



## **Read Me for Cisco Unified IM and Presence, Release 12.5(1) SU1**

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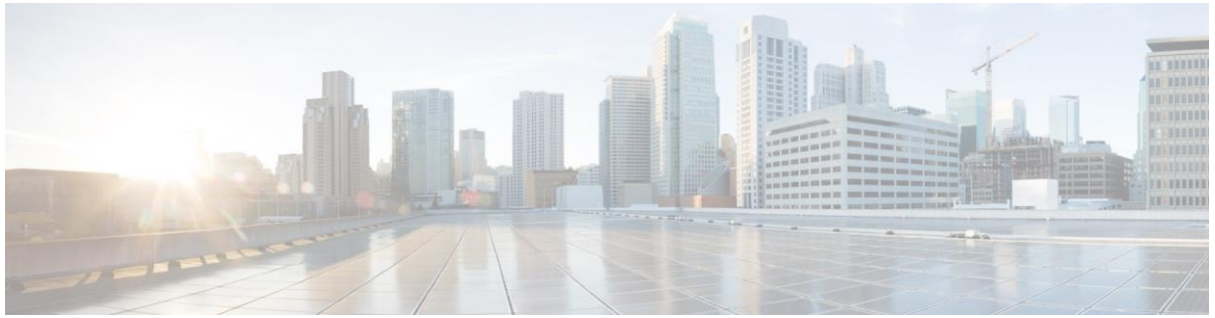
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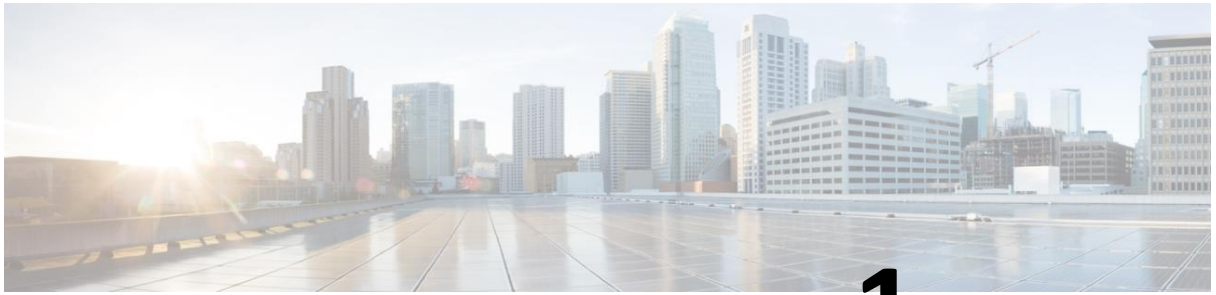




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## CHAPTER

## 1

## Introduction

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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**

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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.

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- [Hardware Server Requirements](#)
- [Server software requirements](#)
- [Supported browsers](#)

## 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 and later.

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](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:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/admin/11\\_5\\_1/sysConfig/11\\_5\\_1\\_SU1/cucm\\_b\\_system-configuration-guide-1151su1/cucm\\_b\\_system-configuration-guide-1151su1\\_chapter\\_01010101.pdf](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/admin/11_5_1/sysConfig/11_5_1_SU1/cucm_b_system-configuration-guide-1151su1/cucm_b_system-configuration-guide-1151su1_chapter_01010101.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:

- Internet Explorer version 10 or later
- Firefox 38 or later
- Chrome 43 or later
- Safari 8 or later.



## CHAPTER 2

# Upgrading to IM and Presence 12.5(1) SU1

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

## 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 12.5(1) SU1

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)	12.x	Refresh upgrade, COP Files required: <ul style="list-style-type: none"> <li>cisco.com.cup.refresh_upgrade_v&lt;version&gt;</li> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
8.6(3) to 9.x	12.x	Refresh upgrade, COP File required: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul>
10.x to 12.x	12.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 > Unified Communications Manager IM and Presence Service Version 12.5 > Unified Presence Server (CUP) Updates > 12.5 > 12.5(1) SU1
- Download the complete ISO file:

**UCSInstall\_CUP\_11.5.1.11900-117.sgn.iso**

**SHA512 hash:**

```
e41e3cb3bc9f5f4afadcf6280c57141c9e9543e46b950433417f87299d236b8c
f8fcec103cdfa0669648993e4f545099f985f2b41b31851116cc3b8dafa9422bf
```

**NOTE#1** IM&P 12.5(1) SU1 should be deployed only with CUCM (CallManager) 12.5(1) SU1.

**NOTE#2** You must also install the ciscocm.version3-keys.cop.sgn cop file before you upgrade to IM and Presence Service Release 11.0(1), or later, from any release earlier than 10.0(1). This COP file is necessary for all upgrades from pre-10.0(1) to 11.0(1) and later. For further information, see the Preupgrade COP File section of the Release Notes for Cisco Unified Communications Manager and IM and Presence Service for the Release to which you are upgrading.

