



Release Notes for Cisco Unified Presence Releases 8.6(1), 8.6(2), 8.6(3), and 8.6(3)a

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These release notes describe requirements, restrictions, and caveats for Cisco Unified Presence Release 8.6(1), 8.6(2), 8.6(3), and 8.6(3)a.



Note

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

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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 Jabber 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 8.6(x). These release notes are updated for every maintenance release but not for patches or hot fixes.

Before you install Cisco Unified Presence, Cisco recommends that you review the “[Related Documentation](#)” section on page 13 for information about the documentation available for Cisco Unified Presence.

**Note**

- Cisco Unified Presence Release 8.6(3)a supports an export unrestricted (XU) version only. The unrestricted version differs from previous releases of Cisco Unified Presence in that it does not contain strong encryption capabilities.
- Be aware that after you install an unrestricted release, you can never upgrade to a restricted version. In addition, you cannot perform a fresh install of a restricted version on a system that contains an unrestricted version.

System Requirements

- [Hardware Server Requirements](#), page 2
- [Server Software Requirements](#), page 3
- [Supported Browsers](#), page 4

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

**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 *Upgrade Guide for Cisco Unified Presence Release 8.6* here:
http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

- 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* here:
http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html

- 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 Topic

[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 the Mac OS or Microsoft Windows.

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.

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

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

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

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

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

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 8.6. 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 8.6(3) software, use the DVD that indicates Cisco Unified Presence Release 8.6(3).

Related Topic

[Software Licensing Requirements for VMware, page 11](#)

System Upgrade



Caution

If you fresh install the unrestricted version of Cisco Unified Presence Release 8.6(3)a, you will not be able to later perform a fresh install of the restricted version of this software.

- [Supported Upgrade Paths to Cisco Unified Presence Release 8.6\(x\), page 7](#)
- [Upgrade from Cisco.com, page 8](#)

Supported Upgrade Paths to Cisco Unified Presence Release 8.6(x)

Cisco Unified Presence supports the following software upgrade paths to Release 8.6(x):

Table 2 **Supported Upgrade Paths**

Supported Upgrade Paths from Cisco Unified Presence...	Installation Instructions
Release 7.0(x), 8.0(x), or 8.5(x) to 8.6(x)	<p>Upgrades from Release 7.0(x), 8.0(x), or 8.5(x) to Release 8.6(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"> 1. Go to http://www.cisco.com/upgrade. 2. Enter your software contract number. 3. Select the CUP<pre-upgrade release>-8-6-U-K9= option to order. If you do not see this option, contact your Cisco Account Team and/or Reseller to resolve your Contract issue. 4. Go to http://www.cisco.com/cisco/software/navigator.html. 5. Navigate to Products > Voice and Unified Communications > Unified Communications Applications > Cisco Unified Presence > Cisco Unified Presence 8.6 > Unified Presence Server Updates. 6. Download the complete ISO file: UCSInstall_CUP_8.6.x.10000-x.sgn.iso 7. Install the “Installation and Upgrade (7.0(x) to 8.6(x))”, “Installation and Upgrade (8.0(x) to 8.6(x))” or “Installation and Upgrade (8.5(x) to 8.6(x))” upgrade DVD that Cisco provides.

**Note**

Direct upgrades from Cisco Unified Presence Release 6.0(x) to Release 8.6(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.

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 8.6(2) 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 8.6\(x\), 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 8.5\(x\) to 8.6\(1\), page 9](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.5\(x\) to 8.6\(2\), page 9](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.5\(x\) to 8.6\(3\), page 10](#)
- [Accessing the Upgrade File for Cisco Unified Presence Release 8.5\(x\) to 8.6\(3\)a, page 10](#)

Accessing the Upgrade File for Cisco Unified Presence Release 8.5(x) to 8.6(1)

Perform the following steps to access the upgrade file.

Before You Begin

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

Procedure

-
- | | |
|---------------|--|
| Step 1 | Download the UCSInstall files from Cisco Connection Online. |
| Step 2 | Use an md5sum utility to verify that the MD5 sum of the final file is correct:
3bc43f2644b4e4d438751c744509558b UCSInstall_CUP_8.6.1.10000-34.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_8.6.1.10000-34.sgn.iso) to your FTP or SFTP server.

Related Topics

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 8](#)

Accessing the Upgrade File for Cisco Unified Presence Release 8.5(x) to 8.6(2)

Perform the following steps to access the upgrade file.

Before You Begin

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

Procedure

-
- | | |
|---------------|--|
| Step 1 | Download the UCSInstall files from Cisco Connection Online. |
| Step 2 | Use an md5sum utility to verify that the MD5 sum of the final file is correct: |

0c4a74c7ce8164c2408b42174d924d13 UCSInstall_CUP_8.6.2.10000-44.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_8.6.2.10000-44.sgn.iso) to your FTP or SFTP server.

Related Topics

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 8](#)

Accessing the Upgrade File for Cisco Unified Presence Release 8.5(x) to 8.6(3)

Perform the following steps to access the upgrade file.

Before You Begin

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

Procedure

-
- Step 1** Download the UCSInstall files from Cisco Connection Online.
- Step 2** Use an md5sum utility to verify that the MD5 sum of the final file is correct:
- 86bf9bd71b9ff36526da1aaa31474df UCSInstall_CUP_8.6.3.10000-20.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_8.6.3.10000-20.sgn.iso) to your FTP or SFTP server.

Related Topics

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 8](#)

Accessing the Upgrade File for Cisco Unified Presence Release 8.5(x) to 8.6(3)a

Perform the following steps to access the upgrade file.

Before You Begin

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

Procedure

-
- Step 1** Download the UCSInstall files from Cisco Connection Online.
- Step 2** Use an md5sum utility to verify that the MD5 sum of the final file is correct:

eb76c36840384ee7124670250ffd2aff UCSInstall_CUP_UNRST_8.6.3.10000-23.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_UNRST_8.6.3.10000-23.sgn.iso) to your FTP or SFTP server.

Related Topics

- [New System Installation, page 7](#)
- [Upgrade from Cisco.com, page 8](#)

Additional Installation and Upgrade Considerations

- [Perform Cisco Unified Presence 8.6\(x\) Upgrade Before Cisco Unified Communications Manager 8.6\(x\) Upgrade, page 11](#)
- [Software Licensing Requirements for Release 7.0\(x\) to 8.6\(x\) Upgrades, page 11](#)
- [Software Licensing Requirements for VMware, page 11](#)
- [Recommendations for Release 8.0\(x\) or 8.5\(x\) to 8.6\(x\) Upgrades, page 12](#)
- [Recommendations for Release 7.0\(x\) to 8.6\(x\) Intercluster Upgrades, page 12](#)

Perform Cisco Unified Presence 8.6(x) Upgrade Before Cisco Unified Communications Manager 8.6(x) Upgrade

You must perform the Cisco Unified Presence Release 8.6(x) upgrade *before* you perform the Cisco Unified Communications Manager Release 8.6(x) upgrade. Cisco does not support Cisco Unified Presence 8.0(x) servers running with Cisco Unified Communications Manager Release 8.5 or 8.6.

Software Licensing Requirements for Release 7.0(x) to 8.6(x) Upgrades

If you upgrade from Release 7.0(x) to Release 8.6(x), 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 *Installation Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

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.x*. For information about the VMware licensing requirements, see the License Activation for Cisco UC on UCS Docwiki here:

http://docwiki.cisco.com/wiki/License_Activation_for_Cisco_UC_on_UCS

Recommendations for Release 8.0(x) or 8.5(x) to 8.6(x) Upgrades

Before you upgrade from Cisco Unified Presence Release 8.0(x) or 8.5(x) to Release 8.6(x), we *strongly advise* that you follow the recommended upgrade procedure in the *Upgrade Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

Important Notes

- Cisco Unified Presence Sync Agent Service—prior to performing an upgrade, this service may be disabled on the cluster (which only runs on the Publisher node). This will ensure 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.
- Publisher node—switch versions and restart the publisher node 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.

