



## **Release Notes for Cisco Unified Communications Manager and the IM and Presence Service, Release 11.5(1)SU7**

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# CHAPTER 1

## About this Release

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- [Introduction, on page 1](#)
- [Supported Versions, on page 1](#)
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- [Cisco Prime License Manager, on page 3](#)
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## Introduction

These release describe new features, restrictions, and caveats for Cisco Unified Communications Manager (Unified Communications Manager) and Cisco Unified Communications Manager IM & Presence Service (IM and Presence Service). The release notes are updated for every maintenance release but not for patches or hot fixes.

## Supported Versions

The following table shows supported versions for Release 11.5(1)SU7:

<b>Supported Versions for Release 11.5(1)SU7</b>
Unified Communications Manager 11.5.1.17900-52
IM and Presence Service 11.5.1.17900-8

### Release Mismatches

These releases offer two main deployment options for the IM and Presence Service:

- **Standard Deployments (Decentralized)**—Both Unified Communications Manager and the IM and Presence Service must be running the same release for the deployment to be supported. A mismatch isn't supported. For example, if Unified Communications Manager is running an 11.5(1)SU7 version, the IM and Presence Service must also be running a supported 11.5(1)SU7 version.
- **Centralized Deployments of IM and Presence Service**—If you have the Centralized Deployment configured on the IM and Presence Service, your IM and Presence Service deployment is running in a different cluster than the Unified Communications Manager telephony deployment. With this option, the IM and

Presence Service deployment can run a different release than the telephony deployment. However, within the IM and Presence central cluster, the Unified Communications Manager publisher node that is located within the IM and Presence central cluster must be running the same release as the IM and Presence Service. This publisher node instance of Unified Communications Manager is for database and user provisioning primarily and doesn't handle telephony.

For example, if the IM and Presence Service central cluster is running Release 11.5(1)SU7, the Unified Communications Manager publisher node within the central cluster must also be running an 11.5(1)SU7 version. However, the telephony deployment can run a different release, such as 11.5(1)SU6.

## Documentation for this Release

### Documentation Guide

For a complete listing of the documents that are available for Release 11.5(1)SU7, refer to the *Documentation Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 11.5(1)* at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/docguide/11\\_5\\_1/cucm\\_b\\_documentation-guide-cucm-imp-1151.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/docguide/11_5_1/cucm_b_documentation-guide-cucm-imp-1151.html).

### Summary of New and Updated Documents for 11.5(1)SU7

In addition to these Release Notes, the following documents were updated or newly published specifically for Release 11.5(1)SU7:

Document	Description
SU Readme Files	The SU Readme files contain information on the updates and resolved caveats that are a part of Release 11.5(1)SU7. <ul style="list-style-type: none"> <li>• <a href="#">ReadMe for Cisco Unified Communications Manager Release 11.5(1)SU7</a></li> <li>• <a href="#">Read Me for Cisco Unified IM and Presence, Release 11.5(1)SU7</a></li> </ul>
<a href="#">Compatibility Matrix</a>	The 11.5(1)SU5 Compatibility Matrix for 11.5(1)SU5 is updated and retitled to include additional information for 11.5(1)SU7.
<a href="#">Feature Configuration Guide</a>	An 11.5(1)SU7 version of the Feature Configuration Guide is added. This version includes information on how to deploy the Cisco Headsets Serviceability feature.
<a href="#">Call Reporting and Billing Administration Guide</a>	This new guide is added for 11.5(1)SU7. In addition to adding CDR and CMR records for Cisco Headset Serviceability, this new guide simplifies call reporting and billing information by consolidating Cisco CDR Analysis and Reporting information in a single guide.  As of 11.5(1)SU7, the existing <i>CDR Analysis and Reporting Administration Guide</i> and the <i>Call Detail Records Administration Guide</i> are deprecated.

Document	Description
<a href="#">Cisco Unified Real-Time Monitoring Tool Administration Guide</a>	A new version of this guide exists for 11.5(1)SU6 and SU7, due to updates around JRE installation. This new version also includes updates around PRT reports due to the Cisco Headset Serviceability feature.

## Cisco Prime License Manager

Cisco Unified Communications Manager Release 11.5(1)SU3, SU4, SU5, SU6, SU7, and SU8 are compatible with Cisco Prime License Manager Release 11.5(1)SU2 or higher. If you are deploying a standalone Cisco Prime License Manager, make sure that your Prime License Manager version is a minimum release of 11.5(1)SU2. Otherwise, Unified Communications Manager cannot synchronize its license usage with the standalone Prime License Manager.

