



Read Me for Cisco Unified IM and Presence, Release 10.5(1) SU2

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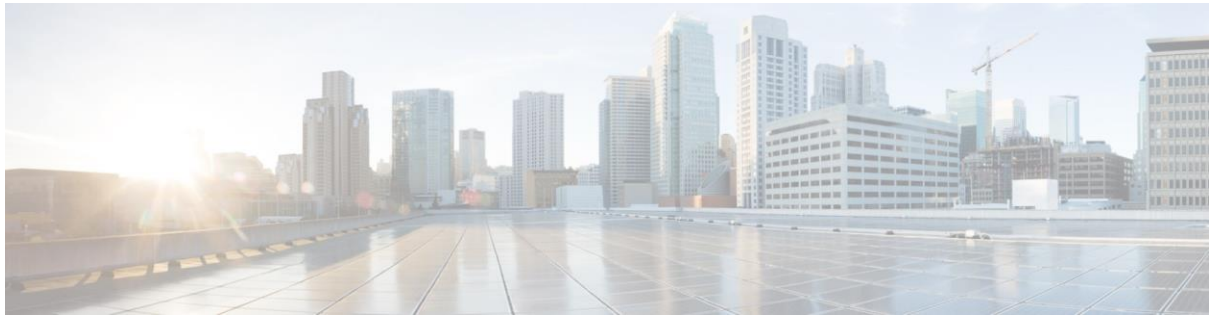
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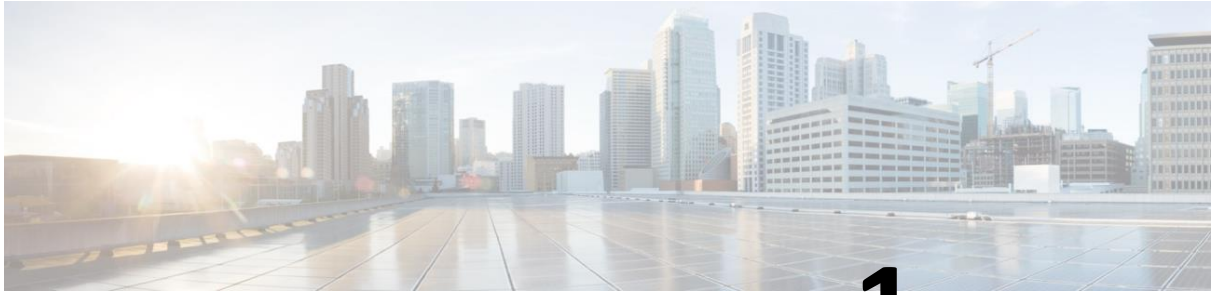
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CHAPTER

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 2](#)
- [Supported browsers, page 2](#)

Hardware Server Requirements

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

In Release 10.0(1) and later, Cisco supports only virtualized deployments of IM and Presence Service on Cisco Unified Computing System servers, or on a Cisco-approved third-party server configuration. In Release 10.0(1) and later, Cisco does not support deployments of IM and Presence Service on Cisco Media Convergence Server servers.

For more information about the deployment of IM and Presence Service in a virtualized environment, see [http://docwiki.cisco.com/wiki/Unified Communications in a Virtualized Environment](http://docwiki.cisco.com/wiki/Unified_Communications_in_a_Virtualized_Environment).

The following table shows the VMware that IM and Presence Service supports for Release 10.x.

VMWare Servers	Size (Expected deployment size as defined by the Hardware Product team. For capacity details, see hardware specifications.)
UCS B440 M2 TRC#1	XXL
UCS C260 M2 TRC#1	XL
UCS B230 M2 TRC#1	XL
UCS C240 M3S (SFF) TRC#1	L
UCS B200 M3 TRC#1	L
UCS C220 M3S (SFF) TRC#1	M
UCS C220 M3S (SFF) TRC#3	S+
UCS C220 M3S (SFF) TRC#2	S
VMware on IBM/HP server	As specified for VMware support for Cisco Unified Communications

For information about which 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



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/c/en/us/td/docs/voice_ip_comm/cucm/port/10_0_1/CUCM_BK_T537717B_00_tcp-port-usage-guide-100.pdf

Uninterruptible Power Source

Ensure that you connect each node to an uninterruptible power supply (UPS) to provide backup power and protect your system. Failure to do so may result in damage to physical media and require a new installation.

