



Read Me for Cisco Unified IM and Presence Service, Release 14 SU5

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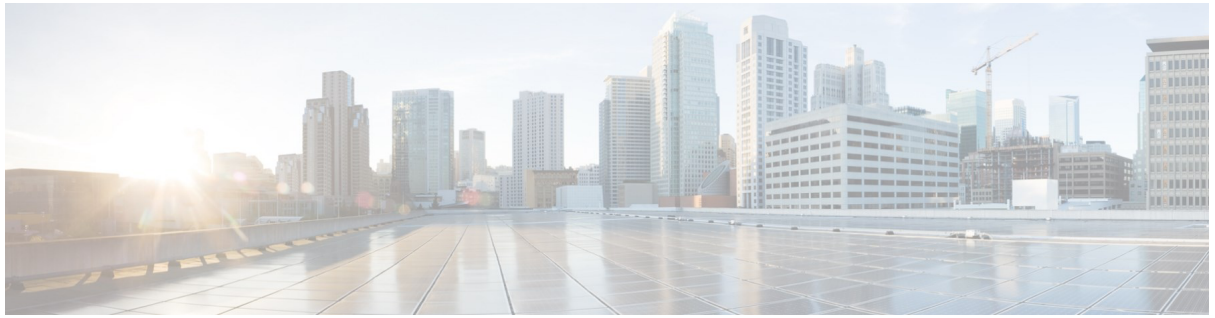
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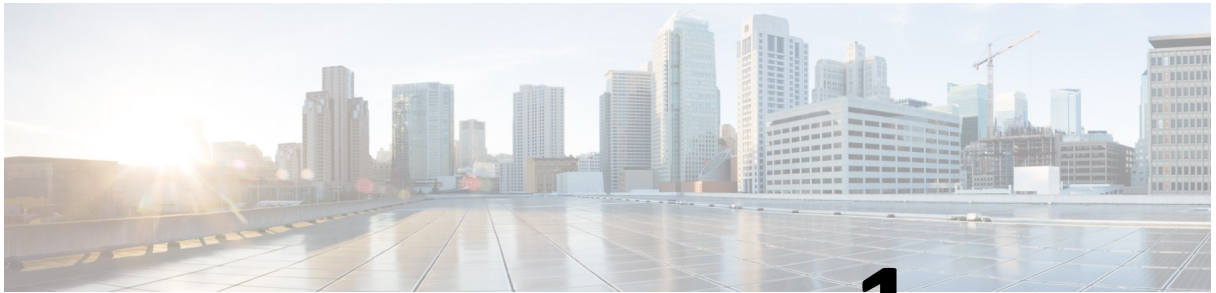
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CHAPTER

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.

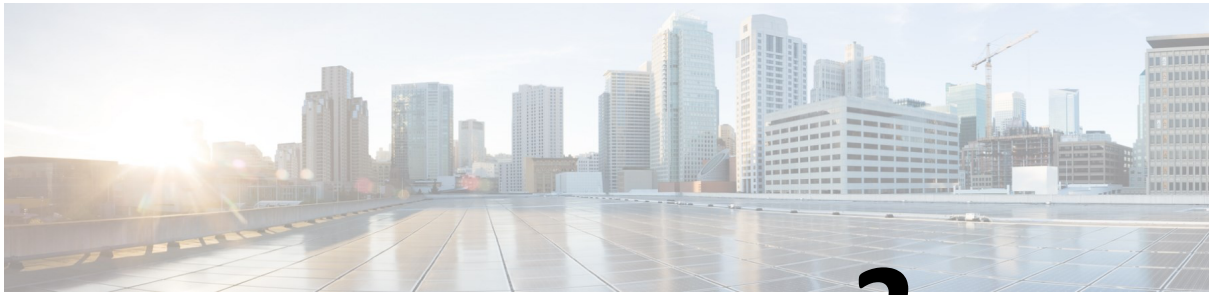
Software requirements

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 SU5

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 paths to the IM and Presence Service 14 SU5, available upgrade and migration types, as well as required COP files, 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 SU5 must be deployed only with Cisco Unified Communications Manager (CallManager) 14 SU5.

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 SU5**
- Download the ISO file with desired encryption capabilities:

UCSInstall_CUP_14.0.1.15900-3.sha512.iso

SHA512 hash:

557848d7319374b3496bd3de38bdb52dd6f744a47db5aa8aea831ff6d3f2a073
631bd89d4b8f6522cfb6098fe354ecfa7f7a4d071f3778d81855e769f7290b9f

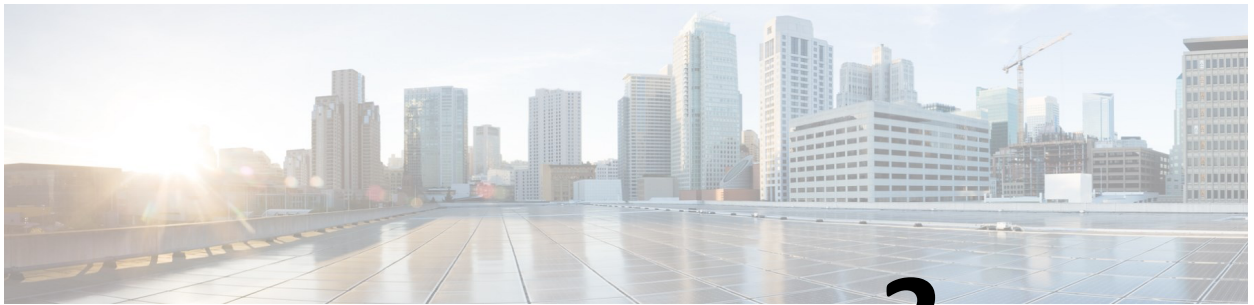
or

UCSInstall_CUP_UNRST_14.0.1.15900-3.sha512.iso

SHA512 hash:

