



Important Notes

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Backups with Prime License Manager Selected Fail

If you are running a system backup via the Disaster Recovery System user interface, and you select Cisco Prime License Manager as one of the features to backup, your backup will fail. To ensure that your backup is successful, do not select the **PLM** option when configuring your backup.

With this release, Prime License Manager has been replaced by Cisco Smart Licensing.

Bandwidth Allocations for 88xx SIP Phones

If you are deploying 88xx phones with the SIP protocol, note that these phones will use more bandwidth than the recommended 32 kbps while registering to Unified Communications Manager. Ensure to take account for the higher bandwidth requirement over registration when you configure your QoS bandwidth allocation in the APIC-EM Controller.

Route Filter and Associated Route Patterns

When configuring your call routing, make sure that you don't assign a single route filter to too many route patterns. A system core could result if you were to edit a route filter that has hundreds of associated route

patterns, due to the extra system processing that is required to update call routing for all of the route patterns that use the route filter. Create duplicate route filters to ensure that this does not occur. For more information, see [CSCup04938](#).

Migrations from 12.0(1) via Prime Collaboration Deployment

If you are using Cisco Prime Collaboration Deployment to migrate Unified Communications Manager from Release 12.0(1) to any higher release, you must install the below COP file on your 12.0(1) system before you begin the migration. Otherwise, the configuration files related to Smart Licensing will not be migrated.

Table 1: COP Files to Install for Smart Licensing

COP Files
<p>Files: cisco-cm-slm-migration.k3.cop.sgn</p> <p>You can download the file from:</p> <p>https://software.cisco.com/download/release.html?mdfid=286313357&softwareid=286319173&os=&release=COP-Files&relind=AVAILABLE&rellifecycle=&reltype=latest&i=!pp</p>



Note This requirement applies only for Prime Collaboration Deployment migrations from Release 12.0(1) of Unified Communications Manager (build 12.0.1.10000-10). If you are migrating from a higher release, such as Unified Communications Manager 12.0(1)SU1, you don't need to install the COP file.

New Cisco Gateway Support

New releases of Unified Communications Manager have introduced support for the following Cisco gateways:

- Cisco VG400 Analog Voice Gateway
- Cisco VG420 Analog Voice Gateway
- Cisco VG450 Analog Voice Gateway
- Cisco 4461 Integrated Services Router

The following table lists supported gateway models and the initial release, by release category, where support was introduced. Within each release category (for example, 10.5(2) and 11.5(x)), support for the gateway model is added as of the specified release, along with later releases in that category. For these releases, you can select the gateway in the **Gateway Configuration** window of Unified Communications Manager.

Table 2: Cisco Gateways with Initial Release By Release Category

Gateway Model	10.5(2) Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco VG 202, 202 XM, 204, 204 XM, 310, 320, 350 Analog Voice Gateway	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later	14 and later

Gateway Model	10.5(2) Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco VG400 Analog Voice Gateway	Not supported	11.5(1)SU7 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco VG420 Analog Voice Gateway Note Cisco VG420 Analog Voice Gateway is expected to release in July 2021, dates are subject to change.	Not supported	11.5(1)SU10 and later	12.0(1)SU2 and later	12.5(1)SU4 and later	14SU1 and later
Cisco VG450 Analog Voice Gateway	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco 4321, 4331 4351, 4431, 4451 Integrated Services Router	10.5(2) and later	11.5(1) and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco 4461 Integrated Services Router	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later
Cisco Catalyst 8300 Series Edge Platforms	—	—	—	12.5(1)SU4 and later	14 and later

Cisco Analog Telephone Adapters

Cisco Analog Telephone Adapters connect analog devices, such as an analog phone or fax machine, to your network. These devices can be configured via the **Phone Configuration** window. The following table highlights model support for the ATA series.

Table 3: Cisco Analog Telephone Adapters

ATA Adapter	10.5(2)x Releases	11.5(x) Releases	12.0(x) Releases	12.5(x) Releases	14(x) Releases
Cisco ATA 190 Analog Telephone Adapter	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later	14 and later
Cisco ATA 191 Analog Telephone Adapter	10.5(2)SU7 and later	11.5(1)SU4 and later	12.0(1)SU2 and later	12.5(1) and later	14 and later

Rebooting IM and Presence Subscriber Nodes

If the Cisco Unified Communications Manager and IM and Presence Service publisher nodes are both unavailable, such as may occur in a UCS server crash, do not restart any IM and Presence Service subscriber nodes as the subscriber node may not recover, and Jabber users may not be able to log in, thereby requiring a rebuild of the IM and Presence cluster.