If you are upgrading to one of these Unified Communications Manager releases and you are running a standalone version of Prime License Manager, upgrade your Prime License Manager instance to 11.5(1)SU2 or higher before you upgrade Unified Communications Manager.



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**Note** With co-resident Prime License Manager deployments, Unified Communications Manager and Cisco Prime License Manager are compatible automatically.

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## Caveats

### Caveats for 11.5(1)SU7

For a list of Open Caveats and Resolved Caveats, see the respective Readme files:

- [ReadMe for Cisco Unified Communications Manager Release 11.5\(1\)SU7](#)
- [Read Me for Cisco Unified IM and Presence, Release 11.5\(1\)SU7](#)







## CHAPTER 2

# Upgrades

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- [Upgrade Procedures](#), on page 5
- [Supported Upgrade and Migration Paths](#), on page 5
- [Requirements and Limitations](#), on page 9

## Upgrade Procedures



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**Note** If your pre-upgrade version is Release 11.5(1)SU8 of Cisco Unified Communications Manager and the IM and Presence Service, you cannot upgrade to Releases 12.0(x), 12.5(1), or 12.5(1)SU1. The minimum Release that you can upgrade to is 12.5(1)SU2.

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For detailed procedures on how to upgrade your system, see the *Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 11.5(1)* at the following URL:

[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/upgrade/11\\_5\\_1/cucm\\_b\\_upgrade-guide-cucm-115.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/upgrade/11_5_1/cucm_b_upgrade-guide-cucm-115.html).

## Supported Upgrade and Migration Paths

Use the following tables to determine whether you can upgrade or migrate from your currently installed version, and which of the supported upgrade methods are available to you:

- Direct upgrades using either the Cisco Unified CM OS Admin interface or the Cisco Prime Collaboration Deployment (PCD) Upgrade task
- Migrations using the PCD Migration task

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## Deployments on Cisco Media Convergence Servers Hardware

You cannot install or run Cisco Unified Communications Manager and the IM and Presence Service directly on server hardware; you must run these applications on virtual machines. The tables below list the supported migration paths for deployments that are currently running on Cisco 7800 Series Media Convergence Server

(MCS 7800) hardware. All of the supported migration paths listed below are physical-to-virtual (P2V) migrations.



**Note** The tables below list the upgrade paths supported for MCS 7800 Series servers, with the following exceptions:

- MCS 7816-C1 for Business Edition 3000 (BE3000)
- MCS 7828 for Business Edition 5000 (BE5000)

PCD migrations are not supported for BE3000 and BE5000 deployments. We recommend a fresh installation for upgrades from these products.

**Table 1: Unified Communications Manager Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
6.1(5)	11.5(x)	PCD Migration
7.1(3) and 7.1(5)	11.5(x)	PCD Migration
8.x	11.5(x)	PCD Migration
9.x	11.5(x)	PCD Migration

**Table 2: Cisco Unified Presence and IM and Presence Releases Installed on MCS 7800 Series Hardware**

From	To	Supported Method
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration
IM and Presence 9.x	11.5(x)	PCD Migration

## Deployments on Virtual Machines

The tables below list the supported upgrade and migration paths for Cisco Unified Communications Manager and IM and Presence Service deployments that are currently running on virtual machines. All of the supported upgrade and migration paths listed below are virtual-to-virtual (V2V). Service Updates (SU) within each path are supported, unless otherwise indicated.

**Table 3: Unified Communications Manager Releases Installed on Virtual Machines**

From	To	Supported Method
8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh) PCD Migration PCD Upgrade (Direct Refresh)

From	To	Supported Method
9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)
10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard)
10.5(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)
11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

**Table 4: Cisco Unified Presence and IM and Presence Releases Installed on Virtual Machines**

From	To	Supported Method
CUP 8.5(4)	11.5(x)	PCD Migration
CUP 8.6(3), 8.6(4), and 8.6(5)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
CUP 8.6(x)	11.5(x)	Cisco Unified OS Admin (Direct Refresh)
IM and Presence 9.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh)
IM and Presence 9.1(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Refresh) Cisco Unified OS Admin (Direct Refresh)

From	To	Supported Method
IM and Presence 10.0(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) PCD Upgrade (Direct Standard)
IM and Presence 10.5(x)	11.5(x)	PCD Migration PCD Upgrade (Direct Standard) Cisco Unified OS Admin (Direct Standard)
IM and Presence 11.0(1)	11.5(x)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)
IM and Presence 11.5(x)	11.5(y)	Cisco Unified OS Admin (Direct Standard) PCD Migration PCD Upgrade (Direct Standard)

## COP Files Required for Upgrades to Release 11.5

The tables below lists the upgrade paths that require COP files. You must install COP files on each node before you begin an upgrade using the Cisco Unified OS Admin interface, or before you begin an upgrade or migration using the Prime Collaboration Deployment (PCD) tool. If you are using PCD, you can perform a bulk installation of the COP files before you begin the upgrade.

