

Release Notes for Cisco Unified Communications Manager and the IM and Presence Service Release 15SU2

First Published: 2024-10-01

Last Modified: 2024-12-04

About Release Notes

This release describes new features, restrictions, and caveats for Cisco Unified Communications Manager (Unified Communications Manager) and Cisco Unified Communications Manager IM and Presence Service (IM and Presence Service). The release notes are updated for every maintenance release but not for patches or hot fixes.

Supported Versions

The following software versions apply to:

- Unified Communications Manager: 15.0.1.12900-234
- IM and Presence Service: 15.0.1.12900-10

Version Compatibility Between Unified CM and the IM and Presence Service

Version compatibility depends on the IM and Presence Service deployment type. The following table outlines the options and whether a release mismatch is supported between the telephony deployment and the IM and Presence Service deployment. A release mismatch, if it is supported, would let you deploy your Unified Communications Manager telephony deployment and your IM and Presence Service deployment using different releases.



Note Any respin or ES that is produced between [Cisco.com](https://www.cisco.com) releases is considered part of the previous release. For example, a Unified Communications Manager ES with a build number of 15.0.1.14[0-2]xx would be considered part of the 15SU1 (15.0.1.11900-x) release.

Table 1: Version Compatibility between Unified Communications Manager and the IM and Presence Service

Deployment Type	Release Mismatch	Description
Standard Deployment of IM and Presence Service	Not supported	Unified Communications Manager and the IM and Presence Service are in the same cluster and must run on the same release—a release mismatch is not supported.
Centralized Deployment of IM and Presence Service	Supported	<p>The IM and Presence Service deployment and the telephony deployment are in different clusters and can run on different releases—a release mismatch is supported.</p> <p>Note The IM and Presence Service central cluster also includes a standalone Unified CM publisher node for database and user provisioning. This non-telephony node must run on the same release as the IM and Presence Service.</p> <p>Note Centralized Deployment is supported for the IM and Presence Service from Release 11.5(1)SU4 onwards.</p>

Documentation for this Release

For a complete list of the documentation that is available for this release, see the [Documentation Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 15](#).

Installation Procedures

For information on how to install your system, see the [Installation Guide for Cisco Unified Communications Manager and the IM and Presence Service](#).

Upgrade Procedures

For information on how to upgrade to this release, see the [Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 15](#).

New and Changed Features

Centralized Call History for Webex App

Webex App users, while using Unified Communications Manager for Calling, can only access the local call history. This creates inconsistency across devices in the shared line case when the users are not logged into the App. One of the concerns is that users cannot receive missed call notifications in such situations and must check different devices to find the call history and call back.

With this release, we are enabling the Webex App to use a centralized call history. This eliminates the previously mentioned inconsistencies and provides a better user experience. This feature is supported from Webex 44.11 onwards.

To use this feature, you must onboard the Unified Communications Manager node through Webex Cloud-Connected UC. For more information, see [Set up Webex Cloud-Connected UC for on-premises devices](#).

Unified CM Enhancements To Optimize MTP Insertion in IPv4/IPv6 SME Case

From Release 15SU2 onwards, the IP Addressing Mode Preference for Media enterprise parameter is overridden when calls are made over an SME cluster to a dual-stack supported device. The destination cluster sends both the IP addresses (IPv4 and IPv6) for all media lines in its offer SDP to the subsequent Unified CM servers. This reduces the chances of MTP allocation due to IP mode mismatch.

For more information, see the 'Configure IP Addressing Preference for Cluster' section in the "Configure IPv6 Stack" chapter of the [System Configuration Guide for Cisco Unified Communications Manager](#).

Enhanced Accessibility and Usability in User Interfaces

As an ongoing effort to improve accessibility improvements, the Self Care Portal is enhanced with the following for this release:

- Introduction to sitemap helps users to navigate to the pages and files that are important in the Self Care Portal. Sitemap provides links to the main phone functionalities in the portal for easy navigation.
- Fixing of critical issues that are related to keyboard navigation and screen reader announcements.

External Database Clean-up Utility Revamp

The External Database Clean-up Utility interface in the IM and Presence Service is enhanced for easier and more productive use by administrators. The enhancements include a new landing page for easier access to the clean-up jobs and a clear division between manual and automatic clean-up jobs. In addition, it includes the capability to individually configure and track the life cycle of the automatic clean-up job for the IM and Presence Service clusters.

For more information, see the Online Help and [Database Setup Guide for the IM and Presence Service, Release 15 and SUs](#).

Inclusive Language Improvements

As part of this release, improvements have been made to the user interfaces to use inclusive language. For more information on Inclusive Language policies and considerations throughout for any Cisco products see, [Inclusive Language policies and considerations throughout for any Cisco products](#).

