



Release Notes for Cisco IPICS Release 4.5(1)

April, 2012

These release notes describe the new features and caveats for the Cisco IP Interoperability and Collaboration System (Cisco IPICS) release 4.5(1).

For information about caveats that apply to Cisco IPICS release 4.5(1), see the “[Caveats](#)” section on [page 5](#).

To access the documentation suite for Cisco IPICS, go to the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

You can access Cisco IPICS software upgrades on Cisco Connection Online (CCO) by going to the following URL and, under “Make a selection to continue,” clicking **Products > Cisco IP Interoperability and Collaboration System**, then clicking the link for your Cisco IPICS release:

<http://www.cisco.com/cisco/software/navigator.html?mdfid=280723930&flowid=7120>

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Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Overview

The Cisco IPICS solution streamlines radio dispatch operations and improves response to incidents, emergencies, and facility events. Cisco IPICS dissolves communication barriers between land mobile radio systems and devices including mobile phones, landline phones, IP phones, and PC users, helping enable communications among users of all devices, wherever they are located. When time is critical, Cisco IPICS delivers information into the hands of the right people, at the right time and in the right format. By providing flexible, scalable communication interoperability, Cisco IPICS enhances the value of existing and new radio, telephony, and IP communications networks.

System Requirements

The Cisco IPICS server and the IDC require specific versions of hardware and software. *Cisco IPICS Compatibility Matrix*, lists the hardware and software versions that are compatible with this release of Cisco IPICS. Make sure that you check that document for the most current versions of compatible hardware components and software versions for use with Cisco IPICS, and make sure to upgrade your RMS components and SIP and LMR gateways to the latest supported releases before you install this release of Cisco IPICS.

Also make sure to use only the Cisco-supported operating system for use with Cisco IPICS. No other operating system versions are supported

Cisco IPICS Compatibility Matrix is available at the following URL:

http://www.cisco.com/en/US/products/ps7026/products_device_support_tables_list.html

Related Documentation

For more information about Cisco IPICS, refer to the following documentation.

- *Cisco IPICS Server Administration Guide, Release 4.5(1)*—Provides information about configuring, operating, and managing the Cisco IPICS server, including how to use the Management Console user interface.
- *Cisco IPICS Installation and Upgrade Guide, Release 4.5(1)*— Describes how to install, configure, and upgrade the Cisco IPICS
- *Cisco IPICS Dispatch Console User Guide, Release 4.5(1)*—Provides information about understanding, installing, operating, and performing other IDC activities
- *Cisco IPICS Mobile Client for Apple iPhone Reference Guide*—Provides detailed information about the Cisco Video Surveillance Stream Manager application for the Apple iPhone
- *Cisco IPICS Compatibility Matrix*—This document contains information about hardware and software that is supported for use with Cisco IPICS

To access the documentation suite for Cisco IPICS, go to the following URL:

http://www.cisco.com/en/US/products/ps7026/tsd_products_support_series_home.html

What's New in Cisco IPICS

The Cisco IPICS 4.5(1) release represents the next generation Cisco IPICS platform. New features, and functions in this release include the following:

- Direct radio network interoperability—Allows TCP/IP communication across P25 networks that use the ISSI protocol. This capability is provided through the new ISSI gateway and new end-to-end native P25 communication features in the Cisco IPICS Dispatch Console (IDC).
- Radio signaling—Provides dispatchers and radio users with features such as talker ID, emergency call, and private calls. These capabilities are provided via the new Unified Media Service (UMS) platform.
- IT database integration—An LDAP authentication feature allows Cisco IPICS users to be authenticated against a common Active Directory repository.
- High availability for multiple SIP providers—Minimizes single-points-of-failures in Cisco IPICS deployments by allowing the dial engine, dial-in functionality, and dial-out functionality to work with multiple SIP providers.
- Improved audio high availability—UMS high availability provides redundancy and failover for the UMS. This feature minimizes media downtime for VTGs and remote connections if a critical media service fails.
- More efficient configuration—IPICS now supports script-based bulk uploading of a large number of users, channels, or VSOM video links.
- Language support—Support for internationalization of the IDC, dial engine prompts, and IP-phone services.
- Operating System Backup—The operating system for Cisco IPICS servers is available as a backup on USB drive.
- Splash screen—A custom splash screen can be configured for the Administration Console and the IDC.
- Joystick support—Joystick integration with is supported with IDC clients that are running supported 32-bit versions of Microsoft Windows.
- Enhanced dialer—The IDC dialer has been expanded to support 10 lines, 3 patches per line, and last-number redial.
- IDC logging—The IDC provides enhanced logging features.
- Lazy resource allocation—To conserve system resources, Cisco IPICS allocates SIP resources as needed for IDC clients.
- Secure communication—The ISSI gateway with P25 radio systems provides the option of end-to-end encrypted calls directly with dispatchers.
- Server and virtual machine support—Cisco IPICS supports two new appliances that can be ordered with the Cisco 2RU Multi-Services Platform (MSP) or virtualized using the Cisco Unified Computing Systems C-200 Series server.

Important Notes

The following sections describe important issues that apply to this release:

- [ISSI Gateway Unable to Register to a Remote RFSS, page 4](#)
- [Issue Upgrading to Cisco IPICS 4.5\(1\), page 4](#)

ISSI Gateway Unable to Register to a Remote RFSS

If the ISSI Gateway is unable to register to a remote RFSS, you may see “ERROR_UNABLE_TO_JOIN” for the P25 channel status in the IDC. Restarting the remote RFSS should resolve this issue.

Issue Upgrading to Cisco IPICS 4.5(1)

Upgrading to Cisco IPICS release 4.5(1) can fail if the backup procedure includes these general steps:

1. Back up data from Cisco IPICS release 2.2 to the remote backup folder named 2.2_backup.
2. Restore data in the 2.2_backup folder to a Cisco IPICS server that is running Cisco IPICS release 4.0(1).
3. Backup data from the Cisco IPICS 4.0(1) IPICS server 4.0(1) to the remote backup folder named 4.0.1_backup.
4. Restore data in the 4.0.1_backup folder to a Cisco IPICS server that is running Cisco IPICS release 4.5(1).

To work around this situation, when you restore the Cisco IPICS database as described in the “Upgrading from Cisco IPICS Release 2.2(1)SR1, 4.0(1), or 4.0(2) in a Deployment without High Availability” in *Cisco IPICS Installation and Upgrade Guide, Release 4.5(1)*, use **ipics_db_upgrade_40_45_v2** instead of **ipics_db_upgrade_22_45** as the restore script.

The ipics_db_upgrade_40_45_v2 patch file is included in the ipics_db_upgrade_45_scripts.zip file that you download as part of the upgrade procedure.

Installing Certificates on an IDC Client PC

By default, IDC client PCs authenticate the Cisco IPICS server by using a self-signed certificate that is generated when the Cisco IPICS server software is installed. If you replace the self-signed certificate on the server with a third-party certificate, perform the following steps on each IDC client PC that access the Cisco IPICS server. This procedure is not needed if you are using the default self-signed certificate.

Before you begin

Make sure that certificates are installed on the Cisco IPICS server as explained in the “Managing Server Certificates” section in *Cisco IPICS Server Installation and Upgrade Guide*.

Procedure

Step 1 Copy the following files from the Cisco IPICS server to the client PC:

- /opt/cisco/ipics/security/root_ca.cert.pem
- /opt/cisco/ipics/security/intermediate_ca.cert.pem
- /opt/cisco/ipics/security/signed_server.cert.pem

- Step 2** On the client PC, take these actions:
- Rename root_ca.cert.pem to root_ca.crt.
 - Rename intermediate_ca.cert.pem to intermediate_ca.crt.
 - Rename signed_server.cert.pem to *hostname*.crt, where *hostname* is the hostname of the Cisco IPICS server.
- Step 3** On the client PC, take these actions for each .crt file that you renamed in the previous step:
- Double-click the file name.
 - Click **Install Certificate** to launch the Windows Certificate Import Wizard.
 - Click **Next**.
 - Click **Place all certificates in the following trust store**.
 - Choose **Trusted Root Certification Authorities**.
 - Click **Next**.
 - Click **Finish**.
- Step 4** Restart the IDC if it is running.

