# Read Me for Cisco Unified IM and Presence, Release 11.5(1) SU10

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**Americas Headquarters**

Cisco Systems, Inc.

170 West Tasman Drive

San Jose, CA 95134-1706

USA
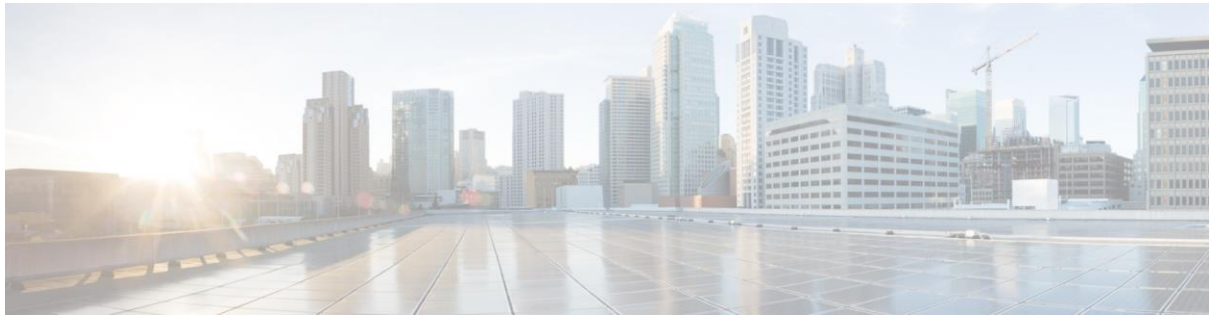
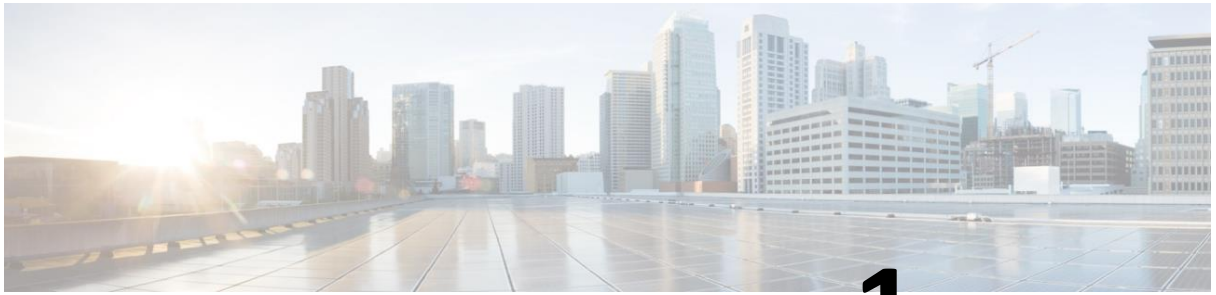http://www.cisco.com

Tel: 408 526-4000

    800 553-NETS (6387)

Fax: 408 527-0883

**C O N T E N T S**

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# 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

- 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.

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

**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_SU 1/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.
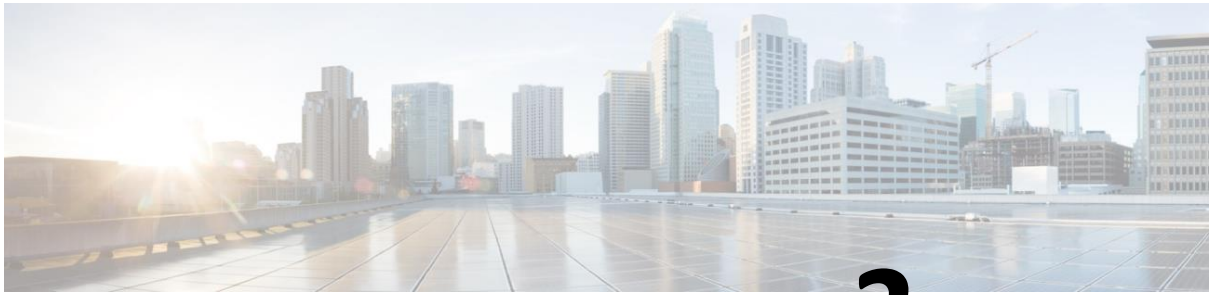
C H A P T E R **2**

# Upgrading to IM and Presence 11.5(1) SU10

- New System Installation Information

- System Upgrade

- Upgrade Order

- Software Licensing Requirements for Vmware

## 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 Release 11.5(1) SU10

For detailed information about the range of upgrade paths that are supported for the IM and Presence Services, see the Compatibility Matrix for Cisco Unified Communications Manager and IM & Presence Service, Release 11.x.

For more information about upgrade types, upgrade paths and required COP files, please refer to Release Notes for Cisco Unified Communications Manager IM and Presence Service

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 11.5(1) SU10 > Unified Presence Server (CUP) Updates  > 11.5(1) SU10
- Download the complete ISO file:

    **UCSInstall_CUP_11.5.1.22900-6.sgn.iso**

    **SHA512 hash:**

    38cc39601727ab622ce16e284c02e6c163837d0d22ef8e1c610c1e48f7d1365d
    05f6396a901cb4e040437860c6a9b8af6de24e4d81327f2218cc2f0d7e475532

**NOTE:** IM&P 11.5(1) SU10 should be deployed only with CUCM (CallManager) 11.5(1) SU10.

# 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) or Release 14. You can download upgrade-only (SU) 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.

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.

# 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.

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# New and Changed Information

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 11.5(1) SU10 at:

https://www.cisco.com/c/en/us/support/unified-communications/unified-presence/products-release-notes-list.html

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# Caveats

- [Using Bug Toolkit](#)

- [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 11.5(1) SU10 release. The defects are sorted by componet, then by severity.