- High Availability User Support—Cisco Unified Presence Release 8.6(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.
- Contact List Size—the default maximum value 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 8.6(x) Intercluster Upgrades

Before you perform an intercluster upgrade from Release 7.0(x) to Release 8.6(x), we *strongly recommend* that you follow the intercluster upgrade procedure described in the intercluster chapter of the *Upgrade Guide for Cisco Unified Presence Release 8.6*.

Important Notes

- Cisco Unified Presence Sync Agent Service—prior to performing an upgrade, this service may be disabled on the cluster (which only runs on the Publisher node). This will ensure 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.
- Presence Engine (PE)—prior to performing the software upgrade, turn off (deactivate) the Cisco Unified Presence Presence Engine (PE) in the local Cisco Unified Presence cluster. If you intend to upgrade all clusters to Release 8.6(x), 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.

- CPU—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).
- Contact Size Limit—presence subscriptions to remote contacts will not work for users who have reached their contact list size limit on the local or remote cluster.
- SIP Remote Contact Limit—there is a limit to 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 8.6* 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 8.6(1) 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 8.6* here:
http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

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 8.6(x), is now available here on Cisco.com.

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 8.6\(1\), page 13](#)
- [About Cisco Unified Presence Release 8.6\(2\), page 15](#)
- [About Cisco Unified Presence Release 8.6\(3\), page 16](#)
- [About Cisco Unified Presence Release 8.6\(3\)a, page 17](#)

About Cisco Unified Presence Release 8.6(1)

The following sections describe new features and changes that are pertinent to Cisco Unified Presence Release 8.6(1). The sections may include configuration tips, information about users, and where to find more information.

- [Copyright Information, page 14](#)
- [Partitioned Intradomain Federation with LCS/OCS, page 14](#)
- [BAT Enhancements, page 14](#)

- [Cross-Cluster Login Redirect](#), page 14
- [Calendar Scale Specifications](#), page 15
- [Support for VMware Deployments on Qualified IBM and HP Servers](#), page 15
- [Support for ICSA High Availability](#), page 15
- [Platform SOAP Service](#), page 15

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.

Copyright Information

Portions of this software product are governed by certain open source and third-party licenses. For more information and acknowledgments of copyright, see the *Licensing Information for Cisco Unified Presence* at

http://www.cisco.com/en/US/products/ps6837/products_licensing_information_listing.html

Partitioned Intradomain Federation with LCS/OCS

The Partitioned Intradomain Federation feature allows Cisco Unified Presence and LCS/OCS deployments to co-exist within a single presence domain. Employees will be partitioned across both deployments, with an employee being either a licensed Cisco Unified Presence user or an LCS/OCS enabled user, but not both.

For more information about this feature, see the new *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS* here: http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

BAT Enhancements

Additional Bulk Administration Tool (BAT) functionality has been added to allow the importing of user contact lists into Cisco Unified Presence.

For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.6* here: http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Cross-Cluster Login Redirect

Prior to Cisco Unified Presence Release 8.6(1), only intracluster redirects were possible. Cisco Unified Presence Release 8.6(1) supports the ability to redirect intercluster users attempting to sign in over SOAP. This feature only applies to Cisco Unified Commuting clients and third-party clients who make use of SOAP interface on Cisco Unified Presence.

For more information about this feature, see the *Deployment Guide for Cisco Unified Presence Release 8.6* here: http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html.

Calendar Scale Specifications

Cisco Unified Presence Release 8.6(1) supports 100% of users subscribing to calendar presence and 50% of users performing simultaneous calendar transitions.

For information about how to enable calendar integration, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft Exchange* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Support for VMware Deployments on Qualified IBM and HP Servers

In addition to UCS B-Series and C-Series blade servers, Cisco Unified Presence Release 8.6(1) now supports VMware on IBM and HP servers. For more information, see

http://docwiki.cisco.com/wiki/Unified_Communications_in_a_Virtualized_Environment

Support for ICSA High Availability

Prior to Cisco Unified Presence Release 8.6(1), the Intercluster Sync Agent (ICSA) was not High Availability (HA) aware. The ICSA carried out the syncing with intercluster peers on the publisher node only. When the publisher node experienced a failure, intercluster syncing of user information was broken. This feature introduces HA support on the subscriber node, therefore, when the ICSA on the publisher node experiences a failure, the HA-enabled ICSA on the subscriber node becomes active and takes over the syncing with IC peers. When the publisher node recovers, the subscriber ICSA switches back to run active on the publisher node.

For more information about High Availability, see the *Deployment Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Platform SOAP Service

The Platform SOAP service provides a web-based interface to facilitate your system upgrades and COP file installations of Cisco Unified Presence. This web-based interface also enables large scale deployments of Cisco Unified Presence to be initiated and monitored from a single management client. If you need to manage system upgrades, this service must be turned on for all Cisco Unified Presence nodes. For more information, see the Application Programming Interface (API) guide here

<http://developer.cisco.com/web/cupapi/docs>.

About Cisco Unified Presence Release 8.6(2)

The following section describes an enhancement that is pertinent to Cisco Unified Presence Release 8.6(2). The section may include configuration tips, information about users, and where to find more information.

[Cisco Unified Presence and Instant Messaging Scalability, page 16](#)

Cisco Unified Presence and Instant Messaging Scalability

In Cisco Unified Presence Release 8.6(2), Instant Messaging (IM) and Presence scalability has been increased. Two modes are supported: Unified Communications (UC)-only mode and Instant Messaging (IM)-only mode.

UC-only mode includes presence and IM features as well as telephony presence integration from Cisco Unified Communications Manager, such as *on-hook* and *off-hook* status. This integration provides a rich presence in the network. IM-only mode only includes traffic relating to presence and IM.

For scalability values, see [Table 3](#) and [Table 4](#).

About Cisco Unified Presence Release 8.6(3)

The following section describes new features and changes that are pertinent to Cisco Unified Presence Release 8.6(3). The section may include configuration tips, information about users, and where to find more information.

- [Updating Client Type, page 16](#)
- [Tracking XMPP and Cisco Jabber 8.x Users, page 16](#)
- [Cisco Unified Personal Communicator Name Change, page 17](#)
- [Desk Phone Control Name Change, page 17](#)

Updating Client Type

The Client Type option (Application > Client Type) has been added to the Cisco Unified Presence Administration interface to enable administrators to query users of specific client applications included with Cisco Unified Presence. The Client Type page can provide the type of client application and a description of the SOAP type corresponding to specific Cisco Unified Communications or third-party clients.

For more information, refer to the Online Help associated with the Client Type page.

Tracking XMPP and Cisco Jabber 8.x Users

The Cisco Unified Presence Administration interface now provides the ability to query licensed and unlicensed users that are logged into XMPP-based Cisco Unified Communications and third-party applications. The type of information that can be queried includes the following:

- users who have calendaring capability
- users who are assigned Microsoft Remote Call Control (RCC) capability
- licensed users of Cisco Unified Presence
- licensed users of Cisco Jabber
- all active or signed-in third-party XMPP clients
- all active or signed-in users of third-party APIs
- users at or exceeding the Maximum Contact List Size
- users at or exceeding the Maximum Watchers Limit

For more information, see the Online Help for the User Management > End User menu option.

Cisco Unified Personal Communicator Name Change

All references to Cisco Unified Personal Communicator, general or specific to Release 8.x, have been changed to Cisco Jabber on the Cisco Unified Presence and Cisco Unified Communications Manager Administration graphical user interfaces. As such, all related Online Help topics and documentation guides have also been updated to reflect this change. For more information, see [Documentation Updates, page 33](#).

Desk Phone Control Name Change

The Cisco Unified Presence Administration interface now uses the term Microsoft RCC (Remote Call Control) to refer to Desk Phone Control. Keep in mind that in terms of GUI, Online Help, and documentation changes are concerned, this name change applies only within the context of Microsoft Office Communicator; desk phone control on Cisco Jabber will continue to be referred to as Desk Phone Control. For more information about the Online Help topics and documentation guides that are affected by this name change, see [Documentation Updates, page 33](#).

About Cisco Unified Presence Release 8.6(3)a

Export Unrestricted Cisco Unified Presence

Cisco Unified Presence Release 8.6(3)a supports an export unrestricted (XU) version. All versions of Cisco Unified Presence prior to Release 8.6(3)a are regarded as restricted.



