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Release Notes for Cisco WebEx Meetings Server

These release notes describe new features, requirements, restrictions, and caveats for all versions of Cisco WebEx Meetings Server. This version of the release notes describes Cisco WebEx Meetings Server version 1.0 (Build 1.0.1.6.A) and version 1.0 Patch 1 (Build 1.0.1.157.A). These release notes are updated for every maintenance release but not for patches or hot fixes. Before you install Cisco WebEx Meetings Server, we recommend that you review this document for information about issues that may affect your system.

To access the latest software upgrades for all versions of Cisco WebEx Meetings Server, go to the following URL:

[http://www.cisco.com/cisco/software/release.html?mdfid=284467417&release=1.0\(0\)&relind=AVAILABLE&flowid=35322&softwareid=284536950&rellifecycle=&reltype=latest](http://www.cisco.com/cisco/software/release.html?mdfid=284467417&release=1.0(0)&relind=AVAILABLE&flowid=35322&softwareid=284536950&rellifecycle=&reltype=latest)

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Finding Documentation

Provide the following URL to your users:

www.cisco.com/en/US/products/ps12732/tsd_products_support_series_home.html

System Requirements

Refer to *Cisco WebEx Meetings Server System Requirements, Release 1.0* at http://www.cisco.com/en/US/docs/collaboration/CWMS/b_System_Requirements.pdf.

Deployment Notes

Consider the following when deploying your Cisco WebEx Meetings Server system:

- Make sure the network connection between your VMware vCenter and vSphere client is on a stable connection with at least a 1 GB link and low latency.
 - If your VMware vSphere client is installed on your laptop and you are working remotely, upload the Cisco WebEx Meetings Server OVA file onto a local network segment.
 - Since the speed of your network determines how long the deployment process takes, we recommend that you have at least a 1 GB network. For 250- and 800-user systems we recommend a 10 GB network.
 - Cisco WebEx Meetings Server is designed for a single data center. Please make sure the network latency on your network is as low as possible.
-
- [Supported Firmware](#)
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Supported Firmware

Supported firmware includes:

- UCS Manager 2.0(t)
- UCS blade servers
 - Bios S5500.86B.01.00.0036-191.061320091126
 - Adapter 2.0(t)
 - CIMC 2.0(t)
- UCS Chassis
 - IO module: 2.0(t)

- Fabric interconnect
 - 5.0(3)N2(2.1t)

Software Updates and Patches

We strongly recommend that you upgrade to the Cisco WebEx Meetings Server 1.0 patch before using this product. The patch improves the product's stability, provides access to all features, and resolves several issues that are present in version 1.0. See "Resolved Caveats" for the full list of issues that the patch resolves. The Cisco WebEx Meetings Server patch is available at the following URL:

[http://www.cisco.com/cisco/software/release.html?mdfid=284467417&flowid=36422&softwareid=284536950&release=1.0\(1\)&relind=AVAILABLE&rellifecycle=&reltype=latest](http://www.cisco.com/cisco/software/release.html?mdfid=284467417&flowid=36422&softwareid=284536950&release=1.0(1)&relind=AVAILABLE&rellifecycle=&reltype=latest)

Limitations and Restrictions

- [Recording Limitations](#)
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Recording Limitations

Your storage server is configured to store approximately six months of recordings. Periodically, you should archive any recordings to other media if your organization requires that you keep recordings for more than six months.

Your system performs two tasks to maintain recording space:

- After six months it deletes recordings set for deletion by your users.
- It deletes recordings set for deletion before six months if your recordings exceed a certain threshold during a three-month period.

When a user deletes a recording, it is no longer available from the user interface but it is maintained in storage for six months. Therefore, you can still access the storage server to copy, back up, or use the recording files for six months after they have set for deletion by the user.

Each meeting recording is approximately 50–100 MB and with 1 TB of space allocated for recording storage, your system should have room for six months of recordings with standard usage. However, if the recordings on your system consume over 75 percent of the allocated space after three months, the system automatically deletes the first 10 files that have been set for deletion by the user.

