentation

The complete Cisco Unified Presence documentation set, with the latest information for Release 8.6(x), is now available here on Cisco.com.

[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

To search for documentation on any given release, we recommend that you use the Custom Google search capability introduced in the last release.

For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.6*.

[http://www.cisco.com/en/US/products/ps6837/products\\_licensing\\_information\\_listing.html](http://www.cisco.com/en/US/products/ps6837/products_licensing_information_listing.html)

## New and changed information

Several defects have been resolved. For more information, see [Resolved caveats](#) , page 12.

## Important notes

- CPU Spike Causes Database Connection Failure, page 10

## CPU Spike Causes Database Connection Failure

### Problem

The following Cisco Unified Presence interfaces can become inaccessible due to database connectivity problems. When attempting to login to the following applications, the login will appear to hang and will not complete:

- Cisco Unified Presence Administration
- Cisco Unified Serviceability
- Cisco Unified Reporting
- Cisco Unified End User Options

### Cause

This condition affects Cisco Unified Presence running on a virtualized environment where the virtual machine (VM) on which Cisco Unified Presence is running has only one CPU. A large CPU spike on the Cisco Unified Presence server can cause the database to become inaccessible. You can verify that you are

experiencing this issue by performing the following procedure:

- 
- Step 1** From the Cisco Unified Presence CLI, execute the following command to view the database log file: `file view activelog /cm/log/informix/ccm.log`
- Step 2** Check the log file for entries similar to the following:  
`listener-thread: err = -25582: oserr = 0: errstr = : Network connection is broken.`
- 

### Solution

To resolve this issue, add an additional CPU to the VM on which Cisco Unified Presence is running.

## Caveats

- [Using Bug Search, page 11](#)
- [Resolved caveats, page 12](#)
- [Open caveats, page 13](#)

## Using Bug Search

Known problems (bugs) are graded according to severity level. This ReadMe file contains descriptions of the following:

- 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 Bug Search tool.

To access Bug Search, you need the following items:

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

### Procedure

- 
- Step 1** To access the Bug Search, go to [https://tools.cisco.com/bugsearch?referring\\_site=btk](https://tools.cisco.com/bugsearch?referring_site=btk)
- Step 2** Sign in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for:** field, and click **Go**.
- 

For information about how to search for bugs, create saved searches, and create bug groups, select **Help** on the Bug Search page.

## Resolved caveats

This section lists caveats that are resolved but that may have been open in previous releases. Bugs are listed in alphabetical order by component and then in numerical order by severity. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Search Tool.

**Table 3 Resolved caveats for Cisco Unified Presence Release 8.6(5) SU2**

Identifier	Severity	Component	Headline
<a href="#">CSCuj14419</a>	3	axl	Changing to non english user locale breaks getUser AXL API
<a href="#">CSCug26683</a>	3	axl	ICSA between 10 and 8 fails due to AXL errors
<a href="#">CSCui66810</a>	3	config-agent	CfgAgent writes empty static routes if IMDB ttroute is down
<a href="#">CSCui09967</a>	3	epe	DND stuck state on CUPC for the phone associated
<a href="#">CSCui76795</a>	3	security	Stale symbolic links in cert directories prevent DRS backups
<a href="#">CSCug18764</a>	3	security	Leaf certificates not able to be uploaded to tomcat-trust
<a href="#">CSCuj72390</a>	3	vos	DRS backup start time drifts further each day
<a href="#">CSCuj94217</a>	6	security	JDK,Kernel,Tomcat, Openssl upgrade on cup_8_6_4 and cup_8_6_5
<a href="#">CSCug10073</a>	6	security	Enhance cup-xmpp=s2s to provide more secure alternative to wildcard cert
<a href="#">CSCui82706</a>	3	gui	Multiple XSS and CSRF vulnerabilities
<a href="#">CSCug09157</a>	3	security	OpenAM SSO , intermittent http 500,403 bad cert error when SSO enabled
<a href="#">CSCui96841</a>	3	xcp-s2s	SASL auth requests with an authorization identity set to "="

## Open caveats

The caveats in Table 4 describe possible unexpected behavior in the latest Cisco Unified Presence 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.

**Table 4 Open caveats for Cisco Unified Presence Release 8.6(5)SU2**

Identifier	Severity	Component	Headline
<a href="#">CSCua19295</a>	6	bat	CUPS request for ability to pre populate contacts for CUPC and Jabber
<a href="#">CSCuh86938</a>	3	config-agent	Config Agent core dump occurs if it can't retrieve the nodename
<a href="#">CSCtz88557</a>	3	database	CPU spike causes database connection failure
<a href="#">CSCty85346</a>	3	database	CLI 'dbreplication forcedatasynsub' doesn't work on CUP
<a href="#">CSCtz38528</a>	3	database	L2 upgrade of PUB node in fully provisioned 45k System taking 27hrs
<a href="#">CSCug76766</a>	3	epe	DND is incorrect cascading to a device with a shared line appearance
<a href="#">CSCui67346</a>	3	epe	Presence Engine unable to connect to presence gateway using DNS SRV
<a href="#">CSCua68248</a>	6	epe	Add NTLMv2 support to CUP Exchange Calendaring
<a href="#">CSCty41459</a>	3	epe-privacy	Error Unblocking a contact containing an apostrophe
<a href="#">CSCty29379</a>	3	gui	CUP GUI not working when some services are restarted while SSO enabled
<a href="#">CSCuc53220</a>	3	gui	Maximum Contact List Size and Maximum Watchers - no prompt shown
<a href="#">CSCtr36119</a>	3	gui-troubleshooter	Exchange Server Status reports false positives
<a href="#">CSCts53870</a>	3	oamagent	Delay in writing pe_cfg.xml upon L2 causes PE to start in bad state
<a href="#">CSCtz10360</a>	3	serviceability	Server status not reliably retrieved on Cluster Topology page
<a href="#">CSCtz23921</a>	3	serviceability	Pub fails to communicate with subscriber servm when enable/disable HA
<a href="#">CSCtt79854</a>	3	serviceability	AlertCentral and CoreDumpFileFound alert properties XML parse error
<a href="#">CSCts28606</a>	3	serviceability	"UNKNOWN_ALARM" alerts sent to remote syslog server on router restart
<a href="#">CSCuc26300</a>	3	vos	Changing Node name halts access XCP Config Manager restart
<a href="#">CSCuj65714</a>	2	xcp-router	Jabberd process is causing memory leak on large scale CUP.

# Documentation Updates

For the latest versions of all Cisco Unified Presence documentation, go to  
[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

## Obtaining documentation and submitting a service request

For information about obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

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