



## **Read Me for Cisco Unified IM and Presence, Release 10.5(2) SU3**

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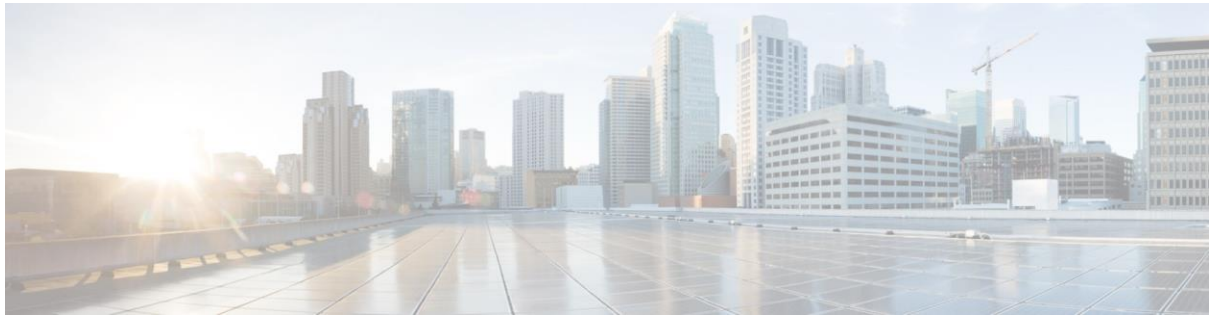
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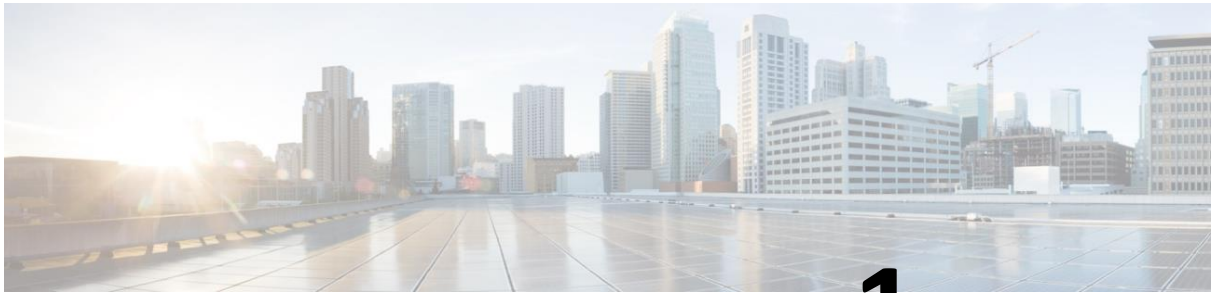
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# CHAPTER 1

## 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, page 1](#)
- [Server software requirements, page 2](#)
- [Supported browsers, page 2](#)

## 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](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](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](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.

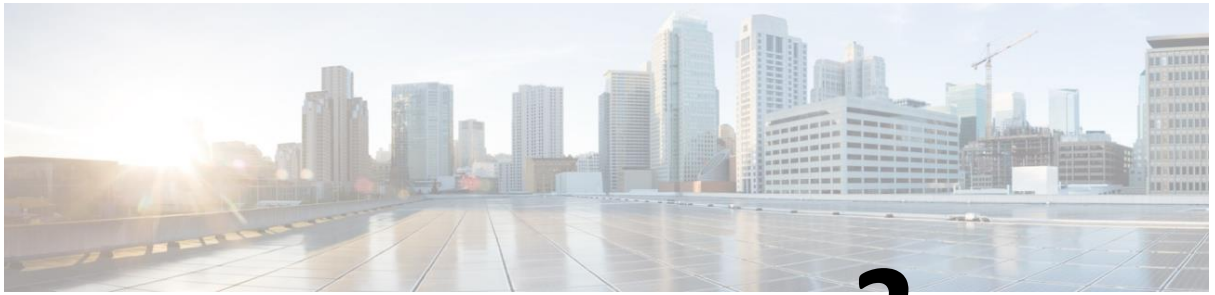
## Server software requirements

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



## CHAPTER 2

# Upgrading to IM and Presence 10.5(2) SU3

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- [New System Installation Information, page 3](#)
- [System Upgrade, page 4](#)
- [Upgrade Order, page 4](#)
- [Software Licensing Requirements for VMware, page 5](#)
- [Upgrade from Cisco Unified Presence Release 8.5\(4\), page 5](#)