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| CSCvw89377 | 3 | axl | IM&P Centralized Deployment Unauthorized |
| CSCvx17404 | 3 | bat | [IMP] Bulk Administration Tool doesn't show transcription type |
| CSCvv19037 | 6 | bat | Bulk Import of Non-presence indicates 'error' for contacts that already exist instead of 'ignored' |
| CSCvx81032 | 3 | cupxcpconfig | XCP Config Manager fails to start after upgrade |
| CSCvx93266 | 3 | cupxcpconfig | Bad tc-1.xml file during reboot of both nodes in FO/BA state CSCvu73432 addition |
| CSCvv78328 | 3 | database-ids | Increase ids db Stack size from 128 to 256 |
| CSCvy08202 | 3 | esp | Multiple vulnerabilities in openssl 1.0.2.x and below. |
| CSCvv09182 | 3 | gui | Unable to download plugins from Find and List Plugins page on IM&P UI |
| CSCvx79408 | 3 | gui | Flaw found in Apache Struts frameworks by using %{...} syntax |
| CSCvy10318 | 3 | gui | CIAM: curl 7.30.0 CVE-2016-4606 and others |
| CSCvx16882 | 4 | gui | IMP system dashboard does not display O365 calendaring gateway status |
| CSCvu59451 | 3 | gui-admin | ALL-LANG: cupadmin: Issues with popup messages in various places |
| CSCvq68322 | 3 | gui-admin | Access to the requested resource has been denied on Certificate Import Tool |
| CSCvw97020 | 4 | gui-admin | Missing Input Validation and not a user friendly message on Centralized Deployment Page |
| CSCvx26216 | 3 | selinux | IM&P-11.5.1 SU8- High CPU alert triggered due to selinux denials |
| CSCvw35984 | 3 | sync-agent | IllegalArgumentException Can not find a java.io.InputStream when downloading contact list |
| CSCvx71290 | 3 | xcp-aft | Adv. File Transfer Service will not start when both IPv4 and IPv6 addresses are configured for IM&P |
| CSCvm12158 | 4 | xcp-aft | MFT CLI command show fileserver transferspeed hangs for user different than 'admin' |
| CSCuy80754 | 4 | xcp-jsm | Jabberd core if A Cisco DB is stopped |
| CSCvy11753 | 3 | xcp-libjcore | Multiple vulnerabilities in openssl 1.0.2.x and below. |
| CSCvw80960 | 3 | xcp-router | XCP Router service runs out of memory and crashes due to memory leak related to PUSH enable stanzas |
| CSCvx06274 | 3 | xcp-router | XCP Router service stops abruptly due to XMPP stanza being bounced in a loop b/w PE and XCP Router |
| CSCvy04289 | 3 | xcp-router | Router stuck in stopping state after restart |
| CSCvx93439 | 4 | xcp-router | XCP router cores due to memory leak |
| CSCvw14166 | 4 | xcp-router | IM&P Phantom sessions syncing with Jabber client sessions |
| CSCvg17362 | 4 | xcp-router | User doesn't receive buddy's location update |
| CSCvs35536 | 6 | xcp-router | XCP services fail to recover properly after short network flap |
| CSCvv25504 | 4 | xcp-sipgw | SIP Federation CM service stops abruptly due to invalid presence subscribe packet |
| CSCvx97247 | 3 | xcp-textconf | TC HA - User sees "Room deleted" popup after fall back |

| Identifier | Severity | Component | Headline |
|---|---|---|---|
| **CSCvw77547** | 3 | xcp-textconf | Not able to send messages to pchat room after failover due to wrong msg_id |
| **CSCvb18066** | 4 | xcp-textconf | Check creation of indexes and stored procedures on External DB |
| **CSCvx72499** | 2 | xcpauth | Auth core due to imdb query failure |
| **CSCvr63521** | 4 | xcpauth | XCP Auth Oauthbearer counters are missing in PerfMon csv files |

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

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**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 11.5(1) SU10.

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 |
|---|---|---|---|
| CSCvv44975 | 4 | bat | Bulk Administration File upload Page giving 404 error for Standard CCM Read Only group |
| CSCvw65859 | 3 | cert-mgmt | Tomcat RSA/ECDSA Keystore's doesn't update in all nodes when we replace existing CA cert in chain. |
| CSCvv20152 | 4 | config-agent | Inactive core seen on IMnP node core.7446.11.EspConfigAgent.1594806539 |
| CSCvy06103 | 4 | epe | IM body not encrypted in Presence engine logs |
| CSCvy01194 | 4 | epe | CLI "file build log pe_core" doesn't collect Presence Engine logs |
| CSCvw14156 | 4 | epe | PE core during shutdown due to race condition with Router |
| CSCvn81032 | 4 | epe | Presence Engine service produces core dump file when starting but subsequently starts successfully |
| CSCvw31351 | 4 | intercluster | MAFeatureConfig table causing InterClusterSyncAgentSyncFailure alerts |
| CSCvu63404 | 4 | soap-interface | Remove Reverse Pointer Lookup condition for host machines during TLS handshake |
| CSCvu20727 | 4 | xcp-ma | MA core in shutdown state |
| CSCvm40610 | 4 | xcp-router | PushEnabledSessionsApns counter displays wrong value |
| CSCvj46392 | 4 | xcp-sipgw | Cisco XCP SIP Federation Connection Manager service core on shutdown |
| CSCvy16642 | 3 | xcpauth | XCP Authenticator Denial of Service Due to Large Stack Allocations |
| CSCvy16650 | 3 | xcpauth | XCP Authenticator Heap Buffer Over-read |