ReadMe for Cisco Unified Communications Manager Release 14SU2

First Published: 2022-06-15

Last Modified: 2022-11-15

Revision History

Date	Revision
June 15, 2022	Initial publication
August 3, 2022	Added CSCwc62283 as an Open Caveat
August 16, 2022	Removed CSCwc62283 as an Open Caveat as it was fixed on the cloud side. Added Important Note for CSCwc26596.
November 15, 2022	Added CSCwc54624 and CSCwd55991 as an Open Caveat

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 14SU2 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 14SU2. 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 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 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.

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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 14 through 14SU1 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 10.5 through 11.x, 12.0(1x), 12.5(1), 14 through 14SU1, or any 14ES from 14.0.1.12011-2 to 14.0.1.12023-1. Upgrades from any earlier supported versions require a PCD migration. If you are upgrading from a version prior to 14, 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

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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 12.5(1)SU, 12.5(1)SU5, may not be included in 14 because the fix was not available prior to the release of 14. In this example, an SU or ES on the 14 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 14SU2 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 14SU1:

- **This release is signed with a new 2021 signing key.** See the Important Notes, on page 3 section for more details.

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.

New 2021 Signing Key

Warning

This release 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 CUCM versions prior to 14. See the COP file readme for specifics.

This release also removes support for the previous signing key. If you are installing phone firmware, please be sure and 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 will result in a "The selected file is not valid." error during install.

COP file for "CSCwc26596 - Unable to upload Signed CA certs if Signer certs has initial identical words

Warning

There is an Open Caveat in 14SU2 that will prevent CA signed certificates from being uploaded if the root certificate and intermediate certificate begin with the same word. For example, if the Root Certificate has "CN=Cisco Root Certificate" and the Intermediate Certificate has "CN=Cisco Intermediate Certificate", only one of the certificates can be uploaded because the second certificate will be falsely identified as a duplicate certificate because they both start with "Cisco". A COP file to address this issue has been posted to Cisco.com (ciscocm.V14-SU2-SU2a_CSCwc26596_C0169-1.zip). The COP file will need to be installed on all nodes following the upgrade to 14SU2.

Warning for Upgrades from 10.5(2)

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Warning Per the Supported Upgrade and Migration Paths in the Compatibility Matrix, direct upgrades from any 10.5.2 release to any 14 release are not supported (PCD Migration or Fresh Install with Data Import are the only supported upgrade options from 10.5.2). In previous releases of 14, this upgrade path was not blocked in the code even though it is not supported. Starting with 14SU2, upgrades from release 10.5.2 are now blocked in the code so a direct upgrade attempt will now fail as an usupported upgrade.

Warning for Upgrades with FIPS Enabled

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Warning If you are upgrading with FIPS enabled and/or using PCD with FIPS enabled, see the CiscoSSL7 COP File Readme for information on the COP file ciscocm.ciscossl7_upgrade_CSCwa48315_CSCwa77974_v1.0.k4.cop. This document details the pre-requisites required for direct upgrade or direct migration to the 14SU2 destination versions when FIPS is enabled.

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 upgrading, review the Upgrade and Migration Guide > Upgrade Planning for details on:

1. Supported Upgrade Paths

2. Upgrade options - There are multiple upgrade options available: Direct Upgrade, Cluster Upgrade, Fresh Install with Data Import, PCD. Detailed instructions for each may be found in the Installation Guide

3. Hardware, Software, Network, and VM requirements. Open VMWare Tools now default for new installations of version 12.5 and higher, and is recommended for upgrades from earlier versions.

4. Deprecated Phone Models

Compatibility information can be found in the Compatibility Matrix

Installation Instructions

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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 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 14.0.1.12900-161 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 14.0.1.10000-20 and apply 14.0.1.12900-161 as a patch during the installation.

Release 14SU2 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_14.0.1.12900-161.sha512.iso
MD5:	03926de31c9b86680b9a24611d58c859
SHA512:	7e560a001e0fafafc7ad126de699d03e5516aca57b5d8dc8f2acc38e2b069efe2545229665bfecdcf09e4bae7c018b7b5e80d6ea393a86e7e3ea206906a795c5

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_14.0.1.12900-161.sha512.iso
MD5:	ce140362adde51a2251649330e72b5bb
SHA512:	b589012a7c153703ff515c25b455c67aecf4dac64b1fd7b186486d6513a3062334651c9a8388308962e79bc8d16f52b76f7e9d13aa72cc067fb1f4ef6f256950

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 14SU2 describes possible unexpected behaviors in Cisco Unified Communications Manager 14 releases.

Resolved CUCM Caveats in 14SU2 (everything fixed in SU2 since SU1)
Click Here for the list

Cumulative Resolved CUCM Caveats (everything fixed in all SU's since base 14)
Click Here for the list

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 14SU2 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 14SU2.

Open CUCM Caveats in 14SU2
CSCwd55991: Phones do not register as Proxy TFTP fails to serve config file
CSCwc54624: CDR search shows error "10012 : Database Error . Contact System Administrator"
CSCwc26596: Unable to upload Signed CA certs if Signer certs has initial identical words
CSCwc03683: NTP validation issue while deploying VM using skip-install ova
CSCwb95747: Hostname and IP address change task failed during Network change verification in PCD

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?pf=prdNm&sb=afr&rls=14.0(1.1&kw=*&bt=custV&prdNam=Cisco%20Unified%20Communications%20Manager%20(CallManager)

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 CCM.014.000(001.10000.020). 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 SU2 Unresolved Caveats: To get a list of caveats that are applicable to 14 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.014.000(001.10000.020)*
<>*CCM.014.000(001.11900.132)*
<>*CCM.014.000(001.21900.161)*

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.14-1-1-0001-125.k4	14.1.1(0001.125)
78xx.14	78xx.14-1-1-0001-136.k4	14.1.1(0001.136)
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)

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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.11-0-6SR2-4.k4           11.0(6SR2.4)
8831-sip                 8831-sip.10-3-1SR7-2              10.3(1SR7.2)
8832-sip.14              8832-sip.14-1-1-0001-125.k4       14.1.1(0001.125)
8845_65-sip.14           8845_65-sip.14-1-1-0001-125.k4    14.1.1(0001.125)
88xx-sip.14              88xx-sip.14-1-1-0001-125.k4       14.1.1(0001.125)
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                ATA191.12-0-1-0405-005            12.0.1(0405.5)
headset-builtin          headset-builtin.2-3-0101-2.k4     2.3(0101.2)


Plug-in Report
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cm-rtmt-client-plugin-14.0.0.0-0.i386.rpm
cm-ctlc-plugin-6.0.0.1-1.i386.rpm
cm-axlsqltoolkit-plugin-1.1.0.0-1.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm
cm-tsp-plugin-14.0.0.8-0.i386.rpm
cm-jtapi-plugin-14.0.1.12900-1.i386.rpm


TZDATA file                            Version
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platform-tzdata-2021c-1.el7.noarch.rpm 2021-c
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