## 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 10.5(2) SU3

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.x	Refresh upgrade. COP files required: <ul style="list-style-type: none"> <li>cisco.com.cup.refresh_upgrade_v&lt;latest_version&gt;</li> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
8.6(3) to 9.x	10.x	Refresh upgrade. COP file required: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
10.x	10.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 10.5 > Unified Presence Server (CUP) Updates > 10.5 > 10.5(2)SU3
- Download the complete ISO file:

**UCSInstall\_CUP\_10.5.2.24900-8.sgn.iso**

**SHA512 hash:**

```
a61456cb343eb333ffb975d4e33ae02fc28b592c08a35ac91ae366fb58fe49f8
d96a4f8c8c441d7768956fac8af82cb0e93154d4a70fa953ca40fd9d85e09cba
```

**NOTE:** You must also install the ciscocm.version3-keys.cop.sgn cop file before you upgrade to IM and Presence Service Release 10.5(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 10.5(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) UNRESTRICTED release to 10.5(2) SU3 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 10.5 > 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 10.5 > 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 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](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](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:

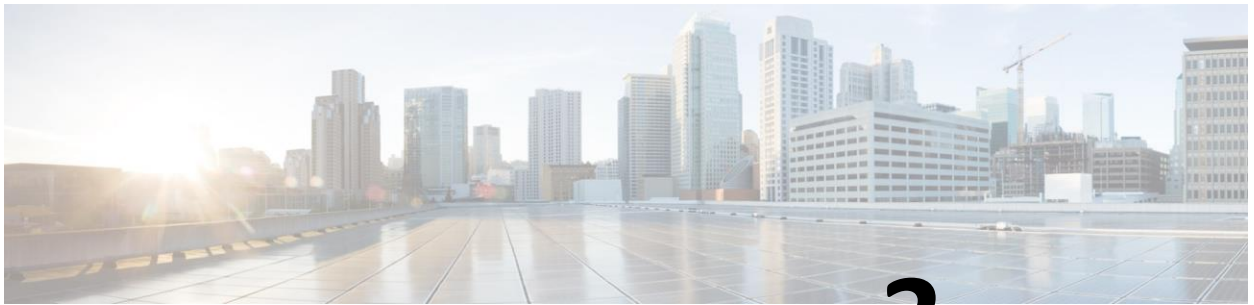
- If you have intercluster peers to Cisco Unified Presence Release 8.0(x) or Release 8.5 clusters, you will not have intercluster availability until you upgrade all of these clusters to Release 8.6 or to Release 9.x and later. After the upgrade is complete, the previously configured peers will start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

## Support for non-presence contact export/import (CSCut20886)

Bulk Administration Tool (BAT) in IM&P 10.5.2 SU3 supports import and export of non-presence contact data from GUI. This feature does not exist in older releases.

BAT export of non-presence contacts will work properly only if IM&P 10.5.2 SU3 is paired with Call Manager 10.5.2 SU3. If the Call Manager is not upgraded to 10.5.2 SU3, BAT option will report: “User not authorized to access this page”.





