



# ReadMe for Cisco Unified Presence Release 8.6(5)SU4

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January 20<sup>th</sup>, 2015

These release notes describe requirements, restrictions, and caveats for Cisco Unified Presence Release 8.6(5)SU4.

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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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# 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)SU4. 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](#)
- [Server software requirements, page 3](#)
- [Supported browsers, page 3](#)

## Hardware server requirements

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**Note** Cisco Unified Presence Release 8.6(5)SU4 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>.
- Tested Reference Configurations (TRC) for virtualized deployments described on this page: [http://docwiki.cisco.com/wiki/UC\\_Virtualization\\_Supported\\_Hardware#UC\\_on\\_UCS\\_Testing\\_Reference\\_Configurations](http://docwiki.cisco.com/wiki/UC_Virtualization_Supported_Hardware#UC_on_UCS_Testing_Reference_Configurations).
- 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>

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>
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## Installation and upgrade notes

- [System upgrade, page 6](#)
- [Latest software upgrades for Cisco Unified Presence on Cisco.com, page 8](#)

### System upgrade

- [Supported Upgrade Paths to Cisco Unified Presence Release 8.6\(5\)SU4, page 6](#)
- [Upgrade from Cisco.com, page 7](#)

### Supported Upgrade Paths to Cisco Unified Presence Release 8.6(5)SU4

Cisco Unified Presence supports the following software upgrade paths to Release 8.6(5)SU4:

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)SU4	<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:  <b>UCSInstall_CUP_8.6.5.14900-3.sgn.iso</b>  <b>(MD5 hash: dc8ad69843a845ffc228e353a8f5ccd1)</b></li> </ol>

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**Note** Direct upgrades from Cisco Unified Presence Release 7.0(x) and earlier to Release 8.6(5)SU4 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)SU4 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)SU4.

## 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

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- 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:
- ```
49ec2f1b3539f017834aded815230729 UCSInstall_CUP_8.6.5.14900-3.sgn.iso
```
- 

## Troubleshooting Tips

You can upgrade the ISO image onto a remote server.  
Copy the ISO (UCSInstall\_CUP\_8.6.5.14900-3.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 8](#)
- [Licensing requirements for Release 7.0\(x\) to 8.6\(x\) upgrades, page 9](#)
- [Software licensing requirements for VMware, page 9](#)
- [Recommendations for release 8.0\(x\), 8.5\(x\), or 8.6\(x\) to 8.6\(5\)SU4 upgrades, page 9](#)
- [Platform Manager is not supported, page 10](#)

# 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)SU4 upgrades

Before you upgrade from Cisco Unified Presence Release 8.0(x), 8.5(x), or 8.6(x) to Release 8.6(5)SU4, 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)SU4 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)SU4. 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)SU4.

