



## **Read Me for Cisco Unified IM and Presence, Release 11.5(1) SU11**

**Date Created:** April 04<sup>th</sup>, 2022

**Last Modified:** April 05<sup>th</sup>, 2022

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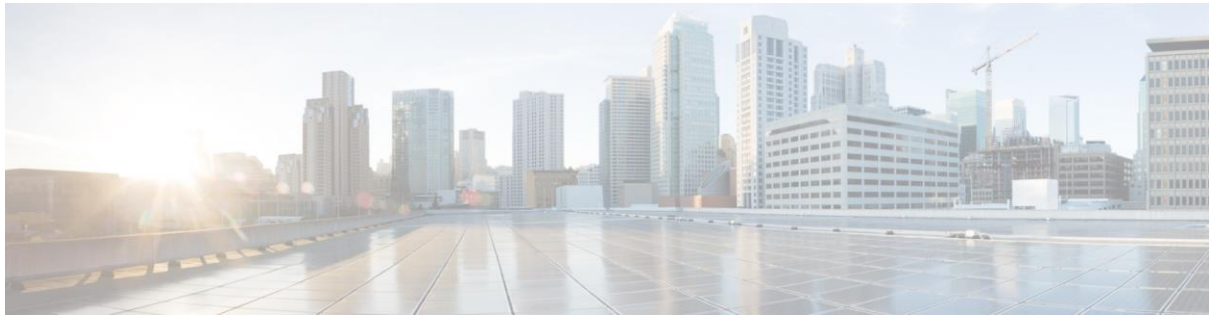
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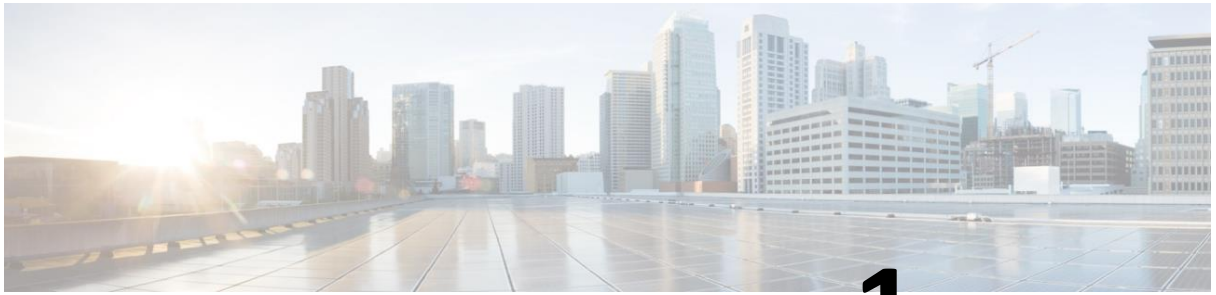
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## CHAPTER

## 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.

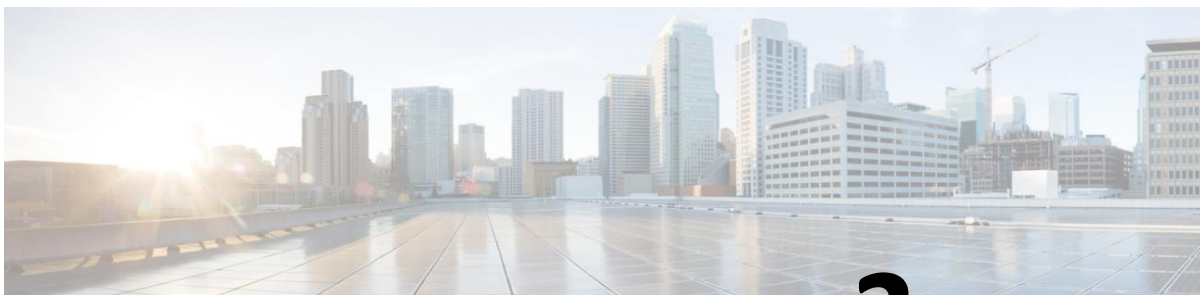
## Server software requirements

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 11.5(1) SU11

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- [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) SU11

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) SU11 > Unified Presence Server (CUP) Updates > 11.5(1) SU11
- Download the complete ISO file:

**UCSInstall\_CUP\_11.5.1.23900-3.sgn.iso**

**SHA512 hash:**

```
b8492cc60412442d9bf552440ff63ffd142cbe14228bf0eeab21ba8e672222514  
0dad7ca52fbee0c7ca731b12fc2de606ee04c40c3df0db157b388957155f2827
```

