

Cisco Unified Communications Manager 15

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Cisco® Unified Communications Manager is the heart of Cisco collaboration services, enabling session and call control for video, voice, messaging, mobility, instant messaging, and presence.

Product overview

Over the past years, remote work has seen accelerated adoption. Analysts predict that in years to come, work will be a blend of in the office and remote. Key to a successful hybrid work model is empowering the workforce with the same collaboration capabilities they get in the office, from any work location.

Telephony remains a critical part of doing business for many organizations and supporting remote work from a voice and unified communications perspective remains a top priority for Cisco.

Cisco® Unified Communications Manager (UCM) is the core of Cisco's collaboration portfolio. UCM has a rich feature set that supports calling, mobility, conferencing, messaging and features for remote workers. Release 15 of UCM extends the product with major platform upgrade along with modern software architecture and several significant improvements.

What's new with Cisco Unified Communications Manager Version 15

Release 15 is the latest feature release in market leading Cisco Unified Communication Manager. This release will further extend Cisco Unified Communication Manager's leadership through features that enrich user experiences, simplify administration workloads, enhanced security and enhanced business and operational insights through Webex Cloud-Connected UC services.

Release 15 brings improved experience for users and administrators, including:

- Platform Upgrade*
- Improved Webex App experience with persistent CUCM login flow*
- Certificate based Multi Factor Authentication for RTMT*
- Support for VG410 (BAT utility)*
- Auto Provision of Webex App and Cisco Jabber Devices
- Centralized Call History
- Device Mobility Support for Webex App on VDI
- iOS Local Push Connectivity for Calls
- Borderless Computer Telephony Integration (CTI) Protocol
- Emergency Calling for National Suicide Prevention Lifeline
- RedSky E911 Location Services Support

Table 1 lists major features in Cisco Unified Communications Manager Version 15

Table 1. High-level features in UCM Version 15

Feature	Benefits
Enhanced user experience	
Improved Webex App experience with persistent CUCM login flow*	<ul style="list-style-type: none"> Improved Webex App user experience resulting in end users not missing calls due to phone service disconnects. Webex App refresh token renews automatically, and user is not logged out and doesn't need to reauthenticate again
iOS Local Push Connectivity for Calls*	<p>When an iOS device operates in a Wi-Fi constrained network with no internet connection such as, hospitals, cruise ships, airplanes, and so on, due to lack of internet connectivity, the device does not have access to the Apple Push Notification Service (APNS).</p> <p>Industry first and only Local Push Notification Service (LPNS) for calls has been introduced for iOS devices. It helps to minimize any delay as the push message is sent to the client through a persistent connection through the local WiFi, thereby allowing users to still receive a call even when the device does not have access to APNS.</p>
Auto Provision of Webex App and Cisco Jabber Devices	<p>In Unified Communications Manager, you can auto provision the Webex App or Cisco Jabber devices when new LDAP users are synchronized from Microsoft Active Directory. The Write back to LDAP option allows you to write the Primary DN chosen from Unified CM back to the LDAP server. LDAP attributes available for write back are: telephoneNumber, ipPhone, and mobile.</p>
Centralized Call History	<ul style="list-style-type: none"> Webex Calling for Microsoft Teams users can view the call history for their shared devices which are registered to the Unified Communications Manager To use this feature, the Unified Communications Manager node must be onboarded through Webex Cloud-Connected UC. Microsoft Teams users must use Webex Calling for Microsoft Teams integration.
Borderless Computer Telephony Integration (CTI) Protocol	<p>Borderless CTI allows Webex App supports Desk Phone Control Mode/Extend and Connect Mode for clients connecting remotely (MRA users) without VPN. To use this feature, the Unified Communications Manager node must be onboarded through Webex Cloud-Connected UC.</p>
Simplified administration	
Platform Upgrade*	<ul style="list-style-type: none"> Core Linux transition for long term supportability and industry alignment 32-bit end of life mitigation and removal of memory bottlenecks by moving to 64-bit application architecture Provides protection, security, innovation and flexibility
Support for VG410 (BAT utility)*	<ul style="list-style-type: none"> Medium-Density Analog Voice Gateway enabling an IP telephony solution to continue using traditional analog devices while taking advantage of the productivity afforded by IP infrastructure Cisco VG410 Analog Voice Gateway now supported additionally with Bulk Administration Tool utility
Certificate based Multi Factor Authentication for RTMT*	<ul style="list-style-type: none"> Phishing resistant cryptographic technique of using X.509 Certificates for authentication and access now introduced for RTMT, thus protecting against password compromise