**Table 5: Required COP Files for Upgrades and Migrations to Cisco Unified Communications Manager Release 11.5(x)**

From	To	Upgrade Type
8.6(x)	11.5(x)	Refresh upgrade. Required COP files: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
9.1(x)	11.5(x)	Refresh upgrade. Required COP files: <ul style="list-style-type: none"> <li>ciscocm.version3-keys.cop.sgn</li> </ul> Optional COP files: <ul style="list-style-type: none"> <li>ciscocm.vmware-disk-size-reallocation-&lt;latest_version&gt;.cop.sgn</li> <li>ciscocm.free_common_space_v&lt;latest_version&gt;.cop.sgn</li> </ul>
10.5(x)	11.5(x)	Standard upgrade; no COP file required.

From	To	Upgrade Type
11.0(x)	11.5(x)	Standard upgrade; no COP file required.
11.5(x)	11.5((y))	Standard upgrade; no COP file required.

**Table 6: Required COP Files for Refresh Upgrades from Cisco Unified Presence Releases**

From Cisco Unified Presence Release	To IM and Presence Release	Upgrade Type
8.5(4) through 8.6(1)	11.5(x)	Refresh upgrade. Requires the following COP files: <ul style="list-style-type: none"> <li>• cisco.com.cup.refresh_upgrade_v&lt;latest_version&gt;.cop</li> <li>• ciscocm.version3-keys.cop.sgn</li> </ul>

**Table 7: Required COP Files for Refresh Upgrades from IM and Presence Service Releases**

From IM and Presence Release	To IM and Presence Release	Upgrade Type
9.1(x)	11.5(x)	Refresh upgrade. Requires the following COP file: <ul style="list-style-type: none"> <li>• ciscocm.version3-keys.cop.sgn</li> </ul>
10.5(x)	11.5(x)	Standard upgrade; no COP file required.
11.0(x)	11.5(x)	Standard upgrade; no COP file required.
11.5(x)	11.5(y)	Standard upgrade; no COP file required.

## Requirements and Limitations

This section contains requirements and limitations to consider when upgrading your system.

### Upgrade Requirements with Standalone Prime License Manager

Cisco Unified Communications Manager Release 11.5(1)SU3, SU4, SU5, SU6, SU7, and SU8 are compatible with Cisco Prime License Manager Release 11.5(1)SU2 or higher. If you are deploying a standalone Cisco Prime License Manager, make sure that your Prime License Manager version is a minimum release of 11.5(1)SU2. Otherwise, Unified Communications Manager cannot synchronize its license usage with the standalone Prime License Manager.

If you are upgrading to one of these Unified Communications Manager releases and you are running a standalone version of Prime License Manager, upgrade your Prime License Manager instance to 11.5(1)SU2 or higher before you upgrade Unified Communications Manager.



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**Note** With co-resident Prime License Manager deployments, Unified Communications Manager and Cisco Prime License Manager are compatible automatically.

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## Cisco Jabber During Upgrade

It is not essential requirement that all users must log out from Cisco Jabber, when upgrading the IM and Presence Service. However, it is always a best practice that users are log out from Cisco Jabber during the upgrade.

## Deprecated Phone Models

### Upgrades that Involve Deprecated Phones

If you are using any of these phones on an earlier release and you want to upgrade to this release, do the following:

1. Confirm whether the phones in your network will be supported in Release 11.5.
2. Identify any non-supported phones.
3. For any non-supported phones, power down the phone and disconnect the phone from the network.
4. Provision a supported phone for the phone user. You can use the Migration FX tool to migrate from older model to newer model phones. For details, go to: [http://refreshcollab.cisco.com/webportal/46/CUCM%20Readiness%20Assessment#endpoint\\_refresh\\_tool](http://refreshcollab.cisco.com/webportal/46/CUCM%20Readiness%20Assessment#endpoint_refresh_tool).
5. Once all the phones in your network are supported by Release 11.5, upgrade your system.



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**Note** Deprecated phones can also be removed after the upgrade. When the administrator logs in to Cisco Unified Communications Manager after completing the upgrade, the system displays a warning message notifying the administrator of the deprecated phones.

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### Licensing

You do not need to purchase a new device license to replace a deprecated phone with a supported phone. The device license becomes available for a new phone when you either remove the deprecated phone from the system, or when you switch to the new Cisco Unified Communications Manager version, and the deprecated phone fails to register.

