

ReadMe for Cisco Unified Communications Manager Release 12.0(1)SU4

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Revision History

Date	Revision
October 27, 2020	Initial publication

Introduction



Note To view the release notes for previous versions of Cisco Unified Communications Manager, choose the Cisco Unified Communications Manager version from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html



Note Please review all sections in this document pertaining to installation before you install this Service Update (SU). Failure to install this SU as described may result in inconsistent Cisco Unified Communications Manager behavior.

This 12.0(1)SU4 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 12.0(1)SU4. This SU can be applied to Cisco Unified Communications Manager and Session Management Edition.



Note Before you install Cisco Unified Communications Manager, Cisco recommends that you review the [Important Notes, on page 3](#) for information about issues that may affect your system.

System Requirements

The following sections comprise the system requirements for this release.

Server Support

In this release, you cannot install or run Cisco Unified Communications Manager on server hardware; you must run these applications on virtual machines. Please refer to the “Hardware” section of the *Upgrade and*

Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.0(1) for additional details:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/12_0_1/cucm_b_upgrade-and-migration-guide-1201.html

Uninterruptible Power Supply

Ensure that you connect each node to an uninterruptible power supply (UPS) to provide backup power and protect your system.



Caution

Failure to connect the Cisco Unified Communication Manager nodes to a UPS may result in damage to physical media and require a new installation of Cisco Unified CM.

Version and Description

This SU is a cumulative update that incorporates all of the fixes and changes from Cisco Unified Communications Manager 12.0(1) through 12.0(1)SU3 along with additional changes that are specific to this SU.



Note

You can only install this SU on Cisco Unified Communications Manager Release 8.6(x) through 11.0(1), 11.5(1) through 11.5(1)SU6, 12.0(1) through 12.0(1)SU3, or any 12.0(1)ES from 12.0.1.21001-1 to 12.0.1.24066-1. Upgrades from any earlier supported versions require a PCD migration. For upgrades from 6x through 11x, make sure you have the necessary licenses prior to performing the upgrade.

For a list of all supported upgrade paths and the supported upgrade method, please see the Compatibility Matrix at:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-device-support-tables-list.html>



Caution

Please note that if you install an SU it may contain fixes that are not included in the newer Unified CM releases. For example, a fix in a 11.5(1)SU, 11.5(1)SU6, may not be included in 12.0(1) because the fix was not available prior to the release of 12.0(1). In this example, an SU or ES on the 12.0(1) branch may be required to retain the same fixes.

New to this Release

For details about the features included in this release, refer to Release Notes for Cisco Unified Communications Manager and IM & Presence Service, Release 12.0(1) at:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-release-notes-list.html>

The following enhancements were introduced in 12.0(1)SU4:

- Oracle JRE Removal from IPMA Client

- **32-bit JTAPI Client is no longer included**

The following enhancements were introduced in 12.0(1)SU2:

- **JTAPI Installation Updates for 64-bit Systems**

As of this release, the Oracle Java Runtime Environment is no longer bundled automatically as a part of the JTAPI installation for 64-bit systems. In the case of 64-bit plugins, you must install the latest Java Runtime Environment on your system before you install Cisco Unified JTAPI. Otherwise, your JTAPI installation will fail.

For detailed information on installing and using JTAPI, refer to the Cisco Unified JTAPI Developer Guide for Cisco Unified Communications Manager, Release 12.0(1) at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-programming-reference-guides-list.html>

The following enhancements were introduced in 12.0(1)SU1:

- **Extension Mobility Roaming Across Clusters**

This release adds the ability for users to roam across multiple clusters and make or receive calls even when the user's home cluster is down.

Important Notes

Compatibility between collaboration products is detailed at the following link. You must insure your versions are compatible before beginning your upgrade:

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/unified/communications/system/Compatibility/CSR-Compatibility-Matrix-InteractiveHTML.html

Cisco provides the following guidance to help you successfully upgrade Cisco Unified Communications Manager software:

- To minimize call-processing interruptions during the upgrade process, register all devices to servers that are running the same version of Cisco Unified Communications Manager software. Make sure that you register all devices to the backup Cisco Unified Communications Manager server or to the primary Cisco Unified Communications Manager server, but not to both the backup and primary servers.

