



Release Notes for Cisco IPICS Release 4.5(2)

October 10, 2012

These release notes describe the new features and caveats for the Cisco IP Interoperability and Collaboration System (Cisco IPICS) release 4.5(2).

For information about caveats that apply to Cisco IPICS release 4.5(2), see the [“Caveats” section on page 5](#).

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 upgrades on Cisco Connection Online (CCO) by going to the following URL and, under “Make a selection to continue,” clicking **Products > Cisco 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

The Cisco IPICS solution streamlines radio dispatch operations and improves response to incidents, emergencies, and facility events. Cisco IPICS dissolves communication barriers between land mobile radio systems and devices including mobile phones, landline phones, IP phones, and PC users, helping enable communications among users of all devices, wherever they are located. When time is critical, Cisco IPICS delivers information into the hands of the right people, at the right time and in the right format. By providing flexible, scalable communication interoperability, Cisco IPICS enhances the value of existing and new radio, telephony, and IP communications networks.

System Requirements

The Cisco IPICS server and the IDC require 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, and make sure to upgrade your RMS components and SIP and LMR gateways to the latest supported releases before you install this release of Cisco IPICS.

Also 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

Related Documentation

For more information about Cisco IPICS, refer to the following documentation.

- *Cisco IPICS Server Administration Guide, Release 4.5(1)*—Provides information about configuring, operating, and managing the Cisco IPICS server, including how to use the Management Console user interface.
- *Cisco IPICS Installation and Upgrade Guide, Release 4.5(1 and 4.5(2))*— Describes how to install, configure, and upgrade Cisco IPICS
- *Cisco IPICS Dispatch Console User Guide, Release 4.5(1)*—Provides information about understanding, installing, operating, and performing other IDC activities
- *Cisco IPICS Mobile Client for Apple iPhone Reference Guide*—Provides detailed information about the Cisco Video Surveillance Stream Manager application for the Apple iPhone
- *Cisco IPICS Compatibility Matrix*—This document contains information about hardware and software that is supported for use with Cisco IPICS

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

What's New in Cisco IPICS

Cisco IPICS 4.5(2) includes these major new features:

- Expanded Cisco Unified IP Phone support—Support for Cisco Unified IP Phone 69xx, 89xx, and 99xx series with Cisco Unified Communications Manager
- UCS B-Series support—Allows for Cisco IPICS deployments in large data centers.
- UCS Express—Cisco IPICS 4.5(2) operates on the UCS Express platform, which provides for small economical deployments.
- Quick installation method—An OVA format provides for quick and easy virtual machine deployment.
- Cisco IPICS Video Dispatch Starter kit—Virtualized for use on Cisco UCS Express, and B-Series, and C-Series servers, the includes five mobile clients, a Cisco IPICS Server license, and a Platinum license this package is designed to be a starter kit for Cisco VSM 6.3 customers to add mobile video to their surveillance system. More more information, go to http://www.cisco.com/en/US/prod/collateral/ps6712/ps6718/product_bulletin_c25-617212.html.

Important Notes

The following sections describe important issues that apply to this release

- [ISSI Gateway Unable to Register to a Remote RFSS, page 3](#)
- [Issue Upgrading to Cisco IPICS 4.5\(1\), page 3](#)
- [Configuring Languages in Cisco IPICS, page 5](#)

ISSI Gateway Unable to Register to a Remote RFSS

If the ISSI Gateway is unable to register to a remote RFSS, you may see “ERROR_UNABLE_TO_JOIN” for the P25 channel status in the IDC. Restarting the remote RFSS should resolve this issue.

Issue Upgrading to Cisco IPICS 4.5(1)

Upgrading to Cisco IPICS release 4.5(1) can fail if the backup procedure includes these general steps:

1. Back up data from Cisco IPICS release 2.2 to the remote backup folder named 2.2_backup.
2. Restore data in the 2.2_backup folder to a Cisco IPICS server that is running Cisco IPICS release 4.0(1).
3. Backup data from the Cisco IPICS 4.0(1) IPICS server 4.0(1) to the remote backup folder named 4.0.1_backup.
4. Restore data in the 4.0.1_backup folder to a Cisco IPICS server that is running Cisco IPICS release 4.5(1)

To work around this situation, when you restore the Cisco IPICS database as described in the “Upgrading from Cisco IPICS Release 2.2(1)SR1, 4.0(1), or 4.0(2) in a Deployment without High Availability” in *Cisco IPICS Installation and Upgrade Guide, Release 4.5(1)*, use **ipics_db_upgrade_40_45_v2** instead of **ipics_db_upgrade_22_45** as the restore script.