If you want the node to automatically monitor UPS signaling and automatically initiate a graceful shutdown upon power loss, you should use specific UPS and server models. For more information on supported models and configurations, refer to the Release Notes for your product release.

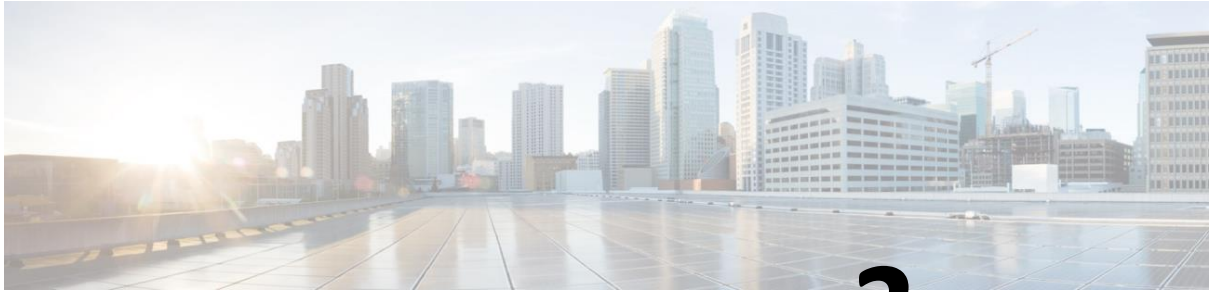
Server software requirements

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 10.x or later.
- Mac: Safari 5.x or Mozilla Firefox version 10.x or later.



CHAPTER 2

Upgrading to IM and Presence 10.5(1) SU2

- [New System Installation Information, page 3](#)
- [System Upgrade, page 4](#)
- [Upgrade Order, page 4](#)
- [Software Licensing Requirements for Vmware, page 5](#)
- [Upgrade from Cisco Unified Presence Release 8.5\(4\), page 5](#)

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, page 5](#)

System Upgrade

Supported Upgrade Paths to IM and Presence Service Release 10.5(1) SU2

The following table lists the range of upgrade paths that are supported for the IM and Presence Services. For more detailed information about supported upgrade paths, see the [Cisco Unified Communications Manager Software Compatibility Matrix](#).

Table 3: IM and Presence Service upgrade paths

From Cisco Unified Presence Release	To IM and Presence Release	Upgrade Type
8.5(4)	10.0(1)	Refresh upgrade, COP file needed
8.6(3) to 9.x	10.0(1)	Refresh upgrade
10.x	10.y	Standard upgrade

Perform these steps to proceed with the upgrade:

- Go to <http://www.cisco.com/cisco/software/navigator.html>.
- Navigate to Products > Unified Communications > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM and Presence Service Version 10.5 > Unified Presence Server (CUP) Updates > 10.5 > 10.5(1)SU2
- Download the complete ISO file:

UCSInstall_CUP_10.5.1.12900-2.sgn.iso
(MD5 hash: a3034f9505e8d0fc48a06e0dca279d07)

For *UNRESTRICTED* upgrades from Cisco Unified Presence 10.0(1) *UNRESTRICTED*:

To upgrade from 10.0(1) UNRESTRICTED release to 10.5(1) SU2 UNRESTRICTED release, this patch (a COP file) must be applied prior to initiating the upgrade:

ciscocm.cup.unrst_upgrade_10_0_1_v<latest_version>.cop.sgn

To download the patch navigate to Products > Unified Communications > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM and Presence Service Version 10.5 > Unified Presence Server (CUP) Updates > UTILS > UTILS

10.0(1) version which already contains all the changes delivered by this patch will not require this patch. The COP installation will provide changes required for the upgrade from 10.0(1) unrestricted version.

You have to install this file on all CUP nodes in the cluster from the "Install/Upgrade" option under "Cisco Unified Operating System Administration." or from CLI. Once patch is successfully installed, you can start the upgrade. If the system is other than 10.0(1) version, the cop install will fail with an indication that the current version is not a 10.0(1) version. No reboot or restart of the system or restart of any services is required after the cop file installation.