## OS Admin Account Required for CLI-Initiated IM and Presence Upgrades

If you are using the **utils system upgrade** CLI command to upgrade IM and Presence Service nodes, you must use the default OS admin account, as opposed to a user with administrator privileges. Otherwise, the upgrade will not have the required privilege level to install essential services, thereby causing the upgrade to fail. You can confirm the account's privilege level by running the **show myself** CLI command. The account must have privilege level 4.

Please note that this limitation exists for CLI-initiated upgrades of IM and Presence Service only and does not apply to Unified Communications Manager. Also note that this limitation may be fixed for newer ISO files. Refer to your ISO Readme file for details on your specific ISO file. For up to date information on this limitation, see CSCvb14399 at <https://bst.cloudapps.cisco.com/bugsearch/bug/CSCvb14399>.

## Rolling Back to Previous Versions

### Standard Deployments of IM and Presence

With Standard Deployments of the IM and Presence Service, if you run into any upgrade issues and you need to roll back to a previous version, you must roll back both the Cisco Unified Communications Manager and the IM and Presence Service installations to the previous version or you will have a non-supported version mismatch.

It's not supported with Standard Deployments to roll back the Cisco Unified Communications Manager version and leave the IM and Presence Service version at 11.5(1)SU4. Similarly, it's not supported to roll back the IM and Presence Service version and leave the Cisco Unified Communications Manager version at 11.5(1)SU4.

### Centralized Deployment Exception

The exception to this rule is with the IM and Presence Centralized Deployment because IM and Presence and telephony are handled by different clusters. Within the IM and Presence central cluster, the Cisco Unified Communications Manager database instance must be running the same version as the IM and Presence Service. However, the separate telephony cluster to which the IM and Presence Service connects can be running a different version.

## Upgrading with FIPS Mode Enabled

For Release 11.5(x), Cisco Unified Communications Manager and IM and Presence Service do not support RSA certificates with key-sizes that are less than 2048 bits when FIPS mode is enabled. This affects server certificates and LSCs.

If you are upgrading to Release 11.5(x) with FIPS mode enabled and you are using RSA key-sizes that are less than 2048 bits on your current version, then you can carry out one of the following items to resolve the problem.

You can either:

- Regenerate the effected certificates before you upgrade if your current version supports key-sizes of 2048 bits, or
- Regenerate the effected certificates after you upgrade to Release 11.5(x).



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**Note** If you choose this option, then secure connections are not allowed to use the effected certificates until they have an RSA key-size of 2048 bits or greater.

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## Upgrades with Mixed Mode Enabled Require an Encryption License

This release requires that you have an encryption license installed in order to run Cisco Unified Communications Manager in mixed mode. If you are upgrading from an earlier release of Cisco Unified Communications Manager, and cluster security is set to mixed-mode, you must obtain an encryption license and install it in Cisco Prime License Manager.

If you upgrade from an earlier release with mixed-mode enabled, but you do not have an encryption license installed, a warning message on the encryption license requirement displays on the user interface immediately following the upgrade. You will also receive the **CiscoSystemEncryptionNotAllowed** alert. Your system will continue to operate in mixed-mode, but you will be unable to update the CTL file and will continue to receive this alert until you either install an encryption license or move the cluster security setting back to non-secure mode. Cisco recommends that you install the encryption license at the earliest to ensure that you can continue to run mixed mode without any disruption.

If you were not running mixed-mode prior to the upgrade, you will be unable to move the cluster into mixed-mode unless you have an encryption license applied against Cisco Unified Communications Manager, and a sync has been completed.

### Ordering and Installing License Files

The following table describes how to update your system with an encryption license.

**Table 8: Updating your System with an Encryption License**

Step	Task	Description
Step 1	Obtain an ENC PAK license file.	<p>Use the CUCM-PLM-ENC-K9= part number to order encryption licenses via the Product Upgrade Tool at <a href="https://tools.cisco.com/gct/Upgrade/jsp/index.jsp">https://tools.cisco.com/gct/Upgrade/jsp/index.jsp</a>.</p> <p>For further information on ordering licenses, refer to the <i>Cisco Unified Communications Solutions Ordering Guide</i> for your release at <a href="http://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html">http://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html</a>.</p> <p><b>Note</b> If you are using multiple instances of Cisco Prime License Manager in your deployment, you must order a separate encryption license for each Prime License Manager instance.</p>
Step 2	Install the encryption license file in Cisco Prime License Manager.	<p>Follow the "Upgrade Existing Licenses" procedure in the <i>Cisco Prime License Manager User Guide, Release 11.5(1)SU2</i> at <a href="http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/products-user-guide-list.html">http://www.cisco.com/c/en/us/support/cloud-systems-management/prime-license-manager/products-user-guide-list.html</a>.</p>



Step	Task	Description
Step 3	Synchronize licenses.	In Cisco Prime License Manager, select the <b>Product Instances</b> tab and click <b>Synchronize licenses</b> .  For additional detail, see the <i>Cisco Prime License Manager User Guide, Release 11.5(1)SU2</i> .