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

To upgrade from 10.0(1) UNRESTRICTED release to 12.5(1) SU1 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 11.5 > 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.

## 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 11.0 > 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.

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.

## 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 11.5(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://www.cisco.com/c/en/us/support/unified-communications/unified-presence/tsd-products-support-series-home.html>. 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

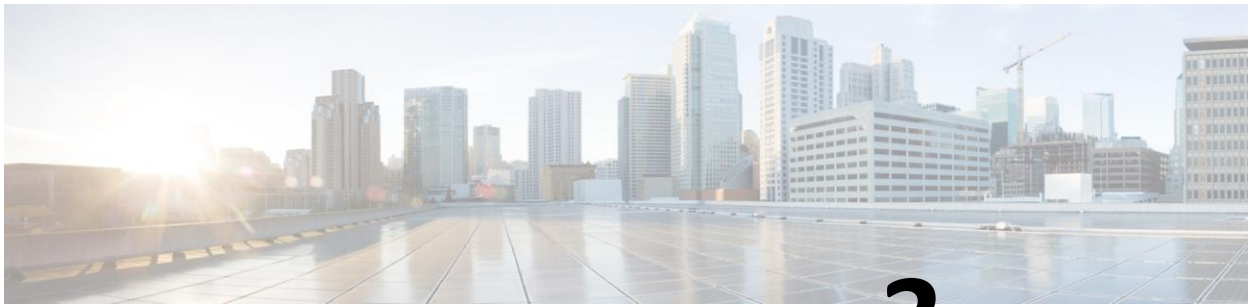
You must follow a very specific order when upgrading Unified Communications Manager and IM and Presence Service. The order is dependent upon the release from which you are upgrading. The pre-upgrade release determines the type of upgrade you must perform. There are two types of upgrades:

- 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](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](http://docwiki.cisco.com/wiki/License_Activation_for_Cisco_UC_on_UCS).



## CHAPTER 3

# New and Changed Information

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For updated feature documentation for this release, including a summary of new and changed features, as well as updated configuration documentation, refer to the Release Notes for Cisco Unified Communications Manager and IM and Presence Service, Release 12.5(1) SU1 at:

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/configAdminGuide/12\\_5\\_1\\_su1/cup\\_0\\_b\\_config-and-admin-guide-1251su1.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/12_5_1_su1/cup_0_b_config-and-admin-guide-1251su1.html)



## CHAPTER 4

# Caveats

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- [Using Bug Toolkit](#)
- [Resolved Caveats](#)
- [Open Caveats](#)

## 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

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: <https://tools.cisco.com/bugsearch/>
- 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

The following list contains defects fixed in IM&P 12.5(1) SU1 release.

Identifier	Severity	Component	Headline
CSCvn36404	3	commonapi	ICSA Periodic Sync does not update local r2rconfig if a remote peer simply deletes cluster node(s)
CSCvc29264	4	commonapi	ICSA on IM&P SUB throws permission denied exception on pinging IM&P PUB when IM&P PUB is down.
CSCvo12713	3	database	IM&P Subscriber stuck in cluster upgrade at cm-dbl-ontape_backup-install
CSCvp19036	4	database	Unused DBspaces should be removed from the common directory during upgrade
CSCvo29823	3	database-ids	700K usergroupmember records ErrorCode=-458 upgrade failure
CSCvp61486	6	docs	Persistent Chat IM&P Online Help Needs To Be Updated
CSCvp68391	2	epe	Jabber DND not cascaded to associated Deskphones
CSCvo68471	3	epe	User A is out of the office but her presence status show Available
CSCvn46096	3	epe	IM&P PE Core Dump just after PEIDSQueryError
CSCvo03614	4	epe	IMP 12.0.1 Presence Engine Unable to handle Meeting Schedule List
CSCvo46928	4	epe	Code analysis for session.cpp, cupsessionmgr.cpp & ucnenduser.cpp
CSCvo71985	4	epe	Major Static Analysis fixes for 5 PE files
CSCvn97592	4	epe	Session mismatch on 11.5.1 SU5 ES
CSCvj46911	4	epe	EPE: Change the priority of 'Away' presence packet of "phantom" sessions.
CSCvo80232	6	epe	Code cover integration with PE & XCP codebase.
CSCvn78563	6	epe	Cisco Presence Engine crashes when connecting to Microsoft Exchange server via EWS
CSCvp39542	6	gui	IMP - Struts framework upgrade from 2.3.35 to 2.5.20
CSCvq01977	2	gui-admin	Attempt to update existing Inter-cluster peer address fails with Syntax Error
CSCvp79185	3	gui-admin	Menu items are missing at Cisco Unified IM and Presence Reporting page
CSCvp93605	3	gui-admin	Inability to login on CUP admin page 12.5.1 SU1
CSCvp11820	3	gui-admin	ALL-LANG: cupadmin: Issues with status message in Email Federated Domains
CSCvp11828	3	gui-admin	ALL-LANG:cupadmin:Status message in Compliance Profile Configuration shows up in English with locale
CSCvn45969	4	gui-admin	Struts unhandled exception on a CUP node when Publisher node is down
CSCvn35499	3	intercluster	Last Synchronized Time is not updating correctly
CSCvk64320	6	intercluster	Enterprise AD group enhancement
CSCvn77819	4	serviceability	Cisco Presence Engine starts after it has been stopped manually
CSCvi93473	4	serviceability	Audit Service Core
CSCvp95087	3	sync-agent	IMP switch-version not happened after upgrade to 12.5 SU1 -91 build
CSCvn80003	3	sync-agent	Sync is getting stuck without any error on the usergroupmember table
CSCvp52144	4	sync-agent	IMP 12.5 Notifications Can't Be Cleared
CSCvn60668	4	sync-agent	Cisco Sync Agent does initial sync before replication setup after L2 upgrade
CSCvn49679	2	vos	IM&P Publisher Sync Agent not operational after hostname change
CSCvn40022	3	xcp-connmgr	Cisco XCP Connection Manager service crashes when disco#info request to domain timeouts
CSCvo48663	6	xcp-jsm	F8702 - Tech Debt - Device capacity control mechanism for IM&P

