

ReadMe for Cisco Unified Communications Manager Release 14SU5

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Revision History

Date	Revision
October 14, 2025	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 14SU5 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 14SU5. 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.



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 14SU4a along with additional changes that are specific to this SU.



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 14SU4a, or any 14ES from 14.0.1.11001-1 to 14.0.1.15072-1. 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>



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 14SU5 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 14SU3:

- Log4j upgrade to 2.19

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.

End of Support Firmware Files Removed



Warning

Beginning with CUCM 14SU5, phone firmware that is end of support will no longer be included in the CUCM ISO. These endpoints will still be allowed to register, unless they have been officially deprecated, but the firmware will not be present in the TFTP directory following a fresh install. The phones should still register even without the firmware present, but the `cmterm-eol_endpoint-14.0.1.15900-24.cop.sha512` can be used to install the firmware on the system if needed. See the COP file readme for the list of firmware that is no longer included by default.

This change only impacts fresh installs and migrations. If you are direct upgrading from a previous version, the firmware will carry over to the new version.

Warning for Upgrades to 15



Warning

This SU adds support for Smart Receiver Transport for licensing. This feature is not found in the CUCM 15 base or 15SU1 releases, as those versions were released prior to development of this feature. Upgrades from this SU to any CUCM or IM&P 15 versions lower than 15SU2 are not allowed and will not be displayed as valid upgrade options. Customers upgrading from this SU should choose 15SU2 or higher as their target upgrade.

Warning for Upgrades from 10.5(2)**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 unsupported upgrade.

Warning for Upgrades with FIPS Enabled**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.ciscoss17_upgrade_CSCwa48315_CSCwa77974_v1.0.k4.cop. This document details the pre-requisites required for direct upgrade or direct migration to the 14SU2 or higher 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

**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 14.0.1.15900-24 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 14.0.1.15900-24 as a patch during the installation.

Release 14SU5 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_14.0.1.15900-24.sha512.iso
MD5:	d463de42f26a3b93aafbc3fa371b4d9a
SHA512:	82e66685e179fd5ade25349344e8dffafc51357549fb350e0b303eadfe598ed2e5defc85779f5e8e0d77103891484fc946d237a9376f13f4a8f2a58bd31dcf5d

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_14.0.1.15900-24.sha512.iso
MD5:	a1147ea556b49e71db02b11c7f626aae
SHA512:	dc4b809bb9e0c85bc98f8d5c3625d23063cfb323356a0ceea18c6f2be548801e1e71b15370aac47b47aac151efe6706dce9fd5aee3ef3fb680792a6f36482835

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 14SU5 describes possible unexpected behaviors in Cisco Unified Communications Manager 14 releases.

Resolved CUCM Caveats in 14SU5 (everything fixed in SU5 since SU4/4a)

[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 14SU5 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 14SU5.

