Release Notes for Cisco Unity Connection Release 15 Service Update 3

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This release notes contains installation and support information for Cisco Unity Connection Release 15 Service Update 3.

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Requirements

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System Requirements

System Requirements for Cisco Unity Connection Release 15SU3 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 15SU3 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, 15.0.1.13900-61), the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 15SU3).

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 15SU3 and later.

- Smart Receiver Transport, on page 4
- FIPS Compliance, on page 4

The following changes also have been introduced in 15SU3:

- Certificate Management Changes
- IPSec DH Group Changes
- Updates to Cipher Management Page

For more information, refer *Release Notes for Cisco Unified Communications Manager and the IM and Presence Service Release 15SU3* available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/rel_notes/15/SU3/cucm_b_release-notes-for-cucm-imp-15su3.html

Note The new locales for Unity Connection 15SU3 have been released and available on Download Software site at https://software.cisco.com/download/home/282421576/type.

Smart Receiver Transport

Smart Transport has been introduced as an enhanced transport mechanism for Smart Licensing, in addition to the existing Call Home transport mode. All new Cisco Unity Connection installations will only support Smart Transport for Smart Licensing functionality.

In case of an upgrade or migration, Cisco Unity Connection automatically switches to Smart Transport if the connection to the endpoint "smartreceiver.cisco.com" is successful. If the connection fails, Cisco Unity Connection falls back to the Call Home mode temporarily.

For more information, see the "Managing Licenses" chapter of the *Install, Upgrade, and Maintenance Guide for Cisco Unity Connection, Release 15*, available at https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/install_upgrade/guide/b_15cuciumg.html.

FIPS Compliance

From Release 15SU3 onwards:

- The Cisco Unity Connection available is FIPS 140-3 compliant.
- CiscoSSL has been upgraded to Cisco SSL 7.3, which is FIPS 140-3 compliant.

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 15*. 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 15SU3 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 15SU3, 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 15* 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 3 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 15* 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 3 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 15SU3**.

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

Step 4 On the Select a Release page, select **15 SU3**, 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_15.0.1.13900-61.sgn.iso
Unrestricted version	UCSInstall_CUC_UNRST_15.0.1.13900-61.sgn.iso

Note
The VOS version for above mentioned ISO is 15.0.1.13900-79.

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 15* 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 15SU3, on page 7
- Resolved Caveats—Unity Connection Release 15SU3, on page 8
- Related Caveats—Cisco Unified Communications Manager 15SU3 Components that are Used by Unity Connection 15SU3, on page 11

Open Caveats—Unity Connection Release 15SU3

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 15SU3 Open Caveats

Caveat Number	Component	Severity	Description
CSCwq85838	core	2	Node is booting up to the upgraded image even switch-version has failed.
CSCwo60229	messaging	3	Rest-Tomcat stuck while deploying the war files leading to 503/502 service unavailable/gateway timeout for VMrest
CSCwq27598	setup	3	DRS restore or Upgrade fails at DB component with SQLCODE -242 non-exclusive access ISAM 106
CSCwo60282	conversations	3	UC15 CuMixer service experiencing delayed prompt playback during business hours call processing

Caveat Number	Component	Severity	Description
CSCwq61805	backup	3	Switch version fails intermittently on subscriber due to ontape restore still attempted on STDIO for CUC instance

Resolved Caveats—Unity Connection Release 15SU3

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 15SU3 Resolved Caveats

Caveat Number	Component	Severity	Description
CSCwn63334	trap	2	TRAP call is going to wrong Port in Unity 15
CSCwn97864	speechview	2	CUC SttService sends duplicate RequestId Under Heavy Voicemail Traffic
CSCwn42420	messaging	2	Google Workspace Sync not working with direct connection after upgrading to 15su2
CSCwo47190	messaging	3	Push is not getting confirmed in database on unity intermittently after email is sent by MbxSync
CSCwn40925	messaging	3	CuImapSvr core are getting created on the unity box
CSCwo22001	setup	3	CUC Switch version fails if Informix does not come up online in one minute
CSCwo52765	messaging	3	UC - Mbxsync repeatedly core dumps if empty/invalid token response received
CSCwo25742	setup	3	CUC preupgrade COP leaves Orphan Java process leading to high CPU
CSCwp83385	messaging	3	Connection Mailbox Sync cores with Exchange 2003 Unified Messaging service
CSCwo12114	messaging	3	Smtp relay is not working post 15SU2 Upgrade with secure smtp config

