



# Release Notes for Cisco Unified Presence Release 8.5(x)

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**July 19, 2011**

These release notes describe requirements, restrictions, and caveats for Cisco Unified Presence Release 8.5(1), 8.5(2), 8.5(3), and 8.5(4).



**Note**

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To view the release notes for previous versions of Cisco Unified Presence, go to the following URL:  
[http://www.cisco.com/en/US/products/ps6837/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html)

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## Contents

- [Introduction, page 2](#)
- [System Requirements, page 2](#)
- [Installation and Upgrade Notes, page 6](#)
- [Additional Installation and Upgrade Considerations, page 12](#)
- [Limitations and Restrictions, page 14](#)
- [Related Documentation, page 14](#)
- [New and Changed Information, page 14](#)
- [Important Notes, page 20](#)
- [Caveats, page 27](#)
- [Obtaining Documentation and Submitting a Service Request, page 40](#)



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# Introduction

Cisco Unified Presence collects information about user availability, such as whether users are using communications devices (for example, a phone) at a particular time. Cisco Unified Presence can also collect information about individual user communications capabilities, such as whether web collaboration or video conferencing is enabled. Applications such as Cisco Unified Personal Communicator and Cisco Unified Communications Manager use this information to improve productivity amongst employees, that is, to help employees connect with colleagues more efficiently and determine the most effective way for collaborative communication.

These release notes describe new features, requirements, restrictions, and caveats for Cisco Unified Presence Release 8.5(x). These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco Unified Presence, we recommend that you review the “[Related Documentation](#)” [section on page 14](#) for information about the documentation available for Cisco Unified Presence.

## System Requirements

- [Hardware Server Requirements, page 2](#)
- [Server Software Requirements, page 3](#)
- [Supported Browsers, page 3](#)

## Hardware Server Requirements

The Cisco Unified Presence system is a software product that is loaded onto a hardware server. The hardware server must meet the following requirements:

- One of the following server models:
  - Cisco 7800 Series Media Convergence Server (MCS) listed in the *Hardware and Software Compatibility Information for Cisco Unified Presence*. Go to Cisco.com for the latest information:  
[http://www.cisco.com/en/US/products/ps6837/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html)

**Note**

Cisco Unified Presence does not support MCS-xxxx-I1-IPC1 or MCS-xxxx-H1-IPC1 servers. However, a bridged upgrade is available to customers who need to migrate from any of the discontinued hardware, except for the following servers: MCS-7825-H1-IPC1, MCS-7825-I2-IPC1, MCS-7825-I1-IPC1, MCS-7825-I2-IPC2. For details about the unsupported hardware and the bridged upgrade, see the *Installation and Upgrade Guide for Cisco Unified Presence Release 8.5*.

- Cisco-approved, customer-provided third-party server that is the exact equivalent of one of the supported Cisco MCS servers. Go to <http://www.cisco.com/go/swonly>.
- Cisco Unified Computing System B-series blades or Cisco Unified Computing System C-series rackmount servers. For information about these Cisco Unified Computing System servers, see the *Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x*.

- DVD-ROM drive
- Keyboard, mouse, and monitor

**Note**

Additional server requirements, such as port and IP address requirements, are described in [Port Usage Information for Cisco Unified Presence](#).

The Cisco Unified Presence installer checks for the presence of the DVD-ROM drive, sufficient hard drive and memory sizes, and sufficient CPU type and speed.

Cisco Unified Presence supports bridged upgrades from any of the following servers:

- MCS-7825-H2-IPC1
- MCS-7825-H2-IPC2
- MCS-7835-H1-IPC1
- MCS-7835-I1-IPC1
- MCS-7845-H1-IPC1
- MCS-7845-I1-IPC1

The bridged upgrade allows you to create a DRS backup on the discontinued hardware. You can then restore the DRS backup on supported hardware after you complete a fresh Cisco Unified Presence installation on the supported hardware. If you attempt an upgrade on discontinued hardware, Cisco Unified Presence displays a warning on the interface and on the CLI, informing you that Cisco Unified Presence only supports the functionality to create a DRS backup on this server.

## Server Software Requirements

The Cisco Unified Presence server runs on the Cisco Linux-based operating system. This operating system is included with the application.

**Related Topics**

- [Installation and Upgrade Notes, page 6](#)

## Supported Browsers

Use Microsoft Internet Explorer version 6.0 or a later release, or Mozilla Firefox version 3.0 or a later release, to access these interfaces: Cisco Unified Presence Administration, Cisco Unified Serviceability, and Cisco Unified Communications Operating System Administration.

**Note**

Cisco Unified Presence does not currently support Safari or Google Chrome on MAC or Windows operating systems.

## How to Use Hypertext Transfer Protocol over Secure Sockets Layer (HTTPS)

Hypertext Transfer Protocol over Secure Sockets Layer (SSL), which secures communication between the browser client and the Apache Tomcat web server, uses a certificate and a public key to encrypt the data that is transferred over the Internet. HTTPS, which ensures the identity of the server, supports applications, such as Cisco Unified Serviceability. HTTPS also ensures that the user sign-in password is transported securely via the web.

### HTTPS for Internet Explorer

The first time you (or a user) access Cisco Unified Presence Administration or other Cisco Unified Presence SSL-enabled virtual directories after a Cisco Unified Presence installation or upgrade, a Security Alert dialog box asks whether you trust the server. When the dialog box displays, you must respond in one of the following ways:

- By selecting Yes, you select to trust the certificate for the current web session only. If you trust the certificate for the current session only, the Security Alert dialog box displays each time that you access the application: that is, until you install the certificate in the trusted folder.
- By selecting View Certificate > Install Certificate, you indicate that you intend to perform certificate installation tasks, so you always trust the certificate. If you install the certificate in the trusted folder, the Security Alert dialog box does not display every time you access the web application.
- By selecting No, you cancel the action. No authorization occurs, and you cannot access the web application. To access the web application, you must select Yes or install the certificate via the View Certificate > Install Certificate option.

**Note**

The system issues the certificate using the hostname. If you attempt to access a web application using the IP address, the Security Alert dialog box displays, even though you installed the certificate on the client.

### Saving the Certificate to the Trusted Folder

You can save the CA Root certificate in the trusted folder, so the Security Alert dialog box does not display each time that you access the web application.

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- Step 1** Perform the required steps depending on the Internet browser you are using:

**Table 1**      ***Saving the Certificate to the Trusted Folder***

<b>If you are Using.....</b>	<b>Actions</b>	<b>Troubleshooting Tips</b>
Internet Explorer 6 and 8	<p><b>a.</b> Browse to the application on the Tomcat web server.</p> <p><b>b.</b> Select <b>View Certificate</b> when the Security Alert dialog box displays.</p> <p><b>c.</b> Select <b>Install Certificate</b> in the General pane of the Certificate dialog box.</p> <p><b>d.</b> Select <b>Next</b> in the Certificate Import Wizard dialog box.</p> <p><b>a.</b> Select <b>Place all certificates in the following store.</b></p> <p><b>b.</b> Select <b>Browse</b> adjacent to the Certificate store field.</p> <p><b>c.</b> Browse to <b>Trusted Root Certification Authorities.</b></p> <p><b>d.</b> Select <b>OK.</b></p> <p><b>e.</b> Select <b>Next.</b></p> <p><b>f.</b> Select <b>Finish.</b></p> <p><b>g.</b> Select <b>Yes</b> to install the certificate.</p> <p><b>h.</b> Select <b>OK</b> after you receive a message stating that the import was successful.</p> <p><b>i.</b> Select <b>OK</b> in the lower, right corner of the Certificate dialog box.</p> <p><b>j.</b> Select <b>Yes</b> to trust the certificate, so you do not receive the dialog box again.</p>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Internet Explorer, the next time you browse to the server, ensure that you enter the fully qualified domain name (FQDN) of the server that is associated with the certificate.</li> <li>• You can verify that the certificate was installed successfully by selecting the Certificate Path tab in the Certificate pane.</li> </ul>

**Table 1**      ***Saving the Certificate to the Trusted Folder (continued)***

<b>If you are Using.....</b>	<b>Actions</b>	<b>Troubleshooting Tips</b>
Internet Explorer 7	<p><b>a.</b> Browse to the application on the Tomcat web server.</p> <p><b>b.</b> Select <b>Continue to this website (not recommended)</b> option to access the server.</p> <p><b>c.</b> Select <b>View Certificate</b> when the Security Alert dialog box displays.</p> <p><b>d.</b> Select <b>Install Certificate</b> in the General pane of the Certificate dialog box.</p> <p><b>e.</b> Select <b>Next</b> in the Certificate Import Wizard dialog box.</p> <p><b>f.</b> Select <b>Automatically select the certificate store</b> based on the type of certificate.</p> <p><b>g.</b> Browse <b>Next</b>.</p> <p><b>h.</b> Select <b>Finish</b>.</p> <p><b>i.</b> Select <b>Yes</b> in the Security Warning dialog box.</p> <p><b>j.</b> Select <b>OK</b> in the Certificate Import Wizard dialog box.</p>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Internet Explorer, the next time you browse to the server, ensure that you enter the FQDN of the server that is associated with the certificate.</li> <li>• To verify that the trust store contains the imported certificate, select <b>Tools &gt; Internet Options</b> in the Internet Explorer toolbar and select the Contents tab. Select <b>Certificates</b> and select the Trusted Root Certifications Authorities tab. Scroll to find the imported certificate in the list.</li> <li>• After importing the certificate, the browser continues to display the address bar and a Certificate Error status in red. The status persists even if you re-enter the hostname or IP address or refresh or relaunch the browser.</li> <li>• You can verify that the certificate was installed successfully by selecting the Certification Path tab in the Certificate pane.</li> </ul>
Netscape	<p><b>a.</b> Browse to the application using Netscape.</p> <p><b>b.</b> Select one of the following radio buttons:</p> <ul style="list-style-type: none"> <li>• Accept this certificate for this session</li> <li>• Do not accept this certificate and do not connect</li> <li>• Accept this certificate forever (until it expires)</li> <li>• Select <b>OK</b> in the Certificate Authority dialog box.</li> <li>• Select <b>OK</b> in the Security Warning dialog box</li> </ul>	<ul style="list-style-type: none"> <li>• After you save the certificate to the trusted folder in Internet Explorer, the next time you browse to the server, ensure that you enter the FQDN name of the server that is associated with the certificate.</li> <li>• If you select <b>Do not accept this certificate and do not connect</b>, the application does not open.</li> <li>• To view the certificate credentials before installing the certificate, select <b>Examine Certificate</b>.</li> </ul>

## Installation and Upgrade Notes

- [New System Installation, page 7](#)
- [System Upgrade, page 7](#)
- [The Latest Software Upgrades for Cisco Unified Presence on Cisco.com, page 9](#)

## New System Installation

For new installations, you must order the Cisco Unified Presence system software and adhere to licensing requirements. To order the software, go to <http://www.cisco.com/en/US/ordering/index.shtml> or contact your Cisco sales representative.

