



# CISCO 15 SU2 Unified Communications Manager Owner's Manual

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## CISCO 15 SU2 Unified Communications Manager Owner's Manual



**Read Me for Cisco Unified Communications Manager IM & Presence Service, Release 15 SU2**

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## Introduction

This readme file lists Communications Manager IM & Presence Service installation/upgrade requirements and restrictions, references release notes that contain information about the latest software changes, and finally, lists outstanding resolved and open caveats in this Communications Manager IM & Presence Service release.

The Communications Manager IM & 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 supports 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 information (for example, Busy/On the phone) through the integration capabilities with other Cisco Unified Communications products 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.



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 Communications Manager 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)



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



## Upgrading to CM IM & Presence Service 15 SU2

- 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 bootable image 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

For detailed information about supported upgrade types and migration paths, 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](https://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 SU2 cluster must be upgraded together with Communications Manager (Call Manager) 15 SU2 cluster.

**NOTE#3:** Upgrade to Communications Manager IM & Presence Service 15 SU2 release from a pre-15 Communications Manager IM & Presence Service release 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](#).

**NOTE#4:** The upgrade image of Communications Manager IM & Presence Service 15 SU2 is non-bootable and cannot be used for a new/fresh system installation.

**NOTE#5:** When upgrading to Communications Manager IM & Presence Service 15 SU2 release from Communications Manager IM & Presence Service 15 SU1 release which was installed using skip-install OVA, the first upgrade attempt will fail.

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 SU2**
- Download the ISO file with desired encryption capabilities:

UCSInstall\_CUP\_15.0.1.12900-10.sha512.iso

**SHA512 hash:** 55412796c706037bef7a201901f935a90ce27e13e64609a34c3f9806efc38cff  
c1f599bc0ebd0515261fc5fc2ab1d093dd1da867ed18dd6c119f7a7ee2890533

or

UCSInstall\_CUP\_UNRST\_15.0.1.12900-10.sha512.is

**SHA512 hash:** 05fa2292a75a4b58e032098aabbfaacaacabcc40404891250349d3c223098099  
f130280c1c750055c299b2a5bfad50c42b002c7993d07ad0aa29898e61f4520e

## 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](https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/cisco-collaboration-infrastructure.html#LicenseDetails).

## 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 SU2 at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-presence/products-release-notes-list.html>

## Caveats

- [Using Bug Toolkit](#)
- [Open Caveats](#)

## Using Bug Toolkit

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>

To use the Software Bug Toolkit, follow these steps:

- Access the Bug Toolkit: <https://tools.cisco.com/bugsearch/>
- Log in with your 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.

The system grades known problems (bugs) according to severity level, from severity 1 (the highest) to severity 5 (the lowest).

## Resolved Caveats

The following list contains outstanding defects fixed in Communications Manager IM & Presence Service, Release 15 SU2. 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
CSCwk05767	3	epe	On a Call status not sent after user move
CSCwm28318	3	epe	Exchange feature is not working when LAN managerAuthentications is set to NTLMv2
CSCwm27192	3	epe	Users are not able to change presence status in Jabber due to badxcpURI
CSCwj65510	5	install	Incorrect Note for Large Deployment option in IM&P OVA forRelease 15
CSCwj57788	3	soap-interface	ccmtemp alerts are raised on IMP as idsConn are not closed

## 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 SU2. The defects are sorted by component name, then by severity.


Identifier	Severity	Component	Headline
CSCwk48189	3	database	Newly created users cannot be assigned to a presence server
CSCwm04926	3	database	SPL Trace log rotation not working
CSCvz13338	3	epe	Presence Engine crashes and cores
CSCwi75035	3	epe	PE hang in IMDB during extended fail-over event
CSCwj92550	4	epe	PE not honoring record-route when setting up sip subscriptions

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**Documents / Resources**

	<p><b><a href="#">CISCO 15 SU2 Unified Communications Manager</a></b> [pdf] Owner's Manual  15 SU2 Unified Communications Manager, 15 SU2, Unified Communications Manager, Communications Manager, Manager</p>
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## References

- [Cisco How to Buy - Cisco](#)
- [Cisco Virtualization for Unified CM IM and Presence](#)
- [Cisco Unified Communications Manager \(CallManager\) - Install and Upgrade Guides - Cisco](#)
- [User Manual](#)

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