For example, if a user deletes two files today, and then five files tomorrow, and then nine files the day after tomorrow, and then storage usage surpasses the 75% limit after 3 months, the system deletes the first two files today, the next five files tomorrow, and then the first three files deleted the day after tomorrow.

Localization

Languages

Cisco WebEx Meetings Server is available in the following languages:

- U.S. English
- Simplified Chinese
- Traditional Chinese
- Japanese
- Korean

- French
- German
- Italian
- Castilian Spanish
- Latin American Spanish
- Dutch
- Portuguese
- Russian

English Audio Prompts

Systems configured for U.K. English language settings are mapped to U.S. English language settings. These users will hear U.S. English audio prompts.

Important Notes

- [Hypervisor Support](#)
- [System Behavior upon Component Failure](#)
- [Configuring Your High-Availability System](#)

Hypervisor Support

Cisco WebEx Meetings Server runs on VMware vCenter virtual machines. For information on supported versions, refer to the *System Requirements*. Cisco WebEx Meetings server does not support other hypervisors.

System Behavior upon Component Failure

When specific media and platform components running on a virtual machine go down, these components are automatically restarted by the system. Affected meetings fail over to other available resources in the same or another virtual machine in the system (for other than a standalone 50 user system).

HA Systems

With the deployment of a HA system (added to the primary system), Cisco WebEx Meetings Server will recover for these components when there is a single component failure:

- A single service on one virtual machine.
- A virtual machine.
- A single physical server or blade, which hosts up to two virtual machines (as long as the virtual machine layout conforms to the specifications listed in the *Cisco WebEx Meetings Server System Requirements* and the *Cisco WebEx Meetings Server Planning Guide*).
- A single network link, assuming the network is provisioned in a fully redundant manner.
- A single CUCM node, assuming CUCM is provisioned in a redundant manner.

Following the single component failure, the Cisco WebEx Meetings Server system behaves as follows:

- For a period of *up to three minutes*, application sharing, audio voice connection using computer and video may be interrupted. The Cisco WebEx Meetings Server allows three minutes for the failure to be detected and to reconnect all the affected meeting clients automatically. Users should not need to close their clients and rejoin their meeting.

- Some failures may cause teleconferencing audio connections to drop. If that happens, users will need to reconnect manually. Reconnection should succeed within a two-minute window.
- For some failures, not all clients and meetings may be affected. Meeting connections are normally redistributed across multiple virtual machines and hosts.

Additional Information For a 2000 User System

A 2000 user system provides some high availability functionality without the addition of a HA system. For a 2000 user system without high availability:

- Loss of any one of the Web or Media virtual machines results in a still functioning system, but with impaired capacity.
- However, loss of the Admin virtual machine renders the system unusable.

For a 2000 user system with high availability:

- Loss of any one virtual machine (Admin, Media, or Web) does not affect the system behavior; the system continues to function with full capacity. Loss of any one physical server (hosting the primary virtual machines [Admin and Media or Web and Media] or the HA virtual machines [Admin and Media or Web]) still results in a running system with full capacity.
- When the failed virtual machine is restarted, it rejoins the system and the system will return to a normal working state.
- When a Media virtual machine fails, meetings hosted on that server are briefly interrupted, but the meeting fails over to an alternate Media virtual machine. Users must manually rejoin the desktop audio and video sessions.
- When a Web virtual machine fails, existing web sessions hosted on that virtual machine also fail. Users must sign in to the WebEx site again and establish a new browser session that will be hosted on an alternate Web virtual machine.
- When an Admin virtual machine fails, any existing administrator sessions also fail. Administrators must sign in again to the Administration site and establish a new browser session that will be hosted on the alternate Admin virtual machine. Also, there may be a brief interruption to any existing administrator or end user meeting sessions.

