ReadMe for Cisco Unified Communications Manager Release 15SU4a

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Revision History

Date	Revision
February 24, 2026	Initial publication
July 29, 2026	Added CSCwv44220 to Open Caveats

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 15SU4a ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 15SU4a. 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 15* 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 15 through 15SU3/SU3a along with additional changes that are specific to this SU.

Note You can only install this SU on Cisco Unified Communications Manager Release 12.5(1), 14, 15 through 15SU3/SU3a, or any 15ES from 15.0.1.11001-3 to 15.0.1.14026-1. 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 15 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.

End of Support Firmware Files Removed

Warning Beginning with CUCM 15, 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-15.0.1.10000-32 .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.

AVX (Advanced Vector Extensions) CPU Requirement

Warning Beginning with CUCM 15SU3, virtual machines require a physical CPU that supports the AVX (Advanced Vector Extensions) feature. While this feature has existed in most CPU models since 2011 (e.g., Intel Sandy Bridge and later), if you are using VMware by Broadcom's EVC (Enhanced vMotion Compatibility), you may need to update your settings. For example, if EVC is set to an older pre-AVX baseline, such as Westmere, a fresh install, direct upgrade, or direct migration to 15SU3 or higher will fail. EVC settings must be updated accordingly.

Related Documentation

To view documentation that supports Cisco Unified CM Release 15, 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 15.0.1.14901-2 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 15.0.1.10000-32 and apply 15.0.1.14901-2 as a patch during the installation.

Release 15SU4a 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_15.0.1.14901-2.sha512.iso

MD5:	297aa11edb9fa1814b1c18365fa9153b
SHA512:	cc22b3348e2f5cb57d0ebc5f3e3f4d580de565fe4b8425638bc7cb042f96a5efc0e933f929b8cc5df43499bb335f057a358c00ad1cc6375369cc070fe742820d

Table 2: UnRestricted ISO Names and Checksum Values

ISO Name:	UCSInstall_UCOS_UNRST_15.0.1.14901-2.sha512.iso
MD5:	82047dbb18977fcb28dbae45056f214d
SHA512:	4bd0fd1cb22a8105aa3f22821202aecd8d879b34fe1aef2e30c4935a4e2fca31291c0454755d1b2d3239404c6faa1abaca781f7427b61894981c6a6afc71526e

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 15* 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 15SU4a describes possible unexpected behaviors in Cisco Unified Communications Manager 15 releases.

Resolved CUCM Caveats in 15SU4a (everything fixed in SU4/SU4a since SU3/SU3a)
Click Here for the list

Cumulative Resolved CUCM Caveats (everything fixed in all SU's since base 15)
Click Here for the list

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 15SU4a describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 15SU4a.

Open CUCM Caveats in all 15 releases:
CSCwi52160: Direct Migration fails from pre-15 to 15 with upgrade history from pre-10.0

Open CUCM Caveats in 15SU4/SU4a

CSCwv44220: Release 15 Install/Upgrade Hangs on Server with various AMD EPYC CPUs

CSCwt34938: NSE FMTP is not negotiated during Inter-Cluster DO calls when the called party is SCCP and the caller is SIP

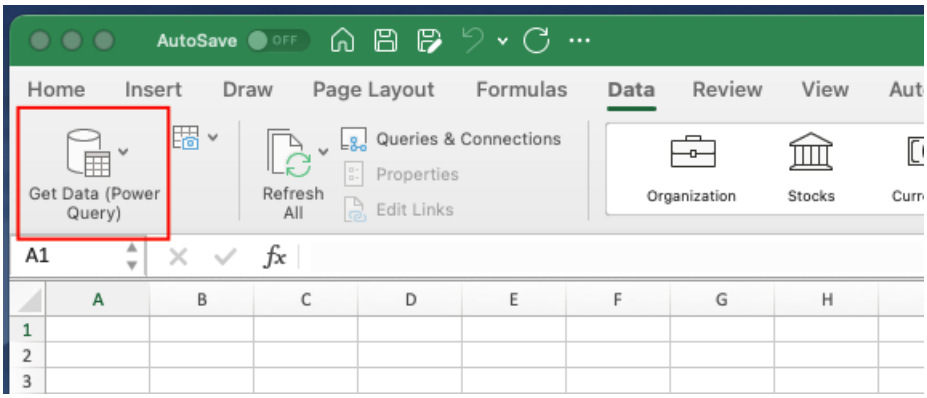
CUCM Caveats 15 Complete List

For a complete list of caveats applicable to 15, use the following Bug Search Tool link:

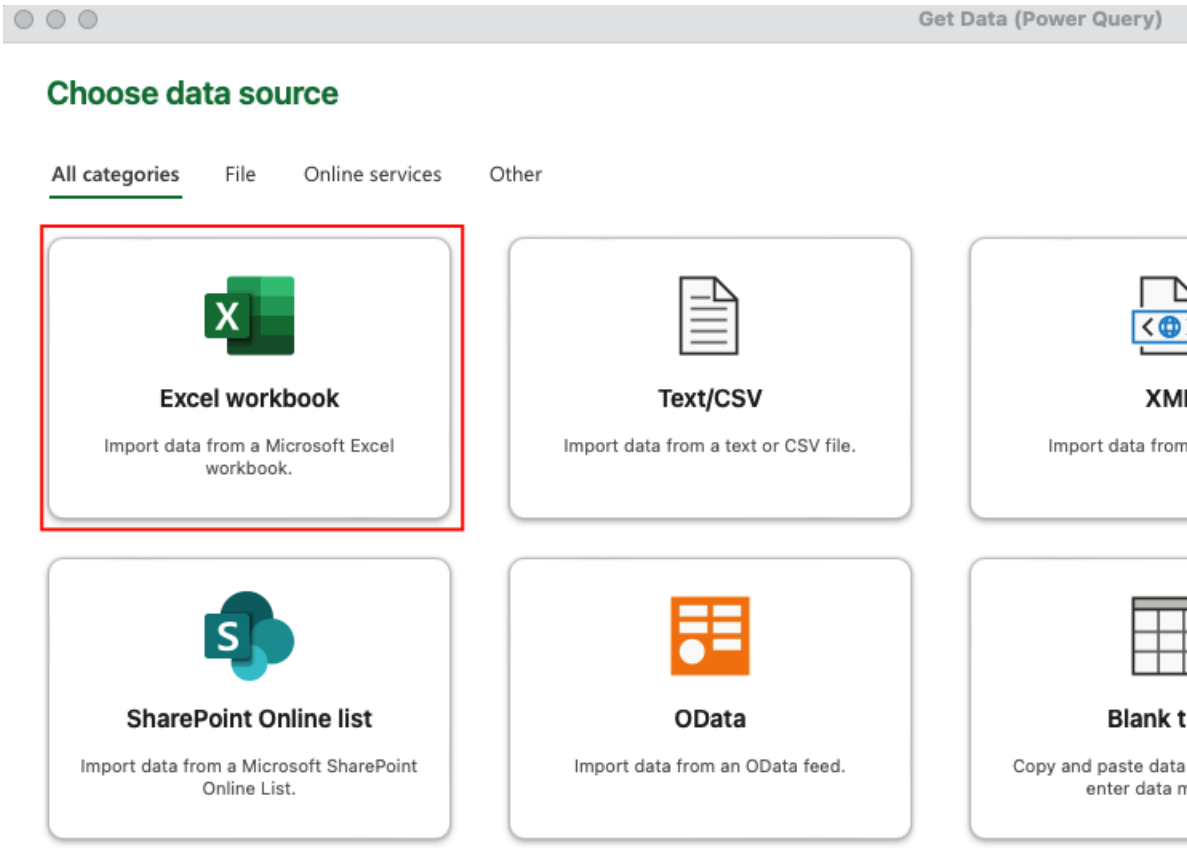
https://bst.cloudapps.cisco.com/bugsearch?pf=prdNm&sb=afr&kw=*&bt=custV&prdNam=Cisco%20Unified%20Communications%20Manager%20(CallManager)&rls=15.0(1.1

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):

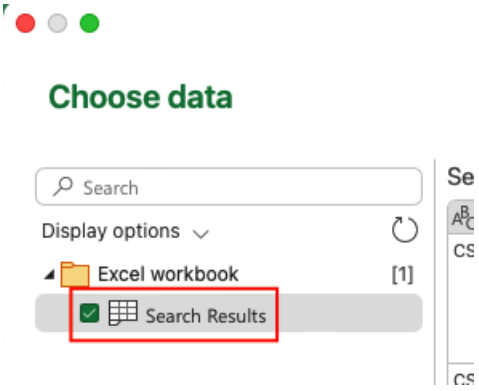
1. Click on the "Export Results to Excel" link
2. Open the downloaded file in Excel and Save As a .xlsx file
3. Open a blank Excel workbook
4. Click on Data --> Get Data (Power Query)



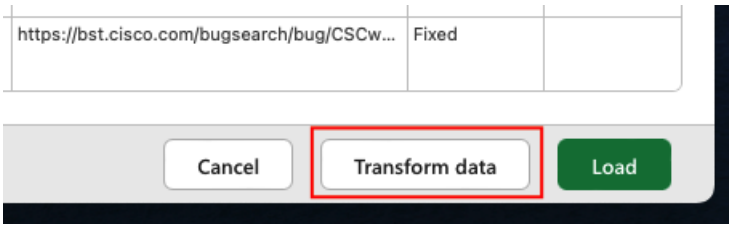
5. Choose "Excel workbook" as the source.