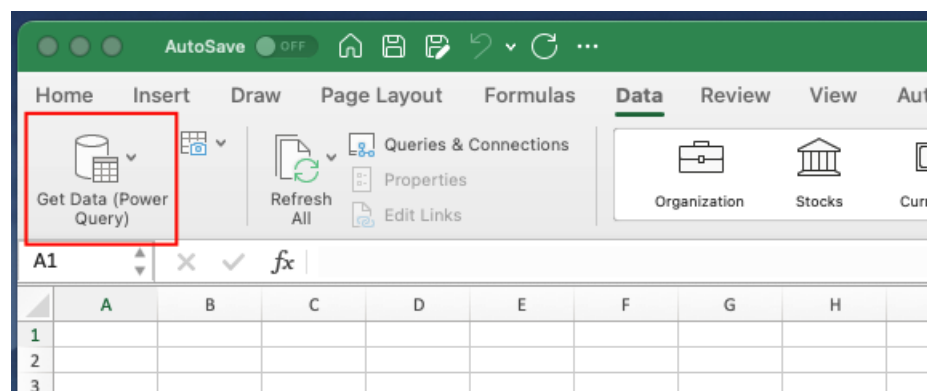
CUCM Caveats 14 Complete List

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

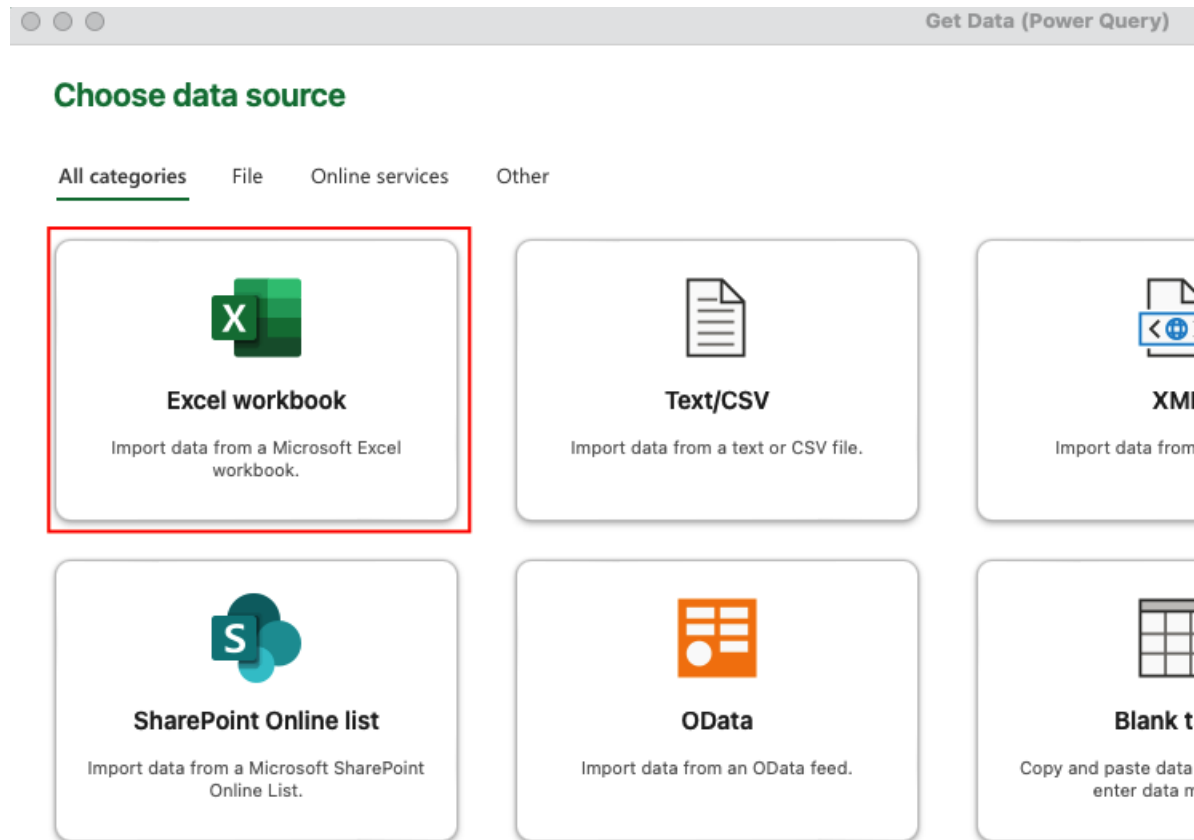
[https://bst.cloudapps.cisco.com/bugsearch?pf=prclNm&sb=af&kw=*&bt=custV&prclNm=Cisco%20Unified%20Communications%20Manager%20\(CallManager\)&rs=14.0\(1.1](https://bst.cloudapps.cisco.com/bugsearch?pf=prclNm&sb=af&kw=*&bt=custV&prclNm=Cisco%20Unified%20Communications%20Manager%20(CallManager)&rs=14.0(1.1)

To determine the caveats that were open for a specific release, use the following steps (the screenshots below are from Excel for Mac, the Excel for Windows options are a little different but follow the same basic flow):