Note

The unrestricted version of Cisco Unified Presence is a new version of software intended only for a very specific set of customers who do not want various security capabilities; the unrestricted version is *not* intended for general Cisco Unified Presence deployments.

Export unrestricted Cisco Unified Presence differs from restricted Cisco Unified Presence as follows:

- Encryption of user payload (information exchange) is not supported.
- Administrators cannot send broadcast instant messages from the Cisco Unified Presence Administration GUI.
- End users cannot send broadcast instant messages from the User Options interface.
- External SIP interdomain federation with Microsoft OCS/Lync or AOL is not supported.
- After you install an unrestricted release, you can never upgrade to a restricted version. A fresh install of a restricted version on a system that contains an unrestricted version is also not supported.

You can perform a fresh install of an unrestricted version by downloading the following UCSInstall file: eb76c36840384ee7124670250ffd2aff UCSInstall_CUP_UNRST_8.6.3.10000-23.sgn.iso. For information about how to perform a fresh install, see the *Installation Guide for Cisco Unified Presence* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

For all Graphical User Interfaces (GUIs) and Command Line Interfaces (CLIs), the Administrator can view the product version (restricted or export unrestricted).

The following table describes the GUI items that are not available for the export unrestricted version of Cisco Unified Presence.

Export Unrestricted GUI Item Location	Description
Cisco Unified Presence Administration GUI	
System > Application Listeners	All TLS and HTTPS listeners have been removed.
	You cannot add TLS or HTTPS listeners.
	You cannot update a listener to a TLS or HTTPS listener.
System > Security Settings	You cannot check the Enable XMPP Client to CUP Secure Mode setting.
	You cannot check the Enable XMPP Router-to-Router Secure Mode setting.
	You cannot check the Enable Web Client to CUP Secure Mode setting.
	The option to set SIP Intra-cluster Proxy-to-Proxy Transport Protocol to TLS has been removed.
System > Security > TLS Context Configuration	This menu item has been removed.
System > Security > TLS Peer Subjects	This menu item has been removed.
System > Service Parameters - Cisco UP SIP Proxy service	All TLS options have been removed for the Transport Preferred Order parameter.
	The TLS option has been removed from the SIP Route Header Transport Type parameter.
	The Allow SIP-TLS Conversion to SIP parameter has been removed.
	The SIP TLS Session Timeout (seconds) parameter has been removed.
Presence > Inter-clustering	The option to set the protocol to TLS has been removed.
Presence > Inter-domain Federation > SIP Federation	The option to configure an integration type of Inter-domain to AOL has been removed.
	When you configure interdomain federation to OCS/Lync, you will receive warning popup to indicate that it is only possible to directly federate with another OCS/Lync within the enterprise. Interdomain federation to OCS/Lync outside the enterprise is not supported in unrestricted mode.
Presence > Inter-domain Federation > XMPP Federation > Settings	You cannot configure the security mode; It is set to "NO TLS".
Presence > Routing > Settings	You cannot set any TLS or HTTPS listeners as the preferred proxy listener.
Presence > Routing > Static Routes	The TLS option has been removed from the Protocol Type drop-down list.
Presence > Routing > Method/Event Routing	The TLS option has been removed from the Protocol Type drop-down list.

Export Unrestricted GUI Item Location	Description
Application > IP Phone Messenger > Status	The option to send broadcast messages has been removed.
Cisco Unified OS Administration GUI	
Security > IPSEC Configuration	This menu item has been removed.
User Options Interface	
User Options > IPPM Broadcast Messages	This menu item has been removed.

Important Notes

- [About Cisco Unified Presence Release 8.6\(1\), page 19](#)
- [About Cisco Unified Presence Release 8.6\(2\), page 23](#)
- [About Cisco Unified Presence Release 8.6\(3\), page 26](#)

About Cisco Unified Presence Release 8.6(1)

The following sections contain information that may have been unavailable upon the initial release of documentation for Cisco Unified Presence Release 8.6(1):

- [Exchange Server Status Reports False Positives \(CSCtr36119\), page 19](#)
- [Interoperability Between Different Releases of Cisco Unified Presence, page 20](#)
- [Access to Publisher or Subscriber Node after High Availability Failover \(CSCtr80524\), page 21](#)
- [Issue if Node Name is IP Address \(CSCtj90392\), page 21](#)
- [Intermittent Cisco UP XCP Router Hang on Startup Conditions with SIP Federation \(CSCts08799\), page 21](#)
- [Cisco Unified Mobility Advantage Client Unable to Sign In to Cisco Unified Presence \(CSCts48469\), page 22](#)
- [Physical to Virtual Server Migration, page 22](#)

Exchange Server Status Reports False Positives (CSCtr36119)

Problem

The Exchange Calendar Presence information is not updating end-user presence correctly when it is configured in Cisco Jabber and the exchange presence gateway reports all green check boxes for the Exchange Server Status.

Cause

The Exchange Server is reachable via IP/DNS and the SSL Certificate is valid, but the actual permissions and configuration on the Exchange Server are not setup properly for the account configured to access WebDAV or EWS.

Solution

Set up Exchange to work with Cisco Unified Presence and correct all errors showing up on the Exchange Server Event Viewer. For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft Exchange* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Interoperability Between Different Releases of Cisco Unified Presence

Problem

Configuring intercluster connections between a Cisco Unified Presence 8.6(1) cluster and a cluster running Cisco Unified Presence 8.0(x) or 8.5(x) may impact functionality on the Cisco Unified Presence 8.6(1) cluster; specifically, users may experience one-way presence and IM with users on other Cisco Unified Presence 8.6(1) nodes. This does not affect intercluster communication between Cisco Unified Presence 8.5 and Cisco Unified Presence 7.x.

Cause

This condition occurs because the XCP Router component has undergone a fix to address a stability issue in Jabber XCP when running Cisco Unified Presence in a very large scale deployment (greater than 26 nodes). This fix does not allow for backward compatibility with some earlier versions of Cisco Unified Presence.

Solution

You must upgrade all clusters to Cisco Unified Presence Release 8.6(1). After you have upgraded the remaining Cisco Unified Presence 8.0(x) or 8.5(x) clusters, you must restart the Cisco UP XCP Router service on each Cisco Unified Presence 8.6(1) node. This is server impacting. For more information, see the *Upgrade Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

Alternatively, you must remove any Cisco Unified Presence 8.0(x) or 8.5(x) intercluster peers from the Cisco Unified Presence 8.6(1) clusters and remove any Cisco Unified Presence 8.6(1) intercluster peers from the Cisco Unified Presence 8.0(x) or 8.5(x) clusters. The procedure below is service impacting:

-
- Step 1** On each Cisco Unified Presence 8.0(x) or 8.5(x) publisher, select **Presence > Inter-Clustering**.
 - Step 2** Select each intercluster peer that is running Cisco Unified Presence 8.6(1) and select **Delete Selected** from the list page or select **Delete** from the **Inter-cluster Peer Configuration** page.
 - Step 3** On each node in the cluster, in the Serviceability GUI, select **Tools > Control Center - Network Services** page and restart the Cisco UP XCP Router service. Note that a notification to this effect will display on the Cisco Unified Presence Administration GUI.
 - Step 4** On each Cisco Unified Presence 8.6(1) publisher, select **Presence > Inter-Clustering**.
 - Step 5** Select each intercluster peer that is running Cisco Unified Presence 8.0(x) or 8.5(x) and select **Delete Selected** from the list page or select **Delete** from the **Inter-cluster Peer Configuration** page.
 - Step 6** On each node in the cluster, in the Serviceability GUI, select **Tools > Control Center - Network Services** and restart the Cisco UP XCP Router service. Note that a notification to this effect will display on the Cisco Unified Presence Administration GUI.
-

Access to Publisher or Subscriber Node after High Availability Failover (CSCtr80524)

Problem

In large scale deployments, following a High Availability failover event, the Cisco Unified Presence GUI becomes unresponsive on both the failed-over and failed-to nodes.

Cause

This condition occurs in large scale deployments after a High Availability failover from publisher to subscriber. The Cisco Unified Presence GUI on the subscriber is unresponsive while failed over users log into the subscriber node.