Make sure to get the Cisco Unified Communications Manager and IM and Presence Service publisher nodes up and running before you restart any IM and Presence subscriber nodes.

Dialed Number Analyzer does not Support Single Sign-On

Dialed Number Analyzer (DNA), installed, as a service feature on Unified Communications Manager, does not support Single Sign-On (SSO). Use non-SSO mode to log into the application. After you log in using a non-SSO mode, you can access Cisco Unified Communications Manager Administration without an SSO login.

To access DNA, enter the following URL in your web browser:

`https://<cm-machine>/dna`, where `<cm-machine>` is the node name or IP address on which Dialed Number Analyzer is installed.

SDL Listening Port Update Requires CTIManager Restart on all Nodes

If you edit the setting of the **SDL Listening Port** service parameter, you must restart the **Cisco CTIManager** service on all cluster nodes where the service is running. Currently, the help text says to restart the service, but does not specify that you must restart the service on all nodes where the service is running. You can access this service parameter from Cisco Unified CM Administration interface by navigating to **System > Service Parameters**, selecting **Cisco CTIManager** as the service, and clicking **Advanced** to see a complete list of CTIManager service parameters.

This update is a part of [CSCvp56764](#).

Video Endpoint Migration Requirements

If you are migrating Cisco TelePresence endpoints to any Cisco Unified Communications Manager 12.x release, it's highly recommended that you upgrade firmware to CE 9.8 or later before you migrate. Otherwise, Unified CM overwrites the existing endpoint configuration with default settings during device registration. This issue occurs because CE 9.7 and earlier does not have any method to communicate the existing configuration to Unified CM. If the endpoint is running CE 9.8 or higher, the endpoint maintains its existing configuration during migration.

Blue Screen Appears for Unified CM Refresh Upgrades

An issue exists with refresh upgrades of Unified Communications Manager to specific destination releases. After the timezone data populates, you may see a blue transition screen appear for 30 minutes or more.

If you see this blue screen, DO NOT stop the upgrade, or a kernel panic occurs. The upgrade will continue to run even while the blue screen displays. The blue screen will clear itself after approximately 30 minutes.

Affected 'To' Versions

This issue affects refresh upgrades of Unified Communications Manager where the destination version falls within the range in the below table. This range includes SU and ES versions that lay within the range. This issue does not occur for upgrades to older or newer versions that do not fall within the range, or for upgrades of the IM and Presence Service.

Table 4: Affected 'To' Versions for Blue Screen Refresh Upgrade Issue

Release Category	Affected Upgrade Destination Range
10.5(x)	10.5.2.21170-1—10.5.2.22188-1 (includes 10.5(2)SU9)
11.5(x)	11.5.1.16099—11.5.1.17118-1 (includes 11.5(1)SU6)
12.0(x)	12.0.1.23036-1 — 12.0.1.24053-1 (includes 12.0(1)SU3)
12.5(x)	12.5.1.11001-1 — 12.5.1.12018-1 (includes 12.5(1)SU1)

For additional details, see [CSCvs28202](#).

Command Line Interface Updates

The following commands were updated as part of defects fixes:

utils ntp server delete

This documentation update resolves CSCvf91347.

The following information has been omitted from the *Utils Commands* chapter of the *Command Line Interface Guide for Cisco Unified Communications Solutions*.

It is required to have at least 1 Network Time Protocol (NTP) server configured. Therefore, you cannot delete an NTP server if only one is configured. If you select the option to delete all the NTP servers, the NTP servers are deleted in top down order and the last NTP server on the list does not get deleted.

utils dbreplication clusterreset

This documentation update resolves CSCvf93618.

The **utils dbreplication clusterreset** command is deprecated, instead run **utils dbreplication reset** command to repair replication.

```
admin:utils dbreplication clusterreset
```

```
*****
This command is deprecated, please use 'utils dbreplication reset' to repair replication!
*****
```

Executed command unsuccessfully

For more details on **utils dbreplication reset** command, see the “Utils Commands” chapter in the *Command Line Interface Guide for Cisco Unified Communications Solutions* at <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-maintenance-guides-list.html>.

System Error Messages

CSCvg70867 Documentation Defect Update

The *System Error Messages for Cisco Unified Communications Manager* file is missing the following ENUM definitions for the 78XX and 88xx phones.