Identifier	Severity	Component	Headline
CSCvo21039	3	xcp-router	Jabber client session created on wrong IM&P node if XCP Router service is down and HA is enabled
CSCvp27533	3	xcp-router	Presence status of AD Group members shown as 'Offline' when they are 'Online'
CSCvo05612	3	xcp-router	PEP node temp-presence not created properly
CSCvp31045	3	xcp-router	Temp presence not reported correctly for all users
CSCvn75705	3	xcp-router	Jabberd process core dump just after L2 system upgrade.
CSCvo74570	3	xcp-router	Temp presence issue due to inconsistency state of PEP node
CSCvn62075	3	xcp-router	XCP Routers should invalidate any Edge information that they receive from other nodes
CSCvk22395	3	xcp-router	Status codes in presence stanzas from rooms not being delivered for quiet/silent sessions
CSCvm63696	3	xcp-router	Cisco XCP Router service crash caused by empty tag in presence throttling mechanism
CSCvk09795	3	xcp-router	Memory leak in jabberd in idle state
CSCvn12220	3	xcp-sipgw	XCP SIP CM should not block outgoing requests if call-leg is terminated before response is received
CSCvn72456	4	xcp-sipgw	SIP CM should always send error to Jabber after 408 Timeout For Request is received
CSCvo58061	3	xcp-textconf	Discrepancy between TcMessagesIn and TcMessagesOut counters
CSCvm38479	6	xcp-textconf	Enhancement for IM&P to support UTF-16 Character code with External Databases
CSCvd89705	6	xcp-textconf	Persistent chat message longer than 4000 chars is bounced if sent to MS SQL database
CSCvn68387	3	xcpauth	XCP Auth cores when the proxydomain has a NULL value

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://tools.cisco.com/bugsearch>

## Open Caveats

The following sections describe possible unexpected behaviors in IM and Presence Service Release 12.5(1) SU1.

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
CSCvn02086	3	docs	IM&P SIP Federation with Microsoft incomplete
CSCvq12061	3	gui	IMNP - Cross-Site-Scripting (XSS) Vulnerability
CSCvp87846	3	intercluster	Uploading renewed Root CA cert to IMP trust stores doesn't take effect, cert reverts back to old one
CSCvh72096	3	intercluster	Change Notification delays when disabling or enabling presence via CUCM BAT
CSCvp19562	3	xcp-router	Temp presence doesn't work after jabber client re-connect to IM&P
CSCvp61250	3	xcp-router	Last available presence is not an active session during the testing MDM on Expressway
CSCvp87768	3	xcp-router	Cisco XCP Router service crash during shutdown
CSCvo01877	3	xcp-router	jabberd deadlock on startup results in eventual core
CSCvh63600	3	xcp-router	Delayed Update of Presence After Failover Due to High Load
CSCvc98070	3	xcp-router	IM&P node is not aware of Group Chat Alias of another node
CSCvp33216	3	xcp-textconf	TcPersistentRooms Counter Doesn't Update After Persistent Chat Rooms Fallback
CSCvp35845	3	xcp-textconf	MS SQL Migration script needs modification
CSCvp13542	3	xcp-textconf	Persistent chat rooms are missing from 'My rooms' list after failover
CSCvn31799	3	xcp-textconf	TC service memory leak due to external DB full
CSCve61037	3	xcp-textconf	TC cannot be started after enabling PChat, database MSSQL, CC mode enabled