80293c08a1e994856c30c4ea89739a7eb6f1d868ef2cec4ee7ba714f087970fd
14e397af0fc34aceddc71b6b731cc93f0cea6cf162f0707e813acc3e6e78c1bf

NOTE#3: The upgrade image of the IM & Presence Service 14 SU5 is bootable and can be used for a new/fresh system installation or a system rebuild.

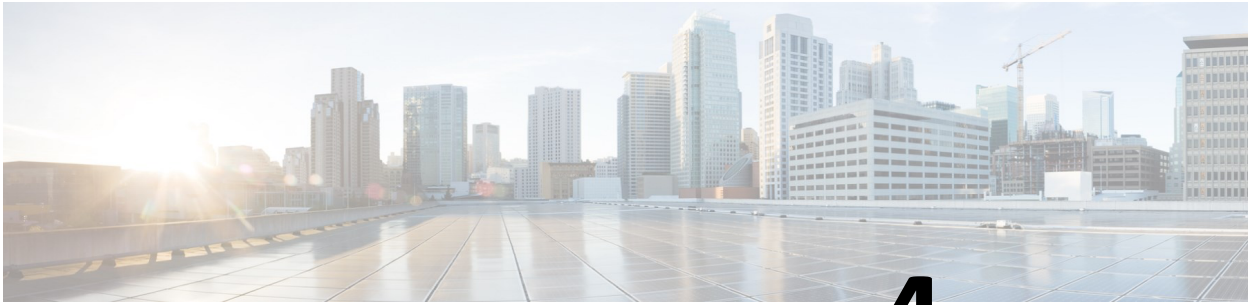


CHAPTER 3

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 SU5 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 SU5 release. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCwk79441	3	cert-mgmt	Empty serialnumber in cupowncertificate table after M1 migration with DHCP enabled
CSCwm70273	3	cert-mgmt	ICSA not syncing Tomcat -EC certificates after hostname change to IP
CSCvy31040	3	database	Inconsistent outputs of commands for cleaning stale roster entries
CSCwn61774	3	database	DB connection not using file set in INFORMIXSQLHOSTS environment variable
CSCwm28318	3	epe	Exchange feature is not working when LAN manager Authentications is set to NTLMv2
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwk05767	3	epe	On a Call status not sent after user move
CSCwp22602	3	epe	Presence Engine Crashes on IM&P Server Due to Junk SIP Responses from Port Scanner
CSCwp60049	3	epe	Presence cannot change for single quote users enabled with Directory URI and calendaring
CSCwq48486	3	epe	Presence engine crash if first character is out of ASCII character range from 1 to 255
CSCwj92550	4	epe	PE not honoring record-route when setting up sip subscriptions
CSCwk49701	4	epe	Composed session is not created for one user
CSCwk24007	4	epe	Inactive sessions are not created
CSCwq23981	3	esp	Active SIPD core observed post fips disable
CSCwq47879	3	gui-admin	Export Compliance Product Report link present in IMP Admin splash screen is broken
CSCwp17696	3	intercluster	Fresh Installation fails with data import option
CSCwn89024	3	pws	shared memory leak in PWS app on sip-proxy
CSCwn18016	4	srm	Stale or missing client connections after disabling HA
CSCwo42590	2	xcp-textconf	IMP Txt-conf service restarts using Oracle DB v19

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 SU5. The defects are sorted by component name, then by severity.

Identifier	Severity	Component	Headline
CSCWr65495	3	cupxcpconfig	Rooms with same name created under local and peer chat alias
CSCWm04926	4	database	SPL Trace log rotation not working
CSCWi75035	3	epe	PE hang in IMDB during extended fail-over event
CSCWr31306	4	epe	User session not being created on IMP after DirectoryUri change
CSCWp35109	4	epe	PE service restart issues after installing COP file
CSCWm74178	4	epe	PE proxy mishandling SIP PUBLISH received from un-trusted source
CSCWr46671	3	esp	Presence Viewer does not work for users assigned to different nodes
CSCWo82169	4	gui	Cisco IMP Web Admin GUI doesn't prompt for service restart after changing "Maximum number of XMPP client connections per IP address"
CSCWr33243	3	intercluster	Callmanager's Tomcat certificates are repeatedly deleted and re-added on IM&P
CSCWr46678	3	intercluster	An active interClusterSyn core observed in IMP PUB node
CSCWr57791	3	xcp-jsm	User presence status not showing as offline after logging out of Jabber mobile client over MRA
CSCWr31141	3	xcp-textconf	Persistent chat rooms deleted from external database
CSCWn40011	4	xcp-textconf	TC HA changes state multiple times causing a core
CSCWr30711	3	xcp-voslogger	Auth core is seen after doing readdress from CLI