



Release Notes for Cisco IPICS Release 4.10(2)

October 26, 2016

These release notes describe the new features and caveats for Cisco Instant Connect (previously called Cisco IPICS) release 4.10(2).

To access the documentation suite for Cisco IPICS, go to the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

You can access Cisco IPICS software on Cisco Connection Online (CCO) by going to the following URL and, under “Select a Product,” choosing **Products > IP Interoperability and Collaboration System**, then clicking the link for your Cisco IPICS release:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=280723930&flowid=7120>

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Overview

Cisco IPICS is an IP standards-based solution that provides voice interoperability among disparate systems. It dissolves communication barriers between land mobile radio systems and devices including mobile devices, landline phones, IP phones, and PCs, wherever they are located. It also provides powerful and flexible management of personnel and media resources. Cisco IPICS streamlines radio



dispatch operations and improves response to incidents, emergencies, and facility events. By providing flexible, scalable communication interoperability, Cisco IPICS enhances the value of existing and new radio, telephony, and IP communications networks.

What's New in Cisco IPICS

- Security improvements, including fixing of PSIRT issue on UMS components and other server-side security enhancements.
- Support for the pound (#) and star (*) buttons when using the dial pad in the IDC dialer.
- Support for incidents, multiple languages (Arabic, Chinese, French, Japanese, Portuguese, Spanish, and US English), and crash log for Cisco Instant Connect for Android Devices.
- Support for Cisco Unified Communications releases 11.0 and 11.5.
- LMR support on Cisco ISR 4321.
- Support for Cisco Unified IP Phone 8851.
- Support for the Orion Gateway to enable local radios to connect to Cisco IPICS via a SIP interface. For additional information, contact your Cisco representative.
- Support for Microsoft Windows 10 for Cisco IPICS and the IDC.
- Support for Internet Explorer 11 for Cisco IPICS.

System Requirements

The Cisco IPICS server requires specific versions of hardware and software. *Cisco IPICS Compatibility Matrix*, lists the hardware and software versions that are compatible with this release of Cisco IPICS. Make sure that you check that document for the most current versions of compatible hardware components and software versions for use with Cisco IPICS,

In addition, make sure to use only the Cisco-supported operating system for use with Cisco IPICS. No other operating system versions are supported.

Cisco IPICS Compatibility Matrix is available at the following URL:

http://www.cisco.com/en/US/products/ps7026/products_device_support_tables_list.html

Upgrading to Cisco IPICS 4.10(2)

If you have a Cisco Software Application Support contract, you can upgrade to Cisco IPICS 4.10(2) from Cisco IPICS 4.9(2) or 4.10(1) by going to the following URL:

<http://software.cisco.com/download/navigator.html?mdfid=280723930&flowid=7120>

For complete upgrade instructions, see *Cisco IPICS Installation and Upgrade Guide, Release 4.10(2)*, which is available at the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.htm

Related Documentation

To access the documentation suite for Cisco IPICS, go to the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

Important Notes

The system stores the following node manager configuration files:

- `nodemanager.pri.ip_address.tar`—Tape-archive format (tar) file that contains a snapshot of the node manager installation directory (`/opt/cisco/nodemanager`) from the primary Cisco IPICS server. In this file name, `ip_address` is the IP address of the primary Cisco IPICS server.
- `nodemanager.sec.ip_address.tar`—Applies to a high availability deployment only. Tar file that contains a snapshot of the node manager installation directory (`/opt/cisco/nodemanager`) from the secondary Cisco IPICS server. In this file name, `ip_address` is the IP address of the secondary Cisco IPICS server.

