



ReadMe for Cisco Unified Communications Manager Release 7.1(2a)su1

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Note

To view the release notes for previous versions of Cisco Unified Communications Manager, choose the Cisco Unified Communications Manager version from the following URL:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/prod_release_notes_list.html



Note

Please review all sections in this document pertaining to installation before you install this Service Update. Failure to install this Service Update as described may result in inconsistent Cisco Unified Communications Manager behavior.

Before you install Cisco Unified Communications Manager, Cisco recommends that you review the “[Important Notes](#)” [section on page 3](#) for information about issues that may affect your system.



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Introduction

This Service Update (SU) ReadMe file contains important information about installation procedures and resolved caveats for Cisco Unified Communications Manager release 7.1(2a)su1. The SU can be applied to Cisco Unified Communications Manager, Business Edition and Unity Connection.

System Requirements

The following sections comprise the system requirements for this release of Cisco Unified CM.

Server Support

Make sure that you install and configure this service update on a Cisco Media Convergence Server (MCS) or a Cisco-approved HP server configuration or a Cisco-approved IBM server configuration.

To find which servers support Cisco Unified CM Release 7.1(2), refer to the Cisco Unified Communications Manager Server Support Matrix at

http://www.cisco.com/en/US/prod/collateral/voicesw/ps6790/ps5748/ps378/prod_brochure0900aecd8062a4f9.html

**Note**

Make sure that the matrix shows that your server model supports Cisco Unified CM Release 7.1(2).

Uninterruptible Power Supply

Ensure that you connect each Unified CM node to an uninterruptible power supply (UPS) to provide backup power and protect your system.

**Caution**

Failure to connect the Cisco Unified Communication Manager nodes to a UPS may result in damage to physical media and require a new installation of Cisco Unified CM.

Version and Description

This Service Update is a cumulative update that incorporates all of the fixes and changes from Cisco Unified Communications Manager 7.1(2) and 7.1(2a), along with additional changes that are specific to this Service Update.

**Note**

You can only install this Service Update on Cisco Unified Communications Manager Release 6.1(2x), 6.1(3x), 7.0(x), 7.1(2) or 7.1(2a) . Upgrades from 6.1(x) need to be requested via PUT (www.cisco.com/upgrade) to obtain the necessary license.

See the Compatibility Matrix for further details:

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/compat/ccmcompmatr.html

Important Notes

Service Updates do not impact system compatibility unless specifically stated.

Cisco provides the following guidance to help you successfully upgrade Cisco Unified Communications Manager software:

- To minimize call-processing interruptions during the upgrade process, register all devices to servers that are running the same version of Cisco Unified Communications Manager software. Make sure that you register all devices to the backup Cisco Unified Communications Manager server or to the primary Cisco Unified Communications Manager server, but not to both the backup and primary servers.

Related Documentation

To view documentation that supports Cisco Unified CM Release 7.1(2), go to http://www.cisco.com/en/US/products/sw/voicesw/ps556/tsd_products_support_series_home.html

Before You Begin

Before you upgrade the software version of Cisco Unified Communications Manager, verify your current software version.

To do that, open Cisco Unified Communications Manager Administration. The following information displays:

- Cisco Unified Communications Manager Administration System version

Installation Instructions



Note

Apply this Service Update to all of your Cisco Unified Communications Manager servers, beginning with the publisher server and TFTP server.

Refer to the “Software Upgrades” section of the *Cisco Unified Operating System Administration Guide* for detailed instructions on “Software Upgrade and Installation.”

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cucos/7_1_2/cucos/iptpch7.html



Note

Because the 7.1.2.21900-5 build is a nonbootable ISO, it proves useful only for upgrades. You cannot use it for new installations.

Because of its size, the UCSInstall.iso file, UCSInstall_UCOS_7.1.2.21900-5.sgn.iso, comprises two parts:

- UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part1of2
- UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part2of2

Prior to installation these two parts must be combined into a single file using the procedures documented below.

Step 1 From www.cisco.com, download the two UCSInstall files.