## 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
- [Certificate Validation](#), page 11

## 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.
```

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**Solution**

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

## Certificate Validation

**Problem**

When using a Cisco Jabber client, certificate warning messages can be encountered if the IP address is configured as the IM and Presence Service node name.

**Cause**

Having Cisco Unified Presence server node name different than the sever identity in the certificate presented to Cisco Jabber client, represents identity mismatch.

**Solution**

To prevent Cisco Jabber from generating certificate warning messages, the FQDN must be used as the Cisco Unified Presence server node name.

## Caveats

- [Using Bug Search, page 11](#)
- [Resolved caveats, page 12](#)
- [Open caveats, page 14](#)

## 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

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- 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)SU4**

| Identifier | Severity | Component    | Headline                                                                 |
|------------|----------|--------------|--------------------------------------------------------------------------|
| CSCuo25147 | 3        | axl          | Services unknown timeout messages when viewing Cluster Topology page     |
| CSCur82712 | 2        | config-agent | Message archiver not writing to external DB                              |
| CSCul32654 | 3        | config-agent | Copyfrompeer for TTLOGIN & TTREG broken after node boot up               |
| CSCuo46302 | 3        | config-agent | Config Agent is unable to access remote database due to duplicate values |
| CSCur36704 | 3        | config-agent | Config Agent fails to start due to previous failure to completely stop   |
| CSCul32676 | 4        | config-agent | ConfigAgent Core on Shutdown                                             |
| CSCuo22551 | 3        | ctigw        | Lync/MOC RCC client requires re-login after CUP SIP Proxy restart        |
| CSCuq24656 | 3        | cupxcpconfig | Inter-cluster sync of talias triggers XCP rtr restart notifications      |
| CSCui58261 | 2        | database     | CUPS upgrade fails if special characters in custom status message        |
| CSCun58911 | 3        | database     | Sync-agent fails to sync DN route partition when use special characters  |
| CSCun91929 | 3        | database     | RCC control of the Static phone fails when LogOut profile is configured  |
| CSCuq16135 | 3        | database     | Unable to reassign users' home node after changing presence domain       |
| CSCuq39392 | 3        | database     | High CPU Utilization - Large User Tables (8.6.4.13900-4)                 |
| CSCup84920 | 4        | database     | Disable DND presence settings on upgrade from CUP 8.6.4                  |
| CSCun28975 | 4        | database     | Change domain failed caused by mismatch DB entry for a user              |
| CSCur10752 | 4        | database     | Delete temp-presence nodes from IM&P database during upgrade             |
| CSCug54624 | 5        | database     | Upgrade from 7.0.5 of CUPS causes extra report options                   |
| CSCuo32162 | 3        | epe          | Race condition at start-up prevents IMDB replication from starting       |
| CSCup40013 | 3        | epe          | Intermittent PE core on initial start up after install                   |
| CSCul87398 | 3        | epe          | Licensing users for IM/P capabilities can cause IDS CPU to spike to 90%  |
| CSCuq04205 | 3        | epe          | CUPS Presence Engine uses entire SIP From header to authorise user       |
| CSCup45241 | 3        | epe          | Presence status shows 'Available' for Outlook Calendar 'Out of Office'.  |
| CSCur54375 | 3        | epe          | Presence Engine XCP components not receiving onActive from XCP router    |
| CSCur00651 | 3        | epe          | PE core when subscriber is added to the subcluster                       |
| CSCun33841 | 4        | epe          | Presence Engine Log Flooding                                             |

| Identifier | Severity | Component      | Headline                                                                 |
|------------|----------|----------------|--------------------------------------------------------------------------|
| CSCuf56468 | 4        | epe            | "Could not be delivered message" appears although message is received    |
| CSCuo57285 | 2        | esp            | SIP Proxy User lookup returns same FQDN for home/backup nodes            |
| CSCuo24146 | 3        | esp            | SIP Proxy fails to start and cores after RU (8.6.5 to 10.5.0.98000-633)  |
| CSCup45393 | 3        | esp            | SIP proxy does not read full set of matching static routes               |
| CSCus22062 | 3        | esp            | DRS fails to backup/restores cup private key                             |
| CSCtq61000 | 4        | esp            | SCB failed RTMT alerts after adding device to application user & upgrade |
| CSCtu42689 | 4        | esp            | Phone presence not shown in CUPC when CUPS hostname starts a number      |
| CSCul84488 | 4        | esp            | SIP Proxy treating ARC subscribes as federated requests                  |
| CSCuq39700 | 4        | esp            | Enhance Proxy ACL logic and logging                                      |