Situations in which you might need to manually restore these files include the following:

- An error or unexpected interruption occurs during the configuration of the high availability server causes the server no longer allows log in Cisco IPICS Administration Console
- The `/opt/cisco/nodemanager` directory on the currently active server is corrupted or deleted

To restore the node manager configuration files, follow these steps:

Procedure

-
- Step 1** Use an SSH client to access the server on which the Cisco IPICS backup is located, log in as the root user, and enter these commands to extract the node manager backup file to a `/tmp` directory:
- a.** `# cd /tmp`
 - b.** To extract the file for the primary Cisco IPICS server, enter this command, where `path` is the full backup directory path and `ip_address` is the IP address of the primary Cisco IPICS server:


```
# tar xvf path/nodemanager.pri.ip_address.tar nodemanager/conf/ipicsNode.properties
```

 To extract the file for the secondary Cisco IPICS server, (in a high availability deployment only), where `path` is the full backup directory path (such as `/idspri/backup/cron/IDSB_2014-10-20_23-59-03/`) and `ip_address` is the IP address of the secondary Cisco IPICS server:


```
# tar xvf path/nodemanager.sec.ip_address.tar nodemanager.sec.ip_address.informix/conf/ipicsNode.properties
```
- Step 2** Log in as the root user to the Cisco IPICS server on which the node manager property file is to be manually restored and enter these commands to back up the current node manager properties file:
- ```
cd /opt/cisco/nodemanager/conf
/bin/cp -p ipicsNode.properties ipicsNode.properties.save
```
- Step 3** Enter this command to replace the current node manager configuration file with the file that you extracted in [Step 1](#):
- ```
# /bin/cp -p /tmp/ipicsNode.properties
```
- Step 4** Enter these commands to restart Cisco IPICS:

```
# service ipics stop-all
# service ipics start-all
```

Feature Notes

- To simplify deployment and avoid audio loop scenarios, the nested VTG feature has been deprecated. The IDC prevents including VTGs and incidents in a patch.
- Channel attenuation on the IDC dialer is not supported in this release. For channel attenuation options that use third-party audio hardware, contact your Cisco representative.

Caveats

The following sections provide information about caveats in this Cisco IPICS release:

- [Using the Bug Search Tool, page 4](#)
- [Known Caveats, page 5](#)

Using the Bug Search Tool

You can use the Bug Search Tool to find information about caveats (bugs) for this release, including a description of the problems and available workarounds. The Bug Search Tool lists both open and resolved caveats. (Bug Search Tool is the successor to the Bug Toolkit.)

To use the Bug Search Tool, follow these steps:

Procedure

- Step 1** Go to <https://tools.cisco.com/bugsearch/>.
 - Step 2** Log 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, then press **Enter**.
 - Step 4** To look for information if you do not know the bug ID number, enter keywords which search for text matches in the following sections of a bug:
 - headline/title
 - release note text
 - product
 - known affected releases/ known fixed releases
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For more information about the Bug Search Tool, click Help on the main Bug Search Tool page:
<https://tools.cisco.com/bugsearch/>

Known Caveats

Table 1 describes known caveats in this Cisco IPICS release.

