



ReadMe for Cisco Unified Communications Manager Release 11.5(1)SU3

Revision 1

Updated August 17, 2017

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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/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-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.



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Before you install Cisco Unified Communications Manager, Cisco recommends that you review the “Important Notes” section on page 4 for information about issues that may affect your system.

Introduction

This 11.5(1)SU3 ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 11.5(1)SU3. This SU can be applied to Cisco Unified Communications Manager, Business Edition 6000, Session Management Edition, and Cisco Unity Connection.

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 “Platform requirements” section of the *Upgrade Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* for additional details:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/11_5_1/cucm_b_upgrade-guide-cucm-115.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 11.5(1) through 11.5(1)SU2 along with additional changes that are specific to this SU.



Note

You can only install this SU on Cisco Unified Communications Manager Release 6.1(4x), 6.1(5x), 7.1(3x), 7.1(5x), 8.0(x), 8.5(1x), 8.6(x), 9.0(x), 9.1(x), 10.0(1), 10.5(x), 11.0(1x), 11.5(1), 11.5(1)SU1, 11.5(1)SU2, or any 11.5(1)ES from 11.5.1.11001-2 to 11.5.1.13050-1. Upgrades from 6x through 10x need to be requested via PUT (www.cisco.com/upgrade) to obtain the necessary license. This SU should not be installed on a Business Edition 3000 server.

See the Compatibility Matrix for further details:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-device-support-tables-list.html>

New to this Release

For additional details about the features included in this release, refer to *Release Notes for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)SU3* at:

<http://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-call-manager/products-release-notes-list.html>

The following enhancements were introduced in 11.5(1)SU3:

- **Mixed Mode requires an Encryption License**

This release requires that you have an encryption license installed in order to run Cisco Unified Communications Manager in mixed mode.
- **Push Notifications Enhancements for Cisco Jabber on iPhone and iPad**

With this release, the Push Notifications for Cisco Jabber on iPhone and iPad solution has been enhanced with Voice and Video Call Support; High Availability for IM and Presence; and more.
- **Minimum TLS Version Control**

This release includes the minimum Transport Layer Security (TLS) protocol version configuration support. Use this feature to configure the minimum TLS version to comply with the organization security policies.
- **Enhanced CTL and ITL Phone Trust and Migration**

Provides a common trust anchor and the ability to create a long term trust.
- **Emergency Notifications Paging**

This release comes with a provisioning wizard that allows you to quickly provision and configure advanced notification services.
- **Authenticated Network Time Protocol Support**

With this release, the authenticated Network Time Protocol (NTP) capability for Cisco Unified Communications Manager is supported
- **Cisco Jabber Authentication via OAuth Refresh Logins**

Cisco Jabber clients, as of Jabber Release 11.9, can use OAuth Refresh Logins to authenticate with Cisco Unified Communications Manager and the IM and Presence Service.
- **Compliance to Common Criteria**

With Release 11.5(1) SU3, both Cisco Unified Communications Manager and IM and Presence Service can run in Common Criteria mode. This running mode runs on a FIPS-enabled system, and allows the system to comply with Common Criteria guidelines.

The following enhancements were introduced in 11.5(1)SU2:

- **Cisco Meeting Server Conference Bridge**

Cisco Unified Communications Manager supports the Cisco Meeting Server conference bridge, which supports Ad Hoc, Meet-Me, Conference Now and Rendezvous conferences
- **Cisco Spark Remote Device**

Cisco Spark is supported as a device type for connecting your on-premises environment to Cisco cloud services.
- **MRA Support for Shared Line**

Mobile and Remote Access (MRA) endpoints that register to Cisco Unified Communications Manager via Expressway now support shared lines. To use this feature, you must be connecting to Expressway X8.9.Push Notifications

- **Push Notifications**

With Apple iOS release 11 on Apple iPhone and Apple iPad, you must enable Push Notifications in Cisco Unified Communications Manager to maintain a persistent instant messaging channel to Cisco Jabber on iPhone and iPad. Push Notifications is mandatory for Cisco Jabber on iPhone and iPad. Android and Windows users are unaffected.

- **TLS Support for Common Criteria Compliance**

Transport Layer Security (TLS) 1.2 can now be used as a communication protocol for syslog and FileBeat audit logging. This feature enables Cisco Unified Communications Manager and IM and Presence Service to comply with Common Criteria guidelines.

The following enhancements were introduced in 11.5(1)SU1:

- **Enhanced Security Mode implementation.**

Important Notes

SUs do not impact system compatibility unless specifically stated.

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.

Firmware Upgrade Issues

For all SCCP and SIP firmware upgrades from firmware release versions earlier than 8.3(3) to version 8.5(2)SR1 or greater, you must first upgrade your firmware to version 8.5(2). Once you have upgraded to version 8.5(2), you can upgrade your IP Phone to version 8.5(2)SR1 or later. Refer to the *Firmware Versions in this Release* section of this document to determine the firmware load provided in this SU.