Each Cisco Unified Presence shipment comes with an installation DVD, which is required for all new installations of Cisco Unified Presence, for example, Cisco Unified Presence Release 8.5. The Cisco Unified Presence operating system and application software is installed from the installation DVD. For example, for new installations of the Cisco Unified Presence Release 8.5(4) software, use the DVD that indicates Cisco Unified Presence Release 8.5(4).

### Related Topics

- [Software Licensing Requirements for VMware, page 12](#)

## System Upgrade

- [Supported Upgrade Paths to Cisco Unified Presence Release 8.5\(x\), page 7](#)
- [Upgrade from Cisco.com, page 9](#)

## Supported Upgrade Paths to Cisco Unified Presence Release 8.5(x)

Cisco Unified Presence supports the following software upgrade paths to Release 8.5(4):

Supported Upgrade Paths from Cisco Unified Presence...	Installation Instructions
Release 7.0(x) to 8.5(x)	<p>Upgrades from Release 7.0(x) to Release 8.5(x) require the UCSInstall_CUP_*.sgn.iso file.</p> <p>Perform these steps to order the “Installation and Upgrade (7.0(x) to 8.5(x))” upgrade DVD and acquire the .iso file as part of your Cisco Unified Presence order:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.cisco.com/upgrade">http://www.cisco.com/upgrade</a>.</li> <li>2. Enter your software contract number.</li> <li>3. Select the CUP7-8-5-U-K9= option to order. If you do not see the CUP7-8-5-U-K9= option, contact your Cisco Account Team and/or Reseller to resolve your Contract issue.</li> <li>4. Install the “Installation and Upgrade (7.0(x) to 8.5(x))” upgrade DVD that Cisco provides.</li> </ol>
Release 8.0(x) to 8.5(x)	<p>Upgrades from Release 8.0(x) to Release 8.5(x) require the UCSInstall_CUP_*.sgn.iso file.</p> <p>Perform these steps to proceed with the upgrade:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.cisco.com/cisco/software/navigator.html">http://www.cisco.com/cisco/software/navigator.html</a>.</li> <li>2. Navigate to Products &gt; Voice and Unified Communications &gt; Unified Communications Applications &gt; Cisco Unified Presence &gt; Cisco Unified Presence 8.5 &gt; Unified Presence Server Updates.</li> <li>3. Download either the complete ISO file, UCSInstall_CUP_8.5.x.10000-x.sgn.iso, or the two parts of the ISO, UCSInstall_CUP_8.5.x.10000-x.sgn.iso_part1of2 and UCSInstall_CUP_8.5.x.10000-x.sgn.iso_part2of2.</li> <li>4. Install the “Installation and Upgrade (8.0(x) to 8.5(x))” upgrade.</li> </ol>
Release 8.5(x) to 8.5(x)	<p>Upgrades from Release 8.5(x) to Release 8.5(x) require the UCSInstall_CUP_*.sgn.iso file.</p> <p>Perform these steps to proceed with the upgrade:</p> <ol style="list-style-type: none"> <li>1. Go to <a href="http://www.cisco.com/cisco/software/navigator.html">http://www.cisco.com/cisco/software/navigator.html</a>.</li> <li>2. Navigate to Products &gt; Voice and Unified Communications &gt; Unified Communications Applications &gt; Cisco Unified Presence &gt; Cisco Unified Presence 8.5 &gt; Unified Presence Server Updates.</li> <li>3. Download either the complete ISO file, UCSInstall_CUP_8.5.x.10000-x.sgn.iso, or the two parts of the ISO, UCSInstall_CUP_8.5.x.10000-x.sgn.iso_part1of2 and UCSInstall_CUP_8.5.x.10000-x.sgn.iso_part2of2.</li> <li>4. Install the “Installation and Upgrade (8.0(x) to 8.5(x))” upgrade.</li> </ol>



**Note**

Direct upgrades from Cisco Unified Presence Release 6.0(x) to Release 8.5(x) are not supported. You must first upgrade to Release 7.0(x) of Cisco Unified Presence. For more information about upgrading to Cisco Unified Presence Release 7.0(x), see the *Release Notes for Cisco Unified Presence Release 7.0(x)* here on Cisco.com:

[http://www.cisco.com/en/US/products/ps6837/prod\\_release\\_notes\\_list.html](http://www.cisco.com/en/US/products/ps6837/prod_release_notes_list.html).

## Upgrade from Cisco.com

Cisco does not support downloading major Cisco Unified Presence software releases from Cisco.com, for example, Cisco Unified Presence Release 8.0. From Cisco.com you can download upgrade-only software images that are used to upgrade from a previous major software release to a subsequent software maintenance release or point release of Cisco Unified Presence. For example, you can download Cisco Unified Presence Release 8.0(2) or Cisco Unified Presence Release 8.5 from Cisco.com.

To download this software, go to

<http://tools.cisco.com/support/downloads/go/Redirect.x?mdfid=278875240>. You must have an account on Cisco.com to access the Software Center. The images posted at the Software Center require existing installations of Cisco Unified Presence.

### Related Topics

- [Supported Upgrade Paths to Cisco Unified Presence Release 8.5\(x\), page 7](#)
- [The Latest Software Upgrades for Cisco Unified Presence on Cisco.com, page 9](#)

## The Latest Software Upgrades for Cisco Unified Presence on Cisco.com

### Before You Begin

You can only download point releases of Cisco Unified Presence software from Cisco.com.

- [Accessing the Upgrade File for Cisco Unified Presence Release 8.0\(x\) to 8.5\(1\), page 9](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.0\(x\) to 8.5\(2\), page 10](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.0\(x\) to 8.5\(3\), page 11](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.0\(x\) to 8.5\(4\), page 11](#)

## Accessing the Upgrade File for Cisco Unified Presence Release 8.0(x) to 8.5(1)

Because of its size, the original UCSInstall ISO file, UCSInstall\_CUP\_8.5.1.10000-35.sgn.iso, is divided into two parts that you must download and reunite:

- UCSInstall\_CUP\_8.5.1.10000-35.sgn.iso\_part1of2
- UCSInstall\_CUP\_8.5.1.10000-35.sgn.iso\_part2of2

### Procedure

- 
- Step 1** Download the UCSInstall files from Cisco Connection Online.

- Step 2** Depending on your operating system, enter one of the following commands in the CLI to reunite the two parts of the file:

OS	Command - Copy and Paste to CLI
Unix/Linux	cat UCSInstall_CUP_8.5.1.10000-35.sgn.iso_part1of2 UCSInstall_CUP_8.5.1.10000-35.sgn.iso_part2of2 > UCSInstall_CUP_8.5.1.10000-35.sgn.iso
Windows	COPY/B UCSInstall_CUP_8.5.1.10000-35.sgn.iso_part1of2+UCSInstall_CUP_8.5.1.10000-35.sgn.iso _part2of2 UCSInstall_CUP_8.5.1.10000-35.sgn.iso

- Step 3** Use an md5sum utility to verify that the MD5 sum of the final file is correct:  
1d10c86d987e565c0ea6be9ea5edb320 UCSInstall\_CUP\_8.5.1.10000-35.sgn.iso

### Troubleshooting Tips

You can upgrade the ISO image onto a remote server as an alternative to using the upgrade DVD. Copy the ISO (UCSInstall\_CUP\_8.5.1.10000-35.sgn.iso) to your FTP or SFTP server.

### Related Topics

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 9](#)

## Accessing the Upgrade File for Cisco Unified Presence Release 8.0(x) to 8.5(2)

Because of its size, the original UCSInstall ISO file, UCSInstall\_CUP\_8.5.2.10000-49.sgn.iso, was divided into two parts that you must download and reunite:

- UCSInstall\_CUP\_8.5.2.10000-49.sgn.iso\_part1of2
- UCSInstall\_CUP\_8.5.2.10000-49.sgn.iso\_part2of2

### Procedure

- Step 1** Download the UCSInstall files from Cisco Connection Online.
- Step 2** Depending on your operating system, execute one of the following commands in the CLI to reunite the two parts of the file:

OS	Command - Copy and Paste to CLI
Unix/Linux	cat UCSInstall_CUP_8.5.2.10000-49.sgn.iso_part1of2 UCSInstall_CUP_8.5.2.10000-49.sgn.iso_part2of2 > UCSInstall_CUP_8.5.2.10000-49.sgn.iso
Windows	COPY/B UCSInstall_CUP_8.5.2.10000-49.sgn.iso_part1of2+UCSInstall_CUP_8.5.2.10000-49.sgn.iso _part2of2 UCSInstall_CUP_8.5.2.10000-49.sgn.iso

- Step 3** Use an md5sum utility to verify that the MD5 sum of the final file is correct:  
feed17138f8742864ec33872c4efb14 UCSInstall\_CUP\_8.5.2.10000-49.sgn.iso

**Troubleshooting Tips**

You can upgrade the ISO image onto a remote server as an alternative to using the upgrade DVD. Copy the ISO (UCSInstall\_CUP\_8.5.2.10000-49.sgn.iso) to your FTP or SFTP server.

**Related Topics**

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 9](#)

**Accessing the Upgrade File for Cisco Unified Presence Release 8.0(x) to 8.5(3)**

Perform the following steps to access the upgrade file for Cisco Unified Presence Release 8.0(x) to 8.5(3).

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Download the UCSInstall files from Cisco Connection Online.  |
| <b>Step 2</b> | Use an md5sum utility to verify that the MD5 sum of the final file is correct:<br>de6b390654d919fc5062322d2404e161 UCSInstall_CUP_8.5.3.10000-59.sgn.iso |
- 

**Troubleshooting Tips**

You can upgrade the ISO image onto a remote server as an alternative to using the upgrade DVD. Copy the ISO (UCSInstall\_CUP\_8.5.3.10000-59.sgn.iso) to your FTP or SFTP server.

