Readme for Cisco Unity Connection Release 15 Service Update 2

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Release Note for Cisco Unity Connection Release 15 Service Update 2

This release note contains installation and support information for Cisco Unity Connection Release 15 Service Update 2.

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Requirements

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System Requirements

System Requirements for Cisco Unity Connection Release 15SU2 is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/requirements/b_15cucsysreqs.html.

Compatibility Information

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

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

Determining the Software Version

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

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

Determine Version of Cisco Unity Connection Application

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

Using Cisco Unity Connection Administration

Procedure

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

Using the Command-Line Interface

Procedure

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

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

Determine Version of Cisco Personal Communications Assistant Application

Using Cisco Personal Communications Assistant Application

Procedure

Step 1 Sign in to the Cisco PCA.

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

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

Determine Version of Cisco Unified Communications Operating System

Use the applicable procedure.

Using Cisco Unified Operating System Administration

Procedure

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

Using the Command-Line Interface

Procedure

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

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

Version and Description

Cisco Unity Connection 15SU2 is a cumulative update that incorporates all of the fixes and changes to Cisco Unity Connection version 15 — including the operating system and components shared by Cisco Unity Connection and Cisco Unified CM. It also incorporates additional changes that are specific to this service update.

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

Full version numbers include the build number (for example, 15.0.1.12900-43), the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 15SU2).

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

New and Changed Support or Functionality

This section contains all new and changed support or functionality for release 15SU2 and later.



Note The new locales for Unity Connection 15SU2 have been released and available on Download Software site at https://software.cisco.com/download/home/282421576/type.

Speechview Transcription using Cisco Webex In House Transcription

Cisco Unity Connection supports the Speechview functionality with a third party transcription service, which converts the voice message to text and the transcribed text is sent to the user along with the voice message. With Release 15SU2 and later, Unity Connection uses the **Cisco Webex in-house transcription service** for transcription of voice messages.

Note Thirdparty transcription service will be EOL by Decemeber 30,2024. Hence customers are advised to upgrade to 15SU2 or later releases. For more information see Field Notice: FN74144 - Cisco Unity Connection SpeechView Transcription Service Will Stop Working after December 30, 2024 - Software Upgrade Recommended - Cisco

For more information, see chapter "SpeechView Cisco Webex in-house Transcription Service" of the System Administration Guide guide available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/administration/guide/b_15cucsag.html

Securing Transport Layer (TLS 1.3)

Cisco Unity Connection uses Transport Layer Security(TLS) protocol for signaling and client server communication. With Release of Cisco Unity Connection 15SU2, TLS version 1.3 is supported. TLS 1.3 version is faster and more secure than older version of TLS. One of the key improvements in TLS 1.3 is the reduction in handshake latency. It significantly enhances the performance of time-sensitive applications. Moreover, TS 1.3 also reduces round-trip times (RTT), by further optimizing the connection establishment process. TLS 1.3 has dropped support for older and less secure cryptographic algorithms.

Note TLS 1.3 is not supported for below Interfaces:

- Cisco Unity Tools
- Cisco Smart Software Licensing (CSSM)
- Voice Mail for Outlook (VMO)
- Chrome Extension for Gmail
- Microsoft Exchange Server
- Microsoft Office 365
- Microsoft Outlook

For more information about the TLS 1.3 support, see the "TLS 1.3 (Applicable to Release 15 SU2 or later)" section in IP Communications Required by Cisco Unity Connection chapter of the *Security Guide for Cisco Unity Connection Release 15* present at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/security/b_15cucsecx.html

Related Documentation

Documentation for Cisco Unity Connection

For descriptions and URLs of Cisco Unity Connection documentation on Cisco.com, see the *Documentation Guide for Cisco Unity Connection Release 15SU2*. The document is shipped with Unity Connection and is available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/requirements/b_15cucsysreqs.html.

Documentation for Cisco Unified Communications Manager Business Edition

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

Installation Information

For instructions on downloading the service update, see the "Downloading Cisco Unity Connection Release 15SU2 Software" section.

For instructions on installing the service update on Cisco Unity Connection, see the "Upgrading Cisco Unity Connection" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 15* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/install_upgrade/guide/b_15cuciumg/b_15cuciumg_chapter_010.html.

Note

- If you are performing an upgrade from a FIPS enabled Cisco Unity Connection release to Cisco Unity Connection 15SU2, make sure to follow the steps for regenerating certificates before using any pre-existing telephony integrations. To learn how to regenerate certificates, see the Regenerating Certificates for FIPS section of the "FIPS Compliance in Cisco Unity Connection" chapter of the *Security Guide for Cisco Unity Connection Release 15SU2* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/security/guide/b_15cucsecx.html
- In FIPS mode, it is mandatory to upgrade all nodes in the Networking to Release 15 SU2 or later to ensure smooth operation and avoid replication issues.

Downloading Cisco Unity Connection Release 15 Service Update 2 Software

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

Caution With restricted and unrestricted versions of Cisco Unity Connection software now available, download software carefully. Upgrading a restricted version to an unrestricted version is supported, but future upgrades are then limited to unrestricted versions. Upgrading an unrestricted version to a restricted version is not supported. For more information on restricted and unrestricted versions of Unity Connection software, see the Downloading a VMware OVA Template for a Unity Connection 15 Virtual Machine of the *Release Notes for Cisco Unity Connection Release 15SU2* at http://www.cisco.com/c/en/us/support/unified-communications/unity-connection/products-release-notes-list.html.

