



Read Me for Cisco Unified IM and Presence, Release 9.1(1) SU1

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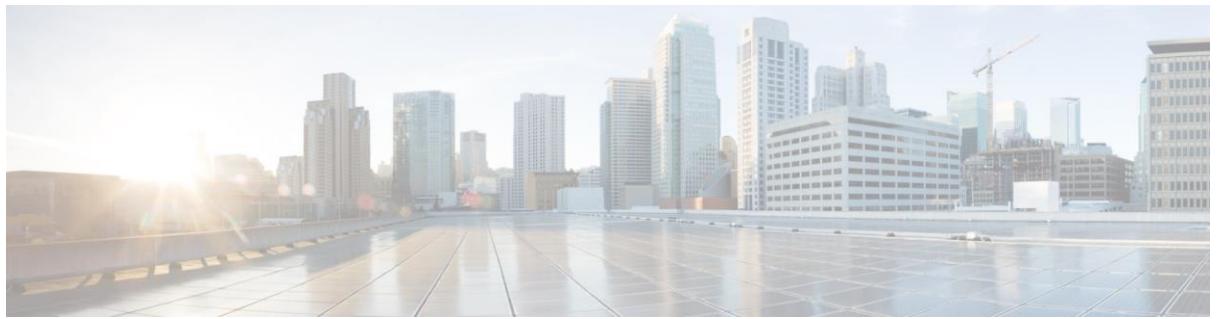
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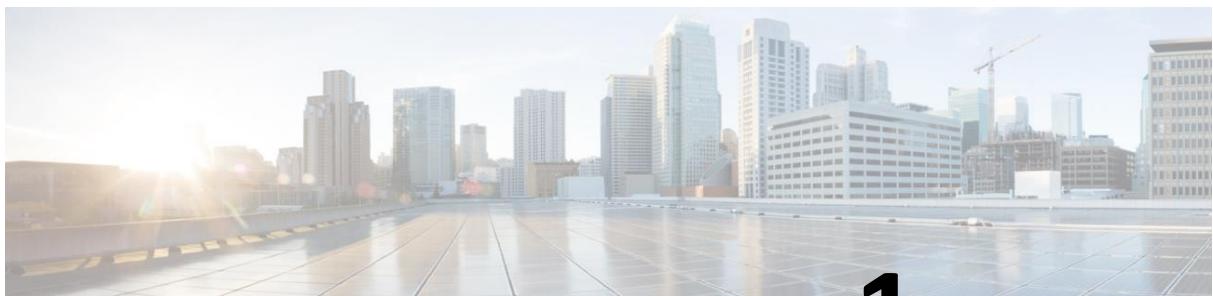
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CHAPTER

1

Introduction

This readme file describes new features, requirements, restrictions, and caveats for IM and Presence Service.

The IM and Presence Service collects information about user availability, such as whether users are using communications devices (for example, a phone) at a particular time. IM and Presence Service can also collect information about individual user communication capabilities, such as whether web collaboration or video conferencing is enabled. Applications such as Cisco Jabber and Unified Communications Manager use this information to improve productivity amongst employees, that is, to help employees connect with colleagues more efficiently and determine the most effective way for collaborative communication.

**Note**

In the past, export licenses, government regulations, and import restrictions have limited Cisco System's ability to supply IM and Presence Service worldwide. Cisco has obtained an unrestricted US export classification to address this issue.

Due to the limitations and restrictions mentioned above, once an unrestricted release is installed, you can no longer upgrade to a restricted version. This includes a fresh installation of a restricted release on a system that contains an unrestricted version.

- [Hardware Server Requirements, page 1](#)
- [Server software requirements, page 4](#)
- [Supported browsers, page 5](#)

Hardware server requirements

The following sections describe the system requirements for this release of IM and Presence Service.

Make sure that you install and configure IM and Presence Service on a Cisco Media Convergence Server (MCS), a Cisco Unified Computing System (UCS) server, a Cisco-approved HP server configuration, or a Cisco-approved IBM server configuration. For information about which MCS and UCS servers are compatible with this release of IM and Presence Service, see the related compatibility matrix.

