

Release Notes for Cisco Unified Communications Manager and the IM and Presence Service Release 14SU5

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About Release Notes

This release describes new features, restrictions, and caveats for Cisco Unified Communications Manager (Unified Communications Manager) and Cisco Unified Communications Manager IM and Presence Service (IM and Presence Service). The release notes are updated for every maintenance release but not for patches or hot fixes.

Supported Versions

The following software versions apply to:

- Unified Communications Manager Release: 14.0.1.15900-24
- IM and Presence Service Release: 14.0.15900-3

Version Compatibility Between Unified CM and the IM and Presence Service

Version compatibility depends on the IM and Presence Service deployment type. The following table outlines the options and whether a release mismatch is supported between the telephony deployment and the IM and Presence Service deployment. A release mismatch, if it is supported, would let you deploy your Unified Communications Manager telephony deployment and your IM and Presence Service deployment using different releases.



Note Any respin or ES that is produced between [Cisco.com](https://www.cisco.com) releases is considered part of the previous release. For example, a Unified Communications Manager ES with a build number of 14.0.1.15[0-2]xx would be considered part of the 14SU5 (14.0.1.15901-x) release.

Table 1: Version Compatibility between Unified Communications Manager and the IM and Presence Service

| Deployment Type | Release Mismatch | Description |
|------------------------------------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Standard Deployment of IM and Presence Service | Not supported | Unified Communications Manager and the IM and Presence Service are in the same cluster and must run the same release—a release mismatch is not supported. |

| Deployment Type | Release Mismatch | Description |
|---------------------------------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Centralized Deployment of IM and Presence Service | Supported | <p>The IM and Presence Service deployment and the telephony deployment are in different clusters and can run on different releases—a release mismatch is supported.</p> <p>Note The IM and Presence Service central cluster also includes a standalone Unified CM publisher node for database and user provisioning. This non-telephony node must run on the same release as the IM and Presence Service.</p> <p>Note Centralized Deployment is supported for the IM and Presence Service from Release 11.5(1)SU4 onwards.</p> |

Documentation for this Release

For a complete list of the documentation that is available for this release, see the [Documentation Guide for Cisco Unified Communications Manager and the IM and Presence Service, Release 14](#).

Installation Procedures

For information on how to install your system, see the [Installation Guide for Cisco Unified Communications Manager and the IM and Presence Service](#).

Upgrade Procedures

For information on how to upgrade to this release, see the [Upgrade and Migration Guide for Cisco Unified Communications Manager and IM and Presence Service, Release 14](#).

New and Changed Features

There are no new features that are introduced for this release.

Important Notes

Deprecation of 32-Bit Windows Plugin Support for Cisco TAPI Service Provider

Cisco Unified Communications Manager does not support Cisco TAPI Service Provider (TSP) 32-bit Windows plugin. We encourage you to migrate to the 64-bit plugin version of Cisco TAPI Service Provider (TSP) on supported Windows platforms.

For more information, see the following: [Deprecation of 32-Bit Windows Plugin Support for Cisco TAPI Service Provider in Cisco Unified Communications Manager](#).

Deprecation of Mobile Voice Access via H.323 and SIP VXML Gateways

Cisco Unified Communications Manager does not support Mobile Voice Access via H.323 and SIP VoiceXML (VXML) Gateways. We encourage you to configure Unified Communications Manager with native Mobile Voice Access, which is supported starting from Unified CM version 12.5 and later.

For more information, see: [Deprecation of Mobile Voice Access via H.323 and SIP VXML Gateways in Cisco Unified Communications Manager](#).

Simplifying Release Number Scheme

From Release 14 onwards, Cisco Unified Communications Manager has adopted the single number release plan. There will be no (dot) releases like (dot five) in the past release versions. Service Update releases will be published on top of the main major release 14 through the regular Software Maintenance cycle.

SIP Secure Phone Registration

From 14SU2 release onwards, memory usage increases for SIP secure phone registrations although it does not impact the server capacity in most of the deployments.

New 2021 Signing Key



Attention

Release 14SU1 and onwards is signed with a new 2021 signing key. It is possible that you may need to install the `ciscocm.enable-sha512sum-2021-signing-key-v1.0.cop.sgn` COP file first if upgrading from Unified Communications Manager versions prior to Release 14. See the COP file readme for specifics.