**Related Topics**

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 9](#)

**Accessing the Upgrade File for Cisco Unified Presence Release 8.0(x) to 8.5(4)**

Perform the following steps to access the upgrade file for Cisco Unified Presence Release 8.0(x) to 8.5(4).

**Procedure**

- 
- |               |  |
|---------------|--|
| <b>Step 1</b> | Download the UCSInstall files from Cisco Connection Online.  |
| <b>Step 2</b> | Use an md5sum utility to verify that the MD5 sum of the final file is correct:<br>e9ba6ac96b3bb122c0a6666d9db20b79 UCSInstall_CUP_8.5.4.10000-16.sgn.iso |
- 

**Troubleshooting Tips**

You can upgrade the ISO image onto a remote server as an alternative to using the upgrade DVD. Copy the ISO (UCSInstall\_CUP\_8.5.4.10000-16.sgn.iso) to your FTP or SFTP server.

**Related Topics**

- [New System Installation, page 7](#)

- [Upgrade from Cisco.com, page 9](#)

## Additional Installation and Upgrade Considerations

- [Perform Cisco Unified Presence 8.5\(x\) Upgrade Before Cisco Unified Communications Manager 8.5\(x\) Upgrade, page 12](#)
- [Software Licensing Requirements for Release 7.0\(x\) to 8.5\(x\) Upgrades, page 12](#)
- [Software Licensing Requirements for VMware, page 12](#)
- [Recommendations for Release 8.0\(x\) to 8.5\(x\) Upgrades, page 12](#)
- [Recommendations for Release 7.0\(x\) to 8.5\(x\) Intercluster Upgrades, page 13](#)

### Perform Cisco Unified Presence 8.5(x) Upgrade Before Cisco Unified Communications Manager 8.5(x) Upgrade

You must perform the Cisco Unified Presence Release 8.5 upgrade *before* you perform the Cisco Unified Communications Manager Release 8.5 upgrade. Cisco does not support Cisco Unified Presence 8.0(x) servers running with Cisco Unified Communications Manager Release 8.5.

### Software Licensing Requirements for Release 7.0(x) to 8.5(x) Upgrades

If you upgrade from Release 7.0(x) to Release 8.5, you require a new software version license for *each* Cisco Unified Presence server in your deployment. You must order a separate software version license for each Cisco Unified Presence server. However, you need to upload the license to the first node in a cluster. For information about Cisco Unified Presence licensing modes and requirements, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

### Software Licensing Requirements for VMware

You can run this release of Cisco Unified Presence 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 Cisco Unified Presence Release 8.5(x)*. For information about the VMware licensing requirements, see the *Installation Guide for Cisco Unified Presence Release 8.5*.

### Recommendations for Release 8.0(x) to 8.5(x) Upgrades

Before you upgrade from Cisco Unified Presence Release 8.0(x) to Release 8.5(x), we *strongly advise* that you follow the recommended upgrade procedure in the *Deployment Guide for Cisco Unified Presence Release 8.5*.

The following are important notes that you must be aware of:

- Prior to performing an upgrade, the Cisco Unified Presence Sync Agent Service on the cluster (which only runs on the Publisher node) may be disabled so that user-initiated changes from the corresponding Cisco Unified Communications Manager system during the upgrade, do not compromise the upgrade process. The changes will be reconciled when the Cisco Unified Presence Sync Agent is restarted in either the current or newer version.
- The Publisher node must switch versions and restart prior to initiating a switch version and restart on the Subscriber nodes. If the Cisco Unified Presence Administration GUI is operational on the Publisher node, it is safe to initiate a switch version and restart on the Subscriber node.

**Note**

Services on the Publisher will not start until the Subscribers are switched, restarted, and replication is successfully established on that cluster.

- In n-node (intracluster) deployment, if the nodes are on different subnets, Routing Communication Type needs to be changed from MDNS to Auto Router-to-Router by selecting **System > Cluster Topology > Settings**. You must then restart the XCP Configuration Manager by selecting **Serviceability > Network Services**. Following this restart, routers on all nodes in the cluster have to be restarted.
- Cisco Unified Presence Release 8.5(x) supports up to 15,000 users per cluster in a High Availability (HA) configuration and up to 30,000 users per cluster in a non-HA configuration. If, when you upgrade, you are left with a number of unsupported users, we recommend that you unlicense these surplus users on Cisco Unified Communications Manager before you perform the upgrade.
- The default value for the maximum number of contacts is 200. However you can configure this to a higher value, or configure 0 to set it to unlimited value. After you perform the upgrade, check that the contact list size for users has not reached the maximum value. If you have a large number of contacts per user, the number of users that a Cisco Unified Presence node supports is reduced.

## Recommendations for Release 7.0(x) to 8.5(x) Intercluster Upgrades

Before you perform an intercluster upgrade from Release 7.0(x) to Release 8.5(x), we *strongly recommend* that you follow the intercluster upgrade procedure described in the intercluster chapter of the *Deployment Guide for Cisco Unified Presence Release 8.5*.

The following are important notes that you must be aware of (described in detail in the *Deployment Guide for Cisco Unified Presence Release 8.5*):

- Prior to performing an upgrade, the Cisco Unified Presence Sync Agent Service on the cluster (which only runs on the Publisher node) may be disabled so that user initiated changes from the corresponding Cisco Unified Communications Manager system during the upgrade, do not compromise the upgrade process. The changes will be reconciled when the Cisco Unified Presence Sync Agent is restarted in either the current or newer version.
- Before you perform the software upgrade, we highly recommend that you turn off (deactivate) the Cisco Unified Presence PE in the local Cisco Unified Presence cluster. If you intend to upgrade all clusters to Release 8.5, you must turn the Cisco Unified Presence PE on all clusters that are being upgraded until you complete the intercluster upgrade in your intercluster deployment.
- You may experience high CPU (possibly for several hours) while the Cisco Unified Presence PE attempts to reestablish any presence subscriptions with remote clients. The potential for high CPU exists if a very large number of users are involved (for example, greater than 10,000).
- Presence subscriptions to remote contacts will not work for users who have reached their contact list size limit on the local or remote cluster.

- Cisco Unified Presence has a maximum limit on the number of SIP remote contacts that can be active at one time. This maximum value changes based on platform type (see the *Deployment Guide for Cisco Unified Presence Release 8.5* for platform details). If you intend to leave an intercluster peer on Release 7.0(x), and you enable the Cisco Unified Presence XCP SIP federation service, you may exceed this limit depending on the number of remote contacts on the Release 8.5(x) peer clusters. If you exceed the limit, Cisco Unified Presence will not process the remaining contacts. For SIP subscription limits, see the SIP Remote Contact Limit in the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Limitations and Restrictions

No caveats were closed in this release.

## Related Documentation

The complete Cisco Unified Presence documentation set, with the latest information for Release 8.5(x), is now available here on Cisco.com.

[http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

To search for documentation on any given release, we recommend that you use the Custom Google search capability introduced in the last release.

## New and Changed Information

- [About Cisco Unified Presence Release 8.5\(1\), page 14](#)
- [About Cisco Unified Presence Release 8.5\(2\), page 18](#)
- [About Cisco Unified Presence Release 8.5\(3\), page 19](#)
- [About Cisco Unified Presence Release 8.5\(4\), page 19](#)

## About Cisco Unified Presence Release 8.5(1)

The following sections describe new features and changes that are pertinent to Cisco Unified Presence Release 8.5(1). The sections may include configuration tips, information about users, and where to find more information.

- [Copyright Information, page 15](#)
- [Support for High Availability, page 15](#)
- [Support for Email Address for Interdomain Federation, page 15](#)
- [Support for Turning On or Off Instant Message Capabilities, page 15](#)
- [Support for Turning On or Off Availability Sharing, page 15](#)
- [Support for Clustering over WAN, page 16](#)
- [Support for Exchange Web Services Exchange 2010 Calendar Integration, page 16](#)
- [Support for SIP Federation with AOL, page 16](#)

- [Support for Global Do Not Disturb Settings, page 16](#)
- [Support for Temporary \(Ad-Hoc\) Presence Subscriptions, page 17](#)
- [Support for Cisco Unified Personal Communicator Release 8.5\(x\), page 17](#)
- [Support for Cisco Adaptive Security Appliance, page 17](#)
- [Support Policy for Extensible Messaging and Presence Protocol, page 17](#)
- [Support for VMware on Customer Deployments, page 17](#)

For information about all available features and benefits, see the data sheet for Cisco Unified Presence at [http://www.cisco.com/en/US/products/ps6837/products\\_data\\_sheets\\_list.html](http://www.cisco.com/en/US/products/ps6837/products_data_sheets_list.html).

## Copyright Information

Portions of this software product are governed by certain open source and third-party licenses. For more information and acknowledgements of copyright, see Licensing Information for Cisco Unified Presence at [http://www.cisco.com/en/US/products/ps6837/products\\_licensing\\_information\\_listing.html](http://www.cisco.com/en/US/products/ps6837/products_licensing_information_listing.html).

## Support for High Availability

Cisco Unified Presence Release 8.5(x) supports High Availability (HA) in a subcluster. This means that if a node in the subcluster fails, the Instant Message and Availability services from that node can fail over to a second node in the subcluster. Cisco Unified Presence monitors heartbeat and critical services to detect outages of components or nodes.

For more information about HA, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Email Address for Interdomain Federation

Cisco Unified Presence supports the use of email address for interdomain federation over both SIP and XMPP protocols. When you turn on Cisco Unified Presence to use the email address for SIP federation, Cisco Unified Presence changes the URI/JabberID of each federated contact from ‘userid@domain’ to the email address of the contact.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation*.

## Support for Turning On or Off Instant Message Capabilities

In Cisco Unified Presence Release 8.5(x), you can turn on or off instant message capabilities for all client applications in a Cisco Unified Presence cluster.



### Note

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Instant message capabilities are turned on by default on Cisco Unified Presence Release 8.5(x).

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For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Turning On or Off Availability Sharing

In Cisco Unified Presence Release 8.5(x), you can turn on or off availability sharing for all client applications in a Cisco Unified Presence cluster.

**Note**

Availability sharing is turned on by default on Cisco Unified Presence Release 8.5(x).