## CHAPTER 3

# New and Changed Information

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



## CHAPTER 4

### Caveats

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- [Using Bug Toolkit, page 7](#)
- [Resolved Caveats, page 8](#)
- [Open Caveats, page 9](#)

### 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: <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

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>

Identifier	Severity	Component	Headline
<a href="#">CSCuz03027</a>	3	axl	IM&P - Presence viewer unable to retrieve presence from sub
<a href="#">CSCua84174</a>	4	axl	AXL toolkit downloaded from GUI is corrupted
<a href="#">CSCva41283</a>	4	bat	Error if importing nonpresence contacts to a userID with capital letter
<a href="#">CSCuz33501</a>	3	config-agent	IMDB replication fails to start on Sub after Pub node power off then on
<a href="#">CSCuy50819</a>	3	ctigw	SIP Proxy core: deadlock created due to locking of cti gw control scb
<a href="#">CSCuz72414</a>	3	cupxcpcconfig	After upgrade from 11.0 to 11.5 notification for restart XCP Router
<a href="#">CSCva17964</a>	3	database	CUP DB fails user query with non-empty lastname string during upgrade
<a href="#">CSCuw99718</a>	3	database	SyslogSeverityMatchFound Alert triggered every night
<a href="#">CSCuy96751</a>	3	database	Manual Presence updates not working after COP file installation
<a href="#">CSCva43129</a>	3	database	IM&P import of peer users gives invalid xcp_user_id
<a href="#">CSCuz92419</a>	4	database	Offline messages not being deleted for users removed from IM&P
<a href="#">CSCva69445</a>	6	database	Upgrade failed when DirGroup table has duplicate record
<a href="#">CSCuz66519</a>	6	database	F5292: Clean up Stale Roster Entry with a cli
<a href="#">CSCva88367</a>	2	epe	Race condition causes session filterID mismatch
<a href="#">CSCuo80540</a>	3	epe	Presence status for user containing % linked to user with similar name
<a href="#">CSCuu76047</a>	3	epe	PE core with IM &P 10.5.2.20000-1
<a href="#">CSCuz42935</a>	3	epe	PE core while starting up accessing uninitialized PSessionI/f object
<a href="#">CSCvb48114</a>	3	epe	User with apostrophe, dnd presence not changed to available when user sign off and sign in again
<a href="#">CSCuy67050</a>	3	epe	PE Memory Leak on server side exchange integration
<a href="#">CSCvb50449</a>	3	epe	Core file found on Sub node after cc mode was enabled
<a href="#">CSCva39072</a>	2	esp	Cisco Unified IM and Presence Service SIP Packet DoS Vulnerability
<a href="#">CSCuz87955</a>	3	esp	IMP: Sip Proxy Shared memory not freed properly
<a href="#">CSCvb53393</a>	3	gui-admin	Click on the Hyperlink "fix" should navigate to Network Services Page