Configuring Your High-Availability System

When you update a high-availability system, after you reboot the system and the reboot process appears to be complete, we recommend that you wait an additional 15 minutes before starting your add high-availability system procedure.

Caveats

- [Using Bug Toolkit](#)
- [Open Caveats for Cisco WebEx Meetings Server 1.0 Patch 1](#)
- [Open Caveats for Cisco WebEx Meetings Server 1.0 Not Resolved in Patch 1](#)
- [Resolved Caveats for Cisco WebEx Meetings Server 1.0 Patch 1](#)

Using Bug Toolkit

Known problems (bugs) are graded according to severity level. These release notes contain descriptions of the following:

- All severity level 1 or 2 bugs.

- Significant severity level 3 bugs.
- All customer-found bugs except severity level 6 enhancement requests.
- All severity level 1 or 2 bugs.

You can search for problems by using the Cisco Software Bug Toolkit.

Before You Begin

To access Bug Toolkit, you need the following items:

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

Procedure

Step 1

To access the Bug Toolkit, go to
<http://tools.cisco.com/Support/BugToolKit/action.do?hdnAction=searchBugs>.

Step 2

Sign in with your Cisco.com user ID and password.

Step 3

To look for information about a specific problem, enter the bug ID number in the "Search for Bug ID" field, then click Go.

What to Do Next

For information about how to search for bugs, create saved searches, and create bug groups, select **Help** on the Bug Toolkit page.

Open Caveats for Cisco WebEx Meetings Server 1.0 Patch 1

The caveats listed on the following table describes unexpected behavior in the latest Cisco WebEx Meetings Server release. Bugs are listed in order of severity.

Table 1 Open Caveats in Cisco WebEx Meetings Server 1.0 Patch 1

Identifier	Component	Severity	Headline
CSCuc85889	severe	audio	Cisco WebEx Meetings Server EFT: Poor audio quality.
CSCuc87314	severe	mc-client-compt	PT: Can't login PT on some sites.
CSCuc42660	severe	admin-sys-config	Lower case site and admin urls before saving (easy).
CSCuc84100	severe	platform-install	System stuck in Maintenance Mode after add HA in Patch 1.0.1.153.
CSCuc25453	moderate	admin-sys-config	Upgrade: restored certificates are removed during Deployment FTE.
CSCuc89205	moderate	mc-client	Cisco WebEx Meetings Server EFT: PT schedules a 48-hour meeting.

CSCuc85949	moderate	admin-log	Handle abnormally large log files.
CSCuc85836	moderate	platform-integ	Hostnames, URLs, VIPs changes not properly propagated throughout system.
CSCuc85449	moderate	sslgw-general	PT: PT can't login when FIPS is ON,TLS 1.2 is used and allow GLA search.
CSCuc85196	moderate	admin-meetingmon	Data on meeting trend can't be automatically updated.
CSCuc84976	moderate	documentation	We covered more errors in a simple error message.
CSCuc84176	moderate	admin-sys-config	Add HA xu build to primary non-xu build, no error description.
CSCuc83225	moderate	platform-integ	After Update, Admin shows old version, take system off Maintenance stuck.
CSCuc82833	moderate	mc-web-enduser	Jabber: Lose meeting password if join meeting from meeting reminder.
CSCuc82567	moderate	admin-systemmon	Download log link to cover non-Admin node on failed deployment.
CSCuc82438	moderate	mmp-platform	Core files found after add DMZ or HA and after update.
CSCuc70208	moderate	mc-client-com-inst	Google Chrome gets into a hung loop and fails to load MC.
CSCuc74505	moderate	admin-sys-config	SSL cert invalid after expansion, but warning msg did not appear after reboot.
CSCuc75014	moderate	platform-integ	Existing root ssh session retained after deployment FTE.
CSCuc79247	moderate	admin-sys-config	Eventbus VM status flapping UP DOWN due to upper lower case in hostname.
CSCuc85963	moderate	admin-log	Reduce the log collection wait time from 45 minutes.
CSCuc87424	moderate	admin-sys-config	Add DMZ, got Internal Server Error HTTP request/maintenanceLock/lock.
CSCuc88727	moderate	admin-sys-config	Cisco WebEx Meetings Server EFT: Resource History shows incorrect time.
CSCuc89172	moderate	admin-sys-config	Cisco WebEx Meetings Server EFT: QoS markers not found in wireshark trace.
CSCuc63386	moderate	admin-sys-config	No Email Server Validation in the initial config sequence.
CSCuc33210	moderate	platform-integ	Remove DMZ, UI alerts saveVipError() in HTTP request.