For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Clustering over WAN

Cisco Unified Presence Release 8.5(x) supports Clustering over WAN deployments. A subcluster can be geographically split over a WAN, where one node in the subcluster is in one geographic location and the second node in the subcluster is in another geographic location. Together with High Availability (HA), this model can provide geographical redundancy and remote failover with backup to a node on a remote site.

For more information, see geographic location for intracenter and intercenter deployments. For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Exchange Web Services Exchange 2010 Calendar Integration

Cisco Unified Presence Release 8.5(x) supports Exchange Web Services (EWS) calendar integration to support Exchange 2010. For more information, see the *Exchange Integration with Cisco Unified Presence Release 8.5*.

## Support for SIP Federation with AOL

Cisco Unified Presence Release 8.5(x) supports interdomain federation over the SIP protocol with the AOL SIP Access Gateway (SAG). SIP federation with AOL enables Cisco Unified Presence users to federate with the following users:

- Users with AOL public communities, for example, aim.com, aol.com.
- Users of an enterprise whose domain is hosted by AOL.
- Users of a foreign enterprise that federates with AOL. Cisco Unified Presence could use AOL as a clearing house to federate with these foreign enterprises.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation*.

## Support for Global Do Not Disturb Settings

Cisco Unified Presence supports global administrator-level Do Not Disturb (DND) settings. As an alternative to displaying the Busy state when users are on phone calls, or in meetings, you can configure Cisco Unified Presence to display an availability status of DND. Cisco Unified Presence sets global administrator-level DND availability states on all instant message client applications.

For more information about global DND settings, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.



## Support for Temporary (Ad-Hoc) Presence Subscriptions

This feature allows Cisco Unified Personal Communicator users to initiate temporary presence subscriptions to users who are not on their contact list. You can configure the maximum number of active temporary subscriptions that Cisco Unified Presence permits at one time. If you configure a value of zero, Cisco Unified Presence permits an unlimited number of active temporary subscriptions.

For more information about temporary presence subscriptions, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Cisco Unified Personal Communicator Release 8.5(x)

Cisco Unified Presence Release 8.5(x) supports Cisco Unified Personal Communicator Release 8.5. For more information about Cisco Unified Personal Communicator, see the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Support for Cisco Adaptive Security Appliance

Cisco Unified Presence Release 8.5(x) supports Cisco Adaptive Security Appliance (ASA) Version 8.3(1) only.

## Support Policy for Extensible Messaging and Presence Protocol

Cisco Unified Presence Release 8.5(x) supports Extensible Messaging and Presence Protocol (XMPP), which allows for third-party XMPP clients to interface for Instant Messaging and availability information.



### Note

These clients do not interoperate with all Unified Communications capabilities such as voice call control to Cisco Unified Communications Manager.

Cisco support is limited to verifying proper XMPP operation with the Cisco Unified Presence Release 8.x client. Use of the open XMPP interface is supported by Cisco Developer Network (for more information, see <http://developer.cisco.com>). Direct support for third-party XMPP clients must be obtained through the client provider. For information about XMPP, see the Deployment Guide for Cisco Unified Presence Release 8.5.

Cisco supports the configuration that you enter on Cisco Unified Presence, but may also require support from the federated party to resolve issues pertaining to the federated deployment. For information about supported federation types, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation*.

## Support for VMware on Customer Deployments

You can install Cisco Unified Presence Release 8.5(x) on a VMware virtual machine after you adhere to the specific licensing requirements, and hardware and software requirements for VMware support. The installation procedure is largely the same as a Cisco Unified Presence installation on a physical server, with some documented exceptions.

The VMware identity feature allows you to copy an existing instance of a virtual Cisco Unified Presence, and change its identity. You can then use this new identity for another instance of a Cisco Unified Presence on a virtual machine rather than having to perform a complete installation each time. For more information about the VMware identify feature, see the *Installation and Upgrade Guide for Cisco Unified Presence Release 8.5(x)*.

**Note**

Cisco Unified Presence Release 8.5(x) supports VMware only on Cisco Unified Computing System (UCS) B-Series Blade and C-Series rackmount servers. For more information, see *Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x*.

For information about the supported and recommended VMware platforms, see the *Installation and Upgrade Guide for Cisco Unified Presence Release 8.5*.

## About Cisco Unified Presence Release 8.5(2)

The following sections describe new features and changes that are pertinent to Cisco Unified Presence Release 8.5(2). The sections may include configuration tips, information about users, and where to find more information.

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### Support for Interdomain Federation with Lync

Cisco Unified Presence Release 8.5(2) supports interdomain federation with Microsoft Lync over SIP protocol. Configuration of Cisco Unified Presence and Adaptive Security Appliance (ASA) for interdomain federation with Microsoft Lync is the same as that of Microsoft Office Communications Server Release 2 and Microsoft Office Communications Server 2007. For more information, see the Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation at: [http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/8\\_0/english/integration\\_notes/Federation/Federation.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/integration_notes/Federation/Federation.html)

Configuring of Lync Server 2010 and Edge Servers for interdomain federation differs from that described in the Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation. For information about configuring the Lync Enterprise for Interdomain Federation with Cisco Unified Presence, refer to the Microsoft documentation at: <http://technet.microsoft.com/en-us/library/gg398616.aspx>

### Remote Call Control Lync Support

Remote Call Control (RCC) allows enterprise users to control their Cisco Unified IP Phone through Microsoft Lync, a third-party desktop IM application. When a user signs in to the Microsoft Lync client, the Lync server sends instructions, through the Cisco Unified Presence server, to the Cisco Unified Communications Manager to set up, tear down, and maintain calling features based on a user's action at the Lync client. Refer to the Integration Guide for Configuring Cisco Unified Presence Release 8.5(2) with Microsoft Lync Server 2010 Standard Edition for Remote Call Control for details:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/8\\_5/english/integration\\_notes/IntegrationNote\\_CUP852\\_MicrosoftLyncServer2010\\_RCC.html](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_5/english/integration_notes/IntegrationNote_CUP852_MicrosoftLyncServer2010_RCC.html)

## About Cisco Unified Presence Release 8.5(3)

No new features were introduced in this release.

## About Cisco Unified Presence Release 8.5(4)

No new features were introduced in this release.

## Important Notes

- [About Cisco Unified Presence Release 8.5\(1\), page 20](#)
- [About Cisco Unified Presence Release 8.5\(2\), page 25](#)
- [About Cisco Unified Presence Release 8.5\(3\), page 26](#)
- [About Cisco Unified Presence Release 8.5\(4\), page 27](#)

## About Cisco Unified Presence Release 8.5(1)

The following sections contain information that may have been unavailable upon the initial release of documentation for Cisco Unified Presence Release 8.5(1).

- [Virtual Shared Memory for Onboard Database not Released after Large Intercluster Sync \(CSCtl47325\), page 20](#)
- [Performance Impact May Occur During Federation with AOL Clients \(CSCtl47379\), page 21](#)
- [Limitation with AOL Federation, page 21](#)
- [Cisco Unified Presence Release 8.x cup-xmpp-s2s CSR Only Have Common Name \(CSCtj13037\), page 21](#)
- [Unlocking a User Account on Cisco Unified Presence \(CSCti72500\), page 22](#)
- [Issue with Cisco WebEx Connect Users and Cisco Unified Presence Release 8.x Users \(CSCte80882\), page 22](#)
- [Presence Engine Does Not Start After Switchback \(CSCth85409\), page 23](#)
- [Manual Recovery Required to Transition Server Recovery Manager from Failed State \(CSCti13712\), page 23](#)
- [Email ID Not Shown in Persistent Chat Room When Federating \(CSCTj64775\), page 23](#)
- [Issue with Changing a User's Email ID While Email ID is Enabled for XMPP \(CSCti18718\), page 24](#)
- [Intercluster Troubleshooter Needs Exception for XMPP Federation Checks if 7.x Node is Found \(CSCtk60113\), page 24](#)
- [Troubleshooter Fails to Indicate a MisMatch in SASL Settings between Intercluster Peers for XMPP Federation \(CSCte85856\), page 25](#)

## Virtual Shared Memory for Onboard Database not Released after Large Intercluster Sync (CSCtl47325)

### Problem

When Cisco Unified Presence is operating in an intercluster deployment with a large number of clusters (for example, six or more) and a large number of users (for example, 6000 or more), there may be an intermittent restart of the Presence and IM service after several days of operation.

### Cause

This condition may occur in deployments with large numbers of intercluster peers. The virtual shared memory for the onboard database may become exhausted over time. This can lead to a restart of the onboard database and subsequent service interruption while services are restarted.

**Solution**

None.

**Performance Impact May Occur During Federation with AOL Clients (CSCtl47379)****Problem**

When AOL SIP federation is enabled in a multicluster deployment, the routing Cisco Unified Presence node experiences a considerably higher load compared to other nodes within the cluster or peer clusters. This may seriously impact the normal function of the routing Cisco Unified Presence node.

**Cause**

This condition occurs because the routing of all SIP messaging from AOL occurs via the routing Cisco Unified Presence server, regardless of whether requests originated from one of the other Cisco Unified Presence servers. As a result, this may impact the performance of the routing Cisco Unified Presence. This is due to the current implementation of AOL whereby AOL does not obey record routing within SIP dialogs (as outlined in RFC 3261). AOL acknowledges this and may adjust their implementation on their SIP Access Gateways.

**Solution**

If performance is an issue, the routing Cisco Unified Presence server can be deployed without any assigned users. This would lessen the load on that server.

**Limitation with AOL Federation****Problem**

Cisco Unified Presence users are unable to federate with AOL users that have an email address as their AOL screen name.

**Cause**

Users in the AOL community can use an already existing email address (for example, user@yahoo.com, user@gmail.com, user@msn.com) instead of a plain user ID (for example, user) as their screen name in AOL. AOL expects Cisco Unified Presence to use a modified user ID such as 'user(domain)@aol.com' within the SIP message when addressing such users. UserID modification required specifically for AOL federation is not supported by Cisco Unified Presence.

**Solution**

None.

**Cisco Unified Presence Release 8.x cup-xmpp-s2s CSR Only Have Common Name (CSCtj13037)****Problem**

The Certificate Sign Request (CSR) generated by Cisco Unified Presence is not accepted by some CAs (for example, Verisign, GeoTrust). As a result, it may not be possible to use TLS for XMPP interdomain federation if the foreign node does not accept the Cisco Unified Presence self-signed certificate.