- *Hardware and Software Compatibility Information for IM and Presence*
http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html

Server Support for the IM and Presence Service


Note

The IM and Presence Service requires 4 GB of RAM, except for the 500 user and Business Edition 6000 OVA deployments, which require 2 GB of RAM.

The IM and Presence Service is software that is loaded onto a hardware server. The hardware server must meet the following requirements:

- One of the following server models:

- Cisco 7800 Series Media Convergence Server (MCS) listed in the *Hardware and Software Compatibility Information for IM and Presence Service on Cisco Unified Communications Manager*. Go to Cisco.com for the latest information:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_device_support_tables_list.html



Note IM and Presence Service does not support MCS-xxxx-I1-IPC1 or MCS-xxxx-H1-IPC1 servers. However, a bridged upgrade is available to customers who need to migrate from any of the discontinued hardware, except for the following servers: MCS-7825-H1-IPC1, MCS-7825-I2-IPC1, MCS-7825-I1-IPC1, MCS-7825-I2-IPC2. For details about the unsupported hardware and the bridged upgrade, see the *Upgrade Guide for Cisco Unified Communications Manager* here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html

- Cisco-approved, customer-provided third-party server that is the exact equivalent of one of the supported Cisco MCS servers. Go to <http://www.cisco.com/go/swonly>.

- Cisco Unified Computing System B-series blades or Cisco Unified Computing System C-series rackmount servers. For information about these Cisco Unified Computing System servers, see the *Hardware and Software Compatibility Information for IM and Presence Service on Cisco Unified Communications Manager*.

- DVD-ROM drive

- Keyboard, mouse, and monitor



Note Additional server requirements, such as port and IP address requirements, are described in the *Cisco Unified Communications Manager TCP and UDP Port Usage Guide* here:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/port/9_1_1/CUCM_BK_T2CA6EDE_00_tcp-port-usage-guide-91.html

The IM and Presence Service installer checks for the presence of the DVD-ROM drive, sufficient hard drive and memory sizes, and sufficient CPU type and speed.

IM and Presence Service supports bridged upgrades from any of the following servers:

- MCS-7825-H2-IPC1
- MCS-7825-H2-IPC2
- MCS-7835-H1-IPC1
- MCS-7835-I1-IPC1
- MCS-7845-H1-IPC1
- MCS-7845-H2-IPC1 (only if each of the two disks has less than 72GB of storage space, otherwise it is fully supported)
- MCS-7845-I1-IPC1

The bridged upgrade allows you to create a DRS backup on the discontinued hardware. You can then restore the DRS backup on supported hardware after you complete a fresh IM and Presence Service installation on the supported hardware. If you attempt an upgrade on discontinued hardware, a warning displays on the interface and on the CLI, informing you that IM and Presence Service only supports the functionality to create a DRS backup on this server.

Uninterruptible Power Source

Cisco recommends that you connect each IM and Presence Service server to an uninterruptible power supply (UPS) to provide backup power and protect your system against a power failure.



Caution

When the MCS-781x and MCS-782x servers are not connected to a UPS, they run a higher risk of file corruption during power outages because any cached data is lost during a power outage on these servers with drive write cache enabled (and no internal RAID cache battery backup). To prevent such file system corruption, you must connect these servers to a UPS.

When IM and Presence Service run on one of the servers listed in the table below, basic integration to UPS models APC Smart-UPS 1500VA USB and APC 750VA XL USB is supported.

This integration occurs via a single point-to-point USB connection. Serial and SNMP connectivity to the UPS is not supported, and the USB connection must be point-to-point (in other words, no USB hubs). Single- and dual-USB UPS models are supported with the APC Smart-UPS 1500VA USB and APC 750VA XL USB. The feature activates automatically during bootup if a connected UPS is detected.

Alternatively, you can execute the CLI command **show ups status** to show the current status of the

USB-connected APC Smart-UPS device and starts the monitoring service if it is not already started. The CLI command also displays detected hardware, detected versions, current power draw, remaining battery runtime, and other relevant status information.

When the integration feature is activated, graceful shutdown will commence as soon as the low battery threshold is reached. Resumption or fluctuation of power will not interrupt or abort the shutdown, and administrators cannot stop the shutdown after the integration feature is activated.

