InformaCast Virtual Appliance Basic Paging Release Notes

InformaCast Virtual Appliance Basic Paging version 12.0.1 (InformaCast) is a popular IP broadcasting application for virtualized environments. These release notes document the compatibility requirements, new features, and known/resolved issues in the new version.

Compatibility

InformaCast is compatible with the following versions of Cisco Unified Communications Manager server (including Business Edition 6000): 9.0.1, 9.1.2, 10.0.1, 10.5.2, 11.0.1, 11.5.1, and 12.0.1.

New Features

- **New Wizard Aids in InformaCast Setup on Unified Communications Manager.** On the 11.5.1 su3 and 12.0.1 versions of Unified Communications Manager, you now have access to the Emergency Notifications Paging wizard, which enables IP paging and emergency alerting through the Cisco Unified Communications Manager deployment. Once complete, you will have a 90-day trial of InformaCast Advanced Notification including a panic button added to phones to protect your employees and emergency call alerting to immediately notify your safety team whenever an emergency number is dialed.

- **Trustworthy Release Process.** Previous to this release, Singlewire prohibited, but did not prevent, installation of third-party software on the InformaCast Virtual Appliance. As of this release, all future releases of the InformaCast Virtual Appliance are cryptographically signed; the Virtual Appliance will verify that new software originated authentically from Singlewire before loading or starting it. In combination with the use of strong administrator passwords, this feature increases the security and reliability of the Virtual Appliance. The firewall settings for the Virtual Appliance were not affected by this change.

- **Expanded and Improved Backup Process.** The Virtual Appliance's backup process now includes the following items (if present): the InformaCast database, audio recorded through phones, uploaded audio files and icons, plugin files, configuration data, phone display assets, PushToTalk's configuration, all certificates, and SSH server keys. Backups are pushed from InformaCast onto an SFTP server of your choice (currently, only OpenSSH servers are supported

by Singlewire, although other servers may work), and all communication between InformaCast and your SFTP server is encrypted and secured with your security passphrase. In addition, backup images are smaller than previous versions of InformaCast due to increased efficiency.

- **New Rules for Encrypted Handling of Data in Motion.** InformaCast's encryption rule changes include the addition of Federal Information Processing Standard (FIPS) 140-validated cryptographic modules. These modules provide a new set of rules for how InformaCast makes and receives connections over TLS and SSL. InformaCast always uses these approved cryptographic modules, there is no ability to turn them (or FIPS mode) off, or replace these modules with others. These rule changes also allow you to define cryptographic trust with other systems with which InformaCast communicates by configuring a setting for SSL certificates to be automatically or manually imported into InformaCast's trust store for each TLS or SSL connection.

- **Newly Supported VMware Version.** InformaCast 12.0.1 now supports VMware 6.5.

- **New VMware Management Tools.** InformaCast now uses Open VM Tools, "a set of services and modules that enable several features in VMware products for better management of, and seamless user interactions with, guests."[1] Open VM Tools offers the same services as the previously used VMware Tools, and simplifies your management because you no longer have to manage these tools' upgrades separately in vSphere: Open VM Tools upgrades are nearly transparent to you, occurring only during InformaCast upgrades.

- **New CTI Call Detail Records.** InformaCast now generates CTI call detail records. Previous versions of InformaCast only collected call detail records for SIP calls. InformaCast now collects CTI call data, such as route actions and broadcast trigger information, as it interacts with a CTI call. When the call ends, the collected data is written to an InformaCast directory accessible through the **Call Detail Records Directory** link on the Support page.

- **New Support Community.** Singlewire has a new [Support Community](#) where everything is at your fingertips—software downloads, contract information, user guides, knowledge articles, forums, and more. Most relevant to this help system is that all troubleshooting has been relocated to the Support Community. Take a moment and look around, and if you're having trouble finding what you need, let us know. Our team is always happy to help!

- **New Upgrade File.** A new file (CiscoPagingServer_UpgradeFrom115To-12.0.1.iso) has been added to the upgrade process. Depending on the version of InformaCast Virtual Appliance from which you are starting, you will install different files:
  - For 8.3 or 8.4 versions to the current version, you will install three package files and attach one ISO file (CiscoPagingServer_8.5.1.deb, CiscoPagingServer_9.1.1.deb, CiscoPagingServer_11.5.2.deb, and CiscoPagingServer_UpgradeFrom115To-12.0.1.iso)
  - For 8.5.1, 9.0.1, or 9.0.2 to the current version, you will install two package files and attach one ISO file (CiscoPagingServer_9.1.1.deb, CiscoPagingServer_11.5.2.deb, CiscoPagingServer_UpgradeFrom115To-12.0.1.iso)
  - For 9.1.1, 11.0.1, 11.0.2, or 11.0.5 to the current version, you will install one package file and attach one ISO file (CiscoPagingServer_11.5.2.deb and CiscoPagingServer_UpgradeFrom115To-12.0.1.iso)
  - For 11.5.1 or 11.5.2 to the current version, you will attach one ISO file (CiscoPagingServer_UpgradeFrom115To-12.0.1.iso)

1. https://github.com/vmware/open-vm-tools

InformaCast Virtual Appliance 8.5.1, 9.1.1, and 11.5.1/2 are waypoints in the upgrade process. For 8.3 or 8.4 versions of the Virtual Appliance, you must upgrade to 8.5.1, reboot the Virtual Appliance, upgrade to 9.1.1, reboot the Virtual Appliance, upgrade to 11.5.2, and then continue to upgrade to 12.0.1. For 8.5.1, 9.0.1, or 9.0.2 versions of the Virtual Appliance, you must upgrade to 9.1.1, reboot the Virtual Appliance, upgrade to 11.5.2, and then continue to upgrade to 12.0.1. For 9.1.1, 11.0.1, 11.0.2, and 11.0.5 versions of the Virtual Appliance, you must upgrade to 11.5.2 and then continue to upgrade to 12.0.1. For 11.5.1 and 11.5.2 versions of the Virtual Appliance, you can upgrade directly to 12.0.1.

Known Issues

- **Can't Initiate or Receive TLS or SSL Sessions with a Peer that Supports Only 3DES Key Exchange.** The InformaCast FIPS 140-2 verified modules will only negotiate an SSL session with a peer that supports AES cipher suites. Negotiation with peers that support only 3DES will fail. All shipping versions of Cisco Unified Communications Manager support AES cipher suites. Windows servers released subsequent to Windows 2003 R2 support AES cipher suites. If you encounter this issue, remove TLS from the connection or delay upgrading to 12.0.1. This issue will be addressed in a future release of InformaCast.

- **Error When Entering Credentials.** When using the Emergency Notifications Paging wizard, you may receive an error message, "Provisioning InformaCast for CUCM failed," after entering InformaCast's IP address and password. Before contacting Cisco support, try reentering your credentials.

Announcements

Streamlined Support for Unified Communications Manager. Releases of InformaCast subsequent to 12.0.1 will not support Unified Communications Manager 9.x due to its "end of life" status with Cisco.

Resolved Caveats

You can find the latest resolved caveat information for InformaCast by using Cisco's Bug Search tool (https://tools.cisco.com/bugsearch/) to query defects. To access the Bug Search tool, you must have a valid Cisco.com user ID and password.