Solution

If a second subcluster exists in the deployment and it has not failed over, the system administrator will have GUI access to the system via one of the nodes in that subcluster. To access the GUI on the failed-to node, you must wait until all users have failed over and the system has had time to stabilize. This may take between 10 and 15 minutes depending on the number of users and the system hardware.

Issue if Node Name is IP Address (CSCtj90392)



Note

This issue has been resolved in Cisco Unified Presence Release 8.6(3).

Problem

Offline messages are not delivered following user re-assignment if node name is set to an IP address.

Cause

This condition only occurs on intracenter deployments if a user is moved from one node to another. Any offline messages stored on the original node are not moved between nodes. As a result, when the user signs in, they will not receive any offline messages sent in the time between the user's last login on the original node and the user being moved to the new node. Any subsequent offline messages after this time will be received without any issue when the user logs in.

Solution

If you are using a release earlier than Cisco Unified Presence Release 8.5(1), set the node name to hostname. If the node name must be an IP address, ensure users login a short time before the move to check for offline messages.

Intermittent Cisco UP XCP Router Hang on Startup Conditions with SIP Federation (CSCts08799)



Note

This issue has been resolved in Cisco Unified Presence Release 8.6(2).

Problem

The Cisco UP XCP Router hangs on miscellaneous startup conditions while operating SIP Interdomain or Intradomain Federation to Microsoft OCS or AOL.

Cause

Miscellaneous startup conditions refer to any event which initiates the creation of the first internal composed presence session for a user (for example, Joe_Bloggs@cisco.com). Conditions where this creation event occurs include:

- Initial startup after a restart for the Presence Engine and Cisco UP XCP Router
- HA event, user move or restart

A Cisco UP XCP Router hang may occur if simultaneous to any of the creation events listed (for user Joe_Bloggs@cisco.com) a corresponding SIP subscribe (caused by an initial MOC/AOL client login or refresh subscription) from a MOC or AOL user to Joe_Bloggs@cisco.com occurs.

If these two events correspond (an extremely rare event), the Cisco UP XCP Router will hang and require manual intervention to restart the Cisco UP XCP Router.

Solution

Restart the Cisco UP XCP Router manually using the Cisco Unified Presence Administration interface.

Cisco Unified Mobility Advantage Client Unable to Sign In to Cisco Unified Presence (CSCts48469)

**Note**

This issue has been resolved in Cisco Unified Presence Release 8.6(2).

Problem

Any Cisco Unified Mobility Advantage client which uses the Client Configuration SOAP interface of Cisco Unified Presence is denied login.

Cause

This condition occurs after a fresh install or upgrade to Cisco Unified Presence Release 8.6.1.

Solution

During a maintenance widow, the Cisco Unified Presence Administrator must run the following commands from the command line interface of the publisher node:

```
run sql update soapclienttypes set versioncheckrequired='f' where clienttype='CUMCCLIENT'
```

To restart service on all nodes in the cluster including the publisher node, enter the following command:

```
utils service restart Cisco UP Client Profile Agent
```

Physical to Virtual Server Migration

Problem

Prior to Cisco Unified Presence Release 8.6, if you wanted to migrate from a physical Cisco Unified Presence server with support for 1000 or 2500 users, you had to move to a virtual server with support for 5000 users.

Cause

This condition occurs when the physical server has more than 80GB of storage space, regardless of the number of users supported.

Solution

Perform the following procedure:

- Step 1** Perform a backup of the Disaster Recovery System (DRS) on the physical machine as required in a normal migration.
- Step 2** Deploy a new 5000 user OVA based virtual machine.
- Step 3** Before installing the base Cisco Unified Presence OS image, change the following settings on the virtual machine:

If...	Then...
You are migrating to the 1000 user OVA specification	Perform the following steps in the specified order: <ul style="list-style-type: none"> • Reduce the memory to 2GB (4GB for Cisco Unified Presence Release 8.6.2 or above). • Reduce the CPU count to 1. • Go to the Resources tab and set the CPU Reservation to 800MHz and the Memory Reservation to 2048MB.
You are migrating to the 2500 user OVA specification	Perform the following steps in the specified order: <ul style="list-style-type: none"> • Reduce the memory to 4GB. • Reduce the CPU count to 2. • Go to the Resources tab and set the CPU Reservation to 2000MHz and the Memory Reservation to 4096MB.

- Step 4** Install the Cisco Unified Presence OS as normal.
- Step 5** Perform the DRS restore on the new virtual machine.

About Cisco Unified Presence Release 8.6(2)

The following sections contain information that may have been unavailable upon the initial release of documentation for Cisco Unified Presence Release 8.6(2)

- [Number of Cisco Unified Presence Users Supported](#), page 23
- [Interoperability with Microsoft Communicator Web Access \(CWA\) 2005](#), page 25
- [MCS-7835-I2 or MCS-7845-I2 Server in Read-Only State \(CSCtr00304\)](#), page 26

Number of Cisco Unified Presence Users Supported

[Table 3](#) identifies the number of users that Cisco Unified Presence Release 8.5(x) and 8.6 can sustain for Cisco Unified Communications mode depending on your server type and your deployment strategy.

Table 3 *Cisco Unified Presence 8.5(x) and 8.6 Capacities*

Cisco Unified Communications Mode					
Deployment Model	Platform Model	Number of Users Supported		Number of Users Supported (Guaranteed High Availability)	
		8.5(x)	8.6	8.5(x)	8.6
Single Node	MCS7816 ¹	500	1000		
Single Node	MCS7825 ¹	1000	2000		
Single Node	MCS7835 ¹ (or UCS B series / C series equivalent)	2500	5000		
Single Node	MCS7845 ¹ (or UCS B series / C series equivalent)	5000	15000		
Multi-Node Cluster (6 nodes)	MCS7816 ¹	3000	3000	1500	3000
Multi-Node Cluster (6 nodes)	MCS7825 ¹	6000	6000	3000	6000
Multi-Node Cluster (6 nodes)	MCS7835 ¹ (or UCS B series / C series equivalent)	15000	15000	7500	15000
Multi-Node Cluster (6 nodes)	MCS7845 ¹ (or UCS B series / C series equivalent)	30000	45000	15000	45000

1. Validated against 7816-I5, 7825-I5, 7835-I5, 7845-I3 HW

Table 4 identifies the number of users that Cisco Unified Presence Release 8.5(x) and 8.6 can sustain for IM-Only Mode depending on your server type and your deployment strategy.

Table 4 *Cisco Unified Presence 8.5(x) and 8.6 Capacities*

IM-Only Mode					
Deployment Model	Platform Model	Number of Users Supported		Number of Users Supported (Guaranteed High Availability)	
		8.5(x)	8.6	8.5(x)	8.6
Single Node	MCS7816 ¹	1500	2500		
Single Node	MCS7825 ¹	3000	5000		
Single Node	MCS7835 ¹ (or UCS B series / C series equivalent)	7500	12500		
Single Node	MCS7845 ¹ (or UCS B series / C series equivalent)	15000	25000		
Multi-Node Cluster (3 nodes)	MCS7816 ¹	Not Quantified	7500	Not Quantified	7500
Multi-Node Cluster (3 nodes)	MCS7825 ¹	Not Quantified	15000	Not Quantified	15000
Multi-Node Cluster (3 nodes)	MCS7835 ¹ (or UCS B series / C series equivalent)	Not Quantified	37500	Not Quantified	37500
Multi-Node Cluster (3 nodes)	MCS7845 ¹ (or UCS B series / C series equivalent)	45000	75000	Not Quantified	75000

1. Validated against 7816-I5, 7825-I5, 7835-I5, 7845-I3 HW

If you are deploying two or more nodes in your Cisco Unified Presence installation, use the multi-node feature in Cisco Unified Presence and ensure that your hardware is compatible with this feature. This is necessary for both a fresh install and upgrade of Cisco Unified Presence.

Related Topic

See the *Deployment Guide for Cisco Unified Presence* for more information about specific multi-node deployment strategies and hardware support information for a multi-node deployment.