CSCuc77779	moderate	licensing	After DR license page doesn't load if overage/expiry occurred before DR.
CSCuc79528	moderate	email	List of invites is not available after meeting has started.
CSCuc42979	moderate	platform-install	Hostnames and URLs should be lower case in the system.
CSCuc70188	moderate	sslgw-forwarding	50-user system: Primary DMZ VM cannot be upgraded to ISO 137.
CSCuc53262	moderate	platform-install	Auto deployment fails in certain VMWare setups.
CSCuc46603	moderate	platform-integ	Change VM IP by changing DNS, exit MM stuck at rebooting.
CSCuc45598	moderate	platform-integ	Add DMZ to system, UI alerted saveVipError () in HTTP request.
CSCuc57174	moderate	mmp-platform	All clients leave audio session after joining audio session when cb failover.
CSCuc77890	moderate	mc-web-enduser	Password tip is disappear and submit button is disabled.
CSCuc23585	moderate	admin-meetingmon	Contents in usage/problematic email is not correct.
CSCuc32319	moderate	admin-sys-config	NAS does not get added when not in MM. Ok when in MM.
CSCuc70795	moderate	email	Email: When reply recording mail "recipient" won't get right address.
CSCuc80430	moderate	admin-sys-config	HA Upgrade link doesn't work if extra space at beginning or end of FQDN.
CSCuc80615	moderate	mc-web-enduser	Scheduling future meetings within 30 minutes does not change button.
CSCuc81918	moderate	platform-integ	Cleanup supervisor.log.
CSCuc82356	moderate	admin-sys-config	Glitch error when accessing the Admin Web page.
CSCuc85339	moderate	xmlapi	Click meeting URL jumped to another meeting info page.
CSCuc51273	moderate	admin-sys-config	DR completes but no indication on admin until new admin session opened.
CSCuc91410	moderate	db-core	Update is longer than 30 minutes sometimes, need to reduce DB backup time

Open Caveats for Cisco WebEx Meetings Server 1.0 Not Resolved in Patch

1

The caveats listed on the following table describes unexpected behavior in the latest Cisco WebEx Meetings Server release. This list of caveats covers defects that were not fixed in Patch 1. Bugs are listed in order of severity.

Table 2 Open Caveats in Cisco WebEx Meetings Server 1.0 Not Resolved in Patch 1

Identifier	Component	Severity	Headline
CSCuc69214	mc-client-com-pt	severe	Cisco WebEx Meetings Server EFT: Productivity Tools warns of redirection with SSO configured.
CSCuc74505	admin-sys-config	moderate	SSL cert invalid after expansion, but warning msg did not appear after reboot.
CSCuc25453	admin-sys-config	moderate	Upgrade: Restored certificates are removed during Deployment FTE.
CSCuc63386	admin-sys-config	moderate	No email server validation in the initial configuration sequence.
CSCuc77779	licensing	moderate	After disaster recovery, license page does not load if overage/expiry occurred before disaster recovery.
CSCuc70208	mc-client-com-inst	moderate	Google Chrome gets into a hung loop and fails to load MC.
CSCuc16926	platform-install	moderate	Reenable maintenance lock for add DMZ, upgrade, update, expand.
CSCuc42979	platform-install	moderate	Hostnames and URLs should be lowercase in the system.
CSCuc53262	platform-install	moderate	Auto deployment fails in certain VMWare setups.
CSCuc45598	platform-integ	moderate	Add DMZ to system, UI alerted saveVipError() in HTTP request.
CSCuc75014	platform-integ	moderate	Existing root SSH session retained after deployment FTE.
CSCuc46603	platform-integ	moderate	Change virtual machine IP address by changing DNS, exit maintenance mode stuck at rebooting.