**NOTE:** IM&P 11.5(1) SU11 should be deployed only with CUCM (CallManager) 11.5(1) SU11.

## 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

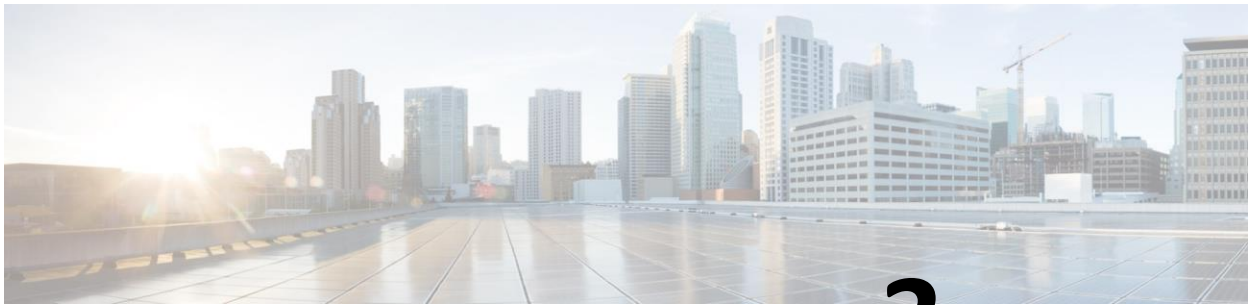
You must follow a very specific order when upgrading Unified Communications Manager and IM and Presence Service. The order is dependent upon the release from which you are upgrading. The pre-upgrade release determines the type of upgrade you must perform. There are two types of upgrades:

- 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](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 11.5(1) SU11 at:

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





## CHAPTER 4

# Caveats

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- [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) SU11 release. The defects are sorted by component, then by severity.

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.
CSCwa23489	3	cupxcpconfig	XCP Config Manager cannot start after IMP upgrade to 14 SU1
CSCvz72215	4	cupxcpconfig	XCP Config Manager is shutting down during starting phase
CSCvo46928	4	epe	Code analysis for session.cpp, cupsessionmgr.cpp & uccnenduser.cpp
CSCvz37353	4	epe	Stale roster entry after user with special char in userid removes contact
CSCvy01194	4	epe	CLI "file build log pe_core" doesn't collect Presence Engine logs
CSCvz54775	4	gui	Logging for Cisco-Platform-Valve is missing
CSCvx50275	4	gui	It is possible to insert own hostname or FQDN at inter-cluster peer configuration page
CSCvy27813	3	gui-admin	Intradomain Federation Wizard does not configure static routes
CSCvf48066	3	imp-ucr-dod	XCP Authentication core due to memory corruption
CSCvy77625	4	intercluster	Intercluster Sync Agent service keeps restarting due to getStatus() request timeout
CSCvs69012	5	intercluster	IMP ICSA gives RTMT Alert: ICSACertificateValidationFailure ErrorCode 2
CSCvx64325	3	selinux	Ports for SELinux on CUCM should match for IM and Presence
CSCvy06717	4	selinux	Memory & CPU spikes on the IM&Presence node due to selinux denial.
CSCwa47393	1	vos	Evaluation of epas for Log4j RCE (Log4Shell) Vulnerability vulnerability
CSCvy81559	3	xcp-aft	verifyExternalFileServerConnectivity.sh should have explicit 'expect' and 'exit'
CSCvv75814	2	xcpauth	Cisco Unified Communications Manager IM and Presence Denial of Service Vulnerability
CSCvy52496	3	xcp-bosh	Cisco XCP Web Connection Manger crashes and finesse chats are dropped when incorrect JID is provided
CSCwa11171	3	xcp-connmgr	XCP Web CM coredump on NULL pointer
CSCvy94244	3	xcp-connmgr	CM core on 4GB memory size due to large number of 16B and 24B unprocessed stanza
CSCvy61287	4	xcpdb	Error in the postDBTool_oracle.sql prevents stored procedure re-creation on the external DB
CSCwa25180	3	xcp-ma	After adding ipv6 address to cluster, MA and XMPP Fed service fails to start
CSCvy66941	3	xcp-router	XCP Router core due to pep_node_items has empty message_txt

Identifier	Severity	Component	Headline
CSCvy56976	3	xcp-router	Jabber gets the message "Unread messages might be deleted from server due to timeout" intermittently
CSCvu29921	4	xcp-router	Server doesn't send Terminating message when TTL cross configured threshold
CSCvz55807	3	xcp-s2s	Dialback token not implemented well
CSCvy97709	3	xcp-textconf	11.5 SU10 IMP fails on external DB verification
CSCvy69667	3	xcp-voslogger	Cisco XCP MDMBufferAvgQueuedTime counter should reset after 24h

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.



**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) SU11.

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
<b>CSCwb22744</b>	5	bat	IM&P - Exception when accessing Bulk Admin Upload\Download Files
<b>CSCwa40336</b>	3	cupxcpcconfig	CM Web core when login user with CAXL client
<b>CSCwa74974</b>	3	cupxcpcconfig	Cisco XCP Text Conference Manager stopped on the IM&P SUB
<b>CSCwa09736</b>	3	epe	Presence Engine Randomly cored
<b>CSCvz13333</b>	4	epe	Outlook timeout errors causing PE to restart and generating alerts
<b>CSCvz13338</b>	4	epe	Presence Engine crashes and cores
<b>CSCvu20727</b>	4	xcp-ma	MA core in shutdown state
<b>CSCvj46392</b>	4	xcp-sipgw	Cisco XCP SIP Federation Connection Manager service core on shutdown