Interoperability with Microsoft Communicator Web Access (CWA) 2005

Problem

Microsoft Communicator Web Access (CWA) is only supported when TLS encryption is NOT enabled between Cisco Unified Presence and Microsoft LCS.

Cause

Federal Information Processing Standard (FIPS) compliance must be enabled on LCS to support TLSv1 encryption and TLSv1 encryption is required by Cisco Unified Presence; however, CWA does NOT support FIPS compliance.

Solution

None

MCS-7835-I2 or MCS-7845-I2 Server in Read-Only State (CSCtr00304)**Problem**

The file system goes into a read-only state following an upgrade to Cisco Unified Presence Release 8.5(x), 8.6(1), and 8.6(2).

Cause

This condition occurs only on MCS-7835-I2 and MCS-7845-I2 class of servers and only after they have been upgraded to Cisco Unified Communications Manager Release 8.5(x). This issue does not occur after a fresh install.

Solution

Contact the Technical Assistance Center (TAC) for access to the required patch file.

About Cisco Unified Presence Release 8.6(3)

There are no important notes to be highlighted in this release.

Caveats

- [Using Bug Toolkit, page 26](#)
- [Open Caveats, page 27](#)
- [Resolved Caveats, page 29](#)

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 5](#) 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 5 *Open Caveats for Cisco Unified Presence Release 8.6(x)*

Identifier	Severity	Component	Headline
CSCtt11329	3	axl	AXL timeouts for enduser list request from ICSA.
CSCtb19086	6	bat	CUPS BAT functionality enhancement needed - SIP static routes
CSCtr71144	4	ctigw	Failure in building conference event.
CSCtq56972	4	ctigw	CTIGW: Add protection code against core due to misconfigured Tel Uri
CSCtr66310	6	ctigw	Cisco Unified Presence needs to release QBE session in Receiving BYE without INFO<MonitorStop>
CSCta42149	6	ctigw	Remote Call Control feature fails for users with apostrophe (') in their OCS sing-in ID
CSCtu58771	2	database	DBReplication hanging, error 77 not being handled correctly.
CSCto77824	3	database	Users have inconsistent presence after Cisco Unified Presence upgrade.
CSCtr97444	3	database	Entries in Roster table get changed during upgrade to Cisco Unified Presence Release 8.6(1).
CSCtt26378	3	database	Unable to sync user information from Cisco Unified Communications Manager when the mail ID case is changed.
CSCtt31840	3	database	Handle duplicate entries in roster table during domain change
CSCtr49324	3	database	db: repl not getting setup after 3 hours as cdr process was hung.
CSCtt88811	4	database	Rosters on one of the presence nodes goes to a disabled state.
CSCtn62906	4	database	Incorrect destination ports for MER after upgrade from 7.x to 8.x.
CSCti65280	6	database	Database reported as started when it may in fact be stopped.
CSCtt03815	3	database-ids	Replication gets out of sync after implementation of ifx_replcheck.

Table 5 *Open Caveats for Cisco Unified Presence Release 8.6(x)*

Identifier	Severity	Component	Headline
CSCts65285	6	database-install	upgrading Cisco Unified Communications Manager Business Edition to Cisco Unified Communications Manager deleted all Cisco Unified Presence server info.
CSCsv83749	6	epe	EPE: Remove ODBC driver manager.
CSCtr21560	6	epe	EPE: Enhance Calendar Integration to support SAN certs
CSCtr21577	6	epe	EPE: Enhance Calendar Integration to support Wildcard certs
CSCtw75609	3	epe-rs	RosterSyncAgent leaves pending watcher in group.
CSCtw75593	3	epe-rs	RosterSyncAgent should delete group immediately.
CSCtq61000	4	esp	SCB failed RTMT alerts when we add devices to application user.
CSCtu42689	4	esp	Phone presence not shown in Cisco Jabber when CUPS hostname starts a number.
CSCtt95533	3	gui-admin	Errors in contact's view on End User page.
CSCtj69153	5	gui-admin	Presence Viewer reports remote user as local.
CSCts26178	6	gui-admin	Site ID and Partner ID for WebEx Configuration
CSCtr36119	3	gui-troubleshooter	Exchange Server Status reports false positives.
CSCtr07016	6	gui-troubleshooter	troubleshooter to report subscriptions with state NONE.
CSCsx61535	6	gui-troubleshooter	Adding test to system troubleshooter
CSCtr80524	3	gui	Unable to access Cisco Unified Presence GUI on publisher or subscriber after High Availability failover.
CSCte19441	3	gui	Intercluster Sync Agent status needs to be on all nodes in topology.
CSCto15831	4	gui	CUPS GUI does not list more than 150 profiles in the drop-down list.
CSCtr07051	4	gui	Re-wording pending subscription from presence viewer.
CSCtn60644	6	gui	CUPS 8.5.1 LDAPS Server configuration should say "SSL" instead of "TLS"
CSCtg72676	6	gui	explicit field for Cisco Jabber LDAP search filter
CSCtn92838	6	ippm	Add ability to IPPM to specify the ringtone used by the phone
CSCto29137	6	ippm	792X not playing Audio Ring when IP Phone Messenger Service is selected.
CSCts11780	5	licensing	License Unit Report only displays 1 unit when 2 sip proxy are running.
CSCts53870	3	oamagent	Delay in writing pe-cfg.xml upon L2 causes Presence Engine to start in bad state.
CSCtt44582	3	serviceability	Cisco Unified Presence has several redundant services on the Serviceability GUI.
CSCtt79854	3	serviceability	AlertCentral and CoreDumpFileFound alert properties XML parse error.
CSCts28606	3	serviceability	UNKNOWN_ALARM alerts sent to remote syslog router on router restart.
CSCts61745	3	serviceability	Syslog messages dropped when router debug logging enabled.
CSCts98273	3	serviceability	SNMP requests time out after a Cisco Unified Presence upgrade.
CSCtn01570	4	serviceability	CUPS 8.5.1 RTMT installer shows version 8.5 after install about shows 8.7
CSCte50676	4	soap-interface	Newly added users cannot login over soap following DB restart

Table 5 *Open Caveats for Cisco Unified Presence Release 8.6(x)*

Identifier	Severity	Component	Headline
CSCtt14874	3	sync-agent	Changes to a user's digest credential in CUCM not synced to Cisco Unified Presence.
CSCtq21670	6	sync-agent	Sync Agent Not Detecting Changed Credential Policy.
CSCtu27835	3	uccn	High Availability enable/disable change notification applied to all subclusters.
CSCth59639	3	xcp-jsm	Out-of-room message stanzas not stored in offlinemsgs.
CSCtl04121	6	xcp-jsm	Cisco Unified Presence/Cisco Jabber: Offline message suppression and IM service deactivation.
CSCtj86542	3	xcp-libjcore	Cisco Unified Presence server throws a TLS "decrypt error" on certs with sha256 algorithm.
CSCts40539	3	xcp-routefabric	8.5 routers in an 8.6 mesh can corrupt routing table.
CSCtj84376	3	xcpsecurity	Cisco Unified Presence server throws a TLS "decrypt error" on certs with sha256 algorithm

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 26](#)).

- [Cisco Unified Presence Release 8.6\(1\), page 29](#)
- [Cisco Unified Presence Release 8.6\(2\), page 31](#)
- [Cisco Unified Presence Release 8.6\(3\), page 32](#)
- [Cisco Unified Presence Release 8.6\(3\)a, page 33](#)

Cisco Unified Presence Release 8.6(1)

[Table 6](#) lists caveats that are resolved in Cisco Unified Presence Release 8.6(1) but that may have been open in previous releases.

Table 6 *Resolved Caveats for Cisco Unified Presence Release 8.6(1)*

Identifier	Severity	Component	Headline
CSCtf57354	3	axl	getVoicemailProfile error when voicemessagingpilot tag is included.
CSCto85761	3	bat	Cannot reassign users to a node using BAT.
CSCtn86627	3	bat	BAT:Assign 30K users to SC's failed, memory issue and Jabberd core.
CSCtl06105	3	config-agent	Calendar Module mod_sip_calendar not getting configured.
CSCto55940	3	config-agent	ConfigAgent comments out back up MERT in error.
CSCto42782	3	ctigw	CUPS RCC puts first call on hold on a shared line with second call Resume.