Multi Line Support for Webex App on Mobile

The multi line support feature for UCM Calling allows administrators to configure multiple phone numbers for a single user. You can assign these numbers to the user's Webex App and devices, with each number independently being able to make and receive calls. Currently, the maximum number of phone numbers that can be assigned to a mobile Webex application is eight. This capability enables users to manage multiple calls simultaneously, thus enhancing efficiency, and productivity. This feature is supported from Webex 44.12 onwards.

Previously, we supported this feature exclusively on the desktop version of the Webex App. With the latest release, we are extending support to the mobile version as well. Mobility is a crucial aspect of enterprise calling because it ensures that users remain connected and productive while on the move.



Note The maximum number of phone numbers that can be assigned to a desktop Webex application is enhanced from eight to ten. Download and install the **cmterm-webex-desktop-10-Lines-241115.k4.cop.sha512** COP file from [CCO](#) to use this enhancement.

Mobile users having Mobile Identity (MI) configured cannot place or receive calls. Install the **ciscocm.V15SU2_CSCwm77174-multiline_v1.zip** file from [CCO](#) to use this feature.

Presence Gateway Integration with Office 365

From this release, IM and Presence Service's Calendar Integration with Office 365 feature is enhanced to allow configurable **AD Authentication Endpoint** and **Resource URI** values. This is achieved through the AD Authentication Endpoint and Resource URI fields which are introduced in the Presence Gateway Configuration page. These fields are auto populated with default values which can be modified as required.

For more information, see the 'Configure a Presence Gateway' section of the [Microsoft Outlook Calendar Integration for the IM and Presence Service, Release 15 and SUs](#).

Single Sign-On Service Provider Enhancements

With this release, Unified Communications Manager has mandated that you can enable or disable SAML SSO only if the DB services are up and running across all the nodes in the cluster.

Run the **utils service list administrative** command (A Cisco DB) that retrieves the list of all services to check the DB status.

Smart Receiver Transport

From this release, Call Home as a transport mode for smart licensing is deprecated. Smart Transport mode, the new transport mode, is introduced for smart licensing. All freshly installed Unified Communications Manager nodes support only Smart Transport.

Post upgrade or migration, Unified Communications Manager automatically switches to Smart Transport if connection to the endpoints "smartreceiver.cisco.com" is successful. In case of connection failure, Unified CM falls back to the Call Home mode.

For more information, see the [System Configuration Guide for Cisco Unified Communications Manager](#).

Support for Tertiary CTI Manager and Fallback

Before this release, Cisco TSP enabled you to configure only a primary and secondary CTI Manager. From this release onwards, Cisco TSP enables you to configure a tertiary CTI Manager. When the tertiary CTI Manager is configured, it is treated as the least priority server. Cisco TSP connects to it only when connectivity to both the primary and secondary CTI Managers is lost. The TSP remains connected to tertiary by default unless you have explicitly enabled and configured a valid choice for fallback settings.

For more information, see the 'Support for Tertiary CTI Manager and Fallback' section in the "Overview" chapter of the [Cisco Unified TAPI Developers Guide for Cisco Unified Communications Manager Release](#).

Support for Transport Layer Security (TLS) 1.3

TLS 1.3 is the highest version of the Transport Layer Security (TLS) protocol supported from this release onwards.

TLS 1.3 is faster and more secure than older versions of TLS. One of the key improvements in TLS 1.3 is the reduction in handshake latency. It significantly enhances the performance of time-sensitive applications. Moreover, TLS 1.3 also reduces round-trip times (RTT), by further optimizing the connection establishment process. TLS 1.3 has dropped support for older and less secure cryptographic algorithms.

For more information about the TLS 1.3 support limitations on IM and Presence Service, see the 'Set Minimum TLS Version' section in the "TLS 1.3 Setup" chapter of the [Security Guide for Cisco Unified Communications Manager, Release 15 and SUs](#).

Important Notes

Cisco Desk Phone 9800 Series Requirements

Cisco Unified Communications Manager (Unified Communications Manager) requirements for the Cisco Desk Phone 9800 Series include:

- Unified Communications Manager 12.5(1)SU9, 14SU4 and later, or 15SU2 and later (To be FCSed around October 2024).
- Installation of the following Cisco Options Package (COP) files on Unified Communications Manager: **Phone firmware**—Firmware for the Cisco Desk Phone 9800 Series phones is not bundled with Unified Communications Manager. A firmware update may be required to enable the new features. The phone firmware COP files can be downloaded from [Cisco.com](#).

For information on the list of supported features for the Cisco Desk Phone 9800 Series, see the [Release Notes for Cisco Desk Phone 9800 Series](#).

Interoperability Issues Between LBM Interclusters

Location Bandwidth Manager (LBM) running on Unified Communication Manager version 15 cannot communicate with Unified CM versions with a newer version of Release 15 (for example, Release 15 SU1 or later). Hence, we recommend that you do the following if you are using LBM across multiple clusters:

- Ensure that you install the `ciscocm.V15FCS_CSCwi82830-lbm_C0211-1.cop.sha512` COP file on Unified Communications Manager Release 15 to interoperate with LBM running on Unified Communication Manager versions 15SU1 or later.