Table 1 **Known Caveats**

ID	Description
CSCuw71246	Missing PTT Events with Reporting HA (after IPICS failover and failback)
CSCux71583	UMS core dumps intermittently for bulk VTG activation/deactivation
CSCuv53125	Activate/deactivate bulk VTG cause resource allocation error and unhosted
CSCul11633	Android app: Tx indicator stuck on red ring
CSCus43303	Android displays the title of splash even after it is uninstalled
CSCus66913	Android: Fields in the Online Contact details are displayed as N/A
CSCup85532	Android: Idle green PTT instead of white when no network connectivity
CSCup85553	Android: Robotic pots and pans noise in WiFi/4G/LTE when network drops
CSCux61814	Both Reporters go to standalone/active status once the admin unpairs HA
CSCvb70194	Camera has been disabled error on 4.4.4 SONIM XP6
CSCuv27274	CIC does not display channel groups and user groups in VTG
CSCuw63667	CIC re-log in fails due to the user name having a space
CSCuw65752	CIC: Sometimes the first P2P or talkline call is not successful
CSCvb77690	Cisco Instant Connect for Windows on Windows 10 does not show any ISSI channels in the talkline list
CSCus73545	Common channels in more than 2 VTGs does not restream audio post restart/reboot of active UMS
CSCux73518	Communication failure post VPN disconnect/reconnect
CSCuw63679	Confusing toast message of talkgroup name if short press is configured for mute/unmute
CSCut60938	Contacts and online participants do not update until user triggers update
CSCux19343	Core is seen on UMS intermittently for UMS service restart
CSCvb77117	Create Talkline crashes Cisco Instant Connect when logged in to Instant Connect Express server
CSCuw79489	Delay in displaying Talker ID when spoken first time on VTG channels
CSCvb77153	Duplicate and stale list of All Participants in Cisco Instant Connect PTT screen
CSCuw66186	End Call button in IDC P2P call does not work
CSCvb70156	Error loading video message seen on Cisco Instant Connect for MOV/AVI/MPG format video clips
CSCuu79883	Extra PTT records from remote IRC generated after IPICS failover
CSCux52053	Failed to get SIP when both UMS HA nodes are out of service but other UMSs are active
CSCux23105	First time Reporter Upgrade from 4.10(0.002) to 4.10(0.003) fails
CSCuw09681	Hourly report double number of PTT and Listen events compared to Detail report
CSCux20900	IDC P2P call should error when 50 talkgroup limit is reached on Remote IDC

Table 1 **Known Caveats (continued)**

ID	Description
CSCUw63694	IDC: Outgoing private call should ask for confirmation
CSCUx07630	IDC: PTT preempted and PTT denied not seen consistently in VTG channels
CSCUx23336	Intermittent: No Detail PTT or Listen Report (ALL) generated
CSCUs64556	Low VQ scores when PTT from Sonim to Sonim using iLBC codec
CSCUv04303	Missing PTT records when shutting down (HA enabled) active Reporter engine
CSCUx24972	Missing PTTs on Reporter HA if Ethernet is disconnected or service killed
CSCUv88259	No listen report for incident
CSCUv76885	No PTT or Listen records generated when those events span two IREs
CSCUw18513	No PTT or listen reports for point-to-point call for CIC
CSCUv85619	No PTT records for normal VTG when no channels are associated
CSCvb77135	P2P call gives error on Cisco Instant when logged to Instant Connect Express server, so unable to make P2P call
CSCUt19741	P2P call: Audio loss on callee as caller can talk before callee is ready
CSCUw63691	P2P incoming call should ring for longer time for call setup to work
CSCvb75667	Persistent talk group reconnect not working if Cisco IPICS has bluetooth configured
CSCUw13158	Post restore, need to save Max Report Log... setting to update Reporter
CSCUw63685	Private call VTG is displayed in left panel before the call is set up
CSCUv69564	PTT report data generation is very slow if activity log table 500k+ rows
CSCUv22754	PTT screen hashed, server status red while waiting for check4update
CSCUx61617	Remote IDC event log shows wrong UMS address when UMS FO happens
CSCUx10862	Reporter admin page jumps to UMS admin page if Go is pressed at top right
CSCUx23381	Some extra PTT records generated as they are not shown in the UMS report
CSCUv88390	SONIM BTR-155 Bluetooth does not work with CIC
CSCUu95143	Split brain is the default behavior during a network outage on Reporter HA
CSCUw69455	Take too long to generate PTT and Listen (ALL) report for cross-day data
CSCUu18242	Two bars displayed in Scan with talkback channel might confuse the user
CSCUx68242	UMS core dumps in RTCP packet handler area under stream load for Reporter
CSCUu84282	UNKNOWN talker ID in reporter records if latch/PTT VTG on CIC
CSCvb70140	VSOM camera feeds are not listed in Cisco Instant Connect incident time line
CSCvb58512	Windows Cisco Instant Connect: Persistent reconnect from PTT screen does not work
CSCvb58613	Windows Cisco Instant Connect: User is disabled or locked and can log in anyway

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, 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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