Table 6 *Resolved Caveats for Cisco Unified Presence Release 8.6(1) (continued)*

Identifier	Severity	Component	Headline
CSCto77666	2	cupxcpconfig	XCP Config Mgr: startup race condition with jabberd causes missing R2R.
CSCtl17960	3	cupxcpconfig	R2R not being created correctly for intracluster nodes.
CSCto08832	3	cupxcpconfig	Jabberd unable to start due to null password in R2R configuration file.
CSCto42251	2	database	Stored Procedure - cupsDeleteGateway taking too long to run.
CSCto50574	3	database	Non-replicated CDR time table records not dropped on SUBs.
CSCto53237	3	database	Duplicate entries found in enduser table for the same remote cluster.
CSCtq46677	3	database	Update version of IDS to UC5XI.
CSCto58839	3	database	Port CUCM CSCtn81416: cmoninit is too high priority
CSCto77930	3	database	DB: Fix entry for Czech Calendar Folder name.
CSCto83389	3	database	CUP 8.5.1 Upgrade Hangs on Post Install at “Starting cupOnL2BootInitd”.
CSCtl40757	3	database	CA user move operations fails to migrate DB information.
CSCtk62844	3	database	L2 fails: “Missing key in referenced table for referential constraint”.
CSCtl93858	3	database	calendar record is not updated on proxy domain change.
CSCtn69911	3	database	CUP Subscriber Fails to Upgrade.
CSCto08640	3	database	Some users are unlicensed but assigned.
CSCto09993	3	database	Existent record cannot be deleted - SQL/ISAM error 240/111.
CSCtq43284	3	database-tt	TT: ttDestroy on ttreg and ttlogin sometimes fails on switch version.
CSCto48374	2	epe	Presence Engine does not start after reverting a Switch Version operation.
CSCtl53304	3	epe	Phone Presence not showing on ST when user failback from Failover.
CSCtq41259	3	epe	Presence Engine (PE): Core on user moveIn from subcluster peer when DND on phone.
CSCtq86157	3	epe	Having users with blank userid in CUCM when updated in CUCM crashes PE.
CSCtq46801	3	epe	EPE: EWS core after Calendar Gateway Change.
CSCtl97498	2	esp	SIP Proxy cores handling TLS traffic with TLS logging enabled.
CSCtq40192	3	esp	Proxy not distributing requests via static routes on a per request basis.
CSCtq65613	3	esp	CUPS 8.5.2 Core Dumping due to routeEmbedTemplate on receipt of traffic.
CSCtn62616	3	esp	Proxy:Routes failover publish to failed node instead of local PE.
CSCtl06668	3	esp	IPPM: Today’s Meeting Query Fails.
CSCti55606	3	geolog	Additional Counters for Geolog.
CSCtq01630	3	gui-admin	Admin GUI: User Mgmt > End User > Logged-in CUPC error.
CSCto42475	3	gui-troubleshoot er	Users that are only licensed on one cluster are being reported as duplicate users.
CSCtn78105	3	gui	User should be prompted to restart Tomcat after regenerating cert

Table 6 *Resolved Caveats for Cisco Unified Presence Release 8.6(1) (continued)*

Identifier	Severity	Component	Headline
CSCtn51530	3	gui	ALL-LANG: CUPAdmin:Error occurs on Third-Party Compliance Servers.
CSCtk95344	3	gui	User Group>Presence Viewer Link Broken.
CSCtl79049	3	gui	CUPUser: login/Logout buttons are not localized
CSCsz45780	3	gui	SIP Proxy Restart Needed When Changing Deskphone Control CTI Address.
CSCtl79253	3	gui	KO+ZHS: CUPAdmin: TS Strings translated in TBU appear untranslated.
CSCto76844	3	intercluster	ICSA cleans up remote users synced from a 7.x/8.0.x peer.
CSCtn62966	3	intercluster	ICSA should not be started while DB replication is being setup initially.
CSCto16906	3	intercluster	Huge number of ICSA sessions resulting in memory growth.
CSCtj88507	3	serviceability	XCP Component not shutting down gracefully.
CSCtn46458	3	serviceability	Subscriber Network Service Page not fully displayed.
CSCtn67324	3	serviceability	ETSGJ-CH: CUPS CLI which should not allow NTP configuration updates.
CSCto42272	3	serviceability	Upgrading CUP creates a network interface SNMP issue.
CSCtn05111	3	serviceability	SNMP Master Agent will not start on a VM.
CSCto16723	3	soap-interface	ETSGC: Empty client information in CUPC user settings page.
CSCtn77929	3	xcp-jsm	Jabberd core in mod_privacy when processing roster change.
CSCtq15159	3	xcp-libjcore	Shutdown core in SIP S2S
CSCto44692	2	xcp-logging	JabberdVosLogger attempt to update Counter with bad data.
CSCto74079	2	xcp-routefabric	PE exits when component threadpool has uncaught exception.
CSCtn99337	3	xcp-routefabric	jabberd does not decrypt server dialback secret when sent by XcpCfgMgr.
CSCto71151	3	xcp-routefabric	Port CoDev router refactor to CUP.
CSCtj64775	3	xcp-s2s	Email ID not shown on persistent chat room when federating.
CSCtk65345	3	xcp-textconf	TC: cores during TC Manager service start using controlcenter.sh
CSCte39103	3	xcpdb	jabberd cores when IDS is brought down while it is still running.

Cisco Unified Presence Release 8.6(2)

[Table 7](#) lists caveats that are resolved in Cisco Unified Presence Release 8.6(2) but that may have been open in previous releases.

Table 7 *Resolved Caveats for Cisco Unified Presence Release 8.6(2)*

Identifier	Severity	Component	Headline
CSCtt41706	3	axl	AXL: Duplicate files cause LowActivePartitionAvailableDiskSpace
CSCts21263	2	database	ICSA sync fails with large remote clusters, leading to IDS OOM core.
CSCts48469	3	soap-interface	CUMA Client unable to login on Cisco Unified Presence.

Identifier	Severity	Component	Headline
CSCts08799	3	xcp	Intermittent Jabberd hang on Startup Conditions with SIP Federation.
CSCts40470	2	xcp-logging	stats logging can cause jabberd OOM core.
CSCts50398	3	xcp-sipgw	Cisco Jabber “Busy” shown as “Available” to MOC watcher on initial SUBSCRIBE.

Cisco Unified Presence Release 8.6(3)

[Table 8](#) lists caveats that are resolved in Cisco Unified Presence Release 8.6(3) but that may have been open in previous releases.

Table 8 *Resolved Caveats for Cisco Unified Presence Release 8.6(3)*

Identifier	Severity	Component	Headline
CSCtj90392	3	config-agent	Config agent fails to connect to informix if node name is IP address.
CSCtr17903	3	cupxcpconfig	XCP Router failed to start on publisher node in 5 cluster intercluster setup.
CSCti55144	3	database	FreeConnectionFailover - sub failover, jabberd, cm, jds cores
CSCts88667	3	epe	PE xcpPresenceThrottle algorithm starves users.
CSCts80264	3	epe	Toggline of Presence State to “Available” may result in “Offline” Presence State.
CSCts66760	6	epe	Clear manually set presence when no IM capable devices are logged in.
CSCtw49903	3	epe-rs	Adding contact as part of subs authorization intermittently fails.
CSCtw70016	3	epe-rs	Roster Sync Queue deletes roster entry in error of pending watcher
CSCtw52100	3	esp	SIP Proxy IDS Queries slow down processing of SIP requests.
CSCts42800	3	gui	Cluster Topology Erroneously Showing Error With High Availability.
CSCtt07948	3	gui	Node status not retrieved on multinode cluster topology page.
CSCtq37491	6	gui	Mechanism for tracking XMPP and Cisco Jabber Release 8.x user login on Cisco Unified Presence.
CSCts15430	3	intercluster	ICSA not setting correct Protocol/Port for intercluster subclusters.
CSCts32407	3	intercluster	ICSA fails to sync on non-TLS builds
CSCts44116	3	serviceability	Serviceability reports archive is not working.
CSCts21387	3	serviceability	Options missing on Alarm Config page on Serviceability GUI.
CSCts38102	3	serviceability	Platform SOAP Service can not be started in Troubleshooting Trace Settings.
CSCtr00304	3	vos	MCS 7845-I2 file system goes into read-only state: IBM RAID Driver not installed.
CSCtt49101	3	xcp-jsm	Error is not reaching Cisco Jabber if the max contacts limit is exceeded.
CSCtw70037	3	xcp-jsm	max-contacts/max-watchers bugs in mod_roster
CSCts00097	4	xcp-jsm	JSM session instances are not being cleared.
CSCts46240	3	xcp-logging	TC stats counters are incorrect.

