Read Me for Cisco Unified IM and Presence, Release 12.5(1) SU8

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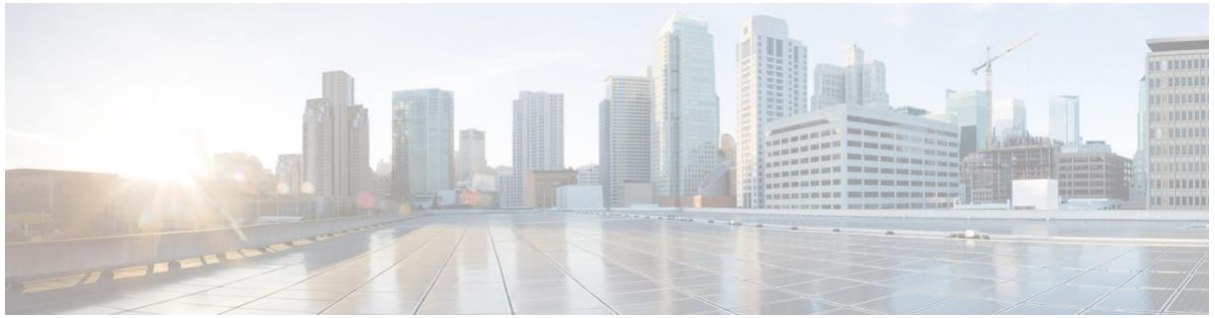
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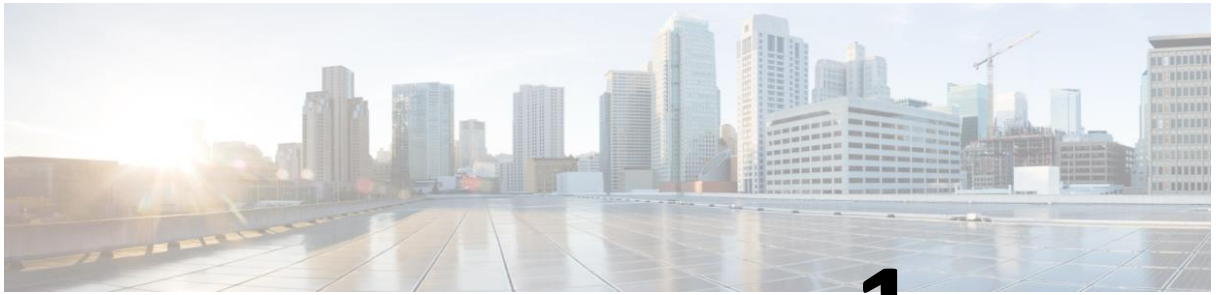
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Introduction

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/im_presence/configAdminGuide/12_ 5_1_su4/cup0_b_config-and-admin-guide-1251su4.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.
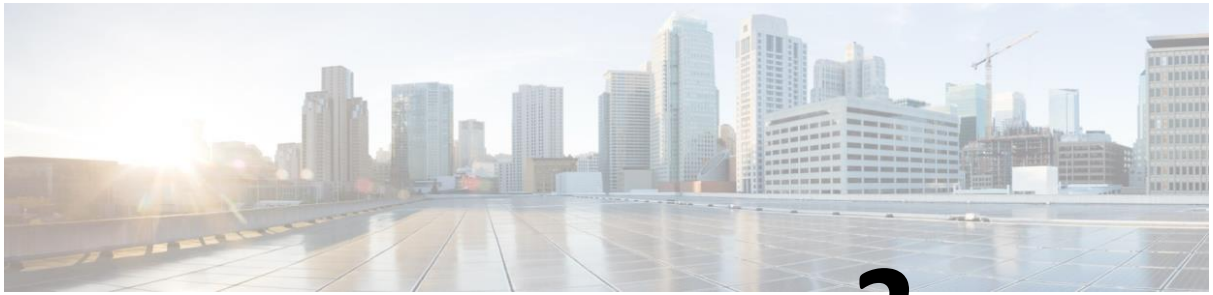
Server software requirements

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 12.5(1) SU8

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

System Upgrade

Supported Upgrade Paths to IM and Presence Release 12.5(1) SU8

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 the IM and Presence Service, Release 12.5(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 12.5(1) > Unified Presence Server (CUP) Updates > 12.5(1) SU8
- Download the complete ISO file:

    UCSInstall_CUP_12.5.1.18900-6.sha512.iso

    SHA512 hash:

    4b9f325ec0d2fa829e644e0e1a08c28d5482d9f64016a548487e62356409d8dd
    ac5c346c4866ad6fa01e6c2dddb54683c747c7f44bcd3a0a473e2573dc718ad8

NOTE: IM&P 12.5(1) SU8 should be deployed only with CUCM (CallManager) 12.5(1) SU8.

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 12.5(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.
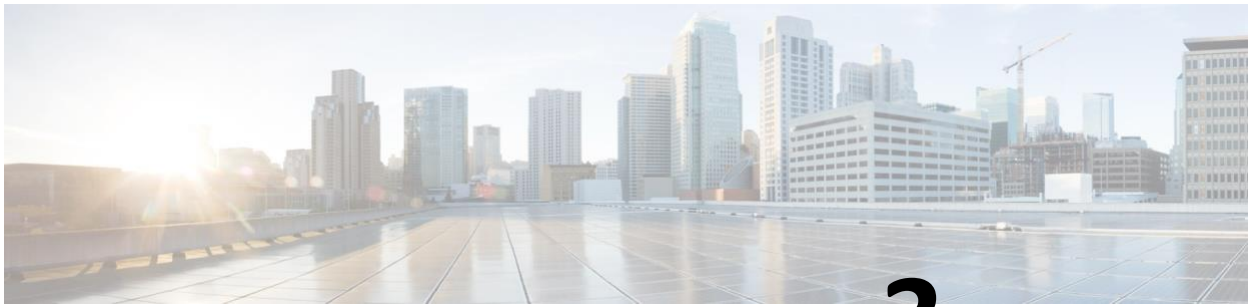
CHAPTER **3**

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 12.5(1) SU8 at:

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

C H A P T E R **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 12.5(1) SU8 release. The defects are sorted by component, then by severity.

Identifier	Severity	Component	Headline
CSCwd96577	3	axl	hitting SAXParseException when using web browser to access AXL interface
CSCwd83211	4	epe	PE cores after being in a loop of unsuccessful session creation
CSCwe32053	4	epe	UCM DND not in sync with Jabber client,
CSCwd64276	2	gui	Cisco IM&P Arbitrary Java deserialization
CSCvz32980	3	gui	Cisco Unified Communications Manager IM & Presence Service Arbitrary File Read Vulnerability
CSCwd62265	3	gui-admin	Microsoft Office 365 setup failed on GUI via Oauth
CSCwe27993	6	gui-admin	Office365 - Changes in the Authentication Type drop-down menu
CSCwf03034	3	xcp-router	RTMT do not show IMP Audit Logs

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 12.5(1) SU8.

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
CSCwc65857	3	epe	Cores generated in the active partition of IM&P while upgrading from 12.5SU7 to 14SU1
CSCwf95540	4	intercluster	Need to increase JVM heap size on ICSA to prevent it from coring in future.
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
CSCwe62604	3	xcp-router	jabberd core dump