| CSCuq74317 | 4        | esp            | Revert Proxy ACL logic to use getnameinfo to improve IP resolution       |
| CSCuj84276 | 4        | gui-admin      | Retrieving polled presence process stuck without any error               |
| CSCur25649 | 2        | intercluster   | Intercluster clients cannot send or receive IM or Presence after upgrade |
| CSCuo35984 | 3        | intercluster   | ICSA unordered processing of cupowncertificates can cause cert thrashing |
| CSCuq17813 | 3        | intercluster   | IM&P Intercluster peer needs services restart when xcpsecret changed     |
| CSCul02464 | 3        | intercluster   | ICSA imports certificate with spaces in CN multiple times                |
| CSCtc54480 | 4        | licensing      | CUP 'file delete license' does not work properly                         |
| CSCuo97841 | 3        | pws            | PWS clears manual status from DB when setting device status such as Busy |
| CSCup44896 | 3        | pws            | Presence Viewer doesn't show status when CUCM userid contains '@'        |
| CSCup22627 | 2        | security       | Multiple Vulnerabilities in OpenSSL - June 2014                          |
| CSCul05131 | 2        | security       | CA certificates missing post upgrade from certificate cache              |
| CSCty97447 | 3        | security       | [OpenAM SSO] j2ee policy agent debug logs can grow too large.            |
| CSCur63497 | 3        | security       | IM&P server is vulnerable to user enumeration                            |
| CSCun65769 | 3        | security       | ipsec-trust.keystore on sub get deleted after reboot                     |
| CSCuq28552 | 4        | security       | misleading message when XMPP certificate is uploaded                     |
| CSCun07652 | 3        | serviceability | XCP Router fails to restart due to invalid PID file post reboot          |
| CSCuq61672 | 3        | soap-interface | Non availability of both LDAP servers may cause high cpu in tomcat       |
| CSCun23092 | 3        | sona           | DRS backup does not backup/restore xmpp certificates from OS Admin       |
| CSCuo32105 | 3        | srm            | SRM does not respond to ICSA status request causing ICSA restart         |
| CSCul29917 | 3        | srm            | SRM allows the fallback of a node while its services are still stopping  |
| CSCun34125 | 3        | sync-agent     | CUP: icSyncAgent Crashed and Failed to Recover From TCP Connection Flood |
| CSCum92892 | 2        | vos            | CUP or IM/P switch version failure due to 'Version Mismatch Error'       |
| CSCuo37125 | 3        | vos            | 'show perf list classes' error during stat of classes in CUPS            |
| CSCuq03059 | 3        | xcp-jcore      | jabberd crash on IM&P 9.1SU3 and 10.5.1 server                           |
| CSCum76745 | 3        | xcp-jsm        | Existing temp-presence sub not affected by changes to privacy list       |
| CSCul80286 | 3        | xcp-jsm        | Temp buddy presence can not be updated                                   |
| CSCuq83725 | 3        | xcp-jsm        | Delay timestamp in unavailable presence causes wrong presence display    |
| CSCuq73972 | 3        | xcp-libjcore   | TC, AFT may core when external database unreachable                      |
| CSCuq37965 | 3        | xcp-router     | Temporary Presence not working                                           |
| CSCur17535 | 3        | xcp-router     | Presence updates not seen by ad-hoc presence watchers                    |
| CSCul27793 | 3        | xcp-router     | "Unknown Error" when restarting the XCP Router service                   |
| CSCug49106 | 4        | xcp-router     | Federated contacts deleted when federation enabled but XMPP fed cm off   |
| CSCup20469 | 3        | xcp-sipgw      | Converting a SIP URI with the escaped '@' character to an XMPP JID       |
| CSCur92905 | 2        | xcp-textconf   | TC crashes when chat room destroyed with third-party compliance enabled  |

| Identifier | Severity | Component    | Headline                                          |
|------------|----------|--------------|---------------------------------------------------|
| CSCto56517 | 3        | xcp-textconf | XCP Text Conference Manager Core Dump on Shutdown |
| CSCup66693 | 3        | xcp-textconf | No Description on some of bookmarked rooms        |

## 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)SU4*

| Identifier | Severity | Component          | Headline                                                                 |
|------------|----------|--------------------|--------------------------------------------------------------------------|
| CSCua73880 | 3        | ctigw              | CUPS 8.6.4 is causing core dump with RCC                                 |
| CSCul10506 | 3        | epe                | Presence Engine produces a core dump when disabling calendaring for user |
| CSCuq62738 | 3        | gui-serviceability | Serviceability UI not working with CA signed Tomcat Certs                |
| CSCus06148 | 3        | security           | Updating Tomcat Root CA cert requires Tomcat cert to be resigned         |
| CSCuo56545 | 3        | sona               | Config agent core on startup in the SONA library                         |

## 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

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