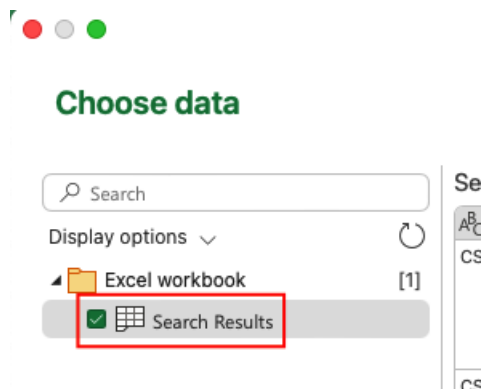
1. Click on the "Export Results to Excel" link
2. Open the downloaded file in Excel and Save As a .xlsx file
3. Open a blank Excel workbook
4. Click on Data --> Get Data (Power Query)



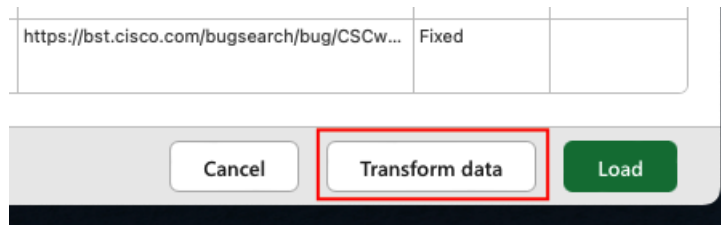
5. Choose "Excel workbook" as the source.



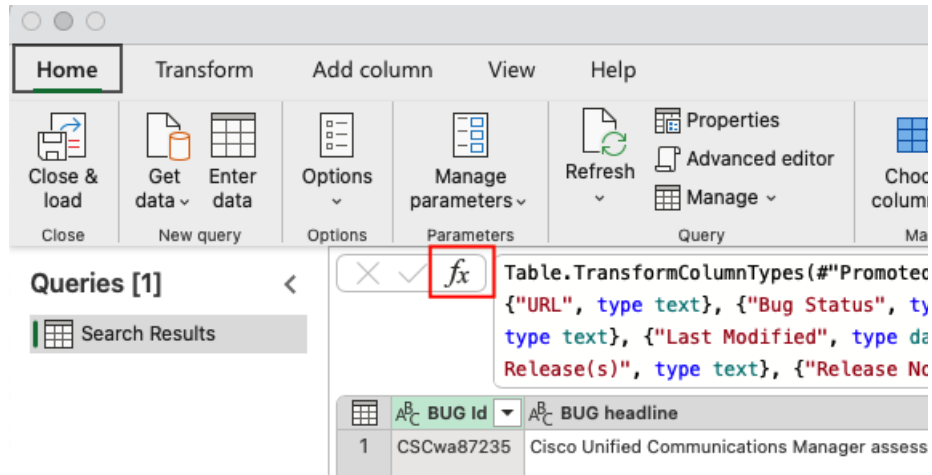
6. Click "Browse", select the .xlsx file saved previously, and click Next
7. Click the checkbox next to the Tab name (by default it will be Search Results)