Related Documentation

To view documentation that supports Cisco Unified CM Release 12.0(x), go to:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-documentation-roadmaps-list.html>

Before You Begin

Before you upgrade the software version of Cisco Unified Communications Manager, verify your current software version.

To do that, open Cisco Unified Communications Manager Administration. The following information displays:

Cisco Unified CM Administration System version: x.x.x

Installation Instructions



Note Apply this SU to all of your Cisco Unified Communications Manager servers, beginning with the publisher server and TFTP server

Refer to the *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 12.0(1)* for detailed information about doing this upgrade:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/12_0_1/cucm_b_upgrade-and-migration-guide-1201.html



Note Because the 12.0.1.24900-18 build is a non-bootable ISO, it proves useful only for upgrades. You cannot use it for new installations. You may however install with the base version 12.0.1.10000-10 and apply 12.0.1.24900-18 as a patch during the installation.

Release 12.0(1)SU4 is available in both restricted (which is the release type that has always been available from Cisco) and unrestricted versions of software to comply with import / export restrictions to various countries. The unrestricted version is available in limited markets. Please refer to the “Export Restricted and Export Unrestricted Software” section in the **Understanding Upgrades and Migrations** chapter, of the *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 12.0(1)* referenced above, for a more detailed description.



Note Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

The file names and hash values you will use for this upgrade are:

Table 1: Restricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_12.0.1.24900-19.sgn.iso
MD5:	6fc56588185cba4ef9b10003331f77e6
SHA512:	3da2abca7637a5bd35473cb83cf725d26fc24cda932bd91f28680e854e255931800efe25e4a1c02ed7160a421907b0b529cf25e4699eda4fdf5b9e90adb8ff44

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_12.0.1.24900-19.sgn.iso
MD5:	9cf86bcae1fa59e931346bbd1256fa34
SHA512:	74bb4f0b476026ee0012d4115172a25c7abee36ef356ecb03eb24d0de0fcacfba5dcc853982d47d38bf54cdfcfec00d78cf9c22565a0863acd02a5468eed287e

Reverting to a Previous Version



Note Revert the SU on all servers in the cluster in the same order in which you performed the installation.

Refer to the “Switch to Previous Version” section in the **Upgrade Procedures** chapter at *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 12.0(1)* for detailed instructions on “Reverting to a Previous Version.”

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/12_0_1/cucm_b_upgrade-and-migration-guide-1201.html

Caveats

Caveats describe unexpected behavior on a Cisco Unified Communications server. The following sections contain lists and descriptions of resolved and open caveats in this release.

Resolved Caveats

Resolved Caveats for Cisco Unified Communications Manager Release 12.0(1)SU4 describes possible unexpected behaviors in previous Cisco Unified Communications Manager 12.0(1) releases.

Resolved CUCM Caveats in 12.0(1)SU4 (everything fixed in SU4 since SU3)

[Click Here for the list](#)

Resolved CUCM Caveats in 12.0(1)SU2 (everything fixed in SU2 since SU1)

[Click Here for the list](#)

Resolved CUCM Caveats in 12.0(1)SU1 (everything fixed in SU1 since base 12.0(1))

[Click Here for the list](#)

Cumulative Resolved CUCM Caveats (everything fixed in all SU's since base 12.0(1))

[Click Here for the list](#)

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 12.0(1)SU4 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 12.0(1)SU4.