Using Cisco IOS Release 15.1(4)M3

In your Cisco IPICS deployment, use Cisco IOS release 15.1(4)M3 on routers that function as LMRG or RMS components.

Caveats

Table 1 describes known caveats in this Cisco IPICS release.

Table 1 Known Caveats

Headline	Description
Mobile Client Caveats	
CSCtf79041	iPhone Client: App shuts down if Wifi is set with an invalid DNS
CSCtx44229	Active User: Mobile does not clear the line after logout
CSCtx52868	Add Activity Log for iPhone app activity
CSCtx62378	iPhone app - stuck when uploading 3GP
CSCty68604	Cannot upload video with Unicode characters from iPhone
CSCty78394	iPhone - disable/enable user take you back same page - internal error
CSCtz27564	iPhone app changes to blank page after rebooting the IPICS server
IDC Caveats General Caveats	
CSCsb48220	Some Windows machines are not capable of sending multicast
CSCte64998	IDC does not detect loss of RTCP for SIP sessions

Table 1 **Known Caveats (continued)**

Headline	Description
CSCth59065	IDC: A defined signal with tone and DTMF does not play the DTMF portion
CSCto85158	IDC4.5: Unable to power up SIP channels in off-line mode
CSCtr10470	Rapidly click power-on ring should be blocked by IDC
CSCtr19049	IDC CPU spike under certain conditions
CSCtr54384	IDC4.5: Talkgroup region update issue on IDC
CSCtr55267	Jack type (not USB type) of Plantronics headset is not detected by IDC
CSCtu37870	TalkerID stuck on child channel when deactivate parent VTG during media stream
CSCtv24112	IDC incident VTG cannot activate with unsecure virtual radio channels
CSCtw65282	IDC is not shutting down properly with IDC Dialer 10 line configured
CSCtw76763	IDC frozen or makes noise due to patch channel and its parent VTG from Dialer
CSCtw91044	IDC not displaying in localized language
CSCtw93761	G.729 VQ scores degraded compared to previous release
CSCtx77616	IDC long DTMF press results in intermittent tone
CSCtx90370	Talkgroup does not enable after quick disable and reenable
CSCtx99123	IDC multicast channel does not transmit signals
CSCty13784	Windows XP IDC Region 1 blank
CSCty20708	IDC always show successful status for VTG Dial even though failed call
CSCty23725	IDC timeout with primary server when HLLB induced
CSCty32911	4.5.31 IDC VTGs do not display users in a user group
CSCty78803	Small triangle icon under Cisco logo problem with warning text
CSCty92857	IDC does not implement VAD enabled on channel or VTG
CSCty99355	DTMF plays to all speaker and should go only to the selected one
CSCty99464	IDC user log in issue with the failover secondary server
CSCtz07624	IDC4.5: Help should close when IDC closes; page gives error when searched
CSCtz07660	IDC4.5: Problem seen in downloading alert tone package if IDC user deletes it
CSCtz15652	Several IDC Patch button & Select/Unselect All Channel check box issues
CSCtz29896	IDC randomly logs out when VMware Player installed
CSCtz38782	IDC Dialer cannot place a call more than 10 digits DN including prefix
IDC Video/Media Caveats	
CSCtg46087	IDC freeze after watching BWIMS
CSCtr94976	Higher resolution display adapter required for VSM videos in incident
CSCtr97722	IDC4.5: Video view windows for IDC incident remain after incident deletion
CSCtr98513	IDC4.5: Could not view desktop JPG or camera feed in an incident once
CSCts41438	IDC4.5: AVI videos changed to audio during upload
CSCtt29940	IDC and Wave crash when tried to add video on a specific machine
CSCty55037	IDC4.5: Incident VTG EMP gives error and goes blank