Identifier	Severity	Component	Headline
<a href="#">CSCuu41305</a>	3	intercluster	Unnecessary certificate synchronised from an intercluster peer
<a href="#">CSCva09725</a>	3	pws	Delay in logging out PWS user creates un-necessary subscriptions
<a href="#">CSCuy20502</a>	3	pws	CSCuy20502sip proxy core in 3rd party (tpi) module
<a href="#">CSCup59247</a>	3	security	CUP doesn't offer signed cup-xmpp certificate although imported
<a href="#">CSCuz44022</a>	3	selinux	CUCM tomcat certificate missing from IM&P server trust-store
<a href="#">CSCuu25842</a>	4	selinux	After switched version on IM&P from 10.5.2 to 8.6.5 it couldn't boot
<a href="#">CSCvc01465</a>	4	serviceability	Log Collector cannot collect XCP, PE,SIP Proxy,ConfigAgent & ttsoft/ttlogin logs in .gz format
<a href="#">CSCuz70476</a>	6	serviceability	Need to be able to monitor process shared memory usage from RTMT
<a href="#">CSCva79994</a>	6	serviceability	Enhanced services debug level query in Log Collector Tool
<a href="#">CSCuz55644</a>	6	serviceability	Several fixes and enhancements in Log Collector Tool
<a href="#">CSCva12989</a>	3	srm	Process status via SNMP missing for some services on IM&P
<a href="#">CSCuz52545</a>	2	vos	Evaluation of epas for OpenSSL May 2016
<a href="#">CSCuv71734</a>	3	vos	certificateFindList is not coming after migration from 10.5.2 to 11.x
<a href="#">CSCva88707</a>	3	vos	Evaluation of epas for TCP August 2016
<a href="#">CSCva94668</a>	3	vos	MFT service is not starting when OS linux is in Enforcing mode.
<a href="#">CSCvb11687</a>	3	vos	IM&P logs do not display error when second node is added with wrong size
<a href="#">CSCuu51326</a>	4	vos	platformConfig.xml validation fails during upgrade to 10.5/11.0
<a href="#">CSCva21057</a>	3	xcp-aft	Message loop causing Cisco Managed File Transfer process to core
<a href="#">CSCvb46225</a>	4	xcp-aft	IMP file transfer manager enhanced logging for better DB state check
<a href="#">CSCux37890</a>	3	xcp-connmgr	XCP Connection Manager does not accept any connections
<a href="#">CSCug38080</a>	4	xcp-connmgr	CUP: Jabber CM Web Application Memory Exhaustion Vulnerability
<a href="#">CSCvb71064</a>	3	xcp-jcore	Jabberd core occurs when DB connection to local Informix DB gets broken
<a href="#">CSCuy69566</a>	3	xcp-libjcore	Cisco Presence Engine service cored in libjcore
<a href="#">CSCvc01474</a>	2	xcp-router	IMP XCP Router core'd due to memory corruption
<a href="#">CSCuz56210</a>	3	xcp-router	XCP Router service crashes while processing privacy list update
<a href="#">CSCux06736</a>	3	xcp-router	Presence not shown properly in the roster list when a user is blocked
<a href="#">CSCuy89569</a>	3	xcp-router	Excess memory leak under baseline + ad-hoc group chat load

## Open Caveats

The following sections describe possible unexpected behaviors in IM and Presence Service Release 10.5(2) SU3.

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
<a href="#">CSCui28980</a>	3	ccm-serviceability	Service Restart status is abnormal
<a href="#">CSCvb32957</a>	3	cupxcpconfig	IM&P reconnect issue with Vantage/Verba Servers - TCP Keep-Alive Issue
<a href="#">CSCuz17498</a>	3	database	FQDN including numeric values causes fatal install and Sync Agent errors
<a href="#">CSCvc15439</a>	3	database	ICSA fails to sync impresencedomains records on Subscriber after ICSA HA event occurs on Publisher
<a href="#">CSCuu65533</a>	3	database	Presence offline to watchers/self-view when peuritoiuid repl mismatch
<a href="#">CSCuy95475</a>	3	epe	IMnp Intentional core dump to be refactored
<a href="#">CSCuz04557</a>	3	gui	IM&P shows DB schema verification failed for postgres DB due to timeout
<a href="#">CSCuy36230</a>	3	gui-admin	Disable federation before deleting IM&P node from CUCM
<a href="#">CSCuz84664</a>	3	gui-admin	Presence 11.0.1 Third-Party XMPP Client Settings Page vCard options
<a href="#">CSCva09767</a>	2	vos	IMP 10. / 11.x -- HDD & RAM Maxed After VMTools Upgrade (ESXi 5/6)
<a href="#">CSCvc23576</a>	3	vos	Evaluation of epas for NTP November 2016
<a href="#">CSCvb40714</a>	3	xcp-aft	IMP: AFTStartup.log does not contain time stamp entry
<a href="#">CSCva83043</a>	3	xcp-jsm	Jabber user received duplicate IMs and cannot manually update presence
<a href="#">CSCvb14399</a>	3	xcp-router	Upgrade initiated with non-default OS admin account - XCP service issues
<a href="#">CSCvc34594</a>	3	xcp-textconf	Jabber group chat fails to start with 3rd party compliance server