



Read Me for Cisco Unified Communications Manager IM & Presence Service, Release 15 SU1

Date Created: March 27th, 2024

Last Modified: March 27th, 2024

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)

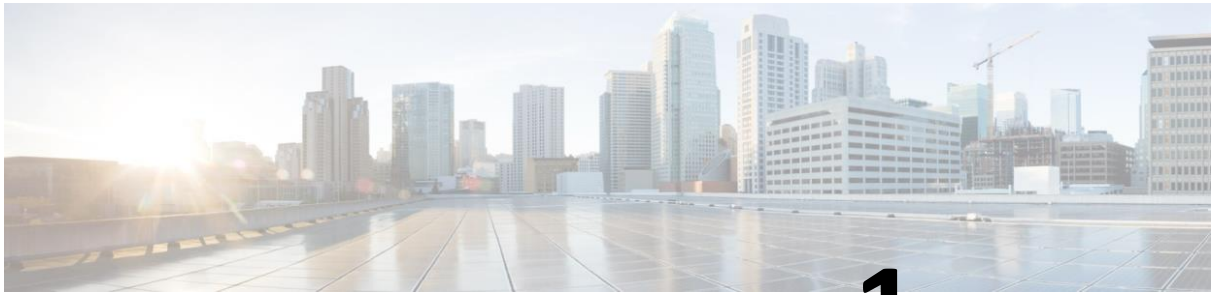
Fax: 408 527-0883



CONTENTS

Contents

Introduction.....	1
Hardware Requirements	1
Software requirements	2
Supported browsers	2
Upgrading to CM IM & Presence Service 15 SU1.....	3
New System Installation Information	3
Upgrade and Migration Paths	4
Upgrade from software.cisco.com.....	4
Software Licensing Requirements for VMware	4
New and Changed Information.....	5
Caveats.....	6
Using Bug Toolkit	6
Resolved Caveats.....	7
Open Caveats	8



CHAPTER

1

Introduction

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 outstanding resolved and open caveats in this Communications Manager IM & Presence Service release.

The Communications Manager IM & Presence Service offers an instant messaging service to users as a direct 1:1 chat, as well as an ad-hoc or persistent group chat with advanced group chat options. Instant messaging services is further supported by optional services such as push notifications, file transfer, message archiving and compliance.

The Communications Manager IM & Presence Service offers the service of composing and delivering user availability and activity (for example, Busy/On the phone) information through the integration capabilities with other Cisco Unified Communications services as well as with the range of 3rd party sources. Applications such as Cisco Jabber 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.

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

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

The Communications Manager IM & Presence Service runs 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 CM IM & Presence Service 15 SU1

- [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.

The Communications Manager IM & Presence Service images for new installations can be downloaded from provided links after the order is confirmed. The Communications Manager IM & Presence Service operating system and application software are both included in the offered images.

Related Topic

[Software Licensing Requirements for VMware](#)

Upgrade and Migration Paths

For detailed information about supported upgrade and migration paths and type, as well as the information about required COP files, for the Communications Manager IM & Presence Service, please refer to the [Install and Upgrade Guides](#) for release 15.

Upgrade from software.cisco.com

NOTE#1: You must have an account on **software.cisco.com** to access the Software Download service.

NOTE#2: Communications Manager IM & Presence Service 15 SU1 cluster must be upgraded together with Communications Manager (Call Manager) 15 SU1 cluster to which it belongs.

NOTE#3: Upgrade to Communications Manager IM & Presence Service 15 SU1 may require additional physical memory and/or hard disk space. Please refer to the *Virtual Machine Configuration* section in the *Upgrade and Migration Guide for Cisco Unified Communications Manager and the IM and Presence Service* for release 15 under the [Install and Upgrade Guides](#),

Perform these steps to obtain the upgrade image of Communications Manager IM & Presence Service:

- Go to <https://software.cisco.com/download/home/280448682>
- Select **Unified Communications Manager IM & Presence Service 15**
- Follow the link **Unified Presence Server (CUP) Updates** and select **15 SU1**
- Download the ISO file with desired encryption capabilities:

UCSInstall_CUP_15.0.1.11900-4.sha512.iso

SHA512 hash:

f84a9a8108c8c95a5504189531d4057c62594dfb04327642c24bff3b6db0c210
d5197188b3813833555446bc5449c463d896708e188597aab813e68ac7486ba5

or

UCSInstall_CUP_UNRST_15.0.1.11900-4.sha512.iso

SHA512 hash:

fc797aee4221fef41c8caea3b8cd8080c28d53511b9d86d38542d5ce4a9d0946
9bd5a245b94283e4e116c3ff20f129b24795f57297634e611ecd7e95bc32f0b4

NOTE#4: The upgrade image of Communications Manager IM & Presence Service 15 SU1 is non-bootable and cannot be used for a new/fresh system installation.

Software Licensing Requirements for VMware

You can run this release of Communications Manager 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.



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 IM & Presence Service, Release 15 SU1 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 outstanding defects fixed in Communications Manager IM & Presence Service, Release 15 SU1. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCwi91369	3	cupxcpconfig	tc-1.xml shows wrong room ownership following FO/FB for non-HA enabled pchat
CSCwj11157	3	epe	Retry composed session creation duplicating users in the failed list causing memory exhaustion in PE
CSCwi30277	3	epe	SIP-based subscription does not work for users assigned to backup node
CSCwi59059	3	epe	Calendar out of office information service parameter not working
CSCwi36897	3	esp	EC cup certificate is presented on TLS handshake with S4B server
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
CSCwh29193	3	gui	Cisco Unified IM & Presence assessment of struts vulnerabilities
CSCwh96422	3	xcp-libjcore	cup-xmpp-s2s-eccsa certificate is offered in a TLS handshake for XMPP interdomain federation

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 outstanding defects which are NOT fixed, and which can cause unexpected behavior in the Communications Manager IM & Presence Service, Release 15 SU1. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwi75035	3	epe	PE hang in IMDB during extended fail-over event
CSCwf95540	4	intercluster	ICSA cores due to JVM heap size exhaustion