Table 1 **Known Caveats (continued)**

Headline	Description
CSCty55051	IDC4.5: Incident VTG; the HTTPS link should work for add photos/videos
CSCty68014	IDC upload photo/video with non-ASCII title or description corrupts text
Radio Caveats	
CSCta48309	RCUI need to add a timeout
CSCta54500	LMRG can lock async line
CSCtd86763	EFJ E&M port gets in confused state over time on LMR
CSCth43931	ToneSet Descriptor cannot be updated via IPICS GUI - get name error
CSCth88468	MC IDC: Invalid error msg received when initiate Nextel call from RC UI
CSCth92924	IDC Nextel: A call to a busy remote gets no warning msg at IDC
CSCti26183	IPICS: CPI descriptor with no CS does not recognize present CF
CSCtj14069	RCUI: Displays invalid SEC state for scanned channel
CSCtj34325	IDC: Nextel caller ID is inconsistent at best
CSCts33499	4.5.18 PTT Tones heard on other IDCs, but not at radios
CSCtw88103	First PTT via idle Nextel donor radio not transmitted (i365)
CSCtw88270	Remote IDC displays server radio details page after server failover
CSCtw93175	IDC transmits clear when sec chosen on EF Johnson serial radio
CSCtx12804	Nextel cannot transmit TG/PC calls after transferring a phone call/voice mail
CSCtx12812	IDen/Nextel "NO CALL SETUP" display
CSCtx12849	IDC still allows Nextel services when disabled
CSCtx46670	RCUI does not show emerg alerts (emerg calls OK)
CSCtx48616	IDC pooled serial radio details issues
CSCtx49441	IDC Nextel call/alert/PTT issue while busy in phone call
CSCtx63633	Remote IDC serial EF Johnson radio VPN problem
CSCtx98145	IDC signals associations problem after tone descriptor delete and add
CSCty22861	Cannot release a VTG participant from a reserved state in a radio
CSCty88467	IDC media broken with serial radios VTG
CSCty89834	Server VTG issue with serial radios and pooled radio channels
CSCtz07794	EF Johnson scan mode transmit occurs on wrong channel and displays wrong channel name
CSCtz08099	SIP IDC RMS radio media broken after eth drop
CSCtz08404	EF Johnson talkaround can be seen on NO TA channel
CSCtz13628	SIP IDC RMS opened radio details for nextel after RMS reboot
CSCtz14756	Deleting a radio during rcs sync cycles causes radio to be re-added
CSCtz18283	Nextel group selection problem
CSCtz20462	Nextel remote did not receive private call
CSCtz20542	Nextel group call over 20 users created corrupt participants lists

