

ReadMe for Cisco Unified Communications Manager Release 12.5(1)SU4

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Revision History

Date	Revision
February 22, 2021	Initial publication
May 11, 2021	Updated Open Caveats section.

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)SU4 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 12.5(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 12.5(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.



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)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.x, 12.0(1x), 12.5(1) through 12.5(1)SU3, or any 12.5(1)ES from 12.5.1.11001-1 to 12.5.1.14046-1. 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>

In addition to the features listed in the Release Notes, the following changes were introduced in 12.5(1)SU4:

- Upgrade to JDK8
- Upgrade to Tomcat9

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 12.5.1.14900-63 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 12.5.1.14900-63 as a patch during the installation.

Release 12.5(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 12.5(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_12.5.1.14900-63.sgn.iso
MD5:	4e969294d0c41e98f197f84eb04956e3
SHA512:	c238357cecaf467158e7806af9c39458cbfb740f64548104b3e26f9a16ccc9b08d4d838339d51e6bf61d131e9dc1d16c8badec1b74b4bcf164f98bf5dfbb05b6

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_12.5.1.14900-63.sgn.iso
MD5:	aa311da01396dd910d89ae4fec3c2e44
SHA512:	70d47b2b87dc8cb044216e4221c4df6c7d06297dd8b567d560732bbd95be76a74c36cae63df3654e8bef76086c58d846de0af51d2119676a2c4a7d13b1f5bc7f

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)SU4 describes possible unexpected behaviors in previous Cisco Unified Communications Manager 12.5(1) releases.

Resolved CUCM Caveats in 12.5(1)SU4 (everything fixed in SU4 since SU3)
[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)SU4 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 12.5(1)SU4.

Open CUCM Caveats in 12.5(1)SU5
 CSCvz14619: Unable to Apply Patch During Fresh Install With 12.5SU5

Open CUCM Caveats in 12.5(1)SU4
 CSCvx76922: During Upgrade Without Switch Version Subscriber Upgrade Hangs
 CSCvx74275: headset em login failing on 12.5su4/14 with phone 12.8
 CSCvx62416: CCM cores and cannot register any phones to the cluster when remote syslog server in configured
 CSCvx83448: CUCM 12.5.1 SU4 may have LDAP authentication issues post upgrade
 CSCvx62234: Webdialer launch leads to HTTP 500 Exception post upgrade to 14.1.1.10000-2 build
 CSCvv07486: Unable to sync Access Points in WLC due to SNMP requests too large

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=af&bt=null](https://bst.cloudapps.cisco.com/bugsearch?kw=*&pf=prdNm&pfVal=268439621&rls=12.5(1.1&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 12.5(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 SU4 Unresolved Caveats: To get a list of caveats that are applicable to 12.5(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.012.005(001.10000.022)*
 ◇*CCM.012.005(001.11900.146)*
 ◇*CCM.012.005(001.12900.115)*
 ◇*CCM.012.005(001.13900.152)*
 ◇*CCM.012.005(001.14900.063)*

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

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.12-8-1-0101-482.k3	12.8.1SR1
78xx.12	78xx.12-8-1-0101-482.k3	12.8.1SR1
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.11-0-6-7.k3	11.0 (6.7)
8831-sip	8831-sip.10-3-1SR6-4	10.3 (1SR6.4)
8832-sip.12	8832-sip.12-8-1-0101-482.k3	12.8.1SR1
8845_65-sip.12	8845_65-sip.12-8-1-0101-482.k3	12.8.1SR1
88xx-sip.12	88xx-sip.12-8-1-0101-482.k3	12.8.1SR1
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.2-2-0001-3	2.2 (0001.3)

Plug-in Report

```
-----
cm-rtmt-client-plugin-12.5.0.0-0.i386.rpm
cm-ctlc-plugin-6.0.0.1-1.i386.rpm
cm-tsp-plugin-12.5.1.7-0.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm
cm-jtapi-plugin-12.5.1.14900-1.i386.rpm
cm-axlsqtoolkit-plugin-1.1.0.0-1.i386.rpm
```

TZDATA file	Version
-----	-----
platform-tzdata-2020a-1.el7.noarch.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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