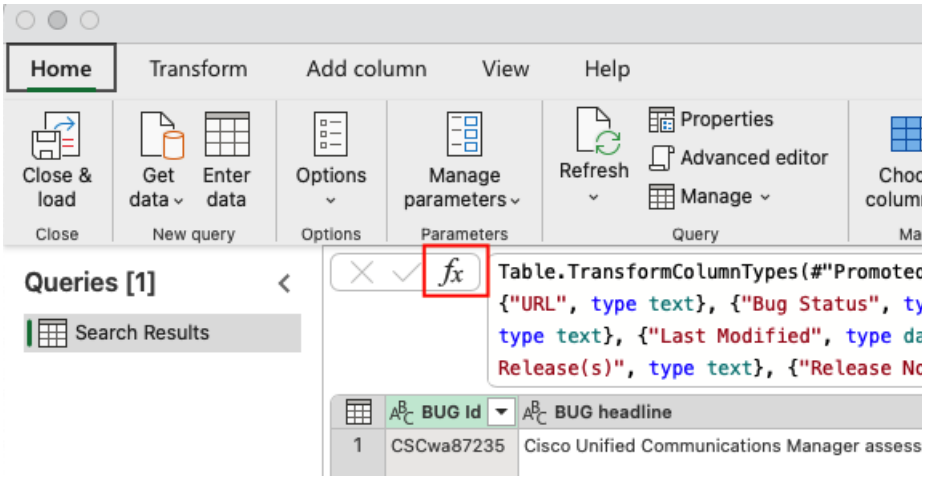
6. Click "Browse", select the .xlsx file saved previously, and click Next
7. Click the checkbox next to the Tab name (by default it will be Search Results)



8. Click on the "Transform Data" button

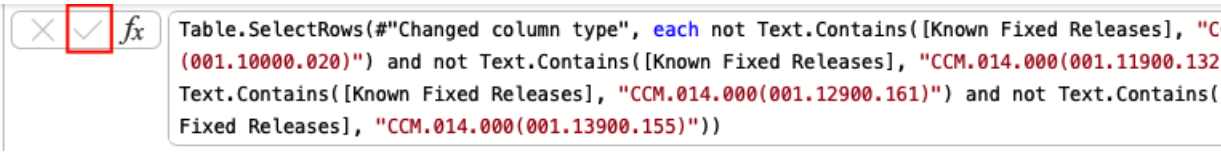


9. Click on the fx button to insert a new step

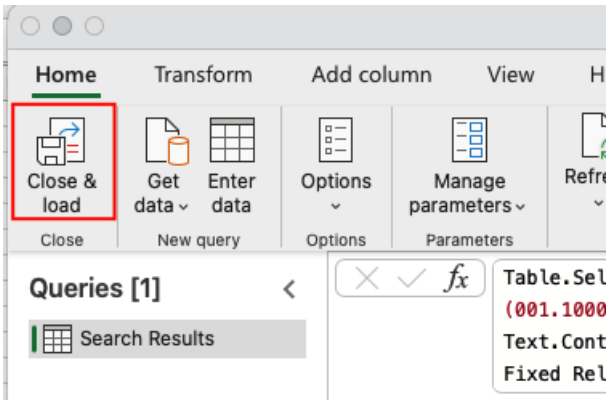


10. In the text box next to the fx button, paste the desired filter string (see below)

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 15SU4a:

For Mac:
Table.SelectRows(#"Changed column type", each not Text.Contains([Known Fixed Releases], "CCM.015.000(001.10000.032)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.11900.023)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.11901.002)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.12900.234)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.13900.079)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.13901.002)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.14900.042)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.14901.002)") 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.015.000(001.10000.032)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.11900.023)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.11901.020)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.12900.234)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.13900.079)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.13901.002)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.14900.042)") and not Text.Contains([Known Fixed Releases], "CCM.015.000(001.14901.002)") 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 15, 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-15.0.1.10000-32 .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.

Note Beginning with UCM 15SU3, the PhoneOS firmware used by the 8875 and 9800 series phones is included natively in the ISO and will be installed by default following a fresh install or upgrade.

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
---------------------------------------  ------------------------------  ----------
Device type                              Load name                       Version
---------------------------------------  ------------------------------  ----------3905
                                  3905.9-4-1SR4-2                 9.4(1SR4.2)
7832-sip                                 7832-sip.14-4-1-0001-36.k4      14.4.1(0001.36)
78xx                                     78xx.14-4-1-0001-36.k4          14.4.1(0001.36)
8821-sip                                 8821-sip.11-0-6SR7-2.k4         11.0(6SR7.2)
8832-sip                                 8832-sip.14-4-1-0001-36.k4      14.4.1(0001.36)
8845_65-sip                              8845_65-sip.14-4-1-0001-36.k4   14.4.1(0001.36)
88xx-sip                                 88xx-sip.14-4-1-0001-36.k4      14.4.1(0001.36)
ATA191                                   ATA191.12-0-3-0001-139          12.0.3(0001.139)
headset-builtin                          headset-builtin.3-4-0001-1.k4   3.4(0001.1)
PHONEOS                                  PHONEOS.4-0-1-0002-64           4.0.1(0002.64)

Plug-in Report
----------------------------------------
cm-rtmt-client-plugin-15.0.0.0-0.x86_64.rpm
cm-taps-plugin-7.0.2.0-1.x86_64.rpm
cm-jtapi-plugin-15.0.1.14900-2.x86_64.rpm
cm-axlsqltoolkit-plugin-1.1.0.0-1.x86_64.rpm
cm-tsp-plugin-15.0.1.0-0.x86_64.rpm

TZDATA file                              Version
---------------------------------------  ----------
platform-tzdata-2024a-1.el8.noarch.rpm   2024-a
```

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