CUCM Caveats 12.0(1) Complete List

For a complete list of caveats applicable to 12.0(1), use the following Bug Search Tool link:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286313357&rls=12.0\(1.1,12.0\(1.2&sb=af&bt=null](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=286313357&rls=12.0(1.1,12.0(1.2&sb=af&bt=null)

To determine the caveats that were open for a specific release, download the results to Excel and use the Known Fixed Release values above to filter out the applicable releases. The Known Fixed Release for base 12.0(1) is 12.0(1.10000.10). Once the filters are applied, additional sorting / filtering can be applied for Bug Severity, Bug Status, and keywords. Here are some examples of how to generate lists for a specific release:

All SU5 Unresolved Caveats: To get a list of caveats that are applicable to 12.0(1) but are not fixed in SU5, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

◇*CCM.12.0(1.10000.10)*
 ◇*CCM.12.0(1.21900.7)*
 ◇*CCM.12.0(1.22900.11)*
 ◇*CCM.12.0(1.23900.9)*
 ◇*CCM.12.0(1.24900.18)*
 ◇*CCM.12.0(1.25900.7)*

All SU4 Unresolved Caveats: To get a list of caveats that are applicable to 12.0(1) but are not fixed in SU4, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

◇*CCM.12.0(1.10000.10)*
 ◇*CCM.12.0(1.21900.7)*
 ◇*CCM.12.0(1.22900.11)*
 ◇*CCM.12.0(1.23900.9)*
 ◇*CCM.12.0(1.24900.18)*

All SU3 Unresolved Caveats: To get a list of caveats that are applicable to 12.0(1) but are not fixed in SU3, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

◇*CCM.12.0(1.10000.10)*
 ◇*CCM.12.0(1.21900.7)*
 ◇*CCM.12.0(1.22900.11)*
 ◇*CCM.12.0(1.23900.9)*

All SU2 Unresolved Caveats: To get a list of caveats that are applicable to 12.0(1) but are not fixed in SU2, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

◇*CCM.12.0(1.10000.10)*
 ◇*CCM.12.0(1.21900.7)*
 ◇*CCM.12.0(1.22900.11)*

All SU1 Unresolved Caveats: To get a list of caveats that are applicable to 12.0(1) but are not fixed in SU1, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

◇*CCM.12.0(1.10000.10)*
 ◇*CCM.12.0(1.21900.7)*

Firmware Versions

SUs contain firmware loads, however, Cisco recommends that you always download the latest firmware load from the Software Download Center.

Phone Firmware

To download phone firmware, follow this procedure:

1. Go to <https://software.cisco.com/download/home>

2. Click on Browse All
3. Click on Collaboration Endpoints
4. Choose the desired Endpoint Type
5. Choose the desired Endpoint Model

Device Packages

To download phone firmware, follow this procedure:

1. Go to <https://software.cisco.com/download/home>
2. Click on Browse All
3. Click on Unified Communications
4. Click on Call Control
5. Click on Unified Communications Manager (CallManager)
6. Choose the desired UCM version
7. Click on the Device Packages link