Step 2 Combine the two files using one of the following methods:

Linux

If you have a Unix/Linux system, the two parts can be combined with this command:

```
cat UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part1of2 UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part2of2 >
UCSInstall_UCOS_7.1.2.21900-5.sgn.iso
```

Windows

If you have a Windows system, cut and paste the following command from this document into the command prompt (cmd.exe) to combine the two parts:

```
COPY /B UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part1of2+UCSInstall_UCOS_7.1.2.21900-5.sgn.iso_part2of2
UCSInstall_UCOS_7.1.2.21900-5.sgn.iso
```

Step 3 Use an md5sum utility to verify that the MD5 sum of the final file is correct.

The **MD5** for this download is: aa0e78e5220e3c4306cc1ef3cb0d5014

Step 4 Install the Service Update file: UCSInstall_UCOS_7.1.2.21900-5.sgn.iso

Reverting to a Previous Version



Note

Uninstall the SU on all servers in the cluster in the same order in which you performed the installation.

Refer to the “Software Upgrades” section of the *Cisco Unified Operating System Administration Guide* for detailed instructions on “Reverting to a Previous Version.”

http://www.cisco.com/en/US/docs/voice_ip_comm/cucm/cucos/7_1_2/cucos/iptpch7.html

Caveats

Caveats describe unexpected behavior on a Cisco Unified Communications server. The following sections contain lists and descriptions of resolved and open caveats in this release.

Resolved Caveats

Resolved Caveats for Cisco Unified Communications Manager Release 7.1(2a)su1 describes possible unexpected behaviors in Cisco Unified Communications Manager Release 7.1(2) and 7.1(2a).

Resolved Caveats for Cisco Unified Communications Manager Release 7.1(2a)su1

The following information comprises unexpected behavior that is addressed by this Service Update of Cisco Unified Communications Manager.

Resolved CUCM Caveats in 7.1(2a)su1

- [CSCta43460](#): Critical BIOS Update for x306m8849 x206m8485 78152512
- [CSCsw98568](#): DNA has to display System Version instead of DNA version on main page
- [CSCta76259](#): Wrong installation packages for the cmsu1712 branch builds
- [CSCta67626](#): Versionstamp mismatch after enterprisephoneconfigxml modified
- [CSCta59551](#): Minor correction to Upgrade rules to prevent 712 Respins from installing
- [CSCta45037](#): 7825I4 and 7828I4 firmware update failure
- [CSCta44852](#): Restore on standalone pub fails due to etchosts has extra entry
- [CSCta40197](#): Platform DRF Restore fails
- [CSCta32844](#): SNRD process does not reply to CcCiReq
- [CSCta13502](#): CUCM sends an ARQ with srcCallSignalAddress ipAddress 0000
- [CSCsz97229](#): Deskphone stays remoteinuse after remote destination transfers call
- [CSCsz58138](#): Systems with locales upgraded from CUCM 5X may run out of disk space
- [CSCsz53855](#): EFA with SIP gateway using dtmf relay as rpnte fails
- [CSCta35604](#): Incorrect SNMP sysOID for 7825H4 server model
- [CSCta35564](#): 712asu1 upgrade rules to prevent install over ineligible ESs
- [CSCta21337](#): Blind transfer across SIP trunk fails
- [CSCta10219](#): unicast moh did not play in timingrace condition
- [CSCsz51085](#): ODBC hang fix needs sqlhost change
- [CSCsz43370](#): MMoH fails with G711G729
- [CSCsx43142](#): Ports 200120022428 Closed in Response to FD Resource Exhaustion
- [CSCsx23689](#): SIP Port Closed in Response to FD Resource Exhaustion
- [CSCsr41156](#): PMR 70525 Service core after rebooting firewall between CUCM nodes

Resolved Unity Connection Caveats in 7.1(2a)su1

- [CSCta24110](#): PCTR Correct day of week is not chosen for some timezones
- [CSCta45612](#): L10N Locales not available for configuration after ES installation
- [CSCta28843](#): VMN attachment shown in message body after multiple forwards
- [CSCta22045](#): Bulk Edit Password Only Changes For First User
- [CSCta38480](#): Tomcat crashes under libCsMiuTranscodeJni
- [CSCta38099](#): LDAP Import using users as admins requires extension
- [CSCta31289](#): Cannot access remote account on subscriber cluster machine

