



Read Me for Cisco Unified IM and Presence, Release 14 SU3

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CHAPTER 1

Introduction

This readme file lists IM and Presence Service installation/upgrade requirements and restrictions, references release notes that contain information about new features, and finally, lists resolved and open caveats in this IM and Presence Service release.

The IM and Presence Service offers instant (near real-time) messaging capabilities to users in the form of 1 on 1 chats, as well as ad-hoc and persistent group chats with advanced group chat configurations. Instant messaging supports file transfers, message archiving and compliance.

The IM and Presence Service collects data from multiple sources and composes real-time information about user availability and activity (for example, Busy/On the phone), and user geolocation. 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 Requirements

In Release 14 and later, Cisco supports IM and Presence Service deployments only on virtualized hardware with VMware vSphere ESXi. Direct deployments on the hardware are not supported.

For more information about the deployment of IM and Presence Service in a virtualized environment, refer to: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html

and

https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-ucm-im-presence.html



Note Additional server requirements, such as port usage and types of protocols, can be found in *System Configuration Guide for Cisco Unified Communications Manager* under *Reference Information* section at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-and-configuration-guides-list.html>

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.

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 user interface:

- Internet Explorer/Microsoft Edge
- Firefox
- Chrome
- Safari



CHAPTER

2

Upgrading to IM and Presence 14 SU3

- [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](#)

Upgrade Paths

For detailed information about supported upgrade types, upgrade paths and required COP files, for the IM and Presence Service, please refer to the [Compatibility Matrix for Cisco Unified Communications Manager and the IM and Presence Service](#).

Upgrade from Cisco.com

NOTE#1: You must have an account on Cisco.com to access the Software Center.

NOTE#2: IM and Presence Service 14 SU3 must be deployed only with Cisco Unified Communications Manager (CallManager) 14 SU3.

Perform these steps to proceed with the upgrade:

- Go to <https://www.cisco.com/c/en/us/support/unified-communications/unified-presence/series.html>
- Under tab **Releases**, select **Unified Communications Manager IM & Presence Service Version 14**
- Under tab **Downloads**, select **Download Options** under **Unified Presence Server (CUP) Updates**
- Download the ISO file with desired encryption capabilities:

UCSInstall_CUP_14.0.1.13900-8.sha512.iso

SHA512 hash:

b4322b4e542c6aa8423836b222938e6be2563636c2d01f9ff4fd14e76d5beabb
a85dbbbbd7e449a61179a4a6da4481c0b354d3bdcf9bc7837f95487db29b9bfa

or

UCSInstall_CUP_UNRST_14.0.1.13900-8.sha512.iso

SHA512 hash:

86aa0d5fa2019c1b2f2149a90770310e83229626a3c667378b4e07eb13e00ddf
829d5e28b008b0ebf78c766df03b28650dd842ff4cd9b9756899703c153a1b8a

Upgrade Order

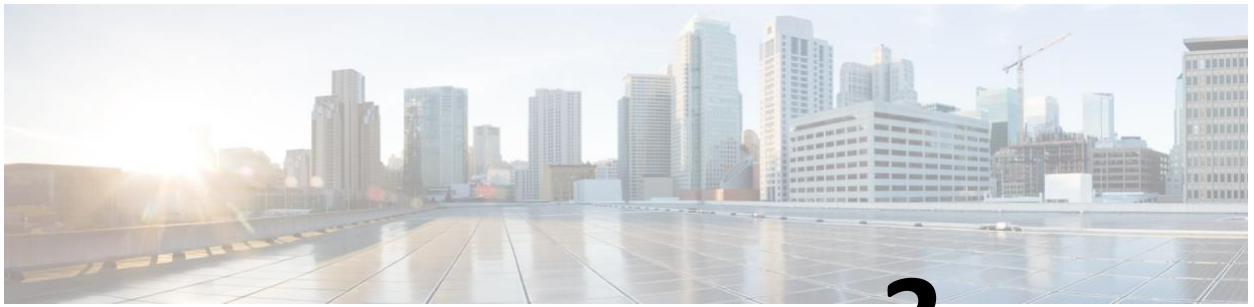
You must follow a very specific order when upgrading Cisco Unified Communications Manager and IM and Presence Service. The order is dependent upon the release from which you are upgrading. The pre-upgrade release determines the type of upgrade you must perform. There are two types of upgrades:

- 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 and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service*, here: <https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-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.



CHAPTER 3

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 14 SU3 at:

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



CHAPTER 4

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 14 SU3 release. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCwd96577	3	axl	hitting SAXParseException when using web browser to access AXL interface
CSCvq18365	6	database	Managed file transfer support for 4096 public keys
CSCvz13333	2	epe	Outlook timeout errors causing PE to restart and generating alerts
CSCwe49939	3	epe	Inactive sessions are terminated when calendaring is enabled for end user
CSCwc13025	3	epe	PE core due to sprintf() buffer overflow
CSCwd83211	4	epe	PE cores after being in a loop of unsuccessful session creation
CSCwd64276	2	gui	Cisco IM&P Arbitrary Java deserialization
CSCwe21512	4	gui	Index creation failed for the selected database.
CSCwd62265	3	gui-admin	Microsoft Office 365 setup failed on GUI via Oauth
CSCwe77032	3	intercluster	Intercluster Sync Agent fails to sync users and certificates
CSCwc62902	3	pws	Presence Web Service not able to retrieve presence information for users assign to backup IMP server
CSCwc62100	6	xcp-aft	ENH: IMP support for OpenSSH version 8.x
CSCwf03034	3	xcp-router	RTMT do not show IMP Audit Logs
CSCwa79400	3	xcpdb	IMP unable to create indexes/stored procedures in Oracle DB
CSCvp75113	4	xcpdb	Allow password for external DB user to be 30 characters long

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 caveats in the table which follows describe possible unexpected behavior in the IM and Presence Service, Release 14 SU3. These caveats may also be open in previous releases.

Identifier	Severity	Component	Headline
CSCwe32053	4	epe	UCM DND not in sync with Jabber client
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
CSCwe62604	3	xcp-router	jabberd core dump