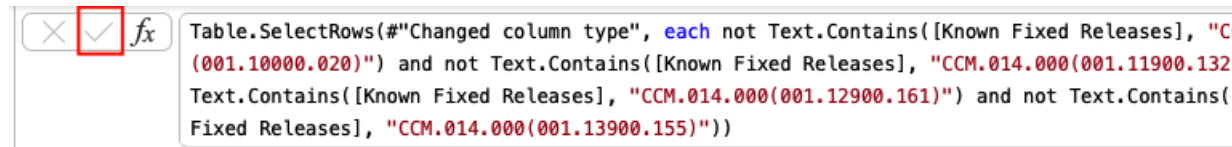
8. Click on the "Transform Data" button



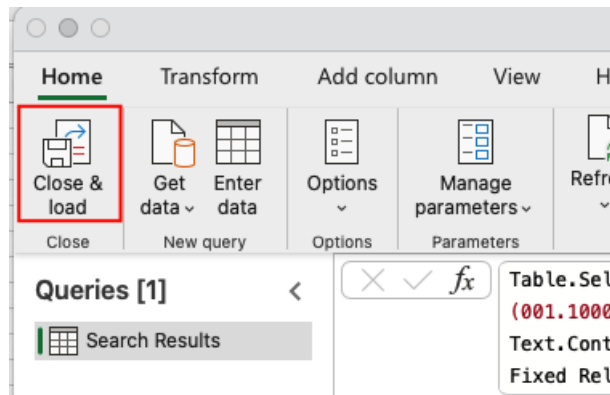
9. Click on the fx button to insert a new step



10. In the text box next to the fx button, paste the desired filter string (see below)
11. Click the check mark to apply the changes



12. Click the "Close and load" button



13. The results that are loaded into the Excel workbook will be all of the Open Caveats for that specific release

Filter String for 14SU5:**For Mac:**

```
Table.SelectRows("#Changed column type", each not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.10000.020)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.11900.132)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.12900.161)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.13900.155)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14900.094)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14901.001)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.15900.024)") and not Text.StartsWith([Known Fixed Releases], "UCMAP") and
Text.Contains(["#Product - Series"], "CallManager"))
```

For Windows:

```
= Table.SelectRows("#Changed Type", each not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.10000.020)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.11900.132)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.12900.161)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.13900.155)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14900.094)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.14901.001)") and not Text.Contains([Known Fixed Releases],
"CCM.014.000(001.15900.024)") and not Text.StartsWith([Known Fixed Releases], "UCMAP") and
Text.Contains(["#Product - Series"], "CallManager"))
```

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.

End of Support Firmware Files Removed

**Warning**

Beginning with CUCM 14SU5, phone firmware that is end of support will no longer be included in the CUCM ISO. These endpoints will still be allowed to register, unless they have been officially deprecated, but the firmware will not be present in the TFTP directory following a fresh install. The phones should still register even without the firmware present, but the `cmterm-eol_endpoint-14.0.1.15900-24.cop.sha512` can be used to install the firmware on the system if needed. See the COP file readme for the list of firmware that is no longer included by default.

This change only impacts fresh installs and migrations. If you are direct upgrading from a previous version, the firmware will carry over to the new version.

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	3905.9-4-1SR4-2	9.4 (1SR4.2)
6901-sccp	6901-sccp.9-3-1-SR3-2.k4	9.3 (1.0)
6901-sip	6901-sip.9-3-1-SR3-2.k4	9.3 (1.0)
7832-sip.14	7832-sip.14-3-1-0301-349.k4	3.1 (0301.349)
78xx.14	78xx.14-3-1-0301-349.k4	3.1 (0301.349)
8821-sip	8821-sip.11-0-6SR7-2.k4	11.0 (6SR7.2)
8832-sip.14	8832-sip.14-3-1-0301-349.k4	3.1 (0301.349)
8845_65-sip.14	8845_65-sip.14-3-1-0301-349.k4	3.1 (0301.349)
88xx-sip.14	88xx-sip.14-3-1-0301-349.k4	3.1 (0301.349)
ATA191.12	ATA191.12-0-3-0001-139	0.3 (0001.139)
headset-builtin	headset-builtin.3-4-0001-1.k4	3.4 (0001.1)
PHONEOS.3	PHONEOS.3-5-1-0102-59	5.1 (0102.59)

Plug-in Report

```

cm-rtmt-client-plugin-14.0.0.0-0.i386.rpm
cm-ctlc-plugin-6.0.0.1-1.i386.rpm
cm-jtapi-plugin-14.0.1.15900-1.i386.rpm
cm-tsp-plugin-14.0.1.4-0.i386.rpm
cm-axlsqltoolkit-plugin-1.1.0.0-1.i386.rpm
cm-taps-plugin-7.0.2.0-1.i386.rpm

```

TZDATA file	Version
platform-tzdata-2024a-1.el7.noarch.rpm	2024-a

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