Resolved CUCM Caveats in 7.1(2.21002-2); base ES for 7.1(2a)su1

- [CSCta24331](#): Hardware vendor files not copied after upgrade
- [CSCta19082](#): Cannot update Line Settings in User Option page for 7911 and 7906 SIP
- [CSCta03318](#): Incorrect handling of redirecting number IE in DMS Setup
- [CSCsz89727](#): Upgrade from 5x to 7x cannot access the Callmanager adminOS page
- [CSCsz89270](#): CUCM Not clearing Transfer Instance table entry from Transfer Table
- [CSCsz88243](#): CUCM doesnt send TCS for H323 to H323 calls
- [CSCsz86131](#): DST Comm Manager update needed for 2009 W Australia DST removal
- [CSCsz78919](#): SIP layer currently does not have any triggers in Progress signal
- [CSCsz46366](#): Unit Calculator Number consumed NOT match with Mobility Enabled EndUsers
- [CSCsz43993](#): Add enhancements for 1100 and 1300 series CTS

[CSCsz28358](#): BATinsert of Phonesusers using csv file fails
[CSCsz11378](#): Mobile Connect no cause code when sending Release to Calling side
[CSCsx93289](#): Jtapi Preference Tool does not set trace settings properly
[CSCta12062](#): Remove logic to clear networkLocale mrg list in device pool
[CSCta08468](#): SIP Trunks ExportImport not working in BAT
[CSCta07215](#): sRTP for Voice stops working on MGCPGW after rtp GClear call
[CSCta00887](#): LP UCM core geoloc issue during SplitJoin for shared line on 5 devs
[CSCsz92928](#): CUCM Callmanager Service restart after communication failure
[CSCsz78257](#): SMDI tool stops receiving messages when CM service is restarted
[CSCsz57756](#): Phones secure icon isnt updated under DND and pickup interaction
[CSCsz46571](#): CDR PDF Route Pattern utilization report fails with 10011 System Error
[CSCsz46366](#): Unit Calculator Number consumed NOT match with Mobility Enabled EndUsers
[CSCsz44154](#): Stop Routing on Q931 Disconnect Cause Code Not Being HonoredAlt GK EP
[CSCsz35425](#): Change the queries with UPPER operation to mylower
[CSCsz24203](#): Apply patches per RH Advisory
[CSCsz23026](#): Block Connected Number IE does not work with Display IE
[CSCsz21309](#): Phone display Parse Error in EM for username with special characters
[CSCsz20491](#): JTAPI ConnAlertingEv is notified the number of phones in shared line
[CSCsy97605](#): Double DTMF with SIP dynamic media 2833 and IOS passthru
[CSCsy50761](#): Voice Mail Pilot Number using CMI stops due to SsManagerTable corruption
[CSCsy13296](#): U1 upgrade needs to be metered
[CSCsx72770](#): Speedial in speaker mode doesnt follow Interdigit timer
[CSCsz99841](#): CLM GGSG requirements
[CSCsz99094](#): Upgrade rules to prevent 712 Respins from installing over ESs
[CSCsz93972](#): LP not working with meetme conference call
[CSCsz91530](#): LP feature not working for Conference with multiple H323 GW added in RG
[CSCsz88272](#): update to Answer File Generator help text for Unity Connection
[CSCsz87493](#): CDRM changes to support DoD requirements
[CSCsz83536](#): Check in 794060 SIP P0S381200 COP files to Clearcase for Linux CCM
[CSCsz76370](#): CUCM unable to relay calling Name within subsequent facility message
[CSCsz75381](#): MGCP CAS fails to invoke V150 subset
[CSCsz66068](#): H323 inbound call gets one way voice when outbound SIP to agent connects
[CSCsz55139](#): ConnectionManager table leak due to missing SsRemoveMediaReq from MGCP I
[CSCsz50609](#): Called Party Transform not applied to Intercom Translation Pattern
[CSCsz39845](#): admin password becomes corrupt if correction is made during pwrecovery
[CSCsz26675](#): Intermittent DTMF failure with fast start enabled
[CSCsz04563](#): Normal call clearing of a mobile configured as RD is considered busy
[CSCsy99561](#): Access list with SNR incorrectly matches Calling party information
[CSCsy96412](#): Wrong CAC bandwidth allocated for IPv6 calls with SIP trunk MTPXCODER
[CSCsy71437](#): Incoming call sent to standby SNRD in CUCM 60
[CSCsy60115](#): MVA CallerID of the RDP not Identified introduced in 702
[CSCsv61994](#): DN can not be inserted on FastDial
[CSCsi55035](#): Save button is missing in Create Gateway File Format page