Device Mobility Support for Webex App on VDI	<ul style="list-style-type: none"> • The Cisco Unified CM Administration UI displays the HVD IP address, in addition to the thin-client IP address for the Webex Virtual Desktop Infrastructure (VDI) clients. This feature is supported from Webex App VDI version 43.2 onwards. The display of HVD IP address on the UI enables better serviceability and debugging.
Certificate Revocation List Support	<ul style="list-style-type: none"> • Unified Communications Manager supports Certificate Revocation List (CRL), where the Certificate Authority (CA) will have a list of digital certificates that have been revoked before their actual or assigned expiration date. To enable this feature, you must check the Enable CRL check box and enter the CRL Distribution Point URI from where the CRL files are downloaded.
SRTP DTMF Interworking	<ul style="list-style-type: none"> • Unified Communications Manager can invoke a hardware MTP (with SRTP DTMF interwork support) for a DTMF mismatch between secure endpoints and it passes through the media and now, the DTMF events that are sent between the parties as well.
Cluster Software Location	<ul style="list-style-type: none"> • Finding the ISO files for upgrade or COP files for cluster nodes has been made easy, using the Cluster Software Location menu from the Cisco Unified OS Administration user interface. • You can also centrally manage the Software Location settings for all cluster nodes from the publisher instead of locally on each cluster node.
Security and compliance	
FIPS 140*	<ul style="list-style-type: none"> • Release 15 is verified to embed FIPS 140 certified cryptographic module
Improved security and compliance through Cisco's Secure Development Lifecycle (CSDL)*	<ul style="list-style-type: none"> • Release 15 has gone through Cisco's CSDL process and is more secure in: <ul style="list-style-type: none"> ◦ Administrative access security ◦ Application security ◦ Threat surface reduction ◦ Logging and auditing ◦ Web security (XSS, injection vulnerabilities) ◦ Privacy and data security ◦ Vulnerability management ▫ Cryptographic support (X.509)
Emergency 911 (E911) regulatory compliance*	<ul style="list-style-type: none"> • Cisco UCM software, when installed using a United States time zone, proactively checks for the presence of a direct 911 dial pattern, creates it, and notifies an administrator to perform the required configuration or waive it where E911 regulatory laws are not applicable. • Cisco Emergency Responder provides advanced emergency calling to Unified Communications Manager. It assures that UCM will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for a caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, it provides local onsite notification through several methods, including phone alert, web portal alert, email, and text alert. Deploying this capability helps ensure compliance. (See https://www.cisco.com/c/en/us/products/unified-communications/next-gen-karis-law.html for more details.). • Release 15 introduces additional switches and routers for switch port tracking.
Emergency Calling for National Suicide Prevention Lifeline	<ul style="list-style-type: none"> • UCM supports dialing '988' calls, that are 3-digit dialing codes that will be routed to the National Suicide Prevention Lifeline centers. All telecommunication carriers and interconnected voice over Internet Protocol (VoIP) service providers will offer this service to connect with suicide prevention and mental health crisis personnel. This is in support of the FCC mandate of supporting a 3-digit dial code for Suicide Prevention Hotline that