## Database Migration Required for Upgrades with Microsoft SQL Server

If you have Microsoft SQL Server deployed as an external database with the IM and Presence Service and you are upgrading from 11.5(1), 11.5(1)SU1, or 11.5(1)SU2, you must create a new SQL Server database and migrate to the new database. This is required due to enhanced data type support in this release. If you don't migrate your database, schema verification failure will occur on the existing SQL Server database and services that rely on the external database, such as persistent chat, will not start.

After you upgrade your IM and Presence Service, use this procedure to create a new SQL Server database and migrate data to the new database.



**Note** This migration is not required for Oracle or PostgreSQL external databases.

### Before You Begin

The database migration is dependent on the `MSSQL_migrate_script.sql` script. Contact Cisco TAC to obtain a copy.

**Table 9:**

Step	Task
Step 1	Create a snapshot of your external Microsoft SQL Server database.
Step 2	Create a new (empty) SQL Server database. For details, see the following chapters in the <i>Database Setup Guide for the IM and Presence Service</i> : <ol style="list-style-type: none"> <li>"Microsoft SQL Installation and Setup"—Refer to this chapter for details on how to create your new SQL server database on your upgraded IM and Presence Service.</li> <li>"IM and Presence Service External Database Setup"—After your new database is created, refer to this chapter to add the database as an external database in the IM and Presence Service.</li> </ol>
Step 3	Run the System Troubleshooter to confirm that there are no errors with the new database. <ol style="list-style-type: none"> <li>From Cisco Unified CM IM and Presence Administration, choose <b>Diagnostics &gt; System Troubleshooter</b>.</li> <li>Verify that no errors appear in the <b>External Database Troubleshooter</b> section.</li> </ol>

Step	Task
Step 4	Restart the Cisco XCP Router on all IM and Presence Service cluster nodes: <ol style="list-style-type: none"> <li>1. From Cisco Unified IM and Presence Serviceability, choose <b>Tools &gt; Control Center - Network Services</b>.</li> <li>2. From the <b>Server</b> menu, select an IM and Presence Service node and click <b>Go</b>.</li> <li>3. Under <b>IM and Presence Services</b>, select <b>Cisco XCP Router</b> and click <b>Restart</b>.</li> </ol>
Step 5	Turn off services that depend on the external database: <ol style="list-style-type: none"> <li>1. From Cisco Unified IM and Presence Serviceability, choose <b>Tools &gt; Control Center - Feature Services</b>.</li> <li>2. From the <b>Server</b> menu, select an IM and Presence node and click <b>Go</b>.</li> <li>3. Under <b>IM and Presence Services</b>, select the following services:               <ul style="list-style-type: none"> <li>Cisco XCP Text Conference Manager</li> <li>Cisco XCP File Transfer Manager</li> <li>Cisco XCP Message Archiver</li> </ul> </li> <li>4. Click <b>Stop</b>.</li> </ol>
Step 6	Run the following script to migrate data from the old database to the new database <code>MSSQL_migrate_script.sql</code> . <p><b>Note</b> Contact Cisco TAC to obtain a copy of this script</p>
Step 7	Run the System Troubleshooter to confirm that there are no errors with the new database. <ol style="list-style-type: none"> <li>1. From Cisco Unified CM IM and Presence Administration, choose <b>Diagnostics &gt; System Troubleshooter</b>.</li> <li>2. Verify that no errors appear in the <b>External Database Troubleshooter</b> section.</li> </ol>
Step 8	Start the services that you stopped previously. <ol style="list-style-type: none"> <li>1. From Cisco Unified IM and Presence Serviceability, choose <b>Tools &gt; Control Center - Feature Services</b>.</li> <li>2. From the <b>Server</b> menu, select an IM and Presence node and click <b>Go</b>.</li> <li>3. Under <b>IM and Presence Services</b>, select the following services:               <ul style="list-style-type: none"> <li>Cisco XCP Text Conference Manager</li> <li>Cisco XCP File Transfer Manager</li> <li>Cisco XCP Message Archiver</li> </ul> </li> <li>4. Click <b>Start</b>.</li> </ol>

Step	Task
Step 9	Confirm that the external database is running and that all chat rooms are visible from a Cisco Jabber client. Delete the old database only after you're confident that the new database is working.