The ipics_db_upgrade_40_45_v2 patch file is include in the ipics_db_upgrade_45_scripts.zip file that you download as part of the upgrade procedure.

Installing Certificates on an IDC Client PC

By default, IDC client PCs authenticate the Cisco IPICS server by using a self-signed certificate that is generated when the Cisco IPICS server software is installed. If you replace the self-signed certificate on the server with a third-party certificate, perform the following steps on each IDC client PC that access the Cisco IPICS server. This procedure is not needed if you are using the default self-signed certificate.

Before you begin

Make sure that certificates are installed on the Cisco IPICS server as explained in the “Managing Server Certificates” section in *Cisco IPICS Server Installation and Upgrade Guide*.

Procedure

- Step 1** Copy the following files from the Cisco IPICS server to the client PC:
- /opt/cisco/ipics/security/root_ca.cert.pem
 - /opt/cisco/ipics/security/intermediate_ca.cert.pem
 - /opt/cisco/ipics/security/signed_server.cert.pem
- Step 2** On the client PC, take these actions:
- a. Rename root_ca.cert.pem to root_ca.crt.
 - b. Rename intermediate_ca.cert.pem to intermediate_ca.crt.
 - c. Rename signed_server.cert.pem to *hostname*.crt, where *hostname* is the hostname of the Cisco IPICS server.
- Step 3** On the client PC, take these actions for each .crt file that you renamed in the previous step:
- a. Double-click the file name.
 - b. Click **Install Certificate** to launch the Windows Certificate Import Wizard.
 - c. Click **Next**.
 - d. Click **Place all certificates in the following trust store**.
 - e. Choose **Trusted Root Certification Authorities**.
 - f. Click **Next**.
 - g. Click **Finish**.
- Step 4** Restart the IDC if it is running.
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Using Cisco IOS Release 15.1(4)M3

In your Cisco IPICS deployment, use Cisco IOS release 15.1(4)M4 on routers that function as LMRG or RMS components.

Configuring Languages in Cisco IPICS

Table 1 provides a summary of the various options that you can use to configure languages in the Cisco IPICS Administration Console. For more detailed information about these options, see *Cisco IPICS Server Administration Guide*.

Table 1 Cisco IPICS Language Configuration Options

Option Name	Location in Administration Console	Description
Default language	Server tab > Configuration drawer > Ops Views > <i>Ops_view_name</i>	Designates the language in which notifications are sent and the language that is used by the dial engine for the voice prompts that are played to users who call in to Cisco IPICS
Languages	Policy Engine tab > Dial Engine drawer > Prompt Management	Select the languages that appear on language drop-down lists in other pages
Language	Policy Engine tab > Dial Engine drawer > Prompt Management > Spoken Names	Designates the language tag that is applied to recorded prompts
Language	Policy Engine tab > Dial Engine drawer > TTS Management	Designates the language that is used for TTS prompts
Default Language	Policy Engine tab > Dial Engine drawer > Dial Engine Parameters	Designates the language that is used for dial out prompts

Caveats

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

- [Using the Bug Toolkit, page 5](#)
- [Known Caveats, page 6](#)

Using the Bug Toolkit

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

To access Bug Toolkit, you need the following items:

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

To use the Bug Toolkit, follow these steps:

Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.

- 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 bug ID** field, then click **Go**.
- Step 4** To look for information if you do not know the bug ID number:
- Choose **Security** from the Select Product Category menu.
 - Choose the desired product from the Select Product menu.
 - Choose the version number from the Software Version menu.
 - Under Advanced Options, choose **Use default settings** or **Use custom settings**. The default settings search for severity 1, 2 and 3 bugs, open and fixed bugs, and only bugs containing bug details. Use the custom settings to change the severity and status parameters, or to search for keywords within the bug headline and description.

Known Caveats

Table 2 describes known caveats in this Cisco IPICS release.