**Cause**

This condition occurs because Cisco Unified Presence 8.x cup-xmpp-s2s CSR only has the Common Name (CN) in the certificate. It does not contain the other fields such as Country or Organization that are required by certain CAs.

**Solution**

If the foreign enterprise will not accept the cup-xmpp-s2s self-signed certificate then use non-TLS connections instead of TLS for this federation. See the *Integration Guide for Cisco Unified Presence Release 8.5 for Interdomain Federation* for information about how to configure the security settings for XMPP.

## Unlocking a User Account on Cisco Unified Presence (CSCti72500)

**Problem**

If a user exceeds the permitted failed sign-in attempts or the inactivity period expires, the user account of a Cisco Unified Presence user is locked.

**Cause**

This condition typically occurs when the user's credential policy on Cisco Unified Communications Manager has a limit set for maximum failed sign-in attempts or a credential expiry set.

**Solution**

To fix this issue, you must:

1. Select Cisco Unified Communications Manager > User Manager > Credential Policy.
2. Select the appropriate credential policy relevant to the user.
3. Modify the Reset Logon Attempts Every parameter value. This parameter specifies the number of minutes before the counter is reset for failed sign-in attempts.
4. Modify the Lockout Duration parameter value. This parameter specifies the number of minutes an account remains locked after the number of failed sign-in attempts exceeds the specified threshold.
5. Select Save.

After you perform this procedure, the user account is reset and users can sign in to Cisco Unified Presence and Cisco Unified Personal Communicator.

## Issue with Cisco WebEx Connect Users and Cisco Unified Presence Release 8.x Users (CSCte80882)

**Problem**

Cisco WebEx Connect users are unable to invite interdomain federated Cisco Unified Presence Release 8.5(1) users to group chat/text conferences.

**Cause**

This condition occurs due to a limitation with the WebEx Connect client. The WebEx Connect Client assumes the Cisco Unified Presence Release 8.x user does not support group chat.

**Solution**

If the Cisco Unified Presence user creates the group chat and invites the WebEx Connect user, they will be able to connect. Your invitations are sent successfully if the WebEx Connect user already has a 1:1 chat with the Cisco Unified Presence Release 8.x user.

## Presence Engine Does Not Start After Switchback (CSCth85409)

### Problem

The Presence Engine (PE) service does not run after a switchback from Cisco Unified Presence Release 8.5(1) to a Cisco Unified Presence Release earlier than 8.0(4).

### Cause

This condition occurs because the underlying database is not reset properly on a switchback.

### Solution

To fix this issue, you must:

1. Obtain a remote support account.
2. Sign in using the credentials obtained above.
3. Run the following Linux command at the Linux shell prompt:  
`#touch /usr/local/pe/afterL2Upgrade.txt.`
4. Restart the Cisco Unified Presence node using the CLI commands.

## Manual Recovery Required to Transition Server Recovery Manager from Failed State (CSCTi13712)

### Problem

When the Server Recovery Manager (SRM) enters into a failed state, it must transition out of this state automatically. Currently, however, the SRM needs to be manually entered.

### Cause

This condition can occur when the network connection between nodes on a High Availability (HA) subcluster pair is lost for a period of time and both nodes assume the other is down and become the active node.

### Solution

Select Recovery on the Subcluster Details page.

## Email ID Not Shown in Persistent Chat Room When Federating (CSCTj64775)

### Problem

When a Cisco Unified Presence user invites a federated user to a text conference and the Cisco Unified Presence server is part of a multicluster deployment, the User EmailID for Federating feature may allow the federated user to see the JabberID of the Cisco Unified Presence user instead of the email address.

### Cause

This condition only occurs in deployments with multiple clusters of Cisco Unified Presence. Due to the behavior of Cisco Unified Personal Communicator selecting a conference room server at random from a Cisco Unified Presence server in a cluster, the conference room could be created on a server that does not have the user's email ID information and, as a result, cannot swap it in place of the user's JabberID. This does not affect the normal Instant Messaging/Conferencing or federated user conferencing when only one Cisco Unified Presence is deployed.

**Solution**

None.

**Issue with Changing a User's Email ID While Email ID is Enabled for XMPP (CSCti18718)****Problem**

Cisco Unified Presence does not maintain presence subscriptions to federated XMPP contacts if you select Enable use of Email Address when Federating for Cisco Unified Presence user, and subsequently change the email address of that user after federation with XMPP contacts occurs. We do not recommend that you change the email address of a user under these circumstances.

**Cause**

This condition occurs when Enable use of Email Address when Federating is enabled and the Cisco Unified Presence user has already added XMPP federated contacts to the contact list.

**Solution**

Restore the presence subscriptions to federated XMPP contacts as follows:

1. From the Cisco Unified Personal Communicator client, right-click on the contact and select Remove. This deletes the existing presence subscriptions. If you are using a third-party XMPP client, a similar process should exist.
2. Add the federated XMPP contacts again to create new subscriptions.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation*.

**Intercluster Troubleshooter Needs Exception for XMPP Federation Checks if 7.x Node is Found (CSCtk60113)****Problem**

The Intercluster Troubleshooter requires an exception to handle the case where it detects Cisco Unified Presence Release 7.x node failure and does not run XMPP federation checks.

**Cause**

This condition occurs on a Cisco Unified Presence node when the troubleshooter is run. The troubleshooter detects if the 7.x node fails and, subsequently, does not run XMPP federation checks on the Release 8.5 intercluster peer.

**Solution**

To fix this issue, perform one of the following actions:

1. Determine why the Cisco Unified Presence Release 7.x node failed. After the node is restarted and reachable, the troubleshooter tests can be executed.
2. If the Cisco Unified Presence 7.x node is not in use, you have the option of removing the Cisco Unified Presence 7.x node as an intercluster peer for the deployment by disabling this option on the Cisco Unified Presence Administration page by selecting Presence > Inter-Clustering.



## Troubleshooter Fails to Indicate a MisMatch in SASL Settings between Intercluster Peers for XMPP Federation (CSCte85856)

### Problem

If a mismatch occurs in the Simple Authentication and Security Layer (SASL) settings between two intercluster peers, the troubleshooter should verify the error but does not. No error is displayed for this troubleshooting test. Verify that all SASL settings are correctly configured for all intercluster peers.

### Cause

Consider an intercluster Cisco Unified Presence deployment where XMPP federation is enabled. The Cisco Unified Presence Administration System Troubleshooter web page executes an Intercluster Troubleshooter. The following check may incorrectly indicate that the SASL settings are correct on each cluster when in face that may not be the case: Manually verify that SASL settings are correctly configured for all intercluster peers.

### Solution

To fix this issue, perform the following steps:

1. Select Cisco Unified Presence Administration > Presence > Inter-Domain Federation > XMPP Federation > Settings.
2. Note the value of Enable SASL EXTERNAL on all incoming connections.
3. Note the value of Enable SASL EXTERNAL on all outgoing connections.
4. Manually verify that these values match on the publisher node of each Cisco Unified Presence cluster.

## About Cisco Unified Presence Release 8.5(2)

The following sections contain information that may have been unavailable upon the initial release of documentation for Cisco Unified Presence Release 8.5(2):

- [Installation Failure on a Virtual Machine if Battery is Missing or Dead \(CSCtn11607\)](#), page 25
- [Users with Expired or Temporary Passwords Cannot Sign into Cisco Unified Personal Communicator \(CSCtn49971\)](#), page 26

## Installation Failure on a Virtual Machine if Battery is Missing or Dead (CSCtn11607)

### Problem

Installing Cisco Unified Presence fails on a virtual machine that is running on hardware such as the UCS C210M2 if the battery backup unit (BBU) is missing or running in a discharged state.

### Cause

This condition occurs when the battery disk write cache is disabled. The effect is poor disk performance causing the database installation of Cisco Unified Presence to fail.

### Solution

To fix this issue, manually enable the battery cache to restore performance and complete all installation.

1. Enable SSH on the ESXi host by signing in via the management interface.

**Note**

This management console is available by connecting a monitor to the server, or via the Cisco Integrated Management Controller.

2. Copy the MegaCli program onto the ESXi host. MegaCli can be downloaded for free online.
3. Enter the following command to check the current state of the battery cache:  
`./MegaCli -LDInfo -L0 -a0`
4. If you cannot replace the BBU, enter the following command to temporarily enable the cache:  
`./MegaCli -LDSetProp -CachedBadBBU -Lall -a0`
5. Check the current cache policy again. It should now say “WriteBack”. The battery cache is enabled and the Cisco Unified Presence installation should proceed to completion.

## Users with Expired or Temporary Passwords Cannot Sign into Cisco Unified Personal Communicator (CSCtn49971)

**Problem**

Users are unable to sign in to Cisco Unified Personal Communicator.

**Cause**

Cisco Unified Presence credential policy does not permit users to sign in to Cisco Unified Personal Communicator using an expired or temporary password.

**Solution**

Cisco Unified Presence user's credential policy is set from Cisco Unified Communications Manager as described in the *Deployment Guide for Cisco Unified Presence Release 8.5*.

Using the Cisco Unified Communications Manager credential policy for passwords, administrators can set account expiry and add a temporary password to a user's account. This process is described in the “Managing End User Credential Information” section of the Cisco Unified Communications Manager Administration Guide.

If sign-in failures occur on Cisco Unified Personal Communicator after upgrading to Cisco Unified Presence Release 8.5(2), check the Cisco UP Client Profile Agent logs to determine the reason for the failure, particularly the string “IMS result code is:” in the “INFO” logging mode of the component. The next line or two provides the reason statement for the failed sign-in attempts. Be aware that this change does not affect the design of the Cisco Unified Presence components that have user authentication capabilities.

## About Cisco Unified Presence Release 8.5(3)

The following section contains information that may have been unavailable upon the initial release of documentation for Cisco Unified Presence Release 8.5(x).

## Startup Race Conditions Between XCP Configuration Manager and XCP Router (CSCto77666)

### Problem

Configurations for some intercluster router-to-router connections is missing. As a result, the XCP Router does not connect to the corresponding intercluster peers and presence and IM are not exchanged between users on the local node and the affected peer node(s).

### Cause

A startup race condition may occur between the XCP Configuration Manager and the XCP Router.

### Solution

Restart the XCP Configuration Manager and the XCP router, in that order.

## About Cisco Unified Presence Release 8.5(4)

This release of Cisco Unified Presence does not have any critical notes requiring attention.