## Upgrades from 11.5(1)SU2 with Push Notifications Enabled

If you are upgrading from the 11.5(1)SU2 release and you had Push Notifications enabled in the old release, you must disable Push Notifications in the current release and then follow the onboarding process to enable Push Notifications once again. This is required due to API changes in this release that were not a part of the 11.5(1)SU2 release. Your upgraded system will not be able to send troubleshooting logs to the Cisco Cloud unless you disable Push Notifications and then follow the onboarding process for this release.

After you upgrade your system, do the following:

### Procedure

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#### Step 1 Disable Push Notifications

Follow these steps:

- a. From Cisco Unified CM Administration, choose **Advanced Features > Cisco Cloud Onboarding**
- b. Uncheck the following check boxes:
  - **Enable Push Notifications**
  - **Send Troubleshooting information to the Cisco Cloud**
  - **Send encrypted PII to the Cisco Cloud for troubleshooting**
- c. Click **Save**.

#### Step 2 Enable Push Notifications for this release.

For the full onboarding process, see the "Push Notifications Configuration Task Flow" in the *Deploying Push Notifications for Cisco Jabber on iPhone and iPad* document at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/im\\_presence/pushNotifications/11\\_5\\_1\\_su2/cucm\\_b\\_push-notification-deployment-iPhone-iPad.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/pushNotifications/11_5_1_su2/cucm_b_push-notification-deployment-iPhone-iPad.html).

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## CHAPTER 3

# New and Changed Features

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The following new and changed feature was introduced for Release 11.5(1)SU7:

- [Headset Management, on page 17](#)

## Headset Management

You can centrally manage Cisco Headsets configuration, firmware, inventory, troubleshooting, and diagnostic from Unified Communications Manager.

In Cisco Unified CM Administration, you can:

- Remotely configure the headset settings such as wireless power range, audio bandwidth, Bluetooth on/off, and more using Headset Templates.
- Define and control the firmware running on the headset.
- Get a detailed inventory of all the headsets in your deployment.
- Diagnose and troubleshoot headsets using Remote PRT, headset metrics in Call Management Records (CMR) and alarms.

### Cisco Headset Service

Cisco Headset Service enables you to manage inventory, configuration updates, and diagnostics data of your Cisco Headset if you use compatible Cisco IP Phones or Cisco Jabber devices. You should enable this service in the **Cisco Unified Serviceability** user interface to use the headset services.

For more information on the headset service, see the "Cisco Headset Service" section of the *Cisco Unified Serviceability Administration Guide, Release 12.5(1)SU1*.

### Headset Template Important Considerations

The configuration changes introduced on Unified Communications Manager are not automatically configured on the Cisco Headsets. The Unified Communications Manager configurations are applied on Cisco Headsets only during the following scenarios:

1. Enable Cisco Headset Service—Administrators can see the Standard Default Headset Configuration Template (default template) only when the Cisco Headset Service is enabled. From this default template, you can create Custom Headset Configuration Templates and assign User Profiles to be used with this headset template as per your deployment needs and save the configuration changes.

2. Perform **Apply Config** on the Custom Headset Configuration Template so that the custom settings are applied on the headsets.
3. Perform **Apply Config** on the Standard Default Headset Configuration Template. Devices owned by end users associated with User Profiles in Assigned User Profile list and all anonymous devices will receive the default standard template settings.

For more information, see the “Headset Management” chapter in the *Feature Configuration Guide for Cisco Unified Communications Manager, Release 11.5(1)SU7*.



## CHAPTER 4

# Important Notes

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- [Features and Services](#), on page 19
- [Interoperability](#), on page 20
- [IM and Presence Service](#), on page 22
- [Block Message Delivery Not Supported](#), on page 22
- [Miscellaneous](#), on page 23

## Features and Services

### Media Sense does not record the Consult Call with Selective Recording

When Selective Recording is configured, the Media Sense server does not record the consult call during a transfer. For example, if a call between an agent and a customer is being recorded, and the agent initiates a transfer to another agent, the consult call that takes place between the two agents, prior to the call being transferred, is not recorded.

To ensure that the consult call is recorded, the agent must press the ‘Record’ softkey when the consult call starts.

## OVA Requirements and User Capacities

When sizing your deployment, keep these guidelines in mind around OVA requirements:

- For multi-cluster deployments, we recommend that you deploy a minimum OVA of 15,000 users
- For Persistent Chat deployments, we recommend that you deploy a minimum OVA of 15,000 users
- For Centralized deployments, we recommend a minimum OVA of 25,000 users



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**Note** If you plan to enable Multiple Device Messaging, measure deployments by the number of clients instead of by the number of users as each user may have multiple Jabber clients. For example, if you have 25,000 users, and each user has two Jabber clients, your deployment must have the capacity of 50,000 users.

