

# Cisco Unified Communications Manager 11.5

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

What if you could collaborate more effectively with customers and partners on any network? With any device? From anywhere? Cost-effectively, reliably, and securely? With Cisco Unified Communications Manager you can.

Today's workplace challenges the collaboration environment in unprecedented ways. More mobile workers use more devices than ever before. Web and video conferencing intersect.

We are the industry leader in enterprise call and session management platforms, with more than 200,000 customers worldwide, and more than 85 million Cisco IP phones and tens of millions of soft clients deployed. Cisco Unified Communications Manager is the core of Cisco's collaboration portfolio. It delivers people-centric user and administrative experiences while supporting the full range of collaboration services, including video, voice, instant messaging and presence, messaging, and mobility on Cisco as well as third-party devices.

## New with Cisco Unified Communications Manager Version 11.5

Table 1 lists major features in Cisco Unified Communications Manager Version 11.5.

**Table 1.** High-Level Features in Cisco Unified Communications Manager 11.5

| Feature                                 | Benefits   |
|---|--|
| <b>Instant messaging and presence</b>   | <ul style="list-style-type: none"> <li>• Persistent chat high availability helps ensure that Cisco Jabber® clients can seamlessly continue to use the persistent chat rooms in the event of IM and Presence Service node failure or Text Conferencing (TC) service failure.</li> <li>• Multidevice messaging enables broadcasting of chat to all devices the user is currently logged in to and synchronizing the read progress among devices.</li> <li>• Support for Microsoft SQL Server (2014, 2014 SP1, 2012 SP3) as an external database to store information from the persistent group chat, message archiver (IM compliance), and managed file transfer features.</li> <li>• Wizard-based interdomain federation configuration for easier configuration.</li> <li>• Ability to back up users' contacts automatically and import or export nonpresence contacts through bulk administration (BAT).</li> <li>• Addition of logging level controls to improve the troubleshooting experience.</li> </ul> |
| <b>Cisco Spark Hybrid Services</b>      | <ul style="list-style-type: none"> <li>• Dedicated remote device enables Cisco Spark™ hybrid call service with no incremental licensing impact for users with at least UCL Enhanced licensing.</li> </ul>  |
| <b>PIN synchronization</b>              | <ul style="list-style-type: none"> <li>• PIN synchronization allows users to log in to Extension Mobility, Conference Now, Mobile Connect, and their Cisco Unity® Connection voicemail using the same end-user PIN.</li> <li>• End-user PIN is synchronized from Cisco Unified Communications Manager to Cisco Unity Connection and vice versa when the feature is enabled.</li> <li>• Can synchronize the PIN when it is changed through self-care portal, administrative XML (AXL), BAT, and Cisco Unified Communications Manager administration GUI.</li> </ul>   |
| <b>Hitless device pack installation</b> | <ul style="list-style-type: none"> <li>• Administrator can install a device package to enable a new device without a need for a clusterwide reboot. However, the TFTP service needs a restart.</li> </ul>  |

| Feature                                 | Benefits   |
|---|--|
| <b>Enterprise directory user search</b> | <ul style="list-style-type: none"> <li>• Provides the ability to search the users in the enterprise directory through UDS proxy.</li> <li>• Expands the user search base beyond 160,000 users, as administrators no longer need to configure or synchronize user accounts to the database solely for user searches.</li> <li>• Enables mobile and remote access (MRA) clients or endpoints to search the enterprise directory directly when they are connected outside the enterprise firewall.</li> <li>• Supports various directory server types.</li> </ul>   |
| <b>Location Awareness Service</b>       | <ul style="list-style-type: none"> <li>• Allows administrators to determine the physical location from which a phone connects to the company network.</li> <li>• For wireless networks, administrators can view the wireless access point infrastructure and which mobile devices currently associate to those access points. For wired networks, administrators can view the Ethernet switch infrastructure and see which devices are currently connected to those switches.</li> <li>• Helps integrated applications such as Cisco Emergency Responder determine the physical location of a user who places an emergency call.</li> <li>• Third-party applications can query the location information through the AXL interface and get location updates through AXL change notification.</li> </ul>   |
| <b>Single SAML SSO agreement</b>        | <ul style="list-style-type: none"> <li>• Administrator can provision a single SAML single sign-on (SSO) agreement per Unified Communications Manager cluster, resulting in improved SSO configuration manageability and reduced total cost of ownership (TCO).</li> </ul>  |
| <b>Administration simplicity</b>        | <ul style="list-style-type: none"> <li>• Unified Communications Manager cluster in mixed-mode security now allows self-provisioning functionality.</li> <li>• Better manageability of locally significant certificates (LSCs) by the ability to generate LSC reports, renew LSCs via BAT, and monitor LSCs for certificate expiration.</li> <li>• Simplified Transport Layer Security (TLS)-based Inter-cluster Lookup Service (ILS) set up using the common root CA certificate import on each of the clusters, avoiding the tedious process of cross import of certificates between the clusters.</li> </ul>   |
| <b>Security enhancements</b>            | <ul style="list-style-type: none"> <li>• Improved cryptography with the inclusion of 3072- and 4096-bit RSA certificate key size and AES-256 RSA/elliptical curve support for SIP, Tomcat, and XMPP interfaces. Ability to configure minimum cipher control on the SIP/SRTP interface and enable/disable elliptical curve cipher on the HTTPS Tomcat interface.</li> <li>• SHA-2 signature is allowed for LSCs.</li> <li>• Support for SHA-2 file signature for the Unified Communications Manager configuration and trust list files for supported endpoints.</li> <li>• Form-based authentication support for web applications and API services to avoid browser caching of credentials.</li> <li>• Support for SAML SSO for Cisco Unified Real-Time Monitoring Tool (RTMT) to enable two-factor authentication.</li> <li>• Ability to segregate roles as read-only or read-write for AXL and CLI.</li> </ul>                                  |
| <b>Miscellaneous</b>                    | <ul style="list-style-type: none"> <li>• Microsoft Windows 10 operating system support for Cisco Unified TAPI Client, Cisco Unified JTAPI Client for Windows, Cisco Unified Communications Manager Security Token Advisory (CTL Client), Cisco Unified Communications Manager Real-Time Monitoring Tool for Windows (RTMT), and Cisco Unified Communications Manager Assistant Console.</li> <li>• Ability to get agent login status in hunt group (HLog) through JTAPI API and TAPI interface.</li> <li>• Support for negotiation of forward error correction (FEC) for audio so that endpoints controlled by Unified Communications Manager are more resilient to media packet loss and deliver higher audio quality.</li> <li>• Ability to encrypt the iX application media channel in video conferences so that privacy of information transmitted in this channel, such as the identities of meeting participants, is protected.</li> </ul> |

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### For More Information

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