Readme for Cisco Unity Connection Release 14 Service Update 3

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This readme file contains installation and support information for Cisco Unity Connection Release 14 SU3.

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Requirements

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System Requirements

System Requirements for Cisco Unity Connection Release 14 is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/requirements/b_14cucsysreqs.html

Compatibility Information

The *Compatibility Matrix for Cisco Unity Connection* lists the most recent version combinations qualified to use for Cisco Unity Connection, and Unity Connection and with Cisco Business Edition (where applicable) at

http://www.cisco.com/en/US/products/ps6509/products_device_support_tables_list.html.

Determining the Software Version

This section contains procedures for determining the version in use for the following software:

- Determine Version of Cisco Unity Connection Application
- Determine Version of Cisco Personal Communications Assistant Application
- Determine Version of Cisco Unified Communications Operating System

Determine Version of Cisco Unity Connection Application

This section contains two procedures. Use the applicable procedure, depending on whether you want to use Unity Connection Administration or a command-line interface (CLI) session to determine the version.

Using Cisco Unity Connection Administration

Procedure

In Cisco Unity Connection Administration, in the upper-right corner below the Navigation list, select **About**. The Unity Connection version is displayed below "Cisco Unity Connection Administration."

Using the Command-Line Interface

Procedure

Step 1 Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)

Step 2 Run the **show cuc version** command.

Determine Version of Cisco Personal Communications Assistant Application

Using Cisco Personal Communications Assistant Application

Procedure

Step 1 Sign in to the Cisco PCA.

Step 2 On the Cisco PCA Home page, select **About** in the upper right corner to display Cisco Unity Connection version.

Step 3 The Cisco PCA version is the same as the Unity Connection version.

Determine Version of Cisco Unified Communications Operating System

Use the applicable procedure.

Using Cisco Unified Operating System Administration

Procedure

In Cisco Unified Operating System Administration, the System Version is displayed below "Cisco Unified Operating System Administration" in the blue banner on the page that appears after you sign in.

Using the Command-Line Interface

Procedure

Step 1 Start a command-line interface (CLI) session. (For more information, see Cisco Unified Operating System Administration Help.)

Step 2 Run the **show version active** command.

Version and Description

Cisco Unity Connection 14 SU3 is a cumulative update that incorporates all of the fixes and changes to Cisco Unity Connection version 14 —including the operating system and components shared by Cisco Unity Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update.

To determine the full version number of the Cisco Unified Communications Operating System that is currently installed on the active partition, run the CLI **show version active** command.

Full version numbers include the build number (for example, 14.0.1.13900-70), the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 14).

Do not refer to version numbers in any of the administration user interfaces because those versions apply to the interfaces themselves, not to the version installed on the active partition.

New and Changed Support or Functionality

This section contains all new and changed support or functionality for release 14SU3 and later.

Note The new locales for Unity Connection 14SU3 have been released and available on Download Software site at https://software.cisco.com/download/home/282421576/type.

OAuth 2.0: ROPC to Client Credential Grant Flow

Cisco Unity Connection supports the **OAuth 2.0 Resource Owner Password Credentials (ROPC)** grant, which allows an application to sign in the user by directly handling their password for configuring Unified

Messaging Service with Microsoft Office 365. With Release 14SU3 and later, Unity Connection supports the **OAuth 2.0 Client Credentials (CC) grant flow.** It provides more security and permits a web service to use its own credentials, for authentication when calling another web service.

Note If you are performing upgrade to Unity Connection 14SU3 from any of the older release, make sure to reconfigure permissions on Azure Portal after successful upgrade. For information on how to reconfigure permissions, see Step 4g of the section "Task List for Configuring Unified Messaging with Office 365" of the chapter "Configuring Unified Messaging" of the *Unified Messaging Guide for Cisco Unity Connection Release 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/unified_messaging/guide/b_14cucumgx.html

Directory Size Scaling of HTTPS Networking

Cisco Unity Connection 14SU3 and later, supports HTTPS networking with a directory size limit of 160k users.

For more information, see section HTTPS Networking of the chapter "Networking" of the *Design Guide for Cisco Unity Connection 14* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/design/guide/b_14cucdg.html.