	came into effect from July 22, 2022.
External Phone Number Mask	<ul style="list-style-type: none"> In Unified Communications Manager, the External Phone Number can be masked for all configured line numbers for the latest phone models such as 78xx and 88xx. Existing phone models continue to display the External Phone Number Mask for the primary line.
Inclusion of Organization Unit field in Certificates	<ul style="list-style-type: none"> The Organization Unit field is removed by default from the Certificate Signing request. You can choose Include OU in CSR option to include the Organization Unit field in the Certificate Signing Request.
LSC Certificate Enrollment using EST	<ul style="list-style-type: none"> Unified Communications Manager now includes Certificate Authority Proxy Function (CAPF) Online CA type “EST Supported CA” to support the automatic enrollment of certificates with CAs having inbuilt EST server mode.
RedSky E911 Location Services Support	<ul style="list-style-type: none"> The RedSky solutions integrated with Unified Communications Manager allow the clients to have an active location URI for 9-1-1 emergency calling coverage for their entire workforce, whether on campus or remote, and send the calls to emergency responders.
Secure Call Support for Parking Lot	<ul style="list-style-type: none"> Unified Communications Manager now handles the originating SRTP-only call as a secure call throughout, irrespective of the SRTP fallback option status.
SRTP Cipher Mismatch with Media Streaming Devices	<ul style="list-style-type: none"> Unified Communications Manager now supports all crypto ciphers while exchanging call capabilities post Cisco IP Voice Media Streaming (IPVMS) devices (MOH, IVR, or Annunciator) after mid-call events, such as transfer or hold, from the remote side.

* Available in release 15 only.

Note: Some features have dependency with the Webex App, Cisco Jabber, and Cisco Expressway™. For release compatibility with other products, refer Release 15’s Release Notes.

Some features in the section above were also available in earlier SU versions of UCM 14.

Cisco Webex Cloud-Connected UC (CCUC) features, like certificate management and analytics, are release agnostic. These features are compatible with CUCM and IM&P versions 11.5, 12.0, 12.5, 14 and 15 as well. Other CCUC features such as Operational Metrics (including operations dashboard, WebRTMT, Troubleshooting), Webex App provisioning for Unified CM Calling, Rich Presence for Webex App, Borderless CTI, Deployment Insights, CCUC Directory Service – Azure AD, Microsoft Teams Integration (Call History, Voicemail, Bi-directional presence) may have some release dependencies –check corresponding documentation information.

Simplifying Release Number Scheme: Please note, for Cisco Unified Communications Manager v14 onwards, Cisco has adopted a whole number release numbering structure. There will be no (dot)releases, like (dot)5 in past version releases. Service Upgrade release will be published on top of the main release through its Software Maintenance cycle.

Ordering Cisco Unified Communications Manager Version 15

- Starting with CUCM 12.0 and continuing with CUCM 15, **only Smart Licensing is supported**. Licenses are Smart Entitlements. Customers must create a Smart Account. For details on Smart Licensing refer to:
- Cisco Smart Software Licensing – <https://www.cisco.com/c/en/us/products/software/smart-accounts/software-licensing.html>
- Cisco Smart Software Manager – <https://www.cisco.com/web/ordering/smart-software-manager/index.html>
- Cisco Smart Software Manager satellite – <https://www.cisco.com/go/smartsatellite>

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- Cisco Smart Accounts – <https://www.cisco.com/web/ordering/smart-software-manager/smart-accounts.html>

Cisco Unified Communications Manager software and user licenses are ordered through Flex, with the following options: A-Flex-3, A-Flex-3-EDU, or A-Flex-3-FEDRAMP. Refer the Flex 3.0 Ordering Guide for more details:

<https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

New purchase of Cisco Unified Communications Manager Version 15

Customers ordering Cisco Unified Communications Manager may select Calling Options under A-Flex-3, A-Flex-3-EDU, or A-Flex-3-FEDRAMP. Choose the appropriate buying model—Enterprise Agreement (EA) or Named User (NU). Customers are required to select a UCM deployment option (on-premises, hosted, or UCM Cloud) as well as either Knowledge Worker or Named User (Professional, Enhanced, Access). Choose your software version. Refer to the Flex 3.0 Ordering Guide for full details: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