Identifier	Severity	Component	Headline
CSCtu32832	2	xcp-libjcore	CM core in SASLManager if no 'to' in <stream:stream>
CSCts15782	3	xcp-s2s	Certificate parsing error causes XMPP Federation CM to restart.

Cisco Unified Presence Release 8.6(3)a

Table 9 *Resolved Caveats for Cisco Unified Presence Release 8.6(3)a*

Identifier	Severity	Component	Headline
CSCtx86633	2	vos	GUI and DB in “restricted mode” instead of “unrestricted mode” in Cisco Unified Presence XU.

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

This section contains updates to the following documents:

- [Cisco Unified Presence Release 8.6\(1\), page 33](#)
- [Cisco Unified Presence Release 8.6\(2\), page 38](#)
- [Cisco Unified Presence Release 8.6\(3\), page 39](#)

Cisco Unified Presence Release 8.6(1)

- [Online Help Updates, page 34](#)
- [Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS, page 35](#)
- [Installation Guide for Cisco Unified Presence Release 8.6, page 35](#)
- [Upgrade Guide for Cisco Unified Presence Release 8.6, page 35](#)
- [Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation, page 36](#)
- [Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server for Remote Call Control, page 36](#)
- [Deployment Guide for Cisco Unified Presence Release 8.6, page 36](#)
- [Command Line Interface \(CLI\) Reference Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6, page 37](#)
- [User Guide for Cisco IP Phone Messenger Release 8.0, 8.5, and 8.6, page 37](#)
- [Integration Note for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft OCS for Microsoft Office Communicator, page 37](#)
- [Integration Guide for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft Exchange, page 38](#)
- [Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x, page 38](#)

Online Help Updates

- [BAT Configuration Topics](#), page 34
- [Cisco Unified Communications Manager Publisher Configuration](#), page 34
- [Cisco Jabber User Query](#), page 34
- [Cisco Unified Presence Configuration](#), page 34
- [Presence Gateway Configuration](#), page 34
- [SIP Federated Domain Configuration](#), page 35
- [System Troubleshooter Configuration](#), page 35
- [Voicemail Profile Configuration for Cisco Unified Personal Communicator](#), page 35

BAT Configuration Topics

The following topics were updated:

- View Sample File topic—updated to clarify that you must now download files larger than 1MB to view them.
- Job Descriptions topic—corrected to indicate that the maximum length is 100 characters and that all characters are allowed except ampersand (&), double quotes (“), less than (<), greater than (>), percent sign (%), and backslash (\).

The following new topics were added:

- BAT Configuration to Update Users’ Contact Lists—updated to indicate support for new product features.
- BAT Configuration to Upload and Download Files—updated to include information for contact lists.

Cisco Unified Communications Manager Publisher Configuration

Information was added about Sync Status.

Cisco Jabber User Query

A new help topic was created to describe possible client types.

Cisco Unified Presence Configuration

The following topics were updated:

- Maximum Contact List Size—updated to include a new option for choosing no limit to the maximum contact list size.
- CUCM SIP Publish Trunk—updated to reflect UI changes and specify that Cisco Unified Communications Manager 5.x and older do not support phone availability for Cisco Unified Presence using PUBLISH.
- Partitioned Intradomain Federation with LCS/OCS Settings—updated to include content for a new feature.

Presence Gateway Configuration

The content of this topic was updated to reflect the ability to change the gateway type. Guidelines for migrating between WebDAV and EWS gateways were also added.

SIP Federated Domain Configuration

Information was added about direct federation to include support for SIP interdomain federation with a Microsoft OCS domain within an enterprise.

System Troubleshooter Configuration

Details were added for the new Intercluster Troubleshooter test that verifies which Cisco Unified Presence server is currently running the active Cisco UP Intercluster Sync Agent service.

Voicemail Profile Configuration for Cisco Unified Personal Communicator

The No Voice Mail option was removed because not selecting a number for the voicemail pilot number has the same effect.

Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS

The *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS* is a new document that describes how to configure partitioned intradomain federation between Cisco Unified Presence Release 8.6(1) and Microsoft LCS/OCS.

For more information, see the *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Installation Guide for Cisco Unified Presence Release 8.6

The *Installation Guide for Cisco Unified Presence Release 8.6* is a new document in this release. Installation-related information was taken from the *Installation and Upgrade Guide for Cisco Unified Presence Release 8.0 and 8.5* and restructured.

For more information, see the *Installation Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

Upgrade Guide for Cisco Unified Presence Release 8.6

The *Upgrade Guide for Cisco Unified Presence 8.6* is a new document in this release. Upgrade-related information was taken from the *Installation and Upgrade Guide for Cisco Unified Presence Release 8.0 and 8.5* and restructured.

The following upgrade paths are supported in this release:

- Upgrade from Cisco Unified Presence Release 7.x to Release 8.6(1)
- Upgrade from Cisco Unified Presence Release 8.0(x) to Release 8.6(1)
- Upgrade from Cisco Unified Presence Release 8.5(1) to Release 8.6(1)

For more information, see the *Upgrade Guide for Cisco Unified Presence 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_installation_guides_list.html

Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation

The *Integration Guide for Configuring Cisco Unified Presence Release 8.0 and 8.5 for Interdomain Federation* was updated to include support for Direct Federation within an Enterprise. The following updates were made to this document:

- A new configuration workflow was added for SIP Federation with Microsoft OCS/Lync within an Enterprise.
- A new step was added to the “Adding a SIP Federated Domain” procedure. You must ensure that Direct Federation is unchecked if you are configuring federation with Microsoft OCS.
- A new procedure was added: “Adding a Microsoft OCS Domain within an Enterprise”.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.0 and 8.5 for Interdomain Federation* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server for Remote Call Control

The *Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server for Remote Call Control* was updated to include a new chapter for TLSv1 support: “Security Between Cisco Unified Presence and Microsoft Lync”.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server for Remote Call Control* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Deployment Guide for Cisco Unified Presence Release 8.6

The *Deployment Guide for Configuring Cisco Unified Presence Release 8.6* was updated as follows:

- Enhancements to the High Availability feature were captured.
- The Cross-Cluster Login Redirect feature was documented.
- Installation- and upgrade-related information was moved from this document to the *Installation Guide for Cisco Unified Presence Release 8.6* and *Upgrade Guide for Cisco Unified Presence Release 8.6*, respectively.
- The section “Bulk Import of User Contact Lists” was added to this document to indicate support for pre-populating contact lists for new Cisco Unified Presence client users or add to existing contact lists.
- The section “Intercluster Hardware Recommendations” was added to this document to recommend that similar hardware be used on all Cisco Unified Presence clusters in the Enterprise to allow for syncing of all user data between clusters. An example is included in this section to highlight this recommendation.
- The section “Multi-Node Hardware Recommendations” was updated to include a warning. In multi-node deployments using mixed hardware, publisher and subscriber nodes in the same subcluster should have similar database size.
- The section “IM Forking” was updated with a note stating IM forking is not supported when using Cisco IP PhoneMessenger (IPPM) with Cisco Jabber Release 7.0.

- The procedure “Configuring the SIP Publish Trunk on Cisco Unified Presence” was changed to reflect GUI updates.

For more information, see the Deployment Guide for Cisco Unified Presence Release 8.6 here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Command Line Interface (CLI) Reference Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6

The *Command Line Interface Reference Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6* was updated to include the following commands:

- `utils ntp config`
- `utils import config`
- `utils ntp restart`
- `utils ntp server list`



Note

The `utils ntp server list` command is only supported in Cisco Unified Presence Release 8.5 and 8.6(1).