## Caveats

- [Using Bug Toolkit, page 27](#)
- [Open Caveats, page 28](#)
- [Resolved Caveats, page 30](#)

## Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.
- All customer-found bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

### Before You Begin

To access Bug Toolkit, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

### Procedure

- 
- Step 1** To access the Bug Toolkit, go to <http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.
- Step 2** Sign 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 and, then select **Go**.

For information about how to search for bugs, create saved searches, and create bug groups, select **Help** on the Bug Toolkit page.

## Open Caveats

The caveats in [Table 2](#) describe possible unexpected behavior in the latest Cisco Unified Presence release. These caveats may also be open in previous releases. Bugs are listed in alphabetical order by component and then in numerical order by severity.

**Table 2** *Open Caveats for Cisco Unified Presence Release 8.5(x)*

Identifier	Severity	Component	Headline
<a href="#">CSCtr23845</a>	3	axl	Cisco Unified Presence does not follow CUCM role assignment for the AXL Application User.
<a href="#">CSCtf57354</a>	3	axl	getVoicemailProfile error when voicemessagingpilot tag is included
<a href="#">CSCtn86627</a>	3	bat	BAT:Assign 30K users to SC's failed, memory issue and Jabberd core
<a href="#">CSCtj90392</a>	3	config-agent	Config agent fails to connect to informix if node name is IP address.
<a href="#">CSCto55940</a>	3	config-agent	Config Agent comments out back up MERT in error.
<a href="#">CSCtl76589</a>	4	config-agent	Cisco Unified Presence SIP Proxy service does not start due to IPPM settings.
<a href="#">CSCto77666</a>	2	cupxcpconfig	XCP Configuration Manager: start-up race condition with jabberd causes missing router-to-router connections.
<a href="#">CSCtk35992</a>	4	curt	“Error while Generating” “UCM Cluster Overview report after locale install”.
<a href="#">CSCto42251</a>	2	database	Stored procedure - cupsDeleteGateway taking too long to run.
<a href="#">CSCti40757</a>	3	database	CA user move operations fails to migrate database information.
<a href="#">CSCto53237</a>	3	database	Duplicate entries found in end user table for the same remote cluster.
<a href="#">CSCto77824</a>	3	database	Missing peuritoiuid records for assigned users.
<a href="#">CSCtr23743</a>	3	database	Verify external database w/psql needs to be in Admin CLI.
<a href="#">CSCto58839</a>	3	database	Port CUCM CSCtn81416: cmoninit is too high priority.
<a href="#">CSCti55144</a>	3	database	“FreeConnectionFailover - sub failover jabberd cm jds cores”
<a href="#">CSCtk62844</a>	3	database	Upgrade fails: Missing key in referenced table for referential constraint.
<a href="#">CSCto08640</a>	3	database	Some users are unlicensed but assigned.
<a href="#">CSCto09993</a>	3	database	Existent record can not be deleted - SQL/ISAM error 240/111.
<a href="#">CSCto83389</a>	3	database	Cisco Unified Presence 8.5.1 upgrade hangs on post-install at “Starting cupOnL2BootInitd”
<a href="#">CSCtn63096</a>	4	database	Slow end user table query by mailid on subscriber.
<a href="#">CSCtn93036</a>	4	database	Cisco Unified Presence server upgrade from 7 to 8.x fails due to ‘ character in usernames.

**Table 2**      **Open Caveats for Cisco Unified Presence Release 8.5(x) (continued)**

Identifier	Severity	Component	Headline
<a href="#">CSCtn62906</a>	4	database	Incorrect destination ports for MER after upgrade 7.x to 8.x.
<a href="#">CSCtn62966</a>	3	intercluster	ICSA should not be started while database replication is being setup initially
<a href="#">CSCtl46916</a>	3	epe	Overlapping meetings ending at same time cause green/In a Meeting
<a href="#">CSCsv83749</a>	6	epe	EPE: Remove ODBC driver manager.
<a href="#">CSCtl79049</a>	3	gui	CUPUser: Login/Logout buttons are not localized.
<a href="#">CSCtn51530</a>	3	gui	ALL-LANG: CUPAdmin: Error occurs on third-party compliance servers.
<a href="#">CSCtn78105</a>	3	gui	User should be prompted to restart Tomcat after regenerating cert
<a href="#">CSCto15831</a>	4	gui	Cisco Unified Presence server GUI does not list more than 150 profiles in the drop-down list.
<a href="#">CSCtn60644</a>	6	gui	CUPS 8.5.1 LDAPS Server configuration should say “SSL” instead of “TLS”
<a href="#">CSCtr36119</a>	3	gui-admin	Exchange Server Status reports false positives.
<a href="#">CSCtj69153</a>	5	gui-admin	Presence Viewer reports remote User as Local
<a href="#">CSCtn92838</a>	6	ippm	Add ability to IPPM to specify the ringtone used by the phone.
<a href="#">CSCtq06914</a>	4	licensing	Port Cisco Unified Communications licensing fix for MAC email clients to Cisco Unified Presence.
<a href="#">CSCtj13037</a>	4	security	CUPS 8.0.x cup-xmpp-s2s CSR only have CN.
<a href="#">CSCtn67324</a>	3	serviceability	ETSGJ-CH: Cisco Unified Presence Server CLI which should not allow NTP configuration updates.
<a href="#">CSCtn46458</a>	3	serviceability	Subscriber Network Service Page not fully displayed.
<a href="#">CSCto42272</a>	3	serviceability	Upgrading CUP creates a network interface SNMP issue.
<a href="#">CSCto36587</a>	4	serviceability	Starting PE or Proxy on unassigned node gives misleading database error on GUI.
<a href="#">CSCtn01570</a>	4	serviceability	CUPS 8.5.1 RTMT installer shows ver 8.5 after install about shows 8.7
<a href="#">CSCte50676</a>	4	soap-interface	Newly added users can not login over SOAP following database restart.
<a href="#">CSCtq21670</a>	6	sync-agent	Sync agent not detecting changed credential policy.
<a href="#">CSCto71452</a>	3	xcpauth	XCP start up scripts tries to start xcp-auth when its already started.
<a href="#">CSCte39103</a>	3	xcpdb	jabberd/drs: jabberd cores when server being restored
<a href="#">CSCtr23222</a>	3	xcp-jds	xcp-jds diagnostics need more information on startup.
<a href="#">CSCtn77929</a>	3	xcp-jsm	Jabberd core in mod_privacy when processing roster change.
<a href="#">CSCtj94754</a>	4	xcp-jsm	Each user login/logout causes 5 stats error messages in XCP
<a href="#">CSCtl04121</a>	6	xcp-jsm	CUP/CUPC: Offline message suppression and IM service deactivation.
<a href="#">CSCtr23051</a>	3	xcp-ma	xcp-ma needs startup diagnostics.
<a href="#">CSCto71151</a>	3	xcp-routefabric	Port CoDev router refactor to Cisco Unified Presence.
<a href="#">CSCtj64775</a>	3	xcp-s2s	Email ID not shown on persistent chat room when federating.
<a href="#">CSCtj84376</a>	3	xcpsecurity	Cisco Unified Presence Server throws a TLS “”decrypt error”” on certs with sha256 algorithm
<a href="#">CSCtk65345</a>	3	xcp-textconf	TC: cores during TC Manager service start using controlcenter.sh

## Resolved Caveats

This section lists caveats that are resolved but that may have been open in previous releases.

Bugs are listed in alphabetical order by component and then in numerical order by severity. Because defect status continually changes, be aware that this document reflects a snapshot of the defects that were resolved at the time this report was compiled. For an updated view of resolved defects, access the Bug Toolkit (see the [“Using Bug Toolkit” section on page 27](#)).

- [Cisco Unified Presence Release 8.5\(1\), page 30](#)
- [Cisco Unified Presence Release 8.5\(2\), page 31](#)
- [Cisco Unified Presence Release 8.5\(3\), page 33](#)
- [Cisco Unified Presence Release 8.5\(4\), page 33](#)

### Cisco Unified Presence Release 8.5(1)

[Table 6](#) lists caveats that are resolved in Cisco Unified Presence Release 8.5(1) but that may have been open in previous releases.

**Table 3** *Resolved Caveats for Cisco Unified Presence Release 8.5(1)*

Identifier	Severity	Component	Headline
<a href="#">CSCti95778</a>	3	bat	BAT import application profiles missing audio/ccmcip profile options
<a href="#">CSCtj28657</a>	3	ctigw	Existing call placed on hold when second call transferred to MOC RCC device
<a href="#">CSCti71023</a>	3	ctigw	Deskphone Placed on Autohold when New Conference is setup
<a href="#">CSCtg55258</a>	1	database	Cisco Unified Presence Server Upgrade Failed
<a href="#">CSCti45864</a>	2	database	Invalid char in upgraded ClusterId prevents XCP Router from Starting
<a href="#">CSCtb98775</a>	3	database	Slow database response during failover causes Cisco Unified Personal Communicator endpoints to not login
<a href="#">CSCtc87533</a>	3	database	FreeConnectionFailover core on component shutdown
<a href="#">CSCth40754</a>	3	docs	Cisco Unified Personal Communicator compatibility with Cisco Unified Presence Server 8
<a href="#">CSCth85409</a>	2	epe	PE does not start after switch back from Cisco Unified Presence Release 8.5 to Cisco Unified Presence Release 8.0 (prior to 8.0)
<a href="#">CSCti19018</a>	2	epe	PE deadlocked when toggling ENABLE SIP PUBLISH ON CUCM
<a href="#">CSCtg70420</a>	3	epe	Presence Exchange Gateway cannot retrieve calendar for Japanese folders
<a href="#">CSCth62621</a>	3	epe-im	SIP IM not delivered when following chars in user id: @><:/’&”” space
<a href="#">CSCth78778</a>	3	epe-usermove	URL Encoding wrong during user rename - requires unassign/assign
<a href="#">CSCtg94274</a>	2	esp	Route failure stops working after one call; subsequent calls fail
<a href="#">CSCtj81996</a>	2	esp	Handling meeting notifications causing server crash; not enough memory
<a href="#">CSCte95285</a>	3	gui	Cannot assume control of an Invalid Upgrade session
<a href="#">CSCtf31046</a>	3	gui	XMPP LDAP service account login fails
<a href="#">CSCtf51213</a>	3	gui	GUI: fix incorrect exception paths in InterClusterDiagnostics.java