Firmware Versions in this Release

Device type	Load name	Version
3905	3905-9-4-1SR3	9.4 (1SR3.0)
3911_3951-sip	3911_3951-sip.8-1-4a	8.1 (4.0)
6608	6608-4.0.0.32-mgcp	4.0 (0.32)
6608cfb	6608cfb-4.0.0.03-sccp	4.0 (0.3)
6608mtp	6608mtp-4.0.0.06-sccp	4.0 (0.6)
6624	6624-4.0.0.13-mgcp	4.0 (0.13)
6901-sccp	6901-sccp.9-3-1-SR2-2	9.3 (1.0)
6901-sip	6901-sip.9-3-1-SR2-3	9.3 (1.0)
6911-sccp	6911-sccp.9-3-1-SR2-3	9.3 (1.0)
6911-sip	6911-sip.9-3-1-SR2-4	9.3 (1.0)
6945-SCCP	6945-SCCP-9-4-1-3SR3	9.4 (1.3)
6945-SIP	6945-SIP-9-4-1-3SR3	9.4 (1.3)
69xx-SCCP	69xx-SCCP-9-4-1-3SR3	9.4 (1.3)
69xx-SIP	69xx-SIP-9-4-1-3SR3	9.4 (1.3)
7832-sip.12	7832-sip.12-8-1-0001-455.k3	12.8.1 (0001.455)
78xx.12	78xx.12-8-1-0001-455.k3	12.8.1 (0001.455)
7911_7906-sccp	7911_7906-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7911_7906-sip	7911_7906-sip.9-4-2SR3-1	9.4 (2SR3.1)
7914-sccp	7914-sccp.5-0-4	5.0 (4.0)
7915	7915.1-0-4-2	1.0 (4.2)
7916	7916.1-0-4-2	1.0 (4.2)
7925-sccp	7925-sccp.1-4-8SR1-5.k3	1.4 (8SR1.5)
7926-sccp	7926-sccp.1-4-8SR1-5.k3	1.4 (8SR1.5)
7931-sccp	7931-sccp.9-4-2SR2-2	9.4 (2SR2.2)
7931-sip	7931-sip.9-4-2SR2-2	9.4 (2SR2.2)
7936-sccp	7936-sccp.3-3-21	3.3 (21.0)
7937	7937-1-4-5-7-SCCP	1.4 (5.7)
7940-7960	7940-7960-8.12.00-sip	8.12 (00.0)
7940-7960-sccp	7940-7960-sccp.8-1-2SR2	8.1 (2SR2.0)
7941_7961-sccp	7941_7961-sccp.9-4-2SR3-1	9.4 (2SR3.1)
7941_7961-sip	7941_7961-sip.9-4-2SR3-1	9.4 (2SR3.1)
7942_7962-sccp	7942_7962-sccp.9-4-2SR3-1	9.4 (2SR3.1)

7942_7962-sip	7942_7962-sip.9-4-2SR3-1	9.4 (2SR3.1)
7945_7965-sccp	7945_7965-sccp.9-4-2SR4	9.4 (2SR4.0)
7945_7965-sip	7945_7965-sip.9-4-2SR4-3	9.4 (2SR4.3)
7975-sccp	7975-sccp.9-4-2SR4	9.4 (2SR4.0)
7975-sip	7975-sip.9-4-2SR4	9.4 (2SR4.0)
7985	7985-4-1-7-0-sccp	4.1 (7.0)
8821-sip	8821-sip.11-0-5SR3-2.k3	11.0 (5SR3.2)
8831-sip	8831-sip.10-3-1SR6-4	10.3 (1SR6.4)
8832-sip.12	8832-sip.12-8-1-0001-455.k3	12.8.1 (0001.455)
8845_65-sip.12	8845_65-sip.12-8-1-0001-455.k3	12.8.1 (0001.455)
88xx-sip.12	88xx-sip.12-8-1-0001-455.k3	12.8.1 (0001.455)
894x-sccp	894x-sccp.9-4-2SR3-1	9.4 (2SR3.1)
894x-sip	894x-sip.9-4-2SR3-1	9.4 (2SR3.1)
8961	8961.9-4-2SR4-1.k3	9.4 (2SR4.1)
9951	9951.9-4-2SR4-1.k3	9.4 (2SR4.1)
9971	9971.9-4-2SR4-1.k3	9.4 (2SR4.1)
ata	ata-3.2.4-sccp	3.2 (4.0)
ata187	ata187.9-2-3-1	9.2 (3.1)
ata190	ata190.1-2-2-003	1.2 (2.3)
ata191	ata191.12-0-1SR2-3	12.0 (1SR2.3)
headset	headset.2-1-0001-9	2.1 (0001.9)

Plug-in Report

```
-----
cm-tsp-plugin-12.0.1.5-0.i386.rpm
cm-ctlc-plugin-6.0.0.1-1.i386.rpm
cm-axlsqtoolkit-plugin-1.1.0.0-1.i386.rpm
cm-jtapi-plugin-12.0.1.24900-3.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm
cm-rtmt-client-plugin-12.0.0.0-0.i386.rpm
```

TZDATA file	Version

platform-tzdata-2020a-1.el6.centos.i386.rpm	2020-a

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, 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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