For upgrades from Cisco Unified Presence 8.5(4)

You must install a COP file on all nodes before you begin the upgrade process. You can download the COP file from Cisco.com. The name of the COP file is:

```
cisco.com.cup.refresh_upgrade_v<latest_version>.cop.sgn
```

To download the patch navigate to Products > Unified Communications > View All Products > Presence Software > Cisco Unified Communications Manager IM & Presence Service > Download Software > Cisco Unified Communications Manager IM and Presence Service Version 10.5 > Unified Presence Server (CUP) Updates > UTILS > UTILS

The COP file delivers functionality to allow the upgrade path to be supported and provides various enhancements to the user experience.

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 10.0(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.

Upgrade from Cisco Unified Presence Release 8.5(4)

If you upgrade from Cisco Unified Presence Release 8.0(x) or Release 8.5 to the current release, note the following:

- If you have intercluster peers to Cisco Unified Presence Release 8.0(x) or Release 8.5 clusters, you will not have intercluster availability until you upgrade all of these clusters to Release 8.6 or to Release 9.x and later. After the upgrade is complete, the previously configured peers will start working and intercluster availability will be restored.
- If you upgrade a Cisco Unified Presence Release 8.5 cluster that has High Availability (HA) enabled to

Release 9.x or later, Cisco recommends that you disable HA on each presence redundancy group before you begin the upgrade. You can reenable HA on each cluster after the switch version is complete, database replication is complete, and all services are back up and running.

- During a software upgrade, the Cisco Replication Watcher service delays feature service startup on the publisher node for up to 20 minutes and on subscriber nodes indefinitely until replication is established.
- In IM and Presence Release 10.0(1) and later, the Cisco Replication Watcher service has been renamed to the Cisco IM and Presence Data Monitor service.



CHAPTER 3

New and Changed Information

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



CHAPTER 4

Caveats

- [Using Bug Toolkit, page 7](#)
- [Resolved Caveats, page 8](#)
- [Open Caveats, page 9](#)

Using Bug Toolkit

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 Toolkit.

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:

- Access the Bug Toolkit,
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugshttps://www.cisco.com/cisco/psn/bssprt/bss?page=bstsearchbykeyword>
- Log in with your Cisco.com user ID and password.
- 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
CSCuo54588	2	install	IM&P needs to support install against a small disk CUCM Pub
CSCur05454	2	vos	CUPS evaluation for CVE-2014-6271 and CVE-2014-7169
CSCuo46302	3	config-agent	Config Agent is unable to access remote database due to duplicate values
CSCuo22551	3	ctigw	Lync/MOC RCC client requires re-login after CUP SIP Proxy restart
CSCup67157	3	cupxcpcnfig	XCP Router restart notification after L2 upgrade on 10.5.1
CSCul13200	3	cupxcpcnfig	XCP Router restart notification after upgrade to 10.0
CSCuq68293	3	database	After upgrade from pre-10 ext DB tablespace defaults to null
CSCuq64308	3	database	Deferred constraints fire at commit: CupEndUserRules / EndUserAssignOps
CSCuq39392	3	database	High CPU Utilization - Large User Tables (8.6.4.13900-4)
CSCup44896	3	epe	Presence Viewer doesn't show status when LDAP Attribute is set to "mail"
CSCuq04205	3	epe	CUPS Presence Engine uses entire SIP From header to authorise user
CSCup45393	3	esp	SIP proxy does not read full set of matching static routes
CSCuo59923	3	gui	Intercluster peer presence/email domains can be inadvertently removed
CSCup54096	3	gui-admin	MOC/Lync RCC troubleshooter reports internal error for license test
CSCup62049	3	gui-admin	ICSA Troubleshooter HA test reports inaccurate data for IMP 9 & 8 peers
CSCuo17197	3	gui-admin	IM&P menu shows CCMCIP is only for legacy(non-jabber) which is incorrect
CSCul55699	3	gui-admin	CUP: Rework Exception Handling to Clarify GUI Notifications Post Upgrade
CSCuo97943	3	intercluster	HA: intercluster routing issue to buddy on failed over remote cluster
CSCuo35984	3	intercluster	ICSA unordered processing of cupowncertificates can cause cert thrashing
CSCuc39596	3	security	[OpenAM SSO]: OpenAM SSO enable fails with tomcat service not starting
CSCuo56545	3	sona	Config agent core on startup in the SONA library
CSCuq00519	3	sync-agent	Sync Agent doesnt start after fresh install or upgrade to 10.0.1/10.5
CSCuo37125	3	vos	'show perf list classes' error during stat of classes in CUPS

