Release Notes for Cisco Unity Connection Release 15 Service Update 4

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Readme for Cisco Unity Connection Release 15 Service Update 4

This readme contains installation and support information for Cisco Unity Connection Release 15 Service Update 4.

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Requirements

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System Requirements

System Requirements for Cisco Unity Connection Release 15SU4 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 15SU4 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, 15.0.1.14900-45), the software versions listed on the download pages on Cisco.com are abbreviated version numbers (for example, 15SU4).

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 15SU4 and later.

Note The new locales for Unity Connection 15SU4 have been released and available on Download Software site at https://software.cisco.com/download/home/282421576/type.

Unified Messaging with Office 365 Using Microsoft Graph API

Cisco Unity Connection Release 15SU4 and later supports Microsoft Graph API for configuring Unified Messaging with Office 365. With Release 15SU4, Microsoft Graph API is the only supported option for Office

365 integration as Exchange Web Services (EWS) is going to be deprecated. For more information see the following:
https://learn.microsoft.com/en-us/exchange/clients-and-mobile-in-exchange-online/deprecation-of-ews-exchange-online.
This migration ensures continued support for key messaging features dependent on Office 365, including voicemail synchronization with transcription, calendar and contact access, text-to-speech access to emails, and seamless synchronization of voice message status between Cisco Unity Connection and Office 365 mailboxes.

Make sure to update the permissions on the Azure portal before upgrading the Cisco Unity Connection 15SU4 from any previous releases. For information on the required permissions see the following : **Steps for Registering the Application on the Azure Portal**. After successful upgrade to Release 15SU4, Cisco Unity Connection will automatically update the necessary Microsoft Graph configurations including Resource URI to ensure seamless connectivity.

For more information, refer to the Unified Messaging Guide for Cisco Unity Connection https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/connection/15/unified_messaging/guide/b_15cucumgx.html

Note The migration to Microsoft Graph API applies exclusively to Microsoft Office 365 environments. Integration of Cisco Unity Connection with Microsoft Exchange 2016 and Exchange 2019 continues to use Exchange Web Services (EWS) APIs for Unified Messaging.

New Hypervisor Support

1. **Cisco NFVIS-for-UC (Network Function Virtualization Infrastructure Software for Unified Communications)**—Cisco NFVIS is a limited-purpose virtualization product from the Cisco networking portfolio that supports hosting Virtual Network Functions (VNFs) on select Cisco network and server hardware. Cisco NFVIS-for-UC is a specialized edition of NFVIS that supports hosting core calling applications on select Cisco calling appliances.

   Cisco NFVIS-for-UC is a special edition of NFVIS that introduces a new commercial offer with a separate product ID, distinct pricing, new licensing, and a slightly different administrative GUI.

   - Cisco NFVIS-for-UC supports only select on-premises calling applications.
   - Cisco NFVIS-for-UC supports only select Cisco Calling Appliances.
   - **Supported Hardware**: Cisco Business Edition 6000 (M5, M6, M7), Cisco Business Edition 7000 (M5, M6, M7), and Cisco Expressway CE1400V (M7).
   - **Minimum Requirements**: Release 15SU4 running on Cisco NFVIS-for-UC version 4.18.2a.
   - **Key Benefits**: Provides a Cisco-on-Cisco, appliance-based solution tailored for collaboration-centric customer needs.

2. **Cisco Compute Hyperconverged with Nutanix (CCHN)**—Cisco Compute Hyperconverged with Nutanix (CCHN) is a joint solution that integrates Nutanix software with Cisco hardware. This software-defined system integrates compute, storage, and networking into a single platform.

   - **Supported Hardware**: Cisco HCI Nodes and Cisco Compute Nodes (integrated with Cisco HCI nodes) based on HCI, HCIX, and UCS hardware as described in the Cisco Compute Hyperconverged with Nutanix Data Sheets.

- **Minimum Requirements**: Release 15SU4 running on Nutanix Acropolis Hypervisor (AHV) 10.0 and Nutanix Acropolis OS (AOS) 7.0.
- **Key Benefits**: Provides a robust hyperconverged infrastructure platform for data center-centric customer needs.

3. **VMware vSphere ESXi**—VMware vSphere ESXi 8.0 continues to be supported. Note that ESXi 7.0 and earlier releases have reached the end of support from VMware by Broadcom.

For more information, see:

- **Virtualization Guide**: Cisco Virtualization Guide for Cisco On-premises Calling Applications
- **Installation Guides**: Install, Upgrade and Maintenance Guide for Cisco Unity Connection

Note All hypervisor and hardware support information for version 15 is located in the documents listed earlier, rather than at: http://www.cisco.com/go/virtualized-collaboration.

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 15SU4 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 15SU4, 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 4 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 4 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 15SU4**.