For additional details, Firmware Upgrade Instructions, and Firmware Download locations please see:

SCCP

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/firmware/8_5_2/english/release/notes/7900_852SR1.html#wp57602

SIP

http://www.cisco.com/en/US/docs/voice_ip_comm/cuipph/firmware/8_5_2/english/release/notes/7900_852SR1.html#wp147343

Related Documentation

To view documentation that supports Cisco Unified CM Release 11.5(x), go to:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/docguide/11_5_1/cucm_b_documentation-guide-cucm-imp-1151.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 Communications Manager Administration System version

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 Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* for detailed information about doing this upgrade:

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/11_5_1/cucm_b_upgrade-guide-cucm-115.html



Note

Because the 11.5.1.13900-52 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 11.5.1.10000-6 and apply 11.5.1.13900-52 as a patch during the installation.

Release 11.5(x) 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 Unrestricted” section in the **Upgrade Planning** chapter, of the *Upgrade Guide for Cisco Unified Communications Manager, Release 11.5(1)* referenced above for a more detailed description.



Caution

For both restricted and unrestricted upgrades from an 8.5(x) or earlier release to a 11.5(x) release, a patch (COP file) must be applied prior to initiating the upgrade. Before you upgrade from compatible versions of Unified CUCM, install the COP file named `ciscocm.refresh_upgrade_v1.5.cop.sgn`. Please refer to the “Refresh Upgrades” section in the **Upgrade overview** chapter at the *Upgrade Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* referenced earlier in this document for detailed installation instructions and download location.

The file names and hash values you will use for this upgrade are:

- UCSInstall_UCOS_11.5.1.13900-52.sgn.iso

The **MD5** for the Restricted combined download is: 176a266b7c552e9db1e56d415ada15b4

The **SHA-512** for the Restricted combined download is:

77f40640417b959783e6596d0544c67604b41a68892ea9413ad7b6fefabe95bf7c3dc1a5e1d5912
5257c406183a5e0969a786d12e34c919d869a36fee7ddd10b



Note

Once installed, UNRST releases can never be converted or upgraded to releases which support full encryption capabilities

For the Unrestricted version:

- UCSInstall_UCOS_UNRST_11.5.1.13900-52.sgn.iso

The **MD5** for the Unrestricted combined download is: 71163bd759f19b9ee47c3e00466cf02f

The **SHA-512** for the Unrestricted combined download is:

17324694f97349a45137839bdd37df3f8f9cb651a5c67583bcd415bc5c302c6ee9fc56dde359c04
394b685c45fb4d3629bb671698cd042b53ce782bc4ecb01d8

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 Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* for detailed instructions on “Reverting to a Previous Version.”

http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/11_5_1/cucm_b_upgrade-guide-cucm-115/cucm_b_upgrade-guide-cucm-115_chapter_0111.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 11.5(1)SU3 describes possible unexpected behaviors in previous Cisco Unified Communications Manager 11.5(1) releases.

Resolved Caveats for Cisco Unified Communications Manager Release 11.5(1)SU3

The following information comprises unexpected behavior that is addressed by this SU of Cisco Unified Communications Manager.

Resolved CUCM Caveats in 11.5(1)SU3

A complete list of fixes added to this release will be added to a subsequent posting of this doc in late August 2017

Resolved Cisco Unity Connection Caveats in 11.5(1)SU3

A complete list of fixes added to this release will be added to a subsequent posting of this doc in late August 2017

Resolved CUCM Caveats in 11.5(1.13050-1); base ES for 11.5(1)SU3

A complete list of fixes added to this release will be added to a subsequent posting of this doc in late August 2017

Resolved Cisco Unity Connection Caveats in 11.5(1)ES32; base ES for 11.5(1)SU3

A complete list of fixes added to this release will be added to a subsequent posting of this doc in late August 2017

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 11.5(1)SU3 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 11.5(1)SU3. For a complete list of open caveats please access the bug toolkit located at: https://tools.cisco.com/bugsearch?referring_site=btk

**Tip**

For more information about an individual defect, click the associated Identifier in the to access the online record for that defect, including workarounds.

Open Caveats

- [CSCvf57440](#) : No push is sent to devices during rapid link OOS and link ISV between nodes
- [CSCvf42769](#) : Cisco Support Token "null" after Cloud Onboarding
- [CSCvf50629](#) : Error occurred during find. A syntax error has occurred
- [CSCva84316](#) : After upgrade platform CLI admin password removed on pub, unable to ssh
- [CSCvf41297](#) : SIP Profile Settings page does not display the field description help
- [CSCvf29569](#) : Alerts not sent from Cisco Management Agent Service to the Cisco Cloud
- [CSCvf45528](#) : vendorConfigHelp getting displayed for VPN feature configuration in Unrestricted
- [CSCvd28795](#) : ANI changed to 'unknown' if the calling party field is a name starting with small letter 'b' or 'c'

Firmware / Device Loads

SUs contain firmware loads, however, Cisco recommends that you always download the latest firmware load from the Voice Software Download Center.