Value	Device Type
508	Cisco IP Phone 7821
509	Cisco IP Phone 7841
510	Cisco IP Phone 7861
544	Cisco IP Phone 8831
568	Cisco IP Phone 8841
569	Cisco IP Phone 8851
570	Cisco IP Phone 8861
36665	Cisco IP Phone 7811
36669	Cisco IP Phone 8821
36670	Cisco IP Phone 8811
36677	Cisco IP Phone 8845
36678	Cisco IP Phone 8865
36686	Cisco IP Phone 8851NR
36701	Cisco IP Phone 8865NR

CSCvd71818 Documentation Defect Update

The *System Error Messages for Cisco Unified Communications* file is missing some ENUM values for the **Reason For Out Of Service** parameter within the **LastOutOfServiceInformation** alarm. Following is a complete list:

Reason Code	Description
10	TCPtimedOut - The TCP connection to the Cisco Unified Communication Manager experienced a timeout error
12	TCPucmResetConnection - The Cisco Unified Communication Manager reset the TCP connection
13	TCPucmAbortedConnection - The Cisco Unified Communication Manager aborted the TCP
14	TCPucmClosedConnection - The Cisco Unified Communication Manager closed the TCP connection
15	SCCPKeepAliveFailure - The device closed the connection due to a SCCP KeepAlive failure
16	TCPdeviceLostIPAddress - The connection closed due to the IP address being lost. This may be due to the DHCP Lease expiring or the detection of IP address duplication. Check that the DHCP Server is online and that no duplication has been reported by the DHCP Server
17	TCPdeviceLostIPAddress - The connection closed due to the IP address being lost. This may be due to the DHCP Lease expiring or the detection of IP address duplication. Check that the DHCP Server is online and that no duplication has been reported by the DHCP Server
18	TCPclosedConnectHighPriorityUcm - The device closed the TCP connection in order to reconnect to a higher priority Cisco Unified CM
20	TCPclosedUserInitiatedReset - The device closed the TCP connection due to a user initiated reset
22	TCPclosedUcmInitiatedReset - The device closed the TCP connection due to a reset command from the Cisco Unified CM
23	TCPclosedUcmInitiatedRestart - The device closed the TCP connection due to a restart command from the Cisco Unified CM
24	TCPClosedRegistrationReject - The device closed the TCP connection due to receiving a registration rejection from the Cisco Unified CM
25	RegistrationSuccessful - The device has initialized and is unaware of any previous connection to the Cisco Unified CM
26	TCPclosedVlanChange - The device closed the TCP connection due to reconfiguration of IP on a new Voice VLAN
27	Power Save Plus
30	Phone Wipe (wipe from CUCM)
31	Phone Lock (lock from CUCM)

Reason Code	Description
32	TCPclosedPowerSavePlus - The device closed the TCP connection in order to enter Power Save Plus mode
100	ConfigVersionMismatch - The device detected a version stamp mismatch during registration Cisco Unified CM
101	Config Version Stamp Mismatch
102	Softkeyfile Version Stamp Mismatch
103	Dial Plan Mismatch
104	TCPclosedApplyConfig - The device closed the TCP connection to restart triggered internally by the device to apply the configuration changes
105	TCPclosedDeviceRestart - The device closed the TCP connection due to a restart triggered internally by the device because device failed to download the configuration or dial plan file
106	TCPsecureConnectionFailed - The device failed to setup a secure TCP connection with Cisco Unified CM
107	TCPclosedDeviceReset - The device closed the TCP connection to set the inactive partition as active partition, then reset, and come up from the new active partition
108	VpnConnectionLost - The device could not register to Unified CM because VPN connectivity was lost 109 IP Address Changed
109	IP Address Changed
110	Application Requested Stop (service control notify to stop registering)
111	Application Requested Destroy
114	Last Time Crash
200	ClientApplicationClosed - The device was unregistered because the client application was closed
201	OsInStandbyMode - The device was unregistered because the OS was put in standby mode
202	OsInHibernateMode - The device was unregistered because the OS was put in hibernate mode
203	OsInShutdownMode - The device was unregistered because the OS was shut down
204	ClientApplicationAbort - The device was unregistered because the client application crashed
205	DeviceUnregNoCleanupTime - The device was unregistered in the previous session because the system did not allow sufficient time for cleanup

Reason Code	Description
206	DeviceUnregOnSwitchingToDeskphone - The device was unregistered because the client requested to switch from softphone to deskphone control
207	DeviceUnregOnSwitchingToSoftphone - The device is being registered because the client requested to switch from deskphone control to softphone
208	DeviceUnregOnNetworkChanged - The device is being unregistered because the client detected a change of network
209	DeviceUnregExceededRegCount - The device is being unregistered because the device has exceeded the maximum number of concurrent registrations
210	DeviceUnregExceededLoginCount - The device is being unregistered because the client has exceeded the maximum number of concurrent logons