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## SDL Listening Port Update Requires CTIManager Restart on all Nodes

If you edit the setting of the **SDL Listening Port** service parameter, you must restart the **Cisco CTIManager** service on all cluster nodes where the service is running. Currently, the help text says to restart the service, but does not specify that you must restart the service on all nodes where the service is running. You can access this service parameter from Cisco Unified CM Administration by navigating to **System > Service Parameters**, selecting **Cisco CTIManager** as the service, and clicking **Advanced** to see a complete list of CTIManager service parameters.

This update is a part of CSCvp56764.

## Interoperability

### AXL Requests to Unified CM Nodes

If you run Cisco TelePresence Management Suite (TMS) for scheduling, then the node that you add it to sends multiple AXL queries to fetch endpoint information. Because of the load that TMS generates, we recommend that you do not configure other applications that use AXL (such as Cisco Emergency Responder or Cisco Unified Attendant Console) to send AXL requests to these nodes.

### Cisco Unified Attendant Console Support

This information applies to [CSCva12833](#).

Cisco Unified Attendant Console Releases 11.x and earlier are not compatible with Cisco Unified Communications Manager Release 11.5(1). You must install or upgrade to Cisco Unified Attendant Console Advanced Release 11.0(1).

### IM and Presence Service Interoperability with Expressway-C

To interoperate Cisco Unified IM and Presence Service Release 11.5(1) and Expressway-C, you must be running a minimum version of Expressway-C X8.8. IM and Presence Service 11.5(1) does not support earlier versions of Expressway-C.

If you are upgrading from an earlier release where you are already interoperating with Expressway-C, upgrade your Expressway-C system to X8.8. After upgrading Expressway-C, you can upgrade your IM and Presence Service.

### New Cisco Gateway Support

New releases of Unified Communications Manager have introduced support for the following Cisco gateways:

- Cisco VG400 Analog Voice Gateway
- Cisco VG450 Analog Voice Gateway
- Cisco 4461 Integrated Services Router



The following table lists supported gateway models and the initial release, by release category, where support was introduced. Within each release category (e.g., 10.5(2), 11.5(x)), support for the gateway model is added as of the specified release, along with later releases in that category. For these releases, you can select the gateway in the **Gateway Configuration** window of Cisco Unified Communications Manager.

**Table 10: Cisco Gateways with Initial Release By Release Category**

<b>Gateway Model</b>	<b>10.5(2) Releases</b>	<b>11.5(x) Releases</b>	<b>12.0(x) Releases</b>	<b>12.5(x) Releases</b>
Cisco VG 202, 202 XM, 204, 204 XM, 310, 320, 350 Analog Voice Gateway	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later
Cisco VG400 Analog Voice Gateway	Not supported	11.5(1)SU7 and later	12.0(1)SU2 and later	12.5(1) and later
Cisco VG450 Analog Voice Gateway	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later
Cisco 4321, 4331 4351, 4431, 4451 Integrated Services Router	10.5(2) and later	11.5(1) and later	12.0(1)SU2 and later	12.5(1) and later
Cisco 4461 Integrated Services Router	10.5(2)SU8 and later	11.5(1)SU6 and later	12.0(1)SU2 and later	12.5(1) and later

### Cisco Analog Telephone Adapters

Cisco Analog Telephone Adapters connect analog devices, such as an analog phone or fax machine, to your network. These devices can be configured via the **Phone Configuration** window. The following table highlights model support for the ATA series.

**Table 11: Cisco Analog Telephone Adapters**

<b>ATA Adapter</b>	<b>10.5(2)x Releases</b>	<b>11.5(x) Releases</b>	<b>12.0(x) Releases</b>	<b>12.5(x) Releases</b>
Cisco ATA 190 Analog Telephone Adapter	10.5(2) and later	11.5(1) and later	12.0(1) and later	12.5(1) and later
Cisco ATA 191 Analog Telephone Adapter	10.5(2)SU7 and later	11.5(1)SU4 and later	12.0(1)SU2 and later	12.5(1) and later

## Tomcat Certificate Regeneration with SAML SSO Deployment

If you regenerate Tomcat certificates within a SAML SSO Deployment, you must also generate a new metadata file in Cisco Unified Communications Manager and upload that metadata file to the IdP.