Resolved Unity Connection Caveats in 7.1(2.21002-2); base ES for 7.1(2a)su1

[CSCsz59024](#): CallerName = "Unity Connection Messaging System", expecting ""
[CSCta15896](#): Memory leak with SIP OPTIONS handling
[CSCta11238](#): PIMG integration does not support call info updates

[CSCta13750](#) : PIMG, "Wait for Call Information" setting does not get applied
[CSCta08867](#) : UC 7.x - "User Administrator" Role Restricts New Notification Devices
[CSCta12149](#) : VMWS attachment support needed for VMN
[CSCsq05360](#) : Sync up with CUCM libraries for Connection projects
[CSCta07490](#) : Support migrating Unity License to Connection
[CSCta09225](#) : Remote access account is not working in CUCMBE
[CSCta09513](#) : Switch version never completes from 2.1.2 to 7.1.2
[CSCsw44183](#) : CPCA problems on User Defined Extensions field with LDAP imported user
[CSCsz57334](#) : Cannot write MWI status to db with port objectid (as needed for PIMG)
[CSCsz48492](#) : Conversation doesn't pass switch ID on Transfer
[CSCta01522](#) : Backup excludes cache/hostname file
[CSCta09613](#) : Cannot Import VM User using Import All Option
[CSCsz51668](#) : Notification message shows callerid from two separate calls.
[CSCta02379](#) : IMAP server leaks memory when TLS/SSL is used
[CSCsz70510](#) : Connection always uses Primary TRaP ports for Visual Voicemail
[CSCsz57412](#) : Null value for visual voicemail pilot interpreted as 0, dials operator

Open Caveats

Open Caveats for Cisco Unified Communications Manager Release 7.1(2a)su1 describes a few of the possible unexpected behaviors still remaining in Cisco Unified Communications Manager Release 7.1(2a)su1. For a complete list of open caveats please access the bug toolkit located at:
<http://tools.cisco.com/Support/BugToolKit/>



Tip

For more information about an individual defect, click the associated Identifier in the to access the online record for that defect, including workarounds.

Open Caveats:

[CSCso53731](#) : switch version process needs to separate parent/child relationship
[CSCsz24083](#) : IPVMS Core Dump on 701.21025-1
[CSCsz88446](#) : Publisher hung after upgrade
[CSCta05208](#) : undesired format for MTP device name in RTMT alert
[CSCsl70947](#) : L2 Upgrade failedNo such file .. db/informix/etc/onconfig.std

Firmware / Device Loads

Service Updates contain firmware loads, however, Cisco recommends that you always download the latest firmware load from the Voice Software Download Center.

Phone Firmware

To download phone firmware, follow this procedure:

Step 1 Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Step 2 Click **To access Voice Software downloads, click here.**

Step 3 From the Downloads window, click the "+" next to IP Telephony.

Step 4 From the options that display, click the "+" next to IP Phones.

Step 5 From the options that display, click the "+" next to Cisco Unified IP Phones 7900 Series or the version of phone firmware desired.

Step 6 From the options that display, click the link for your phone.

Device Packages

Firmware upgrades not explicitly addressed in the Phone Firmware section can be obtained via Dev Packs. To download Dev Packs for this release, follow this procedure:

Step 1 Go to <http://www.cisco.com/kobayashi/sw-center/sw-voice.shtml>.

Step 2 Click **To access Voice Software downloads, click here.**

Step 3 From the Downloads window, click the "+" next to IP Telephony

Step 4 From the options that display, click the "+" next to Call Control

Step 5 From the options that display, click the "+" next to Cisco Unified Communications Manager (CallManager)

Step 6 From the options that display, select Cisco Unified Communications Manager Version 7.1 link.

Step 7 From the options that display, select Unified Communications Manager/CallManager Device Packages and choose the desired version.