Caveat Number	Component	Severity	Description
CSCwo60587	core	3	Connection Conversation Manager service is generating core dump durring qualys scan.
CSCwo25754	core	3	RisSystemAccessMaxProcessesThreads is getting overwritten in upgrade .
CSCwo56062	messaging	3	SpeechView Queue getting Stuck Processing If some Invalid entries in sttrequestQ
CSCwm77586	core	3	Unity is generating cores while transcoding on v15
CSCwo92025	messaging	3	Change Password Option is not presented on CUADMIN app even though password has expired
CSCwp14881	database	3	R15: CUC Subscriber Switch Version Fails while restoring ontape backup from Publisher
CSCwo71852	core	3	UC15 CuCsMgr cores with SCCP Integration & 'Reconnect to a Higher-order CUCM When Available' Enabled
CSCwm77126	core	3	Connection IMAP Service core dump generated during performance run and IMAP connectivity
CSCwo47197	speechview	3	SttRequestQ grows enormously if there is a surge of failures from Cisco Webex Transcription Service
CSCwo77293	licensing	3	CUC Smart License Reservation no longer works due to EOS/EOL notice for CUC-SL-EXRTKY-K9=
CSCwo02878	speechview	3	AutoClean of the Dynamic DB SttQueue entries Left Out due to Corner Scenarios
CSCwn26351	admin	3	AXL connection from cuc to cucm failing
CSCwn24391	speechview	3	The voicemail transcription failed for messages sent to users in different mailbox stores.

Caveat Number	Component	Severity	Description
CSCwn65588	user-experience	3	DRS File Decryption Tool not working on Unity Connection 15
CSCwn22220	perfmon	3	CPU spike and higher RTT observed while fetching external services configured on unity
CSCwo11491	licensing	3	Smart License Registration failing with SSM On-Prem
CSCwk75669	messaging	3	"Connection Google Workspace Sync Service" (CuGSuiteSy+) is using high CPU than expected
CSCwn40867	serviceability	3	User Synchronization is failing in Control Hub for Unity Connection for users with blank mailid
CSCwk55275	messaging	3	UC "Delete Messages without Saving to Deleted Items Folder" feature does not work if User has 2 UMA
CSCwd33658	licensing	3	SLM :Renew Auth Failure intermittently. RTMT alerts are displayed with time-out error.
CSCwo48977	speechview	3	Onboarding status is not reflecting correctly on CUC cluster setup.
CSCwo42079	speechview	3	Make Cleanup of stt queue Configurable in Unity Connection
CSCwo68587	speechview	3	Existing Requests in SttRequestQ are not processed if heavy voicemail traffic is suddenly stopped
CSCwk89125	admin	3	The "All Hours" and "Voice Recognition Update Schedule" pages are not opening.
CSCwn26139	speechview	3	Attributes missing for speech view tables in Dir.xml.
CSCwn73992	conversations	3	Evaluation of Unity for Vulnerabilities in tomcat - multiple versions CVE-2024-50379
CSCwm88943	speechview	3	Handle the processing of supported language codes when sending requests to Lexus.

Caveat Number	Component	Severity	Description
CSCwm00058	speechview	3	Clicking "Sync License Status" and then "Test" redirects to the GUI login screen.

Related Caveats—Cisco Unified Communications Manager 15SU3 Components that are Used by Unity Connection 15SU3

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 15SU3* on the download page for 15SU3 (start at https://software.cisco.com/download/home/280082558).

Table 3: Cisco Unified CM 15 Components that are used by Unity Connection 15SU3

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
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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