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

Step 4 On the Select a Release page, select **15 SU4**, 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_15.0.1.14900-45.sgn.iso
Unrestricted version	UCSInstall_CUC_UNRST_15.0.1.14900-45.sgn.iso

Note
The VOS version for above mentioned ISO is 15.0.1.14901-2.

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 15SU4 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 15SU4, on page 8
- Resolved Caveats—Unity Connection Release 15SU4, on page 9
- Related Caveats—Cisco Unified Communications Manager 15SU4 Components that are Used by Unity Connection 15SU4, on page 11

Open Caveats—Unity Connection Release 15SU4

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 15SU4 Open Caveats

Caveat Number	Component	Severity	Description
CSCwv45223	Installation and Upgrade	2	CUC Release 15 Install/Upgrade Hangs on Server with Various AMD EPYC CPUs
CSCwu52456	messaging	2	CUC15SU4 Unified Messaging not working with Graph API due to parsing failure in Json response from O365.
CSCwt99240	messaging	3	CUC 15SU4 Mailbox Sync failure with Invalid Graph API URL after upgrade if Active Directory Site Name was not set to Empty on UMS Page before upgrade.
CSCws47178	setup	3	Cluster status not showing on subscriber node after M2 migration to Release 15.
CSCwo60282	conversations	3	UC15 CuMixer service experiencing delayed prompt playback during business hours call processing.

Resolved Caveats—Unity Connection Release 15SU4

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 15SU4 Resolved Caveats

Caveat Number	Component	Severity	Description
CSCwr29208	config	2	Cisco Unity Connection Remote Code Execution Vulnerability.
CSCwq85838	setup	2	Node is booting up to the upgraded image even switch-version has failed.
CSCws44270	admin	3	The SSO - SLO login - logout webapps issue on Unity.
CSCws96929	inbox	3	CUC 15SU2 and above Web inbox is not displaying message.wav to download voicemessage for forwarded messages.
CSCws00641	messaging	3	Logic to fetch the Token on Retry is failing due to double Encoding of resource uri if first request timeout due to network.
CSCwt07007	speechview	3	Speechview Service fails to apply the transcription to User Inbox due to Encoding or code set not supported.
CSCws62057	setup	3	CUC postupgrade COP leaves Orphan Java process leading to high CPU.
CSCws79150	conversations	3	CuImapSvr Core Dump Generated due to requests sent by Security tool.
CSCws42027	core	3	Services are not coming up or generating cores when trying generate alarm for any alerts.
CSCws32507	licensing	3	Authorization Expiry Timer Not Updating Due to Periodic license update timer got blocked/stopped.
CSCws38635	cobras	3	PIN is not working on SUB after COBRA migration.
CSCws21258	pca	3	Only the First 6 Destinations Displayed Under Cisco PCA > Call Transfer rules.

Caveat Number	Component	Severity	Description
CSCws39587	serviceability	3	Changes made in Audit log values on Unified Servicibility page not reflecting in Unity Connection for 15x.
CSCwq61805	backup	3	Switch version fails intermittently on subscriber due to ontape restore still attempted on STDIO for CUC instance.
CSCws04273	conversations	3	CuCsMgr Core Dump Generated due to requests sent by Security tool.
CSCwq27598	setup	3	DRS restore or Upgrade fails at DB component with SQLCODE -242 non-exclusive access ISAM 106.
CSCwq80333	cobras	3	COBRAS Export not backing up Dkey leading to PIN/Password not working after COBRAS Import.
CSCwr58654	serviceability	3	CUC 15SU2 and above RTMT Alert with Secure SMTP Smart Host not working.
CSCws12354	database	3	CUC DB table configuration on SUB node have entry missing for report files for Connection REST Tomcat.
CSCwo60229	api	3	Rest-Tomcat stuck occasionally while deploying the war files leading to 503/502 service unavailable/gateway timeout for VMrest.
CSCwt00191	inbox	3	Misalignment observed when clicked on forwarded message.
CSCws76538	config	3	Session timeout for Unity Inbox not working as expected.
CSCwq27066	inbox	3	Incorrect SMIME message created with 0 size leading to TUI failure during retrieval.
CSCwr71177	config	3	Change password prompt do not appear for Cuadmin page when "User Must Change at Next Sign-In" is selected .
CSCwp69194	config	3	Misleading Messages for services restart after SSO enable/disable.

Caveat Number	Component	Severity	Description
CSCwq16933	database	3	Unable to Execute Commands on COP File cisco.cuc_clean_inconsistency_v15k4.cop.sha512
CSCwj93263	messaging	3	Unable to retrieve old voice messages during switch version executed on PUB.

Related Caveats—Cisco Unified Communications Manager 15SU4 Components that are Used by Unity Connection 15SU4

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 15SU4* on the download page for 15SU4 (start at https://software.cisco.com/download/home/280082558).

Table 3: Cisco Unified CM 15 Components that are used by Unity Connection 15SU4

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

Cisco Unified CM Component	Description
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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