Note **In addition to the features listed in the ReadMe, the following change is also introduced in 14SU3:**

  • **Log4j upgrade to 2.19.0**

Important Notes

Warning for Upgrades from 10.5(2)

Direct upgrades from any 10.5.2 release to 14SU2 release are not supported. Fresh Install with Data Import is the only supported upgrade options from 10.5.2. Starting with Unity Connection 14SU2 release, upgrades from release 10.5.2 are blocked so a direct upgrade attempt will fail as an usupported upgrade.

Warning for Upgrades with FIPS Enabled

If you are upgrading with FIPS enabled, see the CiscoSSL7 COP File Readme for information on the COP file **ciscocm.ciscossl7_upgrade_CSCwa48315_CSCwa77974_v1.0.k4.cop.sha512**. This document details the pre-requisites required for direct upgrade or direct migration to the 14SU2 destination versions when FIPS is enabled.

Related Documentation

Documentation for Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 14*. The document is shipped with Unity Connection and is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/roadmap/b_14cucdg.html.

Documentation for Cisco Unified Communications Manager Business Edition

For descriptions and URLs of Cisco Unified Communications Manager Business Edition documentation on Cisco.com, see the applicable version of Cisco Business Edition at https://www.cisco.com/c/en/us/support/unified-communications/index.html.

Installation Information

For instructions on downloading the service update, see the "Downloading Cisco Unity Connection Release 14 SU3 Software" section.

For instructions on installing the service update on Cisco Unity Connection, see the "Upgrading Cisco Unity Connection" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg/b_14cuciumg_chapter_010.html.

Note   If you are performing an upgrade from a FIPS enabled Cisco Unity Connection release to Cisco Unity Connection 14 SU3, make sure to follow the steps for regenerating certificates before using any pre-existing telephony integrations. To learn how to regenerate certificates, see the Regenerating Certificates for FIPS section of the "FIPS Compliance in Cisco Unity Connection" chapter of the *Security Guide for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/security/guide/b_14cucsecx.html

Downloading Cisco Unity Connection Release 14 SU3 Software

Note   The service update files can be used to upgrade Cisco Unity Connection. The files can be downloaded from the Unity Connection downloads page.

Caution   With restricted and unrestricted versions of Cisco Unity Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information on restricted and unrestricted versions of Unity Connection software, see the Downloading a VMware OVA Template for a Unity Connection 14 Virtual Machine of the *Release Notes for Cisco Unity Connection Release 14* at
http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-release-notes-list.html.

Downloading Cisco Unity Connection Release 14 SU3 Software

Procedure

Step 1   Sign in to a computer with a high-speed Internet Unity Connection, and go to the Voice and Unified Communications Downloads page at http://www.cisco.com/cisco/software/navigator.html?mdfid=280082558.

Note	To access the software download page, you must be signed in to Cisco.com as a registered user.

Step 2   In the tree control on the Downloads page, expand **Products**> **Unified Communications**> **Unified Communications Applications**> **Messaging**> **Unity Connection**, and select **Unity Connection Version 14**.

Step 3   On the Select a Software Type page, select **Unified Communications Manager /Cisco Unity Connection Updates**.

Step 4   On the Select a Release page, select **14 SU3**, and the download buttons appear on the right side of the page.

Step 5   Confirm that the computer you are using has sufficient hard-disk space for the downloaded files. (The download descriptions include file sizes.)

Step 6   Select the applicable download, then follow the on-screen prompts to complete the download, making note of the MD5 value.

Restricted version	UCSInstall_CUC_14.0.1.13900-70.sgn.iso
Unrestricted version	UCSInstall_CUC_UNRST_14.0.1.13900-70.sgn.iso

Note	The VOS version for above mentioned ISO is 14.0.1.13900-155.

Step 7   Use a checksum generator to confirm that the MD5 checksum matches the checksum that is listed on Cisco.com. If the values do not match, the downloaded files are damaged.

Caution	Do not attempt to use a damaged file to install software, or the results will be unpredictable. If the MD5 values do not match, download the file again until the value for the downloaded file matches the value listed on Cisco.com.

Free checksum tools are available on the Internet, for example, the Microsoft File Checksum Integrity Verifier utility. The utility is described in Microsoft Knowledge Base article 841290, *Availability and Description of the File Checksum Integrity Verifier Utility*. The KB article also includes a link for downloading the utility.