Resolved Caveats for Cisco WebEx Meetings Server 1.0 Patch 1

The caveats listed on the table below describe issues that were resolved in this Cisco WebEx Meetings Server 1.0 Patch 1 release. The caveats in this table are also open caveats for Cisco WebEx Meetings Server 1.0.

Table 3 Resolved Caveats in Cisco WebEx Meetings Server

Identifier	Component	Severity	Headline
CSCuc54400	db-core	severe	Database deadlock encountered during disaster recovery on 2000-user systems.

CSCuc64249	admin-sys-config	severe	Could not access new Administration site URL after changing URLs and VIPs.
CSUCuc43441	platform-install	severe	1.0.1.1: Add NAS during disaster recovery fails with exception error.
CSCuc43375	platform-integ	severe	Not in Cisco WebEx Meetings Server 1.0: OVA 20002 : Cannot manual deploy with IRP.
CSCuc37188	sso	severe	SSO login fails after a restore DB action from back up.
CSCuc69890	mc-web-enduser	severe	Firefox16 cannot start a meeting.
CSCuc43032	admin-log	severe	Meeting log capture needs to include leading zeros in log capture file name.
CSCuc86344	mc-web-enduser	severe	Inactive users get deactivated after upgrading system to 1.0.1.152.A.
CSCuc66481	mc-web-enduser	severe	rKey parameter of playback page is vulnerable to cross-site Scripting.
CSCuc64427	platform-install	severe	If an extra space is added at the end of a system name then add high availability will fail.
CSCuc45013	db-core	severe	Expansion failed due to error in database restore.
CSCuc46921	mc-client	severe	Meeting cannot be started on 1.0.1.112 Patch1 after upgrade.
CSCuc51705	admin-sys-config	severe	UI doesn't show correct status on failed high availability addition.
CSCuc32909	mc-client	severe	Cannot launch meeting on latest beta Chrome on Mac.
CSCuc53272	admin-meetingmon	severe	Alpha: constant warnings about Meetings experiencing issues.
CSCuc49543	ha	severe	After disaster recovery, taking system out of maintenance mode is blocked.
CSCuc40001	platform-integ	severe	Puppet does not sync files right if hostname has mixed case.
CSCuc49011	platform-integ	severe	After major upgrade or expansion default login must be deactivated.
CSCuc37827	eventbus	severe	On some nodes, change in VIP and URL may result in eventbus going down.
CSCuc45135	db-core	severe	Administration site cannot start as database authentication fails.

CSCuc84178	platform-install	severe	Cleanup distribution required for security.
CSCuc84100	platform-install	severe	System stuck in maintenance mode after add high availability in Patch 1.0.1.153.
CSCuc86344	mc-web-enduser	severe	Inactive users get deactivated after upgrading system to 1.0.1.152.A.
CSCuc89357	admin-sys-config	severe	Add HA stuck on 1.0.1.6 build when using IE.
CSCuc67852	mc-web-enduser	moderate	Activation email link cannot load iOS application.
CSCuc27431	mc-client-com-pt	moderate	L10N-PT: Some strings incorrectly translated.
CSCuc32375	platform-install	moderate	Major upgrade FTE reported calibration network failure on 250-user system.
CSCua56302	mc-web-com-waf	moderate	Australia and Mexico are missing from the country list under Company Information.
CSCuc40678	mc-web-enduser	moderate	User signs out and then signs in and page does not work.
CSCuc70795	email	moderate	Email: When reply recording mail "recipient" will not retrieve the correct address.
CSCuc67431	email	moderate	Email: Recurrent meeting cannot receive reminder mail after two reminders have been successfully sent and received.
CSCuc53299	sslgw-dmz	moderate	Alpha: FCS Build - Can no longer access Alpha using iOS Devices.
CSCuc46214	mmp-platform	moderate	Wbxmcc,mcs and msc core files on micro standalone.
CSCuc66502	mc-web-enduser	moderate	Version information service reveals internal IP addresses.
CSCuc35454	mc-web-enduser	moderate	National Flag for some countries should follow meeting client.
CSCuc40161	platform-install	moderate	Delays encountered during addition of high availability.
CSCuc50956	admin-sys-config	moderate	Validate authenticity token when checking previous passwords.
CSCuc37013	eventbus	moderate	Missing the resubscription.
CSCuc33602	admin-sys-config	moderate	In a certain maintenance mode case, FIPS button in admin not updated if disabled or enabled.
CSCuc50547	db-core	moderate	Rebuilding of unusable indexes after call