Deprecation of Remote Call Control with Microsoft Lync Server for IM and Presence Service

Unified Communications Manager Release 15 does not support Remote Call Control with Microsoft Lync Server for IM and Presence Service. If you are using this feature currently in your deployment and you are trying to upgrade to Release 15, you cannot use this feature after the upgrade.



Note This feature continues to be supported in Releases 12.5.x and 14 and SUs until their EOL/EOS.

For more information, see [Deprecation of Remote Call Control with Microsoft Lync Server for IM and Presence Service on Cisco Unified Communications Manager, Release 15](#).

Remove Deprecated Device Firmware from ISO

Starting with Release 15 onwards, phone firmware that is end of support will no longer be included in the Unified Communications Manager ISO. These endpoints will still be allowed to register, unless they have

been officially deprecated, but the firmware will not be present in the TFTP directory following a fresh install. For more details, see the [ReadMe for Cisco Unified Communications Manager](#).

New 2021 Signing Key



Attention Release 14SU1 and onwards is signed with a new 2021 signing key. It is possible that you may need to install the `ciscocm.enable-sha512sum-2021-signing-key-v1.0.cop.sgn` COP file first if upgrading from Unified Communications Manager versions prior to Release 14. See the COP file readme for specifics.

This release also removes support for the previous signing key. If you are installing phone firmware, ensure that you use the files with `k4.cop.sha512` in the name, as these files are also signed with the new signing key. Installing files signed with the previous signing key results in a "The selected file is not valid." error during installation.

Secure SIP Line Support for Cisco VG410 Analog Voice Gateway

From this release onwards, Unified Communications Manager supports secure SIP Lines for Cisco VG410 Analog Voice Gateway that are running on Cisco IOS XE 17.15.1 or above version.

Simplifying Release Number Scheme

From Release 14 onwards, Cisco Unified Communications Manager has adopted the single number release plan. There will be no (dot) releases like (dot five) in the past release versions. Service Update releases will be published on top of the main major release 14 through the regular Software Maintenance cycle.

New Cisco Gateway Support

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

- Cisco VG400 Analog Voice Gateway
- Cisco VG410 Analog Voice Gateway (Using only the **Gateway Configuration** window from Cisco Unified Communications Manager Administration Graphical User Interface)
- 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, 11.5(x) and 12.5(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	11.5(x) Releases	12.5(x) Releases	14(x) Releases	15(x) Releases
Cisco VG 202, 202 XM, 204, 204 XM, 310, 320, 350 Analog Voice Gateway	11.5(1) and later	12.5(1) and later	14 and later	15 and later
Cisco VG400 Analog Voice Gateway	11.5(1)SU7 and later	12.5(1) and later	14 and later	15 and later
Cisco VG410 Analog Voice Gateway	Not supported	Not supported	14SU3 and later	15 and later
Cisco VG420 Analog Voice Gateway	Not supported	12.5(1)SU4 and later	14SU1 and later	15 and later
Cisco VG450 Analog Voice Gateway	11.5(1)SU6 and later	12.5(1) and later	14 and later	15 and later
Cisco 4321, 4331 4351, 4431, 4451 Integrated Services Router	11.5(1) and later	12.5(1) and later	14 and later	15 and later
Cisco 4461 Integrated Services Router	11.5(1)SU6 and later	12.5(1) and later	14 and later	15 and later
Cisco Catalyst 8300 Series Edge Platforms	—	12.5(1)SU4 and later	14 and later	15 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	11.5(x) Releases	12.5(x) Releases	14(x) Releases	15(x) Releases
Cisco ATA 191 Analog Telephone Adapter	11.5(1)SU4 and later	12.5(1) and later	14 and later	15 and later



Note Cisco ATA 190 Analog Telephone Adapter is [EOS/EOL Notice](#).

Caveats

Bug Search Tool

The system grades known problems (bugs) per severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for open and resolved caveats of any severity for any release using the Cisco Bug Search tool, an online tool available for customers to query defects according to their own needs.

To access the Cisco Bug Search tool, you need the following items:

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

Follow these steps to use Cisco Bug Search tool:

1. Access the Cisco Bug Search tool: <https://bst.cloudapps.cisco.com/bugsearch/>.
2. Log in with your Cisco.com user ID and password.
3. If you are looking for information about a specific problem, enter the bug ID number in the **Search for:** field and click **Go**.



Tip Click **Help** on the Bug Search page for information about how to search for bugs, create saved searches, and create bug groups.

Caveats for 15SU2

You can search for defects in the Bug Search Tool at <https://bst.cloudapps.cisco.com/bugsearch/>.

For a list of Open Caveats and Resolved Caveats, see the respective Readme files:

- [ReadMe for Cisco Unified Communications Manager, Release 15SU2](#)
- [ReadMe for Cisco Unified IM and Presence, Release 15SU2](#)