Step 8   If you are installing from a DVD, burn the DVD, noting the following considerations:

- Choose the option to burn a disc image, not the option to copy files. Burning a disc image will extract the thousands of files from the .iso file and write them to a DVD, which is necessary for the files to be accessible for the installation.
- Use the Joliet file system, which accommodates filenames up to 64 characters long.
- If the disc-burning application that you are using includes an option to verify the contents of the burned disc, choose that option. This causes the application to compare the contents of the burned disc with the source files.

Step 9   Confirm that the DVD contains a large number of directories and files.

Step 10   Delete unnecessary files from the hard disk to free disk space, including the .iso file that you downloaded.

Reverting to the Unity Connection Version on the Inactive Partition

See the "Rollback of Unity Connection" section of the "Upgrading Cisco Unity Connection" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 14* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/14/install_upgrade/guide/b_14cuciumg/b_14cuciumg_chapter_010.html.

If a Unity Connection cluster is configured, revert to the previous version on the publisher server first, then on the subscriber server.

Caveat Information

You can find the latest caveat information for Unity Connection version 14 by using Bug Toolkit, an Online tool available for customers to query defects according to their own needs.

Bug Toolkit is available at https://bst.cloudapps.cisco.com/bugsearch/. Fill in your query parameters by using the custom settings in the Advanced Settings option.

> **Note** To access Bug Toolkit, you must be logged on to Cisco.com as a registered user.

This section contains the following caveat information:

Open Caveats—Unity Connection Release 14 SU3

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 1: Unity Connection Release 14SU3 Open Caveats

Caveat Number	Component	Severity	Description
CSCwf30759	serviceability	3	Performance Counter Logging through Rtmt Not working for Publisher Node

Resolved Caveats—Unity Connection Release 14 SU3

Click a link in the Caveat Number column to view the latest information on the caveat in Bug Toolkit. (Caveats are listed in order by severity, then by component, then by caveat number.)

Table 2: Unity Connection Release 14SU3 Resolved Caveats

Caveat Number	Component	Severity	Description
CSCvy29659	admin	3	Unity Connection Apache Axis2 Directory Traversal Vulnerability
CSCwa33209	api	3	Upgrade Jetty Running on Port 7080
CSCwe66473	messaging	3	UC - Connection leak leading to pool exhausted causing SysAgent tasks to fail

Caveat Number	Component	Severity	Description
CSCwe72423	build	3	The TLS cipher upgrade (TLS 1.2) on the ncs-artifactory require JAVA 8 to download the artifacts
CSCwc08253	https-networking	3	UC - User-Defined Alternate Extensions Don't Get Recognized on Remote Locations
CSCwd19222	messaging	3	Syncing of the VoiceMessages & UMA test button fails with Google Workspace Service
CSCwc77632	pca	3	Unity Connection PCA - User Defined Alternate Devices visual errors

Related Caveats—Cisco Unified Communications Manager 14 SU3 Components that are Used by Unity Connection 14 SU3

Table 3: Cisco Unified CM 12 Components That Are Used by Unity Connection 14 below describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection.

Caveat information for the Cisco Unified CM components is available in the following documents:

- *ReadMe for Cisco Unified Communications Manager Release 14 SU3* on the download page for 14 SU3(start at https://software.cisco.com/download/home/280082558).

Table 3: Cisco Unified CM 12 Components That Are Used by Unity Connection 14

Cisco Unified CM Component	Description
backup-restore	Backup and restore utilities
ccm-serviceability	ccm-serviceability Cisco Unified Serviceability web interface
cdp	Cisco Discovery Protocol Drivers
cli	Command-line interface (CLI)
cmui	Certain elements in the Unity Connection web interfaces (such as search tables and splash screens)
cpi-afg	Cisco Unified Communications Answer File Generator
cpi-appinstall	Installation and upgrades
cpi-cert-mgmt	Certificate management
cpi-diagnose	Automated diagnostics system
cpi-os	Cisco Unified Communications Operating System
cpi-platform-api	Abstraction layer between the Cisco Unified Communications Operating System and the applications hosted on the platform
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues

Cisco Unified CM Component	Description
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at

https://research.ucdavis.edu/wp-content/uploads/Export-Control-Overview-of-Regulations.pdf