For unsupported Unified Communications Manager or IM and Presence Service releases, MCS models or UPS models, you can cause an external script to monitor the UPS. When low battery is detected, you can log in to the IM and Presence Service server by using Secure Shell (SSH), access the CLI, and execute the **utils system shutdown** command.



Note

If your pre-9.0 IM and Presence Service runs on a deprecated server, you can upgrade it by using the Bridge upgrade procedure.

Table 1: Supported servers for UPS integration

HP servers	IBM servers	UCS servers
MCS-7816-H3	MCS-7816-I3	B200 M1 Blade Server
MCS-7825-H3	MCS-7816-I4	B200 M2 Blade Server
MCS-7825-H4	MCS-7816-I5	C200 M2 Rack Server
MCS-7828-H3	MCS-7825-I3	C210 M1 Rack Server
MCS-7835-H2	MCS-7825-I4	C210 M2 Rack Server
MCS-7845-H2	MCS-7825-I5	
	MCS-7828-I3	
	MCS-7828-I4	
	MCS-7828-I5	
	MCS-7835-I2	
	MCS-7845-I2	
	MCS-7845-I3	
	MCS-7845-I3	

Server software requirements

Unified Communications IM and Presence Service run on the Cisco Linux-based operating system. This operating system is included with the purchase of either application.

Supported browsers

Use the following internet browsers to access the IM and Presence Service interface:

- Microsoft Windows: Microsoft Internet Explorer version 6.0 or later or Mozilla Firefox version 3.x, 4.x, or 10 .x
- Mac: Safari 5.x or Mozilla Firefox version 4.x or 10 .x



CHAPTER **2**

Upgrading to IM and Presence 9.1(1) SU1

- [New System Installation Information, page 6](#)
- [System Upgrade, page 6](#)
- [Upgrade Order, page 8](#)
- [Software Licensing Requirements for Vmware, page 8](#)
- [Recommendations for Release 8.0\(x\), 8.5\(x\), or 8.6\(x\) to 9.1\(1\) Upgrades, page 8](#)

New system installation information

For new installations, you must order the IM and Presence Service system software and adhere to licensing requirements. To order the software, go to <http://www.cisco.com/en/US/ordering/index.shtml> or contact your Cisco sales representative.

Each IM and Presence Service shipment comes with an installation DVD, which is required for all new installations of IM and Presence Service. The IM and Presence Service operating system and application software is installed from the installation DVD. For example, for new installations of IM and Presence Service software, use the DVD that indicates this release of IM and Presence Service.

Related Topic

[Software Licensing Requirements for Vmware, on page 8](#)

System upgrade

Supported upgrade paths to IM and Presence service release 9.1(1) SU1

IM and Presence Service supports the following software upgrade paths to Release 9.1(1) SU1:

Supported Upgrade Paths from IM and Presence Service...	Installation Instructions
	<p>Upgrades from Release 8.0(1) through 8.6(1) to Release 9.1(1) SU1 require a Refresh Upgrade using the <code>ciscocom.cup.refresh_upgrade_v1.01.cop.sgn</code> file.</p> <p>Upgrades from Release 8.6(2) and 8.6(3) to Release 9.1(1) SU1 require a Refresh Upgrade only.</p> <p>Upgrades from Release 8.6(4), 8.6(5), and Release 9.0(1) to Release 9.1(1) SU1 require a Standard Upgrade only.</p> <p>Note For more information about Refresh Upgrades and Standard Upgrades, see the <i>Upgrade Guide for Cisco Unified Communications Manager, Release 9.1(1)</i>.</p> <p>Perform these steps to proceed with the upgrade:</p> <ol style="list-style-type: none"> 1 Go to http://www.cisco.com/cisco/software/navigator.html. 2 Navigate to Products > Voice and Unified Communications > Unified Communications Applications > Cisco Unified Presence > Cisco Unified Communications Manager IM and Presence Service Version 9.1 > Unified Presence Server (CUP) Updates-9.1(1). 3 Download the complete ISO file: <code>UCSInstall_CUP_9.1.1.31900-1.sgn.iso</code>



- Note** Direct upgrades from Cisco Unified Presence Release 6.0(x) to Release 9.1(1) SU1 are not supported. You must first upgrade to at least Release 8.0(1) of Cisco Unified Presence. For more information about upgrading to Cisco Unified Presence Release 8.x, see the Release Notes for Cisco Presence here on Cisco.com:
http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html.