Phone Firmware

To download phone firmware, follow this procedure:

- Step 1** Go <http://www.cisco.com/cisco/software/navigator.html?mdfid=278875240&i=rp>
- Step 2** Select **Collaboration Endpoints** in the center column
- Step 3** Select **IP Phones** in the right most column
- Step 4** Select the desired phone series in the right most column
- Step 5** Select the desired phone model in the right most column
- Step 6** From the options that display, select the desired software type for your deployment.

Device Packages

Firmware upgrades not explicitly addressed in the Phone Firmware section can be obtained via Dev Packs. To download Dev Packs for this release, follow this procedure:

- Step 1** Go <http://www.cisco.com/cisco/software/navigator.html?mdfid=278875240&i=rp>
- Step 2** Select **Call Control** in the right most column
- Step 3** Select **Unified Communications Manager (CallManager)** in the right most column
- Step 4** Select **Unified Communications Manager Version 11.5** in the right most column
- Step 5** From the options that display, select **Unified Communications Manager/CallManager Device**

Packages

- Step 6** From the options that display, select the desired release for your deployment.

Firmware Versions in this Release

Device type	Load name	Version
3905	3905.9-4-1SR2-2	9.4(1SR2.2)
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)
78xx	78xx.11-7-1-17.k3	11.7(1.17)
7902	7902-8.0.2-sccp	8.0(2.0)
7905	7905-8.0.1.1-sip	8.0(1.1)
7905	7905-8.0.3-sccp	8.0(3.0)
7910	7910-5.0.7.0-sccp	5.0(7.0)
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)
7912	7912-8.0.1.1-sip	8.0(1.1)
7912	7912-8.0.4-sccp	8.0(4.0)
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)
7920-sccp	7920-sccp.3-0-2	3.0(2.0)
7921-sccp	7921-sccp.1-4-6-3	1.4(6.3)
7925-sccp	7925-sccp.1-4-8-4.k3	1.4(8.4)
7926-sccp	7926-sccp.1-4-8-4.k3	1.4(8.4)
7931-sccp	7931-sccp.9-4-2SR2-2	9.4(2SR2.2)
7931-sip	7931-sip.9-4-2SR2-2	9.4(2SR2.2)
7935-sccp	7935-sccp.3-2-19	3.2(19.0)
7936-sccp	7936-sccp.3-3-21	3.3(21.0)
7937	7937-1-4-4-SCCP	1.4(4.0)
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-sip	7945_7965-sip.9-4-2SR3-1	9.4(2SR3.1)
7970_7971-sccp	7970_7971-sccp.9-4-2SR3-1	9.4(2SR3.1)
7970_7971-sip	7970_7971-sip.9-4-2SR3-1	9.4(2SR3.1)
7975-sccp	7975-sccp.9-4-2SR3-1	9.4(2SR3.1)
7975-sip	7975-sip.9-4-2SR3-1	9.4(2SR3.1)
7985	7985-4-1-7-0-sccp	4.1(7.0)
8821-sip	8821-sip.11-0-3SR1-1	11.0(3SR1.1)
8831-sip	8831-sip.10-3-1SR2-2	10.3(1SR2.2)
8845_65-sip	8845_65-sip.11-7-1-17.k3	11.7(1.17)
88xx-sip	88xx-sip.11-7-1-17.k3	11.7(1.17)
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	8961.9-4-2SR2-2	9.4(2SR2.2)
9951	9951.9-4-2SR2-2	9.4(2SR2.2)
9971	9971.9-4-2SR2-2	9.4(2SR2.2)
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)

Cisco Unity Connection RPMs

CCM Reference Build: 11.5.1.13900-52

Cisco Unity RPMs:

BuiltRPMsList

NRec-10.2.6-14289.x86_64.rpm
 NRec-en-US-10.0.0-10.0.0-12059.i686-linux.rpm
 NSS-6.2.7-14290.i686.rpm
 Nuance-Common-10.2.7-14289.i686.rpm
 Nuance-Common64-10.2.7-14289.x86_64.rpm
 Nuance-NRS64-10.2.7-14289.x86_64.rpm
 Nuance-OAM-10.2.7-14289.i686.rpm
 cuc-11.5.1.13900-1680.i386.rpm
 cuc-base-11.5.1.13900-1680.i386.rpm
 cuc-bin-11.5.1.13900-1680.i386.rpm
 cuc-etc-11.5.1.13900-1680.i386.rpm
 cuc-install-11.5.1.13900-1680.i386.rpm
 cuc-jetty-11.5.1.13900-1680.i386.rpm
 cuc-languagepack-enu-11.5.1.13900-1680.i386.rpm
 cuc-lib-ext-11.5.1.13900-1680.i386.rpm
 cuc-lib-jar-11.5.1.13900-1680.i386.rpm
 cuc-lib-so-11.5.1.13900-1680.i386.rpm
 cuc-links-11.5.1.13900-1680.i386.rpm
 cuc-productid-11.5.1.13900-1680.i386.rpm
 cuc-python-11.5.1.13900-1680.i386.rpm
 cuc-python-site-11.5.1.13900-1680.i386.rpm
 cuc-selinux-11.5.1.13900-1680.i386.rpm

