



## **Read Me for Cisco Unified Communications Manager IM & Presence Service, Release 15**

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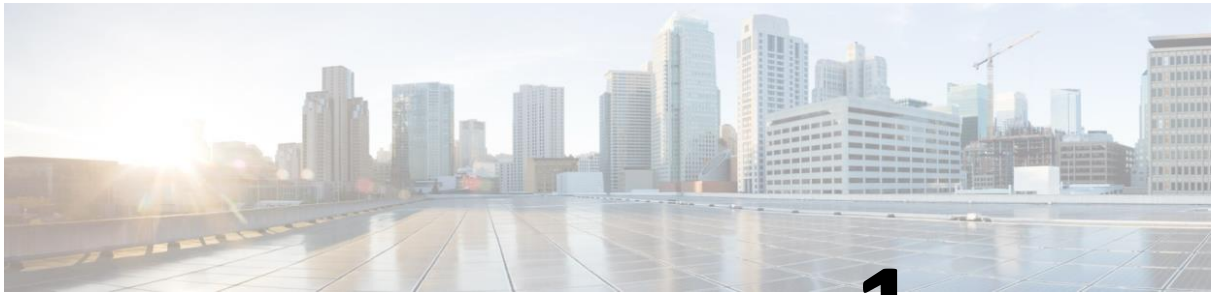




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## CHAPTER

## 1

## Introduction

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This readme file lists Communications Manager IM & 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 Communications Manager IM & Presence Service release.

The Communications Manager IM & 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 Communications Manager IM & 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 Communications Manager IM & 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 Requirements

In Release 15, Cisco supports Communications Manager IM & 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](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](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.

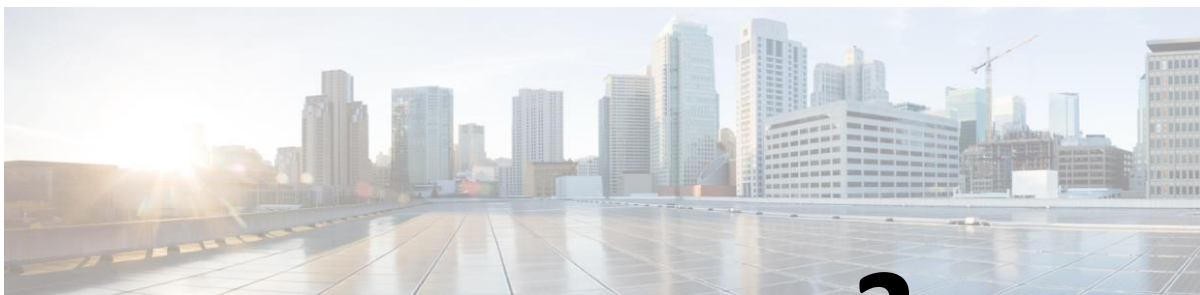
## Software requirements

The 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 Communications Manager IM & Presence Service user interface:

- Microsoft Edge
- Firefox
- Chrome
- Safari



## CHAPTER

## 2

## Upgrading to Communications Manager IM & Presence Service 15

- [New System Installation Information](#)
- [System Upgrade](#)
- [Upgrade Order](#)
- [Software Licensing Requirements for VMware](#)

### New System Installation Information

For new installations, you must order the Communications Manager IM & 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 Communications Manager IM & Presence Service shipment comes with an installation DVD, which is required for all new installations of Communications Manager IM & Presence Service. The Communications Manager IM & Presence Service operating system and application software is installed from the installation DVD. For example, for new installations of Communications Manager IM & Presence Service software, use the DVD that indicates this release of Communications Manager IM & Presence Service.

#### Related Topic

[Software Licensing Requirements for VMware](#)

## Upgrade Paths

For detailed information about supported upgrade types, upgrade paths and required COP files, for the Communications Manager IM & 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:** Communications Manager IM & Presence Service 15 must be deployed only with Communications Manager (Call Manager) 15.

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 15**
- Under tab **Downloads**, select **Download Options** under **Unified Presence Server (CUP) Updates**
- Download the ISO file with desired encryption capabilities:

**UCSInstall\_CUP\_15.0.1.10000-10.sha512.iso**

**SHA512 hash:**

```
1c7ff9ba5dd4e3176d5317605ccb1a6d73cddcf8a34538db232ec9ced30354e
9e72649bfab5112206df6f5bb14928b217ac1b9a6e86626e878d3ba0f7b56119
```

or

**UCSInstall\_CUP\_UNRST\_15.0.1.10000-10.sha512.iso**

**SHA512 hash:**

```
08c77467acc5aadb9cd569cd83f9dd81833f69d641296dce8d65fab13f59a16e
d61be5bead315a36b4ce4b2ae12eff64d885852eed2ef8748e64ef5ced36fc4f
```

