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Revision History

Date	Description of Changes
June 07, 2019	Added link to Caveats in the Readme file.
June 29, 2018	Initial publish
July 03, 2018	Updated build numbers for IM and Presence Service. Added links to published documents.
April 08, 2019	Updated OVA requirements around Centralized Deployment.
January 13, 2020	Updated Documentation for this Release to more communicate the documentation updates for this release, along with where to get a complete listing of applicable documents for this release (Documentation Guide).
January 30, 2020	Added Important Note on gateway support.
February 12, 2020	Added important note on blue screen appearing during certain refresh upgrades.

Introduction

These release describe new features, restrictions, and caveats for Cisco Unified Communications Manager (Unified Communications Manager) and Cisco Unified Communications Manager IM & Presence Service

(IM and Presence Service). The release notes are updated for every maintenance release but not for patches or hot fixes.

Unified Communications Manager, the call-processing component of the Cisco Unified Communications System, extends enterprise telephony features and capabilities to IP phones, media processing devices, VoIP gateways, mobile devices, and multimedia applications.

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 among employees. It helps employees connect with colleagues more efficiently and determine the most effective way to engage in collaborative communication.



Note

In the past, export licenses, government regulations, and import restrictions have limited our supply of Unified Communications Manager and IM and Presence Service worldwide. We have obtained an unrestricted U.S. export classification to address this issue; IM and Presence Service supports an export unrestricted (XU) version only. The unrestricted version differs from previous releases of IM and Presence Service in that it does not contain strong encryption capabilities.

After you install an unrestricted release, you can never upgrade to a restricted version. You are not allowed to perform a fresh installation of a restricted version on a system that contains an unrestricted version.

Supported Versions

The following table shows supported versions for Release 11.5(1)SU5 and SU6.

Supported Versions for Release 11.5(1)SU5	Supported Versions for Release 11.5(1)SU6
Cisco Unified Communications Manager 11.5.1.15900-18	Cisco Unified Communications Manager 11.5.1.16900-16
IM and Presence Service 11.5.1.1.15900-33	IM and Presence Service 11.5.1.16910-12

Release Mismatches

These releases offers two main deployment options for the IM and Presence Service:

- Standard Deployments (Decentralized)—Both Cisco Unified Communications Manager and the IM and Presence Service must be running the same release for the deployment to be supported. A mismatch is not supported. For example, if Cisco Unified Communications Manager is running an 11.5(1)SU5 version, the IM and Presence Service must also be running a supported 11.5(1)SU5 version.
- Centralized Deployments of IM and Presence Service—If you have the Centralized Deployment configured on the IM and Presence Service, your IM and Presence Service deployment is running in a different cluster than the Cisco Unified Communications Manager telephony deployment. With this option, the IM and Presence Service deployment can run a different release than the telephony deployment. However, within the IM and Presence central cluster, the Cisco Unified Communications Manager publisher node that is located within the IM and Presence central cluster must be running the same release as the IM and

Presence Service. This publisher node instance of Cisco Unified Communications Manager is for database and user provisioning primarily and does not handle telephony.

For example, if the IM and Presence Service central cluster is running Release 11.5(1)SU5, the Unified Communications Manager publisher node within the central cluster must also be running an 11.5(1)SU5 version. However, the telephony deployment can run a different release, such as 11.5(1)SU6.

Documentation for this Release

Documentation Guide

For a complete listing of the documentation that is available for Releases 11.5(1)SU5 and SU6, see the *Documentation Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 11.5(1)* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/docguide/11_5_1/cucm_b_documentation-guide-cucm-imp-1151.html.

Summary of New and Updated Documents

The following table summarizes the documents that were newly published specifically for Release 11.5(1)SU5 or SU6:

Document	Description
SU Readme Files	<p>Refer to either of the Readme Files for information on updates and bug fixes that are included in your release</p> <p>Readme Files for 11.5(1)SU5</p> <ul style="list-style-type: none"> • ReadMe for Cisco Unified Communications Manager Release 11.5(1)SU5 • Read Me for Cisco Unified IM and Presence, Release 11.5(1) SU5a <p>Readme Files for 11.5(1)SU6</p> <ul style="list-style-type: none"> • Readme File for Cisco Unified Communications Manager 11.5(1)SU6 • Readme File for Cisco Unified CM IM and Presence Service 11.5(1)SU6
Compatibility Matrix	<p>A new version of the Compatibility Matrix exists for 11.5(1)SU5 and later. This guide is enhanced to include additional compatibility items such as operating system support, supported ciphers, and additional integrations.</p>

Document	Description
Configuration and Administration for the IM and Presence Service	A new version of this guide exists for 11.5(1)SU5 and later. This document has been completely rewritten and restructured from previous versions. This enhanced version features the following documentation improvements: <ul style="list-style-type: none"> • Extensive configuration task flows to provide a more complete and simpler system configuration process. This new flow also reduces the need to refer to Cisco Unified Communications Manager books for most IM and Presence configurations. • Smoother chapter flow that matches the configuration process and which provides better navigation. • A new Planning chapter that outlines some basic things to decide on before you deploy your system.
Instant Messaging Compliance for the IM and Presence Service	A new version of this document exists for 11.5(1)SU5 and later. The Message Archiver configuration process has been restructured, and updated. Among the updates are details for how to deploy an encrypted IM compliance database.
Real_Time Monitoring Administration Guide—11.5(1)SU6	A new version of this guide exists for 11.5(1)SU6, due to updates around JRE installation.

Cisco Prime License Manager

Cisco Unified Communications Manager Release 11.5(1)SU3, SU4, SU5, SU6, and SU7 are compatible with Cisco Prime License Manager Release 11.5(1)SU2 or higher. If you are deploying a standalone Cisco Prime License Manager, make sure that your Prime License Manager version is a minimum release of 11.5(1)SU2. Otherwise, Unified Communications Manager cannot synchronize its license usage with the standalone Prime License Manager.

If you are upgrading to one of these Unified Communications Manager releases and you are running a standalone version of Prime License Manager, upgrade your Prime License Manager instance to 11.5(1)SU2 or higher before you upgrade Unified Communications Manager.



Note

With co-resident Prime License Manager deployments, Unified Communications Manager and Cisco Prime License Manager are compatible automatically.

Caveats

Caveats for 11.5(1)SU5

For a list of open and resolved caveats, refer to the Readme files:

- [Readme File for Cisco Unified Communications Manager, Release 11.5\(1\)SU5](#)
- [Readme File for Cisco Unified CM IM and Presence Service, Release 11.5\(1\)SU5](#)

Caveats for 11.5(1)SU6

For a list of open and resolved caveats, refer to the Readme file:

- [Readme File for Cisco Unified Communications Manager, Release 11.5\(1\)SU6](#)
- [Readme File for Cisco Unified CM IM and Presence Service, Release 11.5\(1\)SU6](#)