- `utils ntp start`
- `utils ntp status`

For more information, see the *Command Line Interface Reference Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_maintenance_guides_list.html

User Guide for Cisco IP Phone Messenger Release 8.0, 8.5, and 8.6

The *User Guide for Cisco IP Phone Messenger Release 8.0, 8.5, and 8.6* was updated to include tips for Adding a Contact by Extension Number and Displaying the Availability of a Contact.

For more information, see the *User Guide for Cisco IP Phone Messenger Release 8.0, 8.5, and 8.6* here:

http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Integration Note for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft OCS for Microsoft Office Communicator

The *Integration Note for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft OCS for Microsoft Office Communicator Call Control* was updated with a note stating that you must disable High Availability on the Cisco Unified Presence server prior to integrating the server with Microsoft OCS.

For more information, see the *Integration Note for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft OCS for Microsoft Office Communicator Call Control* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Integration Guide for Configuring Cisco Unified Presence Release 8.5 and 8.6 with Microsoft Exchange

The *Integration Guide for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft Exchange* was updated as follows:

- A new procedure was added for Enabling Calendar Integration.
- A note was added to the procedure Configuring the Presence Gateway on Cisco Unified Presence for Microsoft Exchange Integration. You can now upgrade or downgrade your Cisco Unified Presence server without impacting the calendar presence for all users. The block disabling of user calendaring only happens when you delete the WebDAV gateway or the last EWS gateway.
- A table was added to the Scale Limitations for Calendaring Integrations section to include percentages for multiple releases.
- Steps were added to the procedure for Enabling Authentication on Exchange 2010 Running Windows Server 2008.
- A step was added to the procedure for Verifying Permissions on the Exchange 2010 Account.
- Steps were added to Table 3-3 Configuration tasks for Microsoft Exchange 2010 Components.

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft Exchange* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x

The *Hardware and Software Compatibility Information for Cisco Unified Presence Release 8.x* has been updated to include VMware support for HP and IBM servers. This document has also been updated to replace Cisco ASA version 8.0(4) support with Cisco ASA version 8.4(1) support in Cisco Unified Presence Release 8.6(1). In addition, a section for Intradomain Federation has been added to the table listing supported Cisco Unified Presence Federations.

For more information, see the

http://www.cisco.com/en/US/products/ps6837/products_device_support_tables_list.html

Cisco Unified Presence Release 8.6(2)

- [Deployment Guide for Cisco Unified Presence Release, page 38](#)
- [Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence, page 39](#)

Deployment Guide for Cisco Unified Presence Release

Release 8.0 and 8.5 as well as release 8.6 of the Deployment Guide was updated to include two additional chapters: Configuring Active Directory for Cisco Jabber and Configuring Additional Registry Keys for Cisco Jabber.

This document was also updated to identify the Cisco Unified Presence applications that are localized as well as the languages they support.

For more information, see the *Deployment Guide for Cisco Unified Presence* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence

This document was updated to include a note in the Microsoft LCS/OCS Supported Clients section to highlight that Communicator Web Access 2005 is only supported when TLS encryption is not enabled between Cisco Unified Presence and Microsoft LCS.

For more information, see the *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Cisco Unified Presence Release 8.6(3)

- [Online Help Updates](#), page 39
- [Documentation Updates](#), page 40
- [Deployment Guide for Cisco Unified Presence](#), page 40
- [User Guide for Cisco Unified Presence](#), page 40
- [Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation](#), page 41
- [Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6](#), page 41
- [Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server 2010 Remote Call Control](#), page 41
- [Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS](#), page 41
- [Integration Note for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft OCS for MOC Call Control](#), page 42

Online Help Updates

[Cisco Unified Presence Configuration and Maintenance](#), page 39

Cisco Unified Presence Configuration and Maintenance

The following updates were made to the content in this topic:

- References to Cisco Unified Personal Communicator Release 8.x were replaced with Cisco Jabber.
- References to Desk Phone Remote Call Control (RCC) were replaced with Microsoft RCC.
- The Client Type Query topic was added to include details about the new Client Type page (Application > Client Type).
- The End User Information Query was updated to include the following:
 - The change from Logged-in CUPC Find Option to Logged-in XMPP Users

- The requirement for sorting by Contacts and Watchers
- The Troubleshooting Tip indicating that queries may take a long time in large deployments

Documentation Updates

Most references to Cisco Unified Personal Communicator Release 8.x have been changed to Cisco Jabber in the following documents:



Note

For information about how to deploy Cisco Unified Personal Communicator, see the *Deployment Guide for Cisco Unified Presence Release 8.6*. For information specific to other Cisco clients (such as Cisco Jabber for Mac or Cisco Jabber for IM), see the appropriate client documentation.

- *Changing the IP Address and Hostname for Cisco Unified Presence Release 8.0, 8.5, and 8.6*
- *Documentation Guide for Cisco Unified Presence Release 8.6*
- *Installation Guide for Cisco Unified Presence Release 8.6*
- *Instant Messaging Compliance Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6*
- *Integration Guide for Cisco Unified Presence Release 8.5 and 8.6 with Microsoft Exchange*
- *Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation*
- *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS*
- *Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6*
- *Release Notes for Cisco Unified Presence Release 8.6(x)*
- *Serviceability Configuration and Maintenance Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6*
- *Upgrade Guide for Cisco Unified Presence Release 8.6*
- *User Guide for Cisco IP Phone Messenger Release 8.0, 8.5, and 8.6*
- *User Guide for Cisco Unified Presence Release 8.5 and 8.6*

Deployment Guide for Cisco Unified Presence

The path for configuring meeting notification settings has changed from Application > Meeting Notification > Settings to Application > IP Phone Messenger > Meeting Notification Settings. For more information, see the *Deployment Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

User Guide for Cisco Unified Presence

The path for sending broadcast messages has changed from User Options > IPPM Broadcast Messages to User Options > Broadcast Messages. For more information, see the *User Guide for Cisco Unified Presence Release 8.6* here:

http://www.cisco.com/en/US/products/ps6837/products_user_guide_list.html

Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation

The procedure “Adding a SIP Federated Domain” was updated to reflect a change in the graphic user interface; in the Integration Type drop-down list, the “Interdomain to OCS” option was changed to “Interdomain to OCS/Lync.”

For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.6 for Interdomain Federation* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Real-Time Monitoring Tool Administration Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6

The following updates were made to “Viewing and Monitoring Cisco Unified Presence and Cisco Jabber Communicator Summaries” section of this document:

- Cisco Jabber performance counters, CUPC Registered Users, CUPC Registered User Failures, and CUPC IM Messages were changed to SIP Client Registered Users, SIP Client Registered User Failures, SIP Client IM Messages, respectively.
- New CUP Summary performance counters were added for Cisco Unified Presence Release 8.6(3) and later.

For more information, see the *Real-Time Monitoring Administration Guide for Cisco Unified Presence Release 8.0, 8.5, and 8.6* here:

http://www.cisco.com/en/US/products/ps6837/prod_maintenance_guides_list.html

Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server 2010 Remote Call Control

References to Desk Phone Remote Call Control (RCC) were replaced with Microsoft RCC. For more information, see the *Integration Guide for Configuring Cisco Unified Presence Release 8.6 with Microsoft Lync Server 2010 Remote Call Control* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS

The procedure to “Configure Remote Domain as a SIP Federated Domain” was updated to reflect a change in the graphic user interface; in the Integration Type drop-down list, the “Interdomain to OCS” option was changed to “Interdomain to OCS/Lync.”

For more information, see the *Integration Guide for Configuring Partitioned Intradomain Federation for Cisco Unified Presence Release 8.6 and Microsoft LCS/OCS* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

Integration Note for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft OCS for MOC Call Control

References to Desk Phone Remote Call Control (RCC) were replaced with Microsoft RCC. For more information, see the *Integration Note for Configuring Cisco Unified Presence Release 8.0, 8.5, and 8.6 with Microsoft OCS for MOC Call Control* here:

http://www.cisco.com/en/US/products/ps6837/products_installation_and_configuration_guides_list.html

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