**NOTE#3:** Upgrade to Communications Manager IM & Presence Service 15 may require adding more physical memory and/or hard disk space. Please refer to *Virtual Machine Configuration* section in *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 15*: [https://www.cisco.com/content/en/us/td/docs/voice\\_ip\\_comm/cucm/upgrade/15/cucm\\_b\\_upgrade-and-migration-guide\\_15/cucm\\_m\\_planning-the-upgrade-15.html#virtual-machine-configuration](https://www.cisco.com/content/en/us/td/docs/voice_ip_comm/cucm/upgrade/15/cucm_b_upgrade-and-migration-guide_15/cucm_m_planning-the-upgrade-15.html#virtual-machine-configuration)

## Upgrade Order

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

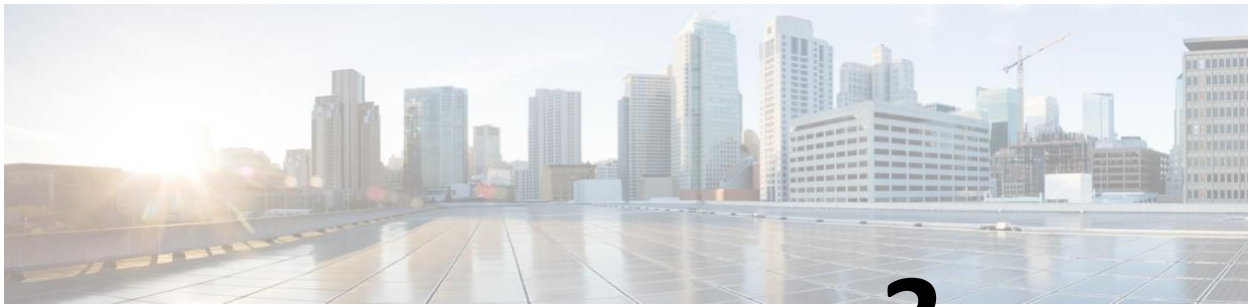
- Direct Upgrade
- Migration

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 *Licensing options for VMware vSphere ESXi* section under: [https://www.cisco.com/c/dam/en/us/td/docs/voice\\_ip\\_comm/uc\\_system/virtualization/cisco-collaboration-infrastructure.html#LicenseDetails](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html#LicenseDetails).





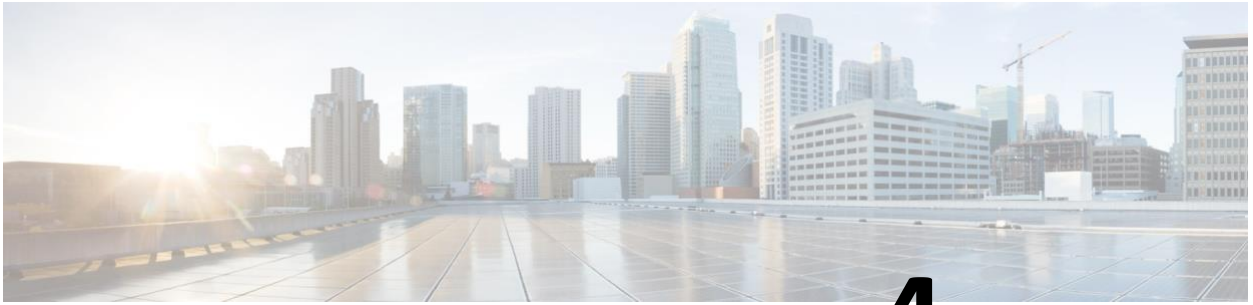
## CHAPTER 3

# 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 IM & Presence Service, Release 15 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 Communications Manager IM & Presence Service, Release 15. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCwi21556	3	cert-mgmt	Unable to access IM&P Certificate Management Page post PCD Migration.
CSCwh11544	4	cert-mgmt	IMP Migration from 11.5 to 14 SU2 does not convert all trust cert names appended with serial number
CSCwh53359	4	cert-mgmt	IMP Addition to Expressway Failure after IMP Migration - AXL query HTTP error ""HTTPError:500""
CSCvv20152	4	config-agent	Inactive core seen on IMnP node core.7446.11.EspConfigAgent.1594806539
CSCwd64319	3	epe	Cisco IM and Presence Service SELinux protections missing in selected services or processes
CSCwe32053	4	epe	UCM DND not in sync with Jabber client
CSCwf77003	4	epe	PE service not using leaf cluster axl username and password to communicate leaf node cucm
CSCwh02167	3	gui	Cisco Unified Communications Manager IM & Presence Service Cross-Site Scripting Vulnerability
CSCwh29193	3	gui	Cisco Unified IM & Presence assessment of struts vulnerabilities
CSCwe62604	3	xcp-router	Jabberd core dump when compliance is often unavailable
CSCwh41544	4	xcp-router	IMP jabberd core during startup

You can find the latest resolved caveat information for Communications Manager 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 follows list contains defects which are NOT fixed, and which can cause unexpected behavior in the Communications Manager IM & Presence Service, Release 15.  
The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwi36897	3	esp	EC cup certificate is presented on TLS handshake with S4B server
CSCwf95540	4	intercluster	ICSA cores due to JVM heap size exhaustion
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
CSCwh96422	3	xcp-libjcore	Cup-xmpp-s2s-ecdsa certificate is offered in a TLS handshake for XMPP interdomain federation