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ReadMe for Cisco Unified Communications Manager Release 12.5(1)SU3

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Revision History

Date	Revision
August 13, 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 12.5(1)SU3 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 12.5(1)SU3. 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 12.5(1) for additional details:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/12_5_1/cucm_b_upgrade-migration-guide-125x.html

Uninterruptible Power Supply

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

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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 12.5(1) through 12.5(1)SU2 along with additional changes that are specific to this SU.

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Note You can only install this SU on Cisco Unified Communications Manager Release 8.6(x) through 11.x, 12.0(1x), 12.5(1) through 12.5(1)SU2, or any 12.5(1)ES from 12.5.1.11001-1 to 12.5.1.13032-2. Upgrades from any earlier supported versions require a PCD migration. If you are upgrading from a version prior to 12.x, ensure you have the proper licensing prior to doing 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 an 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 12.5(1) at:

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

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.

Warning for Upgrades from 12.5(1)

Warning There is an open caveat in the Upgrade Enhancements feature in all 12.5(1) releases, where the source version is prior to SU2, which could cause cluster upgrades to newer 12.5(1) versions to fail. Use the Bug Search Toolkit link below for more details on the conditions that cause the issue and possible workarounds:

https://bst.cloudapps.cisco.com/bugsearch/bug/CSCvq22312

Related Documentation

To view documentation that supports Cisco Unified CM Release 12.5(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 12.5(1) for detailed information about doing this upgrade:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/12_5_1/cucm_b_upgrade-migration-guide-125x.html

Note Because the 12.5.1.13900-152 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 12.5.1.10000-22 and apply 12.5.1.13900-152 as a patch during the installation.

Release 12.5(1)SU3 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 12.5(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_12.5.1.13900-152.sgn.iso
MD5:	3f5f5b89be93289ec133cb972aed397c
SHA512:	814fda098db38a86f87703dec200f5901c3b31c2a80743aa358773035bf260908ce827a44cf71aace398f384518be1710f131f4d880daf1b42a904debe31d6ee

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_12.5.1.13900-152.sgn.iso
MD5:	10ee24e955926139721a31792c196b96
SHA512:	ad33002fe053946096351794d4aeb405e4e683677350fff58feeb41bb195790f0f4612c88a496ff7c818990c89d0309e06d55a3feb253f255db743a2889ec97f

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 12.5(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_5_1/cucm_b_upgrade-migration-guide-125x.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 12.5(1)SU3 describes possible unexpected behaviors in previous Cisco Unified Communications Manager 12.5(1) releases.

Resolved CUCM Caveats in 12.5(1)SU3 (everything fixed in SU3 since SU2)
Click Here for the list

Resolved CUCM Caveats in 12.5(1)SU2 (everything fixed in SU2 since SU1)
Click Here for the list

Resolved CUCM Caveats in 12.5(1)SU1 (everything fixed in SU1 since base 12.5(1))
Click Here for the list

Cumulative Resolved CUCM Caveats (everything fixed in all SU's since base 12.5(1))
Click Here for the list

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 12.5(1)SU3 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 12.5(1)SU3.

Open CUCM Caveats in 12.5(1)SU3
CSCvv07486: Unable to sync Access Points in WLC due to SNMP requests too large
CSCvv23885: Incorrect LDAP password caused JVM core dump and Tomcat service failure

CUCM Caveats 12.5(1) Complete List

For a complete list of caveats applicable to 12.5(1), use the following Bug Search Tool link:

https://bst.cloudapps.cisco.com/
bugsearch?kw=*&pf=prdNm&pfVal=268439621&rls=12.5(1.1&sb=afr&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 12.5(1) is 12.5(1.10000.22). 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 SU3 Unresolved Caveats: To get a list of caveats that are applicable to 12.5(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.12.5(1.10000.22)*
<>*CCM.012.005(001.11900.146)*
<>*CCM.012.005(001.12900.115)*
<>*CCM.012.005(001.13900.152)*

All SU2 Unresolved Caveats: To get a list of caveats that are applicable to 12.5(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.012.005(001.10000.022)*
<>*CCM.012.005(001.11900.146)*
<>*CCM.012.005(001.12900.115)*

All SU1 Unresolved Caveats: To get a list of caveats that are applicable to 12.5(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.012.005(001.10000.022)*
<>*CCM.012.005(001.11900.146)*

Security Advisory Caveats: To get a list of caveats that are applicable to Security Advisories or other security related issues, after filtering for a specific release using the examples above, an additional filter for the keyword PSIRT can be applied to the Release Note Enclosure column.

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

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Device type                             Load name                       Version
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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)
78xx.12                                 78xx.12-8-1-0001-455.k3         12.8(1)
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.11-0-5SR1-4.k3         11.0(5SR1.4)
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)
8845_65-sip.12                          8845_65-sip.12-8-1-0001-455.k3  12.8(1)
88xx-sip.12                             88xx-sip.12-8-1-0001-455.k3     12.8(1)
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.2-1-0002-2             2.1(0002.2)

Plug-in Report
----------------------------------------
cm-rtmt-client-plugin-12.5.0.0-0.i386.rpm
cm-tsp-plugin-12.5.1.6-0.i386.rpm
cm-jtapi-plugin-12.5.1.13900-2.i386.rpm
```

```
cm-ctlc-plugin-6.0.0.1-1.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm
cm-axlsqltoolkit-plugin-1.1.0.0-1.i386.rpm

TZDATA file                            Version
-------------------------------------  ----------
platform-tzdata-2019b-1.el7.noarch.rpm  2019-b
```

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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