Table 2 **Known Caveats**

Headline	Description
CSCtu25023	IPICS4.5: HA config heartbeat port stays the same even after reconfig
CSCua29629	IP Phone: Only one global language supported at a time
CSCua45264	Rollback support for ISSIG 4.5(2).
CSCua69327	Default descriptor addition must check against unique internal name
CSCua76804	P25 Supplementary services flip-flop displayed on IDC after server FO
CSCua83031	Unit call is interrupted by timeout during PTT traffic
CSCua83072	Back softkey does not work after pressing Latch then Stop on CME
CSCua83310	IP Phone—Deactivated VTG still shown on 7970 screen, CME only
CSCua87062	The ? hard button on 7970 does not work with CME
CSCua94704	P25 gateway channels on remote IDC do not show RX indicator when muted
CSCub08407	OS installation on SRE should force reboot after configuration
CSCub17207	Upgrade to 4.5(2) requires additional manual steps
CSCub20503	Need to reconfigure P25 channels after upgrade ISSIG
CSCub24889	GW P25 channels issues false emergency on first PTT after RX/CLRNG valid EMER
CSCub25177	More than two ISSIG supplementary service do not take effect on second one
CSCub35547	IDC shuts down P25 channel when transitioning quickly (approximately 3 seconds) from gateway to E2E mode
CSCub44448	iPad 4.5(1) with UCS IPICS 4.5(1.002)—create profile issue
CSCub56312	Server message for non en-US shows English text
CSCub63922	Videos added by Iphone or IPad are not viewable in incident in IPAD
CSCub68863	IDC dialer fails to initialize when configured in CME 5 out of 10 times

Table 2 **Known Caveats (continued)**

Headline	Description
CSCub70604	NO RCS status GUI (connection or unreachable) shown on IDC after server failover
CSCub70993	Non-ASCII characters in radio descriptors
CSCub77690	Help documentation incomplete for Ops View Licence Allocation field on IPICS Server
CSCub80075	Got “Failed to disconnect Channel patch” error in IDC when unpatching
CSCub80082	Patch is not cleaned up on UMS even though it does not exist on server
CSCub80127	Inconsistent UMS resource usage count between CLI and IPICS server GUI
CSCub86244	IDC—No associated policy listed under policy tab for silver license user
CSCub99909	IDC did not show alert tones when IPICS associating name with non-ASIC
CSCuc00038	IPICS 4.51—Service restart should not be allowed while unpairing HA
CSCuc04844	UMS continuously tx talker ID packet for IDC user no longer logged in
CSCuc04865	No available user list for P25 supplementary services if 4.5.1 IDC login to 4.5.2
CSCuc07120	Audio problem between incidents in 2 mobile clients to IDC
CSCuc10010	User while creating HA trust gets a misleading message for wrong password
CSCuc14833	Mobile certificate issue due to IPICS failover
CSCuc17264	Incorrect P25 Unit ID allowed if descriptor name not start with “ISSIG”
CSCuc17334	More than one P25 Unit ID allowed if more than one P25 descriptor configuration
CSCuc20568	Cannot do sequential remote schedule backup
CSCuc23179	Alert tone package does not download on IDC client after a couple of tries
CSCuc23297	Schedule backup to remote host requirements
CSCuc32652	First P25 unit call on fresh IDC login fails after timeout
CSCuc34835	P25 SS Inhibit returns “Unsucc:Unknwn Err” despite successful inhibit
CSCuc35519	Intermittent, some IDC do not receive P25 emergency alarm or with delay
CSCuc37299	Embedded media player is not playing videos with VLC 2.0.3
CSCuc37785	Load Test UMS—INTERNAL_ERROR AND WAVE_ERROR send in XML result
CSCuc37997	Intermittent CPU spikes on SRE IPICS server under load
CSCuc38073	IDC login may fail if pmc_config.xml is corrupt
CSCuc45471	SIP channels do not come up automatically after UMS GUI Update is triggered
CSCuc45583	UMS does not send SIP session information to IPICS for IPIC GUI Show command
CSCuc47207	Zombie SIP connections on IDC when VM on UMS is shut down and restarted
CSCuc48663	Shutting down VM where ISSIG is hosted should error on IDC
CSCuc49441	Serial radio channel on SIP IDC shows Radio Details tab instead of RCUI

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>

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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