Table 1 **Known Caveats (continued)**

Headline	Description
CSCtz21457	Radio change from non-pooled to pooled resource deallocation issues
CSCtz23872	Assign the same descriptor and channel selector to different MCTs
CSCtz24603	RCUI emergency calls have wrong date stamp
CSCtz27062	SIP IDC via UMS emergency call causes duplicate every time in Alerts tab
P25 Caveats	
CSCtr58196	IDC: Updating native P25 channel is not dynamic
CSCts83748	IDC native reg fail does not allow proxy mode
CSCtu43718	IDC: Site id incorrect for unit ids >= 0FFFFF
CSCtu60215	P25 radio does not respond to remote monitor command from IDC
CSCtw65353	Update ISSIG descriptor remove P25 channel but not the entry in multicast pool
CSCtw67025	4.5.26 ISSI spawns additional SIP Stack processes
CSCtw87270	Activity Log Option - need to add option for ISSIG
CSCtx06875	P25 channels not remain up after local IDC users logout and log back in
CSCtx08516	Unit call is powered up successfully with non-existing Unit ID
CSCtx35822	4.5.29 ISSIG unable to register to remote RFSS
CSCtx96395	4.5.30 IDC to IDC detach is not working
CSCtx96414	4.5.30 Inhibited IDC can still receive/transmit
CSCty58958	4.5.32 RX receive indicator does not show on P25 channels
CSCty59117	No user ID displayed under Emergency Caller & Responder w/o Supp service
CSCty62705	Emergency does not work with P25 Gateway to P25 Gateway mode
CSCty65462	Some P25 Gateway channels are in “RCS unreachable” status on Remote IDC
CSCty84683	RXmute is not implemented on IDC for P25 channels
CSCty99557	P25 Proxy channel intermittently receives P25 Unit ID from native channel
CSCtz08488	Multiple P25 Unit ID causes P25 Groups in Yellow triangle
CSCtz11297	P25 channel turned into gateway mode if more than one ISSIG configured
CSCtz15249	IDC says “Unsuccessful:Unknown error” when inhibit EFJ Radio device
CSCtz21974	Secure P25 icon not displayed for Proxy mode
CSCtz22227	P25 Proxy to Native does not work for two ISSIGs using the same descriptor
CSCtz30086	Cannot power up Native P25 channel after server FO and power it off/on
CSCtz31264	P25 secure Rx stuck when PTT on remote proxy channel to local native
CSCtz31295	PTT failures on ISSIG talkgroups in native mode on an IDC
Cisco IP Phone Caveats	
CSCsh63071	IPICS: L2 Roaming issues when using Cisco IP Phone 7921
CSCsl75502	IP phone gets dial out in addition to audio notification
CSCsx03051	Reactivating the text notification policy displays previous text message
CSCtd68078	Reauthenticate user when IP Phone application regains focus - CONET

Table 1 Known Caveats (continued)

Headline	Description
CSCtg03156	IP Phone text notification does not work on 7920 wireless phone
CSCth02428	IP phone text notification not work for most IP phones registered to 8.x
CSCti58687	Sometimes notify message is not sent to, but only dial out to IP phones
CSCtk03424	Logout softkey does not log users out of Select Talk Group page on Cisco Unified IP Phone 9971
CSCtk03460	Latch softkey not work on Cisco Unified IP Phone 9971 but bring users to an warning page
CSCtz27564	iPhone app change to blank page after rebooting the IPICS server
Dial Caveats	
CSCsq42952	Deadlock when using JoinTG in full-duplex mode causes call failures
CSCsy80880	Dial Engine shows PARTIAL_SERVICE even though all subsystems are in service
CSCtd42930	White noise for IPPE dial in coming from PSTN via multiple CUCM hops
CSCth51796	VTG dial participants returns successful even when no dial ports are set
CSCth62991	TTS server still connected even after TTS Enabled flag is unchecked
CSCti22223	Prompt playback does not work for IPPE dial in with TTS
CSCti58679	Notification dial behave differently on CIPC registered to CUCM 7x and 8.x
CSCtj24406	Immediately after failover, the TUI may not access some resources yet
CSCtl47830	SIP HA: Call is not torn down when trying to reach the alternate number
CSCtl92462	SIP HA: Dial out logic is incorrect when CUCMs have same preference
CSCtr89236	Prevent remote IDC Direct Dial using UMS as proxy server when RMS and UMS coexist
CSCts46893	Need warning to disassociate (delete) the active Direct Dial channel
CSCtz31229	IPPE dial-in causes IPICS failover
UMS Caveats	
CSCtn41235	A standby UMS ought to return 503 instead of accepting SIP INVITE
CSCtn48465	Add UMS with non-default configuration port number causes UMS disabled
CSCto92027	DB restore causes any channel not powered due to SocketException:Socket Closed
CSCtr46848	Talker ID is not displayed when Remote IDC/dial-in join VTG across UMS and RMS
CSCtr46921	Media and talkerid across multiple UMS lost when a VTG hosted on multiple UMSs
CSCts47379	3rd party certificates on UMS prevent addUMS from succeeding
CSCts59174	Restore causes on-demand SIP channel disconnect, but IDC partially reconnects
CSCtw62704	Get Action Exception on UMS list page after completion of config UMS HA
CSCtw90952	Tss1538212c: Failover active UMS affected by IPICS server split brain
CSCtx40831	IPICS recovery: UMS trust is not reestablished at server restart
CSCtx78150	No out of service shown on UMS list page when standby server OOS
CSCtx81958	Load Test: Removed UMS are still being monitored by IPICS
CSCtx96220	Cannot enable UMS after network_cfg and setup HA