			for their checking.
CSCuc34437	admin-sys-config	moderate	Cannot upload certificate with both wildcard and SAN.
CSCuc39796	admin-systemmon	moderate	Keeps restarting while in maintenance mode.
CSCuc14205	platform-integ	moderate	During Add DMZ, early checks are not reported.
CSCuc64789	mc-client-comp	moderate	Productivity Tools: The message is not right for Productivity Tools when they are started automatically.
CSCuc55505	platform-install	moderate	Update high availability skipped pre-checks.
CSCuc32566	admin-sys-config	moderate	Certificates disappear in administration if bad pkcs12 is uploaded.
CSCuc29950	db-core	moderate	Update the set of files to be restored for license during upgrade and expansion.
CSCuc29058	platform-integ	moderate	Cannot ssh into redundant IRP using remote support created before adding high availability.
CSCuc15342	sslgw-general	moderate	Client prompts "Due to a connection issue, you cannot..."
CSCuc09921	admin-systemmon	moderate	NM ---- snmpd fills up wbxmonxpm.out logs.
CSCuc40044	admin-sys-config	moderate	Upload chain with missing intermediate certificate replaces existing certificate.
CSCuc15629	mc-client	moderate	Mac client VoIP user VOIP change to unmuted status after CB failover.
CSCuc32610	eventbus	moderate	Cisco WebEx Meetings Server EventBus: No events received after network disconnection.
CSCuc31702	platform-install	moderate	Auto with DMZ: Invalid FQDN can be entered.
CSCuc70187	mc-web-enduser	moderate	Recurrent meeting cannot be searched in set recurrence range.
CSCuc37179	ha	moderate	DMZ SSL stays DOWN.
CSCuc35445	mc-web-enduser	moderate	Some country names are missing on end user and admin page.
CSCuc30444	db-core	moderate	Prevent disaster recovery on high availability system.
CSCub98254	mc-client-compt	moderate	Add "Switch Site" clear guidance to Productivity Tools help document.