Upgrade from Cisco.com

Cisco does not support downloading major IM and Presence Service software releases from Cisco.com, for example, IM and Presence Service Release 9.0(1). You can download upgrade-only software images from Cisco.com that are used to upgrade from a previous major software release to a subsequent software maintenance release or point release of IM and Presence Service. For example, you can download Cisco Unified Presence Release 8.0(2) or Cisco Unified Presence Release 8.6(1) from Cisco.com.

To download this software, go to <http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>. You must have an account on Cisco.com to access the Software Center. The images posted at the Software Center require existing installations of IM and Presence Service.

Upgrade order

You must follow a very specific order when upgrading Unified Communications Manager and IM and Presence Service. The order is dependent upon the release from which you are upgrading. The pre-upgrade release determines the type of upgrade you must perform. There are two types of upgrades:

- Standard Upgrade
- Refresh Upgrade

For more information about these types of upgrades and the upgrade order that must be followed for each type, see the latest version of the *Upgrade Guide for Cisco Unified Communications Manager*, here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html.

Software licensing requirements for VMware

You can run this release of IM and Presence Service on a VMware virtual machine deployed on approved Cisco Unified Computing server hardware. For information about supported servers, see *Hardware and Software Compatibility Information for IM and Presence Service on Cisco Unified Communications Manager*. For information about the VMware licensing requirements, see the License Activation for Cisco UC on UCS Doc wiki here: http://docwiki.cisco.com/wiki/License_Activation_for_Cisco_UC_on_UCS.

Recommendations for release 8.0(x), 8.5(x), or 8.6(x) to 9.1(1) SU1 Upgrades

Before you upgrade from Cisco Unified Presence Release 8.0(x), 8.5(x), 8.6(x) to IM and Presence Service Release 9.1(1) SU1, Cisco strongly advises that you follow the recommended upgrade procedure in the *Upgrade Guide for Cisco Unified Communications Manager, Release 9.1(1)* here: http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_installation_guides_list.html.

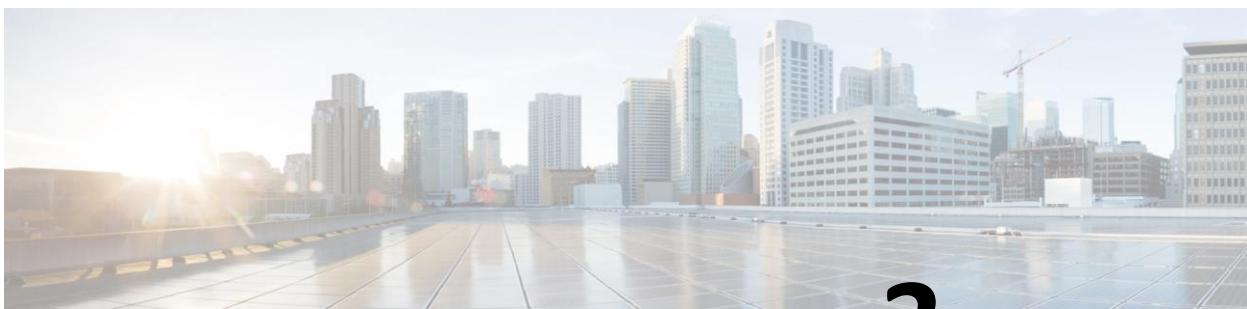
Important Notes

- Cisco Unified Presence Sync Agent Service-prior to performing an upgrade, this service may be disabled on the cluster (which only runs on the Publisher node). This will ensure that user-initiated changes from the corresponding Unified Communications Manager system during the upgrade, do not compromise the upgrade process. The changes will be reconciled when the IM and Presence Service Sync Agent is restarted in either the current or newer version.
- Publisher node-switch versions and restart the publisher node prior to initiating a switch version and restart on the subscriber nodes. If the IM and Presence Service Administration GUI is operational on the publisher node, it is safe to initiate a switch version and restart on the subscriber node.



Note Services on the publisher will not start until the subscribers are switched, restarted, and replication is successfully established on that cluster.