**Table 3** *Resolved Caveats for Cisco Unified Presence Release 8.5(1) (continued)*

Identifier	Severity	Component	Headline
<a href="#">CSCth42329</a>	3	gui	domain regular expression does not allow first character as numeric
<a href="#">CSCti31261</a>	3	gui	User options GUI privacy page not accepting userid with hyphen on allow
<a href="#">CSCtj47061</a>	3	gui-troubleshooter	Invalid resource key causes ICSA TS section to not display
<a href="#">CSCtj50633</a>	3	gui-troubleshooter	GUI: Troubleshooter errors - SASL on Release 8.0(4) and 8.5
<a href="#">CSCth06134</a>	3	gui-user	JPN: Cisco Unified Presence: Word “Users” is in English when it is translated in dictionary
<a href="#">CSCte64678</a>	3	install	install: Native Agent Adapter network service not running on vm install
<a href="#">CSCtk18977</a>	3	install	Cannot DRS restore Cisco Unified Presence image into VM image
<a href="#">CSCti75066</a>	3	security	IPC Compliance - OpenSSL
<a href="#">CSCtf84913</a>	3	serviceability	Feature services page not displaying correctly after DRF restore
<a href="#">CSCta75662</a>	3	serviceability	Serviceability: cli utils process delete crash doesn’t gen jabber core
<a href="#">CSCtg41935</a>	3	soap-interface	Cannot login user on Cisco Unified Personal Communicator
<a href="#">CSCth97726</a>	3	soap-interface	login with any password after acct lckout is permitted with Cisco Unified Personal Communicator 7/8
<a href="#">CSCth97812</a>	3	sync-agent	Remove TLS entries from automatic created CTI Gateway Server
<a href="#">CSCth90150</a>	3	xcpauth	XMPP login rejected after upgrade from Cisco Unified Presence Release 7.x to Cisco Unified Presence Release 8.x
<a href="#">CSCth95175</a>	2	xcp-jsm	European privacy memory leak
<a href="#">CSCtk83855</a>	2	xcp-jsm	Newly provisioned user PE cannot create a JSM session
<a href="#">CSCtj95421</a>	3	xcp-jsm	Cisco Unified Presence Server 8.0.4: contact list different when user is assigned on publisher node than on subscriber node.
<a href="#">CSCti88166</a>	3	xcp-jsm	Blocked content is not seeing “Unavailable” presence state
<a href="#">CSCtj33126</a>	3	xcp-libjcore	XCP router and PE cannot connect if backlash in password
<a href="#">CSCtf62817</a>	3	xcp-sipgw	The SIPGW does not terminate incoming SIP Dialogs on user move
<a href="#">CSCti10712</a>	3	xcp-routefabric	Contact group is deleted when renaming it to very long name
<a href="#">CSCti11255</a>	3	xcp-sdns	sdns query never returns empty string for jsimid which affects 7.x users

## Cisco Unified Presence Release 8.5(2)

[Table 6](#) lists caveats that are resolved in Cisco Unified Presence Release 8.5(2) but that may have been open in previous releases.

**Table 4** *Resolved Caveats for Cisco Unified Presence Release 8.5(2)*

Identifier	Severity	Component	Headline
<a href="#">CSCtk83532</a>	3	bat	BAT: SRM error when attempting to assign user to subcluster.
<a href="#">CSCtl17960</a>	3	cupxconfig	Router-to-router connections not being created correctly for intracluster nodes.

**Table 4** *Resolved Caveats for Cisco Unified Presence Release 8.5(2) (continued)*

Identifier	Severity	Component	Headline
<a href="#">CSCtl47325</a>	3	database	Virtual shared memory for onboard database not released after ICSA sync.
<a href="#">CSCtj82283</a>	3	database	isrfrtrunkmeshpoint is set to “F”.
<a href="#">CSCtj97750</a>	3	database	Cisco Unified Presence 7.0.4: Cannot delete Cisco Unified Presence server node.
<a href="#">CSCtn69911</a>	3	database	CUP Subscriber fails to upgrade.
<a href="#">CSCtl93858</a>	3	database	Calendar record is not updated on proxy domain change.
<a href="#">CSCtl11607</a>	2	database-install	5000 user Cisco Unified Presence install failure for LDAP Server TLS deployment.
<a href="#">CSCtl53304</a>	3	epas	Phone presence not showing on ST when user failback from failover.
<a href="#">CSCtk08343</a>	3	epe	epe:missing initial calendar subscriptions.
<a href="#">CSCtl46916</a>	3	epe	Overlapping meetings ending at same time causes green: “In a Meeting”
<a href="#">CSCtl89492</a>	3	epe	Deadlock in PWS subscription while releasing queues.
<a href="#">CSCtl90676</a>	3	epe	Admin component cores when removing old entries from transaction map.
<a href="#">CSCtn59363</a>	3	epe	PE: Load calculated once on startup when loadmgmt is not enabled.
<a href="#">CSCtn32230</a>	3	epe-usermove	Multicluster user deletion-sdns cache flush disabled in remote cluster.
<a href="#">CSCtn62616</a>	3	esp	Proxy: Routes failover publish to failed node instead of local PE.
<a href="#">CSCtl06668</a>	3	esp	IPPM: Today’s Meeting Query Fails.
<a href="#">CSCtl43222</a>	4	pws	Cisco Unified Presence Server 8 presence viewer status “unknown” for User ID’s with space
<a href="#">CSCtl69914</a>	3	security	Kernel Panic with CSA enabled.
<a href="#">CSCtn05111</a>	3	serviceability	SNMP Master Agent will not start on a VM.
<a href="#">CSCtl44946</a>	3	serviceability	SRM alarms not triggering in RTMT.
<a href="#">CSCtn49971</a>	3	soap-interface	Cisco Unified Personal Communicator can login even when account has expired.
<a href="#">CSCtl79276</a>	3	soap-interface	Cisco Unified Personal Communicator cannot add or modify contact details under special conditions.
<a href="#">CSCtn89978</a>	3	vos	“In CUPS integration with Exchange - Cert SAN if present must equal CN”
<a href="#">CSCtk83236</a>	3	xcp-jsm	Stale presence when user blocked.
<a href="#">CSCtn28847</a>	3	xcp-jsm	Missing pkid field in the insert statement causing sql -144 error.
<a href="#">CSCtn14767</a>	2	xcp-sdns	Deadlock in SNDS routing.



## Cisco Unified Presence Release 8.5(3)

Table 6 lists caveats that are resolved in Cisco Unified Presence Release 8.5(3) but that may have been open in previous releases.

**Table 5** *Resolved Caveats for Cisco Unified Presence Release 8.5(3)*

Identifier	Severity	Component	Headline
<a href="#">CSCto47601</a>	3	axl	UpcUserSettingsHandler:getUpcUserSettings should handle duplicate users.
<a href="#">CSCto41684</a>	3	commonapi	AXL Client issue with decremented thread count.
<a href="#">CSCtn83782</a>	4	commonapi	CUP services status “unknown” under cluster topology page.
<a href="#">CSCto08832</a>	3	cupxcpconfig	Jabberd unable to start due to null password in router-to-router configuration file.
<a href="#">CSCto50574</a>	3	database	Non-replicated CDR time table records not dropped on SUBs.
<a href="#">CSCto77930</a>	3	database	Database: Fix entry for Czech Calendar Folder name.
<a href="#">CSCtl93858</a>	3	database	calendar record is not updated on proxy domain change.
<a href="#">CSCto48374</a>	2	epe	Presence Engine does not start after reverting a switch version operation.
<a href="#">CSCto12012</a>	2	epe-rs	Memory leak in roster syncing.
<a href="#">CSCto23551</a>	2	epe-usermove	Out of memory core dump when AdminComponent is stuck in shutdown.
<a href="#">CSCto57332</a>	3	epe-usermove	User move for users with special characters fail client emulation.
<a href="#">CSCto39198</a>	6	esp	Default domain name value is misleading.
<a href="#">CSCtn59753</a>	3	intercluster	Same remote user has 353 duplicated entries on the end user table.
<a href="#">CSCto16906</a>	3	intercluster	Huge number of ICSA sessions resulting in memory growth.
<a href="#">CSCto44692</a>	2	xcp-logging	JabberdVosLogger attempt to updateCounter with bad data.

## Cisco Unified Presence Release 8.5(4)

Table 6 lists caveats that are resolved in Cisco Unified Presence Release 8.5(4) but that may have been open in previous releases.

**Table 6** *Resolved Caveats for Cisco Unified Presence Release 8.5(4)*

Identifier	Severity	Component	Headline
<a href="#">CSCtq05287</a>	3	database-tt	ttlogin is not accessible after upgrade.
<a href="#">CSCtq43284</a>	3	database-tt	TT: ttDestroy on ttreg and ttlogin sometimes fails on switch version.
<a href="#">CSCtq40192</a>	3	esp	Proxy not distributing requests via static routes on a per request basis.

## Documentation Updates

For the latest versions of all Cisco Unified Presence documentation, go to [http://www.cisco.com/en/US/products/ps6837/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6837/tsd_products_support_series_home.html)

- [Cisco Unified Presence Release 8.5\(1\), page 34](#)
- [Cisco Unified Presence Release 8.5\(2\), page 37](#)

- [Cisco Unified Presence Release 8.5\(3\), page 38](#)
- [Cisco Unified Presence Release 8.5\(4\), page 39](#)

## Cisco Unified Presence Release 8.5(1)

This section contains updates that were unavailable in the previous published versions of the following documents:

- [Cisco Unified Presence Operating System Maintenance Guide for Cisco Unified Presence Release 8.5, page 34](#)
- [Deployment Guide for Cisco Unified Presence Release 8.5, page 34](#)
- [Installation and Upgrade Guide for Cisco Unified Presence Release 8.5, page 36](#)
- [Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation, page 36](#)
- [Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange, page 37](#)
- [Serviceability Configuration and Maintenance Guide for Cisco Unified Presence Release 8.5, page 37](#)
- [Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence Release 8.5, page 37](#)
- [Cisco Unified Reporting Administration Guide for Cisco Unified Presence Release 8.5, page 37](#)

## Cisco Unified Presence Operating System Maintenance Guide for Cisco Unified Presence Release 8.5

### Documentation Omission

In the Cisco Unified Presence Operating System Maintenance Guide for Cisco Unified Presence Release 8.5, the procedure Reverting a Cisco Unified Presence Node to a Previous Version, should include the following note after you select Switch Versions to switch versions and restart the system (step 3):

**Note**

Run the following CLI command on the Publisher node if both nodes are part of an n-node (intracluster) setup: `utils dbreplication reset all`.