## IM and Presence Service

### Intercluster Peering Not Supported with Cisco Unified Presence 8.6

Cisco Unified Presence 8.6 is not supported as an intercluster peer for Cisco Unified IM and Presence Service 11.x. For information on supported intercluster peer configurations, see the *Compatibility Matrix for Cisco Unified Communications Manager and IM and Presence Service* at [http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cucm/compat/11\\_x/cucm\\_b\\_cucm-imp-compatibility-matrix-11x.html#CUPO\\_RF\\_I0092C6B\\_00](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/compat/11_x/cucm_b_cucm-imp-compatibility-matrix-11x.html#CUPO_RF_I0092C6B_00).

### IM and Presence Server Pings to Jabber Are Not Configurable

IM and Presence server updates the presence status of the user as Unavailable if it does not receive a keep-alive from the client after two 1-minute pings.

The timings for these pings are hard-coded on the server side and are not configurable.

### Persistent Chat Character Limit with Microsoft SQL Server

If you have Persistent Chat configured with Microsoft SQL Server as the external database, chat messages where the total message body (HTML tags + text message) exceeds 4000 characters are rejected and are not delivered. See CSCvd89705 for additional detail. This issue exists from Release 11.5(1)SU3 onward.

### Rebooting IM and Presence Subscriber Nodes

If the Cisco Unified Communications Manager and IM and Presence Service publisher nodes are both unavailable, such as may occur in a UCS server crash, do not restart any IM and Presence Service subscriber nodes as the subscriber node may not recover, and Jabber users may not be able to log in, thereby requiring a rebuild of the IM and Presence cluster.

Make sure to get the Cisco Unified Communications Manager and IM and Presence Service publisher nodes up and running before you restart any IM and Presence subscriber nodes.

## Block Message Delivery Not Supported

The **IM Compliance Configuration** online help for the IM and Presence Service, Release 11.5(1)SU5 contains a message for the **Block message delivery if unable to record in compliance database** check box. However, this option is not available with this release. If you require this option, you must upgrade to a 12.x release.

# Miscellaneous

## Bandwidth Allocations for 88xx SIP Phones

If you are deploying 88xx phones with the SIP protocol, note that these phones will use more bandwidth than the recommended 32 kbps while registering to Cisco Unified Communications Manager. Make sure to take account for the higher bandwidth requirement over registration when you configure your QoS bandwidth allocation in the APIC-EM Controller.

## Dialed Number Analyzer does not Support Single Sign-On

### Dialed Number Analyzer does not support Single Sign-On

Dialed Number Analyzer (DNA), installed, as a service feature on Cisco Unified Communications Manager, does not support Single Sign-On (SSO). Use non-SSO mode to log into the application. After you log in using a non-SSO mode, you can access Cisco Unified Communications Manager Administration without an SSO login.

To access DNA, enter the following URL in your web browser:

<https://<cm-machine>/dna>, where <cm-machine> is the node name or IP address on which Dialed Number Analyzer is installed.

## Route Filter and Associated Route Patterns

When configuring your call routing, make sure that you don't assign a single route filter to too many route patterns. A system core could result if you were to edit a route filter that has hundreds of associated route patterns, due to the extra system processing that is required to update call routing for all of the route patterns that use the route filter. Create duplicate route filters to ensure that this does not occur. For more information see CSCup04938.

## Blue Screen Appears for Unified CM Refresh Upgrades

An issue exists with refresh upgrades of Cisco Unified Communications Manager to specific destination releases. After the timezone data populates, you may see a blue transition screen appear for 30 minutes or more.

If you see this blue screen, DO NOT stop the upgrade, or a kernel panic occurs. The upgrade will continue to run even while the blue screen displays. The blue screen will clear itself after approximately 30 minutes

### Affected 'To' Versions

This issue affects refresh upgrades of Unified Communications Manager where the destination version falls within the range in the below table. This range includes SU and ES versions that lay within the range. This issue does not occur for upgrades to older or newer versions that do not fall within the range, or for upgrades of the IM and Presence Service.

**Table 12: Affected 'To' Versions for Blue Screen Refresh Upgrade Issue**

<b>Release Category</b>	<b>Affected Upgrade Destination Range</b>
10.5(x)	10.5.2.21170-1—10.5.2.22188-1 (includes 10.5(2)SU9)
11.5(x)	11.5.1.16099—11.5.1.17118-1 (includes 11.5(1)SU6)
12.0(x)	12.0.1.23036-1 — 12.0.1.24053-1 (includes 12.0(1)SU3)
12.5(x)	12.5.1.11001-1 — 12.5.1.12018-1 (includes 12.5(1)SU1)

For additional details, see [CSCvs28202](#).