Identifier	Severity	Component	Headline
CSCuq83725	3	xcp-jsm	Delay timestamp in unavailable presence causes wrong presence display
CSCum76745	3	xcp-jsm	Existing temp-presence sub not affected by changes to privacy list
CSCuq37965	3	xcp-router	Temporary Presence not working
CSCuo45617	3	xcp-s2s	Cisco XMPP Federation Connection Manager crashes
CSCup20469	3	xcp-sipgw	Converting a SIP URI with the escaped '@' character to an XMPP JID
CSCuo88572	3	xcp-textconf	show-unavailable not working after joining as hidden
CSCuq35827	3	xcpauth	SASL GET request with domain only JID causes XCP Auth Core
CSCup82410	3	xcpdb	Persistent rooms do not have chat history after TC restart.
CSCuo71318	4	config-agent	PE and SIP Proxy restart notifications after RU to 10.5.1
CSCuo51616	4	config-agent	IMDB impresencedomains isn't populated correctly
CSCub67361	4	config-agent	Config Agent Alarm Issues
CSCup84920	4	database	Disable DND presence settings on upgrade from CUP 8.6.4
CSCup87737	4	epe	Calendaring debug level logging details partially missing
CSCum60665	4	epe	DND custom message missing for 3rd party clients
CSCun10520	4	epe	PE Fails to process Manual DND update for userid containing single quote
CSCui82102	4	epe	Reduce severity of PeerNodeFailure alarm
CSCue59384	4	epe	Roster cleanup query ignores watcher roster entries without groups entry
CSCub87365	4	epe	Misleading PE Calendaring Alarm Name
CSCuq74317	4	esp	Revert Proxy ACL logic to use getnameinfo to improve IP resolution
CSCuq39700	4	esp	Enhance Proxy ACL logic and logging
CSCuo59933	4	gui-admin	Click on HA Server State column in IC peers page displays error
CSCun47901	4	gui-admin	IM&P Troubleshooter Fix for IPv6
CSCun92574	4	xcp-router	Instances missing from XCP JSM session counters when conflicts occur
CSCug49106	4	xcp-router	Federated contacts deleted when federation enabled but XMPP fed cm off

Open Caveats

The following sections describe possible unexpected behaviors in IM and Presence Service Release 10.5(1) SU2.

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.

Identifier	Severity	Component	Headline
CSCuq93745	2	xcp-router	IMP:jabberd happened several core dump within a short period of time
CSCuq37080	2	vos	Multiple Vulnerabilities in OpenSSL - August 2014
CSCuq96237	3	gui-admin	Invalid characters on Diagnostics->System Troubleshooter GUI Page
CSCuq88329	3	xcp-router	Composed presence incorrect for a user after 10.5.1.98010-5 Failback
CSCuq83048	3	pws	Update PWS Developer Cookbook/Guide with latest PIDF examples
CSCuq71605	3	database	CUP replication setup slow over WAN
CSCuq62738	3	gui-serviceability	Serviceability UI not working with CA signed Tomcat Certs
CSCuq61672	3	soap-interface	Non availability of both LDAP servers may cause high cpu in tomcat
CSCuq17813	3	intercluster	IM&P Intercluster peer needs services restart when xcpsecret changed
CSCup66693	3	xcp-textconf	No Description on some of bookmarked rooms
CSCup59213	3	database	Slow deleting of records in enduser table
CSCup45241	3	epe	Presence status shows 'Available' for Outlook Calendar 'Out of Office'.
CSCuo56484	3	intercluster	Intercluster service jvm crashes on server reboot
CSCuo04591	3	xcp-router	MDNS recovery after network down taking too long
CSCuo04714	3	epe	HA: IMDB replication overwriting user presence after split brain recover
CSCun59316	3	xcp-router	70% reduction in login throughput if IC peer is not contactable
CSCun34125	3	sync-agent	CUP: icSyncAgent Crashed and Failed to Recover From TCP Connection Flood
CSCug38080	3	xcp-connmgr	CUP: Jabber CM Web Application Memory Exhaustion Vulnerability