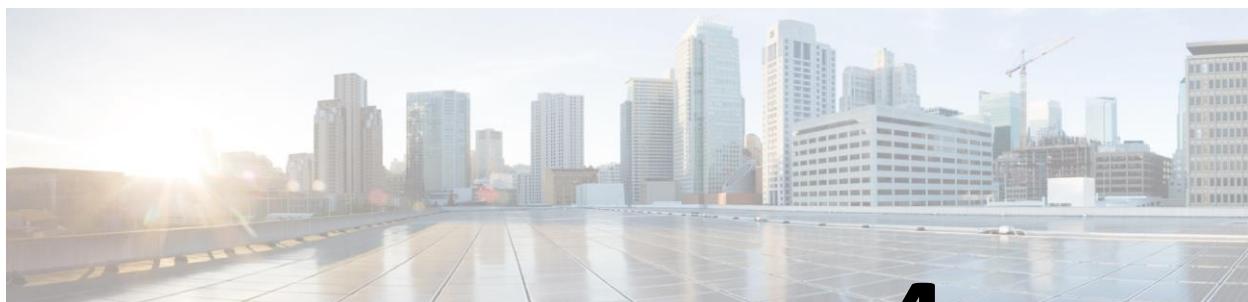
- Contact List Size – the default maximum value is 200; however you can configure this to a higher value, or configure it to 0 to set it to an unlimited value. After you perform the upgrade, check that the contact list size for users has not reached the maximum value. If you have a large number of contacts per user, the number of users that the IM and Presence Service node supports is reduced.



CHAPTER **3**

New and changed information

There are no new features. This release contains bug fixes only.



CHAPTER 4

Caveats

- [Using bug search, page 11](#)
- [Resolved caveats, page 12](#)
- [Open caveats, page 14](#)

Using bug search

The system grades known problems (bugs) according to severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for problems by using the Cisco Software Bug Search.

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

To use the Software Bug Toolkit, follow these steps:

Procedure

1. Access Bug Search
2. <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugshhttps:/www.cisco.com/cisco/psn/bssprt/bss?page=bstsearchbykeyword>
3. Log in with your Cisco.com user ID and password.

4. If you are looking for information about a specific problem, enter the bug ID number in the “Search for Bug ID” field, and click Go.

Resolved caveats

You can find the latest resolved caveat information for IM and Presence Service by using Bug Toolkit, an online tool available for customers to query defects according to their own needs.



Tip

You need an account with Cisco.com (Cisco Connection Online) to use the Bug Toolkit to find open and resolved caveats of any severity for any release. To access the Bug Toolkit, log on to <https://www.cisco.com/cisco/psn/bssprt/bss?page=bstsearchbykeyword>

Identifier	Severity	Component	Headline
CSCud15388	3	cli	'set network domain' should allow domain starting with a digit (RFC1921)
CSCud41228	3	commonapi	Retrieving Login Status should not involve calls to Remote Nodes
CSCue51167	3	customerutils	Migration Tool cannot export sip uri which include an apostrophe
CSCuf04506	3	database	Federation routing setting gets removed during upgrade procedure
CSCuf36065	3	database	Upgrade from 8.6.5 to 9.x fails if contact rename job was run
CSCud33583	3	database	LDAP Filter not sync'ed to CUP
CSCuh09536	3	database	Migration uses tkuserprofile=1 from enduser table
CSCud33652	3	database	DB Install scripts not setting per-hardware SRM and SIPGW service params
CSCue50445	4	database	Replication is dropped after domain name changes
CSCuh34193	3	epe	Presence broken for user when username has apostrophe (single quote)
CSCue95139	3	epe	Users in Contact List lose presence if userid is changed
CSCue16739	3	epe	Cisco Jabber Windows - 'Block Everyone' doesn't work
CSCud22574	3	epe	Out of memory on startup due to large number of WinfoEventTable entries
CSCue28127	3	esp	SIP Proxy user location lookup query can take 13 seconds
CSCue79671	3	Gui-admin	CUPS 9.1.1 does not accept AXL username/password changes in WebAdmin
CSCtr36119	3	gui-	Exchange Server Status reports false positives