Firmware Versions in this Release

Device type	Load name	Version
3911_3951-sip	3911_3951-sip.8-1-2	8.1(2.0)
3911_3951-sip	3911_3951-sip.8-1-2SR1	8.1(2.0)
6608	6608-4.0.0.32-mgcp	4.0(0.32)
6608cfb	6608cfb-4.0.0.03-sccp	4.0(0.3)
6608mtp	6608mtp-4.0.0.06-sccp	4.0(0.6)
6624	6624-4.0.0.13-mgcp	4.0(0.13)
7902	7902-8.0.2-sccp	8.0(2.0)
7905	7905-8.0.1.1-sip	8.0(1.1)
7905	7905-8.0.3-sccp	8.0(3.0)
7910	7910-5.0.7.0-sccp	5.0(7.0)
7911_7906-sccp	7911_7906-sccp.8-5-2	8.5(2.0)
7911_7906-sip	7911_7906-sip.8-5-2	8.5(2.0)
7912	7912-8.0.1.1-sip	8.0(1.1)
7912	7912-8.0.3-sccp	8.0(3.0)
7914-sccp	7914-sccp.5-0-4	5.0(4.0)
7915	7915.1-0-3	1.0(3.0)

7916	7916.1-0-3	1.0(3.0)
7920-sccp	7920-sccp.3-0-2	3.0(2.0)
7921-sccp	7921-sccp.1-3-2	1.3(2.0)
7925-sccp	7925-sccp.1-3-2	1.3(2.0)
7931-sccp	7931-sccp.8-5-2	8.5(2.0)
7931-sip	7931-sip.8-5-2	8.5(2.0)
7935-sccp	7935-sccp.3-2-19	3.2(19.0)
7936-sccp	7936-sccp.3-3-20	3.3(20.0)
7937-sccp	7937-sccp.1-3-3	1.3(3.0)
7940-7960	7940-7960-8.12.00-sip	8.12(0.0)
7940-7960-sccp	7940-7960-sccp.8-1-1	8.1(1.0)
7941_7961-sccp	7941_7961-sccp.8-5-2	8.5(2.0)
7941_7961-sip	7941_7961-sip.8-5-2	8.5(2.0)
7942_7962-sccp	7942_7962-sccp.8-5-2	8.5(2.0)
7942_7962-sip	7942_7962-sip.8-5-2	8.5(2.0)
7945_7965-sccp	7945_7965-sccp.8-5-2	8.5(2.0)
7945_7965-sip	7945_7965-sip.8-5-2	8.5(2.0)
7970_7971-sccp	7970_7971-sccp.8-5-2	8.5(2.0)
7970_7971-sip	7970_7971-sip.8-5-2	8.5(2.0)
7975-sccp	7975-sccp.8-5-2	8.5(2.0)
7975-sip	7975-sip.8-5-2	8.5(2.0)
7985	985-4-1-7-0-sccp	4.1(7.0)
ata	ata-3.2.4-sccp	3.2(4.0)

Unity Connection RPMs

cuc-lib-jar-7.1.2ES9.21900-9.i386.rpm

cuc-lib-so-7.1.2ES9.21900-9.i386.rpm

cuc-base-7.1.2ES9.21900-9.i386.rpm

cuc-7.1.2ES9.21900-9.i386.rpm

NRec-en-US-9.0-0.i386-rhel3.rpm

BuiltRPMsList

cuc-python-7.1.2ES9.21900-9.i386.rpm

cuc-links-7.1.2ES9.21900-9.i386.rpm

rs-api-4.5.00-00.i386.rpm

cuc-lib-ext-7.1.2ES9.21900-9.i386.rpm

cuc-languagepack-enu-7.1.2ES3.21001-3.i386.rpm

```
cuc-etc-7.1.2ES9.21900-9.i386.rpm
NSS-5.0-1.i386-linux.rpm
cuc-share-7.1.2ES9.21900-9.i386.rpm
cuc-install-7.1.2ES9.21900-9.i386.rpm
NRec-9.0-2.i386-rhel3.rpm
cuc-python-site-7.1.2ES9.21900-9.i386.rpm
rs-American-English-US-Jennifer-4.0-10.i386.rpm
cuc-bin-7.1.2ES9.21900-9.i386.rpm
```

Plug-In Report

```
-----
./APPRPMS/cm-axlsqltoolkit-plugin-1.1.0.0-1.i386.rpm
./APPRPMS/cm-ctlc-plugin-6.0.0.1-1.i386.rpm
./APPRPMS/cm-jtapi-plugin-7.1.2.10000-5.i386.rpm
./APPRPMS/cm-rtmt-client-plugin-0.0.0.2-0.i386.rpm
./APPRPMS/cm-taps-plugin-7.0.2.0-1.i386.rpm
./APPRPMS/cm-tsp-plugin-7.1.1.5-0.i386.rpm
```

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>

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