



## **Read Me for Cisco Unified IM and Presence Service, Release 14 SU6**

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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

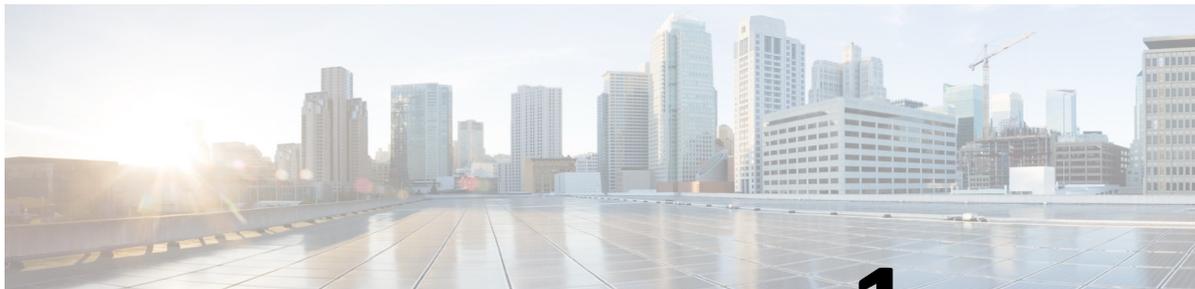




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## CHAPTER

## 1

## Introduction

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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**

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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.

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## 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](#).



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**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.

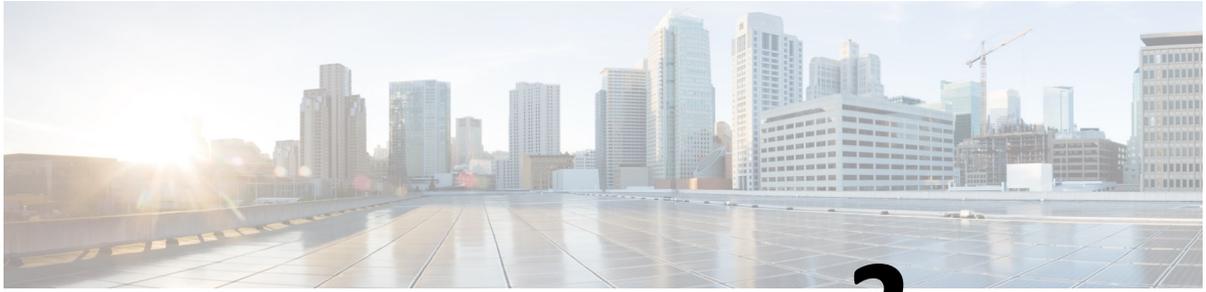
## Software requirements

The IM and Presence Service application runs on the Cisco Linux-based operating system. This operating system is included with the purchase of the application.

## Supported browsers

Use the following web browsers to access the IM and Presence Service administration interface:

- Mozilla Firefox
- Google Chrome
- Microsoft Edge
- Safari



## CHAPTER 2

# Upgrading to IM and Presence Service 14 SU6

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## 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 SU6, 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 SU6 must be deployed only with Cisco Unified Communications Manager (CallManager) 14 SU6.

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 SU6**
- Download the ISO file with desired encryption capabilities:

**UCSInstall\_CUP\_14.0.1.16900-3.sha512.iso**

**SHA512 hash:**

```
e7ae424cbf79cf6062756767b3a14ab3e8e93aca0d66ae913a24cc8019953d0b
40220f2d67fc56a955a8a7be02344258d213c5bde9eee40689744e229246e3a2
```

or

**UCSInstall\_CUP\_UNRST\_14.0.1.16900-3.sha512.iso**

**SHA512 hash:**

```
11a165fdf70c71149f6320ad28e3b8ef8f4b5df072a57b13e068c104d945ac9e
8250e209d0edbee210d3dd3833cabf496a0940c2fd48609b80a10d9a7d97a844
```

**NOTE#3:** The upgrade image of the IM & Presence Service 14 SU6 is bootable and can be used for a new/fresh system installation or a system rebuild.



## 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 and IM and Presence Service, Release 14 SU6 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

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 SU6 release. The defects are sorted by component name, then by severity.

| Identifier | Severity | Component     | Headline   |
|------------|----------|---------------|--|
| CSCwr65495 | 3        | cupxcpcconfig | Rooms with same name created under local and peer chat alias                                   |
| CSCwk52965 | 3        | gui           | WebRtmt Trace and log collection is failing for other nodes                                    |
| CSCwr67964 | 3        | pws           | CUCM Presence Viewer for User operation deletes active IMP application user session keys       |
| 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   |

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 SU6. The defects are sorted by component name, then by severity.

| Identifier | Severity | Component     | Headline   |
|------------|----------|---------------|--|
| 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  |
| 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  |
| CSCws91706 | 4        | intercluster  | ICSA Fetches EC Certificates via AXL with Incorrect Component Name "RSA" Instead of "ECDSA"  |
| CSCws81502 | 4        | intercluster  | Inter-clustering can't be configured if certificates serial numbers match  |
| CSCwr46678 | 3        | intercluster  | An active interClusterSyn core observed in IMP PUB node  |
| 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   |