



Read Me for Cisco Unified IM and Presence Service, Release 14 SU4

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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)

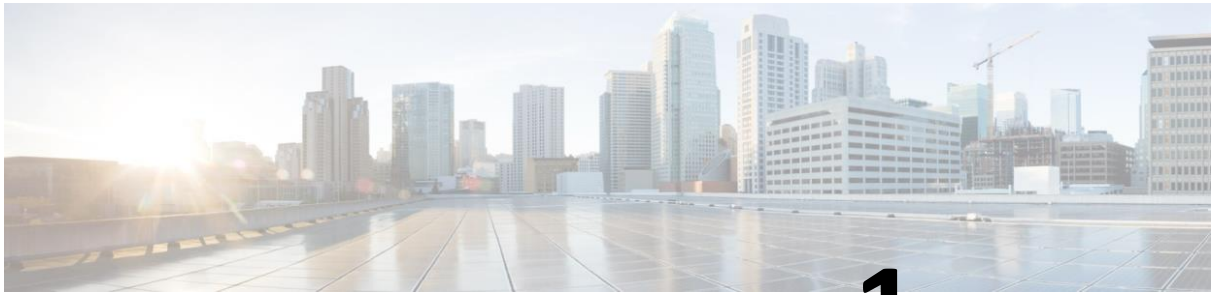
Fax: 408 527-0883



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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 the instant messaging service to users through direct 1:1 chat, as well as ad-hoc and persistent group chat with advanced group chat options. The instant messaging service is further supported by optional services such as push notifications, file transfer, message archiving and compliance.

The IM and Presence Service offers the service of composing and delivering user availability and activity information (for example, Busy/On the phone) through the integration capabilities with other Cisco Unified Communications services as well as with the range of 3rd party solutions. Applications such as Cisco Jabber use this information to improve productivity and help users connect 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, 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: [Cisco Collaboration Infrastructure Requirements](#) and [Virtualization for Unified CM IM and Presence](#).



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 IM and 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 IM and Presence Service user interface:

- Microsoft Edge
- Firefox
- Chrome
- Safari



CHAPTER

2

Upgrading to IM and Presence Service 14 SU4

New System Installation Information

For new installations, you must order the IM and Presence Service 14 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 IM and Presence Service image for new installations can be downloaded from provided links after the order is confirmed. The IM & Presence Service operating system and application software are both included in the offered image.

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](#).

Upgrade and Migration Paths

For detailed information about supported upgrade and migration types, upgrade and migration paths, and required COP files, for the IM and Presence Service, please refer to the [Install and Upgrade Guides](#) for release 14.

Upgrade from software.cisco.com

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

NOTE#2: The IM and Presence Service 14 SU4 must be deployed only with Cisco Unified Communications Manager (CallManager) 14 SU4.

Perform these steps to obtain the upgrade image of the IM and Presence Service:

- Go to <https://software.cisco.com/download/home/280448682>
- Select **Unified Communications Manager IM & Presence Service Version 14**
- Follow the link **Unified Presence Server (CUP) Updates**
- Select **14 SU4**
- Download the ISO file with desired encryption capabilities:

UCSInstall_CUP_14.0.1.14900-4.sha512.iso

SHA512 hash:

```
ac9303d50857569b33f40d0ff530ae71152510207bf6761a3c9c3cf0d5c7ba9e
d2ba69a16d799161ee18c5c901b1d918d55030352eb8d81c9a77d4797596d2b4
```

or

UCSInstall_CUP_UNRST_14.0.1.14900-4.sha512.iso

SHA512 hash:

```
c2d303a780feea5341c184852c880ee154a7df9f9d44a72200353da80173c435
9eae16da5cc8cf62fe1af68747b3755a56f446a1560f8582734686cbe5a75278
```

NOTE#3: The upgrade image of the IM & Presence Service 14 SU4 is bootable and can be used for a new/fresh system installation.



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 SU4 at:

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



CHAPTER 4

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 SU4 release. 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
CSCwh53359	4	cert-mgmt	IMP Addition to Expressway Failure after IMP Migration - AXL query HTTP error ""HTTPError:500""
CSCwh11544	4	cert-mgmt	IMP Migration from 11.5 to 14 SU2 does not convert all trust cert names appended with serial number
CSCvv20152	4	config-agent	Inactive core seen on IMnP node core.7446.11.EspConfigAgent.1594806539
CSCwi91369	3	cupxcpconfig	tc-1.xml shows wrong room ownership following FO/FB for non-HA enabled pchat
CSCwh28952	3	epe	Office 365 status checks on Presence Gateway GUI page fail
CSCwi30277	3	epe	SIP-based subscription does not work for users assigned to backup node
CSCwj11157	3	epe	Retry composed session creation duplicating users in the failed list causing memory exhaustion in PE
CSCwi59059	3	epe	Calendar out of office information service parameter not working
CSCwf77003	4	epe	PE service not using leaf cluster axl username and password to communicate leaf node cucm
CSCwe32053	4	epe	UCM DND not in sync with Jabber client
CSCwj57788	3	soap-interface	ccmtemp alerts are raised on IMP as idsConn are not closed
CSCwd13298	4	srm	Shutting down IMP Node in failed state resulted in Presence Issue
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 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 SU4. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCwi05083	5	database	IMP Upgrade via CLI stops and seeks ccmbase sudo password
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwi75035	3	epe	PE hang in IMDB during extended fail-over event
CSCwk05767	3	epe	On a Call status not sent after user move
CSCwj92550	4	epe	PE not honoring record-route when setting up sip subscriptions