

ReadMe for Cisco Unified Communications Manager Release 14

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Revision History

Date	Revision
March 31, 2021	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 version. Failure to install this version as described may result in inconsistent Cisco Unified Communications Manager behavior.

This 14 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 14. This version 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 2](#) 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 14 for additional details:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.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

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>

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 14 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.

Related Documentation

To view documentation that supports Cisco Unified CM Release 14, 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

Refer to the *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 14* for detailed information about doing this upgrade:

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



Note Because the 14.0.1.10000-20 build is a non-bootable ISO, it proves useful only for upgrades. You cannot use it for new installations.

Release 14 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 14* 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_14.0.1.10000-20.sha512.iso
MD5:	f850f9f1140765d9b9ae88887f3c2373
SHA512:	912d76bee17c1fc2af2df06f8812c6bcebfd53d18e329132fc0a051602a22908f94b2b7ed401281ab713cc0c500a9dfa6c571be696b8a1afd7ba90aa7a253a7

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_14.0.1.10000-20.sha512.iso
MD5:	2860d656a21da294df7f44b2e5afd91e
SHA512:	eeb2cdbde0ed9bea9b2903c4eb3c7c3664b23651dfad7b03f5ba687f44d924b49ab81ac56d351e7ac32ec15185db9dc88cd6a285d54621a12c71f56172d4a92b

Reverting to a Previous Version



Note Revert to the previous version on all servers in the cluster in the same order in which you performed the upgrade.

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 14* for detailed instructions on “Reverting to a Previous Version.”

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.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 14 describes possible unexpected behaviors in Cisco Unified Communications Manager 14 releases.

Resolved CUCM Caveats in 14 (fixed in the base release)

[Click Here for the list](#)

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 14 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 14.

CUCM Caveats 14 Complete List

For a complete list of caveats applicable to 14, use the following Bug Search Tool link:

[https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=268439621&rls=14.0\(1.1&sb=afr&bt=null](https://bst.cloudapps.cisco.com/bugsearch/search?kw=*&pf=prdNm&pfVal=268439621&rls=14.0(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 to filter out the applicable releases. The Known Fixed Release for base CUCM 14 is 14.0(1.10000.20). 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 Base Version Unresolved Caveats: To get a list of caveats that are applicable to CUCM 14 but are not fixed in the base release, use an Advanced Filter in Excel with an AND condition on the Known Fixed Releases column with the following values:

<>*CCM.14.0(1.10000.20)*

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.14	7832-sip.14-0-1-0001-135.k3	14.0.1 (0001.135)
78xx.14	78xx.14-0-1-0001-135.k3	14.0.1 (0001.135)
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.9-4-2SR3-1	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.9-4-2SR3-1	9.4 (2SR3.1)
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.11-0-6-7.k3	11.0 (6.7)
8831-sip	8831-sip.10-3-1SR6-4	10.3 (1SR6.4)
8832-sip.14	8832-sip.14-0-1-0001-135.k3	14.0.1 (0001.135)
8845_65-sip.14	8845_65-sip.14-0-1-0001-135.k3	14.0.1 (0001.135)
88xx-sip.14	88xx-sip.14-0-1-0001-135.k3	14.0.1 (0001.135)
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_SR2-1	1.2 (2.3)
ata191.12	ata191.12-0-1-0301-002	0.1 (0301.2)
headset-builtin	headset-builtin.2-2-0001-5	2.2 (0001.5)
headset-builtin	headset-builtin.2-2-0001-6	2.2 (0001.6)

Plug-in Report

```
-----
cm-rtmt-client-plugin-14.0.0.0-0.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm
cm-jtapi-plugin-14.0.1.10000-1.i386.rpm
cm-tsp-plugin-14.0.0.6-0.i386.rpm
cm-axlsqltoolkit-plugin-1.1.0.0-1.i386.rpm
cm-ctlc-plugin-6.0.0.1-1.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>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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