		troubleshooter	
CSCud45321	3	intercluster	ICSA optimization of local copy is incorrect for pub/sub
CSCug21850	3	intercluster	9.0/8 CUP servers cannot intercluster with 10 versions
CSCug28096	3	install	Sub Installation over WAN Fails - 3 different instances ver 8.6.4,9.1.1
CSCud12166	2	rtmt	RTMT SSO is not working
CSCUE94950	2	security	Cisco Jabber fails to validate cup-xmpp security certificate
CSCuh49437	3	security	C++ IMS Library can authenticate a userid with a single quote
CSCud34210	3	security	RTMT Single Sign On broken and remote support account modification
CSCug51696	3	selinux	SELinux policies on the CUP server are denying outbound HTTP connections
CSCug21472	2	serviceability	DRS Restore Overwrites xcp_sequence table w/ Pub values on all Sub Nodes
CSCuc72205	3	soap-interface	TT and IDS got out of sync - cause user can not login
CSCud17929	3	soap-interface	Users unable to login to subscriber due to missed replication update CN
CSCud34826	3	soap-interface	Users unable to login from CUPC or jabber.
CSCud34418	3	sync-agent	Sync Agent cannot update ubserviceprofiledetail table
CSCtz03862	4	sync agent	New changes made on CUCM cannot synced automatically to CUP
CSCuf78630	2	vos	perf.UCMPPerf process prevents dbmon from binding to port 8001 for CN's
CSCuc28444	2	vos	DRS Failure: upload of signed XMPP certificates leaves invalid softlinks
CSCtx19301	4	vos	CUP subscribers report [utils diagnose test] incorrect error
CSCub82470	3	xcp-jcore	CUP not presenting intermediate certs over Client XMPP interfaces
CSCue84354	2	xcp-router	XCP publish incorrect comp presence for peer,resulting in looping packet
CSCuc11276	3	xcp-sipgw	SIP Federation Connection Manager core

Open caveats

The following sections describe possible unexpected behaviors in Unified Communications Manager Release 9.1(1a) and IM and Presence Service Release 9.1(1):

The caveats in the table which follows describe possible unexpected behavior in the latest IM and Presence Service release. These caveats may also be open in previous releases. Bugs are listed in alphabetical order by component and then in numerical order by severity.

[Open Caveats](#)

Identifier	Severity	Component	Headline
CSCuh72468	3	database	Add support for special characters in ucservice names
CSCuh30478	3	database	CUCMIP:Switching from DNS to non-DNS breaks DBRepl in multi-node deploy
CSCug65132	3	esp	SIP Proxy rejects SSLv23 Client Hello messages without looking for TLSv1
CSCuf50707	3	epas	CUCM IM&P Warn admin when taking critical services down with HA enabled
CSCui09967	3	epe	DND stuck state on CUPC for the phone associated
CSCui09350	3	epe	Presence Engine incorrectly handling unSIFT by mobile client
CSCua09500	3	epe	Presence engine hangs on startup
CSCug76766	3	epe	DND cascading - shared line appearance - affecting both users
CSCuh64518	3	epe	CUP: Presence Engine Coredump From GetBackendGatewayRecord
CSCtz25566	3	security	HA can't be enabled - version missing
CSCuc39596	3	security	SSO enable fails with tomcat service not starting
CSCuc95669	3	security	IPSec cannot be set up because ipsec-truststore cannot accept leaf certs
CSCub10356	3	serviceability	IM&P node cannot access / control a peer node's servcies on the GUI
CSCuh32592	3	serviceability	CUCMIP:SRM not initiating on SUB after enabling HA in fresh install
CSCtt79854	3	serviceability	AlertCentral and CoreDumpFileFound alert properties XML parse error
CSCue81031	2	soap-interface	21% increase in CPU during login between 9.0.1 and 9.1.1 respin
CSCuf65811	3	srm	Make SRM parameter defaults worst case for platform/OVA deployed
CSCuh10220	3	srm	CUCMIP:HA Issue:After Failover Users Unable to Login to Jabber/CUPC
CSCue55324	3	xcpauth	Performance problem with SASL Plain login at scale
CSCug38080	3	xcp-connmgr	CUP: Jabber CM Web Application Memory Exhaustion Vulnerability
CSCug81385	3	xcp-s2s	XCP S2S issues with email address mapping for Group Chat packets