This release also removes support for the previous signing key. If you are installing phone firmware, ensure that you use the files with `k4.cop.sha512` in the name, as these files are also signed with the new signing key. Installing files signed with the previous signing key results in a "The selected file is not valid." error during installation.

New Cisco Gateway Support

New releases of Unified Communications Manager have introduced support for the following Cisco gateways:

- Cisco VG400 Analog Voice Gateway
- Cisco VG410 Analog Voice Gateway (Using only the **Gateway Configuration** window from Cisco Unified Communications Manager Administration Graphical User Interface)
- Cisco VG420 Analog Voice Gateway
- Cisco VG450 Analog Voice Gateway
- Cisco 4461 Integrated Services Router

The following table lists supported gateway models and the initial release, by release category, where support was introduced. Within each release category (for example, 11.5(x) and 12.5(x)), support for the gateway model is added as of the specified release, along with later releases in that category. For these releases, you can select the gateway in the **Gateway Configuration** window of Unified Communications Manager.

Table 2: Cisco Gateways with Initial Release By Release Category

| Gateway Model | 11.5(x) Releases | 12.5(x) Releases | 14(x) Releases |
|-----------------------------------------------------------------------|-------------------|-------------------|----------------|
| Cisco VG 202, 202 XM, 204, 204 XM, 310, 320, 350 Analog Voice Gateway | 11.5(1) and later | 12.5(1) and later | 14 and later |

| Gateway Model | 11.5(x) Releases | 12.5(x) Releases | 14(x) Releases |
|--------------------------------------------------------------|----------------------|----------------------|-----------------|
| Cisco VG400 Analog Voice Gateway | 11.5(1)SU7 and later | 12.5(1) and later | 14 and later |
| Cisco VG410 Analog Voice Gateway | Not supported | Not supported | 14SU3 and later |
| Cisco VG420 Analog Voice Gateway | Not supported | 12.5(1)SU4 and later | 14SU1 and later |
| Cisco VG450 Analog Voice Gateway | 11.5(1)SU6 and later | 12.5(1) and later | 14 and later |
| Cisco 4321, 4331 4351, 4431, 4451 Integrated Services Router | 11.5(1) and later | 12.5(1) and later | 14 and later |
| Cisco 4461 Integrated Services Router | 11.5(1)SU6 and later | 12.5(1) and later | 14 and later |
| Cisco Catalyst 8300 Series Edge Platforms | — | 12.5(1)SU4 and later | 14 and later |

Cisco Analog Telephone Adapters

Cisco Analog Telephone Adapters connect analog devices, such as an analog phone or fax machine, to your network. These devices can be configured via the **Phone Configuration** window. The following table highlights model support for the ATA series.

Table 3: Cisco Analog Telephone Adapters

| ATA Adapter | 11.5(x) Releases | 12.5(x) Releases | 14(x) Releases |
|----------------------------------------|----------------------|-------------------|----------------|
| Cisco ATA 190 Analog Telephone Adapter | 11.5(1) and later | 12.5(1) and later | 14 and later |
| Cisco ATA 191 Analog Telephone Adapter | 11.5(1)SU4 and later | 12.5(1) and later | 14 and later |

Caveats

Bug Search Tool

The system grades known problems (bugs) per severity level. These release notes contain descriptions of the following bug levels:

- All severity level 1 or 2 bugs
- Significant severity level 3 bugs
- All customer-found bugs

You can search for open and resolved caveats of any severity for any release using the Cisco Bug Search tool, an online tool available for customers to query defects according to their own needs.

To access the Cisco Bug Search tool, you need the following items:

- Internet connection
- Web browser
- Cisco.com user ID and password

Follow these steps to use Cisco Bug Search tool:

1. Access the Cisco Bug Search tool: <https://bst.cloudapps.cisco.com/bugsearch>.
2. Log in with your Cisco.com user ID and password.
3. If you are looking for information about a specific problem, enter the bug ID number in the **Search for:** field and click **Go**.



Tip Click **Help** on the Bug Search page for information about how to search for bugs, create saved searches, and create bug groups.

Caveats

You can search for defects in the Bug Search Tool at <https://bst.cloudapps.cisco.com/bugsearch/>.

For a list of Open Caveats and Resolved Caveats, see the respective Readme files:

- [ReadMe for Cisco Unified Communications Manager, Release 14SU5](#)
- [ReadMe for Cisco Unified IM and Presence, Release 14SU5](#)