Downloading Cisco Unity Connection Release 15 Service Update 2 Software

Procedure

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

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

Step 2 In the tree control on the Downloads page, expand **Products**> **Unified Communications**> **Unified Communications Applications**> **Messaging**> **Unity Connection**, and select **Unity Connection Version 15SU2**.

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

Step 4 On the Select a Release page, select **15 SU2**, and the download buttons appear on the right side of the page.

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

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

Restricted version	UCSInstall_CUC_15.0.1.12900-43.sgn.iso
Unrestricted version	UCSInstall_CUC_UNRST_15.0.1.12900-43.sgn.iso

Note
The VOS version for above mentioned ISO is 15.0.1.12900-234.

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

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

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

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

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

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

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

Reverting to the Unity Connection Version on the Inactive Partition

See the "Rollback of Unity Connection" section of the "Upgrading Cisco Unity Connection" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection Release 15SU2* at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/install_upgrade/guide/b_15cuciumg.html.

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

Caveat Information

You can find the latest caveat information for Unity Connection version 15SU2 by using Bug Toolkit, an Online tool available for customers to query defects according to their own needs.

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

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

This section contains the following caveat information:

- Open Caveats—Unity Connection Release 15SU2, on page 7
- Resolved Caveats—Unity Connection Release 15SU2, on page 8
- Related Caveats—Cisco Unified Communications Manager 15SU2 Components that are Used by Unity Connection 15SU2, on page 9

Open Caveats—Unity Connection Release 15SU2

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

Table 1: Unity Connection Release 15SU2 Open Caveats

Caveat Number	Component	Severity	Description
CSCwn42420	messaging	2	Google Workspace Sync not working with direct connection after upgrading to 15su2
CSCwq85838	core	2	Node is booting up to the upgraded image even switch-version has failed.
CSCwq61805	backup	3	Switch version fails intermittently on subscriber due to ontape restore still attempted on STDIO for CUC instance
CSCwq27598	setup	3	DRS restore or Upgrade fails at DB component with SQLCODE -242 non-exclusive access ISAM 106
CSCwk75669	messaging	3	"Connection Google Workspace Sync Service" (CuGSuiteSy+) is using high CPU than expected.
CSCwo12114	messaging	3	SMTP relay/um messaging is not working post 15SU2 Upgrade

Resolved Caveats—Unity Connection Release 15SU2

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

Table 2: Unity Connection Release 15SU2 Resolved Caveats

Caveat Number	Component	Severity	Description
CSCwk63494	core	3	Evaluation of Cisco Unity Connection for OpenSSH regreSSHion
CSCwm46543	setup	3	Unable to send voicemail message marked secure through TUI / Web Inbox in https networking
CSCwk31084	config	3	CUC Incorrect Swap Error reported with "ciscocm.cuc_preUpgradeCheck-005.cop.sha512" cop file
CSCwm11004	core	3	Tomcat core dump generated when Metaspace is full
CSCwj85245	telephony	3	UDP socket not getting created leading to SIP Trunks being down after upgrading to v15
CSCwj72969	setup	3	Upgrade 14SU3 to 15 SU1 Subscriber node switch version failing
CSCwk76764	utilities	3	Security flaw in Cisco Unity Redirector tool allowing negotiation on weak TLS protocol.
CSCwk63447	setup	3	CUC Dataexport fails on Blue Screen stuck indefinitely when exporting data from 11.5 to 15
CSCwk41352	database	3	CUC DB table service entries created on subscriber removed after switch-version from 12.5.x to 15.x
CSCwj56788	database	3	Tomcat REST actions do not get updated to tbl_messageactivity in UnityRptDB

Caveat Number	Component	Severity	Description
CSCwj69324	inbox	3	Unity Inbox doesn't have webapp specific configurable timeout leading session limit error
CSCwb82664	utilities	3	UC : Use ExternalEwsUrl for SOAP AutoDiscovery with Client Credential Flow
CSCwm62687	core	3	Debug Symbols installation failed with conflict error
CSCwm38487	speechview	3	Speechview Test button throws Incorrect Error about Webex in-house transcription service not healthy
CSCwh78412	core	3	Legacy secure call not working in "Authenticated" mode
CSCwk20670	admin	3	Vulnerabilities in haproxy - multiple versions CVE-2023-40225
CSCwk74953	serviceability	3	In ESM mode, RU and M2 Migration fails involving 12.5 SU8 and 12.5 SU9 as destination version

Related Caveats—Cisco Unified Communications Manager 15SU2 Components that are Used by Unity Connection 15SU2

Table 3 below describes the Cisco Unified Communications Manager components that are used by Cisco Unity Connection.

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

- *ReadMe for Cisco Unified Communications Manager Release 15SU2* on the download page for 15SU2 (start at https://software.cisco.com/download/home/280082558).

Table 3: Cisco Unified CM 15SU2 Components that are used by Unity Connection 15SU2

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

Cisco Unified CM Component	Description
cpi-security	Security for connections to the server
cpi-service-mgr	Service Manager (ServM)
cpi-vendor	External vendor issues
cuc-tomcat	Apache Tomcat and third-party software
database	Installation and access to the configuration database (IDS)
database-ids	IDS database patches
ims	Identity Management System (IMS)
rtmt	Real-Time Monitoring Tool (RTMT)

Obtaining Documentation and Submitting a Service Request

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

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

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

Cisco Product Security Overview

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

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

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

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