Upgrades with SWSS to Cisco Unified Communications Manager Version 15

Customers with Software Support Service (SWSS) should use My Cisco Entitlements (MCE) to order the Unified Communications 15 server software suite and upgrade licenses for the SWSS term. The Global Licensing Operations (GLO) team can assist customers in upgrading licenses if you experience any issues in the MCE conversion portal. Raise a GLO case at: <https://mycase.cloudapps.cisco.com/case>

Upgrades without SWSS to Cisco Unified Communications Manager Version 15

Customers not adding SWSS and upgrading to Cisco Unified Communications Manager 15 may order an EA or NU option in Flex (A-Flex-3) and maintain their subscription. Customers are required to select a UCM deployment option (on-premises, hosted, or UCM Cloud) and Knowledge Worker or Named User (Professional, Enhanced, Access). Choose your software version. Refer to the Flex 3.0 Ordering Guide for full details: <https://www.cisco.com/c/en/us/partners/tools/collaboration-ordering-guides.html>

Migrating Cisco Unified Communication Manager 10.x and newer versions (PLM-based licenses) to UCM 15

- Customers must create a Smart Account and a Virtual Account before starting a migration or upgrade. For more details on Smart Accounts and Virtual Accounts, refer to: <https://www.cisco.com/web/ordering/smart-software-manager/smart-accounts.html>
- Migration to a smart license-enabled version is available only with an active SWSS contract
- Moving from Version 10 and Version 11 classic licenses to Smart Licenses can be performed on Cisco Smart Software Manager (CSSM) and from the traditional License Registration Portal (LRP). These are self-service portals.
- Two types of migration are supported:
 - PAK-based - Migration can be done for already fulfilled, partially fulfilled, and unfulfilled PAKs
 - Device-based - Can be used to convert Cisco Prime License Manager (PLM)-based licenses to smart entitlements
- PAKs or devices (PLM) can be assigned to a Smart Account and Virtual Account in LRP and then converted to Smart Licenses. Select your version (15, 14 or 12).
- The Global Licensing Operations (GLO) team can assist customers in converting classic licenses if they experience any issues in the self-service conversion portal on LRP or CSSM. Raise a GLO case at: <https://mycase.cloudapps.cisco.com/case>

IM&P Deployment Specifications

You can deploy Cisco Unified Communications Manager IM and Presence Service in various configurations, depending on the number of devices and data center requirements, through the Cisco UCS virtual model, which offers deployment choice and scaling flexibility.

For Centralized IM&P deployment, refer to:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cucm/im_presence/configAdminGuide/15_0/cup0_b_config-and-admin-guide-15/cup0_b_config-and-admin-guide-1401_chapter_01000.html .

To help you choose the correct IMP VM configuration, see 'IM and Presence Service Deployment Sizing' in 'Configuration and Admin' at: <https://www.cisco.com/c/en/us/support/unified-communications/unified-presence/products-installation-and-configuration-guides-list.html>.

Supported Open Virtual Appliances (OVAs) and their associated characteristics (vCPU, vRAM, vDISK, and vNIC) can be found at: https://www.cisco.com/c/dam/en/us/td/docs/voice_ip_comm/uc_system/virtualization/virtualization-cisco-ucm-im-presence.html.

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For more information

For more information on installation or upgrading from older versions of Unified Communications Manager, visit:

<https://www.cisco.com/c/en/us/support/unified-communications/unified-communications-manager-callmanager/products-installation-guides-list.html?dtid=ossdc000283>.

To view Unified Communications preferred architecture guides, visit:

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/uc_system/design/guides/PAdocs.html?dtid=ossdc000283.

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