## Deployment Guide for Cisco Unified Presence Release 8.5

- [Documentation Changes, page 36](#)
- [Documentation Changes, page 35](#)
- [Online Help Changes, page 36](#)

### Documentation Omission

The Deployment Guide for Cisco Unified Presence 8.5 is missing examples of how to configure Cisco Unified Communications Manager SIP trunk and Cisco Unified Presence. The addition of examples would provide guidance on how to use the Cisco Unified Presence Service Parameters, including when subdomains are used.

The Deployment Guide for Cisco Unified Presence 8.5 was updated to include information about how to upload the two Cisco Unified MeetingPlace Release 7.x templates to the Unified MeetingPlace server.


**Note**

Without these templates, Cisco Unified Personal Communicator cannot connect to Cisco Unified MeetingPlace Release 7.x

If your Cisco Unified Communications Manager uses Cisco Unified MeetingPlace Release 7.x, you must install the following files on the Cisco Unified MeetingPlace web server:

- CSFGetProfileSuccess.tpl
- CSFScheduleSuccess.tpl

You can get the above files from the Administration Toolkit. To access the Administration Toolkit, navigate to Cisco Unified Communications Integration for Microsoft Office Communicator from the Download Software page at the following URL:

<http://tools.cisco.com/support/downloads/go/Redirectx?mdfid=278875240>

You can copy these files to the correct location on the Cisco Unified MeetingPlace web server. You do not need to restart the server. The default location for these files is as follows: C:\Program Files\Cisco Systems\MPWeb\Template.

For more information, see Cisco Unified Communications Integration for Microsoft Office Communicator documentation here:

[http://www.cisco.com/en/US/docs/voice\\_ip\\_comm/cups/8\\_0/english/installguide/config\\_servers.html#wp1062872](http://www.cisco.com/en/US/docs/voice_ip_comm/cups/8_0/english/installguide/config_servers.html#wp1062872).

## Documentation Changes

The Deployment Guide for Cisco Unified Presence Release 8.5 was updated to include the following:

- The following new sections were added to provide information about the High Availability feature: High Availability Deployments, Balanced User Assignment Redundant High Availability Deployment, Active/Standby User Assignment Redundant High Availability Deployment, Non High Availability Deployment, and About High Availability Cisco Unified Presence Deployments.
- A new section was added for Configuring the Do Not Disturb (DND) Settings on Cisco Unified Presence.
- A new procedure was added for Configuring the Temporary Presence Subscription Settings. This procedure allows Cisco Unified Personal Communicator users to initiate temporary presence subscriptions with users that are not in their contact list.
- Information is provided about two deployment models of Clustering over WAN and the benefits of each. Local failover, failure detection, and method even routing are just some of the concepts included for this feature. The following sections were added to this document: About Clustering over WAN Deployments, Clustering over WAN.
- New procedures were added for Turning On and Off Instant Messaging for Cisco Unified Presence Cluster and Turning On and Off Availability Sharing for a Cisco Unified Presence Cluster.
- An existing procedure, Performing a Fresh Multi-Node Installation, was updated to include preventative steps that need to be performed before you assign or move a node to a subcluster.

## Online Help Changes

Online Help for the Service Configuration page for the Cisco IP SIP proxy service must be corrected to include more accurate information about the SRV Cluster Name service parameter. The description of this parameter should indicate that the SRV Cluster Name is used when the DNS SRV for CCM SIP trunk is in a different domain or sub domain than the Proxy Domain. The Cisco Unified Presence proxy will treat the domain configured in this field as a proxy for itself and respond to SIP PUBLISH messages sent to the DNS SRV domain used for CCM SIP trunk. To allow line status updates, the Proxy Domain Parameter value must be equal to the DNS SRV value in the destination address of the CCM SIP Trunk on Cisco Unified Communications Manager trunk configuration Web pages.

To refer to the Online Help for this parameter, follow these steps:

1. From the Cisco Unified Presence Administration window, select System > Service Parameters.
2. In the Service Parameter Configuration window, select the server from the Server drop-down list.
3. Select Cisco UP SIP Proxy from the Service drop-down list.  
The parameters display.
4. Select SRV Cluster Name from the list of general proxy parameters.
5. Refer to the SRV Cluster Name description.

## Installation and Upgrade Guide for Cisco Unified Presence Release 8.5

### Documentation Changes

This document includes configuration information about the VMware identity feature. You can create and then deploy an identity template to avoid having to perform a complete installation each time you deploy a new virtual Cisco Unified Presence.

## Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation

### Documentation Changes

The following updates are documented in the Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation:

- Configuration updates to support the deployment of interdomain federation between Cisco Unified Presence and AOL over SIP
- Configuration updates to support the Email Address for Federation feature for interdomain federation deployment over SIP and XMPP
- Configuration updates to support redundancy for SIP federation (adding a load balancer to the deployment)
- Configuration updates to support direct federation with a foreign enterprise using TLS
- New Configuration workflows that provide an overview of the required configuration steps for each type of supported interdomain federation deployment
- Configuration updates for Static Routes using TLS
- A new section was added for the Intercluster Deployments and SIP Federation with AOL feature.
- A new section was added to describe the Email Address for Federation feature.

## Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange

### Documentation Changes

The Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange now states that you must disable and then reenable calendar integration for a user who was moved from one Exchange server to another in order to update the calendaring state for that user.

## Serviceability Configuration and Maintenance Guide for Cisco Unified Presence Release 8.5

### Documentation Changes

Information that described how to use, install, and configure the Real Time Monitoring Tool was moved to the Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence 8.5.

## Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence Release 8.5

This guide is new to the Cisco Unified Presence Release 8.5. It describes how to use, install, and configure the Real Time Monitoring Tool and includes information on the new performance counters for Cisco Unified Presence Release 8.5.

## Cisco Unified Reporting Administration Guide for Cisco Unified Presence Release 8.5

This guide is new to Cisco Unified Presence Release 8.5. It describes how to use the Cisco Unified Reporting web application, a tool that enables you to gather cluster data from existing sources, inspect and compare the data, and troubleshoot any reported issues.

## Cisco Unified Presence Release 8.5(2)

This section contains updates that were unavailable in the previous published versions of the following documents:

- [Integration Note for Configuring Cisco Unified Presence Release 8.5\(2\) with Microsoft Lync Server 2010 Standard Edition for Remote Call Control](#), page 37
- [Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange](#), page 38
- [Command Line Reference Guide for Cisco Unified Presence Release 8.5](#), page 38
- [Installation and Upgrade Guide for Cisco Unified Presence Release 8.5](#), page 38

## Integration Note for Configuring Cisco Unified Presence Release 8.5(2) with Microsoft Lync Server 2010 Standard Edition for Remote Call Control

The *Integration Guide for Configuring Cisco Unified Presence Release 8.5(2) with Microsoft Lync Server 2010 Standard Edition for Remote Call Control* is a new document that describes the configuration steps to integrate Cisco Unified Presence with Microsoft Lync Server for Remote Call Control.

## Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange

### Documentation Changes

The *Integration Guide for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange* was updated with the following information:

Cisco Unified Presence Exchange calendar integration was validated on MCS-7825 hardware with up to 100% of users subscribing to calendar presence and up to 50% of users performing simultaneous calendar transitions (for example, joining or leaving a meeting simultaneously).

## Command Line Reference Guide for Cisco Unified Presence Release 8.5

### Documentation Changes

This document was updated to include usage guidelines for the following commands:

- `utils_reset_ui_administrator_name`
- `utils_reset_ui_administrator_password`

If the username or password is reset, you must manually update the username or password of the Cisco Ajax XMPP Libraries (AJAX) for each intercluster peer (if any) to match it.

## Installation and Upgrade Guide for Cisco Unified Presence Release 8.5

### Documentation Changes

This document was updated to indicate support for VMware ESXi Release 4.1. For additional information about virtualization support for Cisco Unified Presence, see the Virtualization for Cisco Unified Presence wiki:

[http://docwiki.cisco.com/wiki/Virtualization\\_for\\_Cisco\\_Unified\\_Presence](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Presence)

## Cisco Unified Presence Release 8.5(3)

This section contains updates that were unavailable in the previous published versions of the *Deployment Guide for Cisco Unified Presence Release 8.5*.

## Deployment Guide for Cisco Unified Presence Release 8.5

### Documentation Changes

This document was updated to change references from SIP Proxy Domain name to Domain name.

This document has also been updated to clarify the Cisco Unified Personal Communicator profile requirements. The content of the Configuring CCMCIP Profiles for Cisco Unified Personal Communicator Release 8.x section was updated to provide more detail.

The following licensing restriction was also added to this document: In order to avoid a licensing failure, it is recommended that you use a Windows PC rather than a MAC PC to both obtain and upload license files.

## Cisco Unified Presence Release 8.5(4)

This section contains updates that were unavailable in the previous published versions of the following documents:

- [Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange, page 39](#)
- [Deployment Guide for Cisco Unified Presence Release 8.5, page 39](#)
- [Database Setup Guide for Cisco Unified Presence Release 8.5, page 39](#)
- [Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation, page 39](#)

### Integration Note for Configuring Cisco Unified Presence Release 8.5 with Microsoft Exchange

#### Documentation Changes

This document was updated to correct a URL in the procedure for Downloading the Root Certificate.

### Deployment Guide for Cisco Unified Presence Release 8.5

#### Documentation Changes

This document was updated to change references from Proxy.Domain.Not.Set to Domain.Not.Set.

### Database Setup Guide for Cisco Unified Presence Release 8.5

#### Documentation Changes

This document was updated with sample SQL queries for the JM table.

### Integration Guide for Configuring Cisco Unified Presence Release 8.5 for Interdomain Federation

#### Documentation Changes

This document was updated with a notification that Cisco Unified Presence can use the Extensible Messaging and Presence Protocol (XMPP) to federate with any server that is XMPP Standards compliant.

Two following two procedures were also added to this document: Configuring Security Certificates on Lync Edge Server for TLS Federation and Configuring Static Routes for Interdomain Federation to Microsoft Lync within an Enterprise.

# Obtaining Documentation and Submitting a Service Request

For information about 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:

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