Table 1 **Known Caveats (continued)**

Headline	Description
CSCty11799	UMS: Teardown, Delete = out of sync; unable to readd UMS; has workaround
CSCty11875	UMS: Sometimes get "Could not find node 1.2.3.4" during delete/update
CSCty11948	UMS: Sometimes delete fails to clean up ums*.properties on both HA servers
CSCty30379	Load Test: Unable to Remove UMS from the system
CSCty43654	Load Test: UMS setting not synchronizing with Cisco IPICS server at server start
CSCty68625	Talker ID not display on latest created TG when PTT from multicast to Remote
CSCtz13180	UMS under load -has low performance - improvements
CSCtz15665	Several UMS FO within short period causes Out of Services
CSCtz19001	UMS in "Unknown" HA Status after server failover; has workaround
CSCtz19158	SIP session is disconnected after UMS FO following server FO
CSCtz22094	NPE while deleting UMS after server HA teardown
CSCtr55255	UMS resource port not cleaned up on GUI after UMS FO/FB and IDC logout
CSCtz31240	Cannot build SIP session w with UMS due to no 200 OK received <<< on VM
CSCtz42312	Powering on and off any channel cause choppy voice after UMS FO on VM
Server Caveats	
CSCtf30864	HA security does not require password to delete trust
CSCtf60856	DB gets carried over when reconfigured for HA with another server
CSCtf95490	Alert notification status indicates success even if user isn't logged in
CSCtg07574	IDC: User status shows as active on the IDC even after disabling it
CSCtu19787	IPICS4.5: Splash screen localization fails to show up in web login
CSCtu25023	IPICS4.5: HA configured heartbeat port stays the same even after reconfig
CSCtx41245	IPICS4.5: Incident VTG journal should not delete user field if user is deleted
CSCtx84734	IDC active user stale with wrong count number and cannot force out few users
CSCtx87884	MP4 video does not display properly on the server URL view
CSCtx99558	RMS/UMS Dashboard does not update RMS voice ports if disable/remove RMS
CSCty17819	IPICS4.5: Alert tone package does not download on IDC dispatcher
CSCty30528	Enter very long text for Alert Message and truncated without any warning
CSCty31091	Intermittent policy alert message not be received or receive multiple
CSCty33454	4.5.31 RMS DS0 management issues
CSCty50655	IPICS 4.0 to 4.5 pre-upgrade archive skips uploaded media files
CSCtz24514	Non-ASCII AlertTone name causes Internal Server Error when login to IDC
CSCtz33075	Upgrading of IPICS server from 4.0(1) to 4.5(1)

You can use the Bug Toolkit to find information about caveats for the this release, including a description of the problems and available workarounds. The Bug Toolkit lists both open and resolved caveats.

To access Bug Toolkit, you need the following items:

- Internet connection

- Web browser
- Cisco.com user ID and password

To use the Bug Toolkit, follow these steps:

Procedure

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- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Log in with your Cisco.com user ID and password.
- Step 3** To look for information about a specific problem, enter the bug ID number in the **Search for bug ID** field, then click **Go**.
- Step 4** To look for information if you do not know the bug ID number:
- Choose **Security** from the Select Product Category menu.
 - Choose the desired product from the Select Product menu.
 - Choose the version number from the Software Version menu.
 - Under Advanced Options, choose **Use default settings** or **Use custom settings**. The default settings search for severity 1, 2 and 3 bugs, open and fixed bugs, and only bugs containing bug details. Use the custom settings to change the severity and status parameters, or to search for keywords within the bug headline and description.
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Obtaining Documentation, Obtaining Support, and Security Guidelines

For information about obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and recommended aliases and general Cisco documents, 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>

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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