CSCuc58885	admin-sys-config	moderate	L18N DE, add high availability UI blank due to Java error.
CSCuc51940	admin-sys-config	moderate	High availability add/remove: Incorrect showing of progressing indicator.
CSCuc43241	licensing-elm	moderate	LicenseHA:Grace period will be broken when failback to Pri bf elm sync.
CSCuc33210	platform-integ	moderate	Remove DMZ, UI alerts saveVipError() in HTTP request.
CSCub63981	platform-install	moderate	High-availability system administrator status is down after update.
CSCuc82356	admin-sys-config	moderate	Glitch error when accessing the Administration site.
CSCuc36209	licensing	minor	Should enable system once user installs overage licenses.
CSCuc69874	admin-sys-config	moderate	Internet Explorer 8 - Cannot Download CSR.
CSCuc46998	platform-install	moderate	Private key listed in supervisor.log during upload.
CSCuc49527	admin-sys-config	moderate	Remote support account expiration date on admin is incorrect.
CSCuc61687	db-core	moderate	Add high availability: fails with Database-106 with no message.
CSCuc33219	admin-reporting	moderate	Cannot generate peak day and hour data and end page in report.
CSCuc64080	eureka-server	moderate	WBXms and WBXApp, and WBXwmswc version in patch1 is wrong, not updatable.
CSCuc57393	telephony	moderate	KPML user call back always fails.
CSCuc36209	licensing	minor	Should enable system once user installs overage licenses.
CSCuc36986	ha	minor	High-availability system restarts Event Bus too early
CSCub04731	admin-sys-config	minor	Cannot sign in to the Administration site if the administrator's password includes the string, "pass."
CSCuc39300	admin-sys-config	minor	Remote support account: Date too far in the future.
CSCuc26658	platform-install	minor	Add two DMZ lower versions to system, no message alerts for mismatching versions.
CSCua44157	admin-	minor	The labels in Network History should be

	systemmon		aligned.
CSCuc37522	admin-sys-config	minor	Time zone list is not localized for some languages.
CSCuc27300	admin-sys-config	minor	Confusing certificate message after a minor upgrade.
CSCuc33204	mmp-platform	minor	MCS/MCC generate core file after kill - 15/TERM wbxmcs.
CSCuc41368	admin-sys-config	minor	L10N ALL - message about invalid certificate after virtual machines added to system.
CSCuc30695	platform-install	minor	Remote support account does not work after update.
CSCuc38650	documentation	minor	WBX*INPROGRESSMEETING table is missing data when a meeting ends at a specific time.
CSCuc40299	admin-sys-config	minor	Remember me expiration time not controlled by server side logic - admin.
CSCuc34475	platform-integ	minor	Remove Public Access UI page - siteUrl variable not replaced by value.
CSCub74185	admin-sys-config	minor	Goes to sign-in page after session timeout if user signs in with "remember me" checked.
CSCuc38331	admin-meetingmon	minor	There should not be a spare problematic meeting alarm/clear email.
CSCub68409	platform-install	minor	Start with -XU then minor update; version no longer shows -XU.
CSCuc58498	admin-sys-config	minor	Certificate error message after major upgrade on Administration site.
CSCuc30837	admin-meetingmon	minor	Meeting trend cannot be automatically refreshed.
CSCuc46704	licensing	minor	After disaster recovery, the license page should not show restored license from the primary system.
CSCuc38212	admin-sys-config	cosmetic	Email: Spelling mistake in high-availability system mail.
CSCuc37300	admin-sys-config	cosmetic	Typo in Remove HA, OVA 1977.
CSCuc17717	platform-integ	enhancement	Support tarball checksum validation.

Known Issues and Notices

The following sections contain Cisco WebEx Meetings Server known issues and notices.

Keeping Your Hostname While Changing Your Virtual IP Address

Never change the DNS entries for the hostnames that are configured in your deployment. You can change the hostname of a virtual machine that is part of your deployment. The corresponding IP address is picked up automatically from the DNS. If you want to change the IP address of a virtual machine and keep the same hostname, you must perform the following steps:

1. Configure a temporary hostname in the DNS.
2. Change the hostname of the virtual machine to the temporary hostname that you configured and take the system out of maintenance mode for the new hostname to take effect. Your original hostname is not part of the deployment after making this change.
3. Change the IP address of the original hostname in the DNS to the new IP address.
4. Change the temporary hostname of the virtual machine to the original hostname and take the system out of maintenance mode for the hostname to take effect. Now the original hostname with your new IP address is configured.

FQDN Text

When you deploy virtual machines from vCenter using the OVA file, make sure the virtual machine hostname does not contain uppercase characters or underscores. When changing the hostname at the Administration site also make sure the virtual machine hostname does not contain uppercase characters or underscores.

Support Information

The end-user online help contains inaccurate browser support information. Refer to the *System Requirements* for the correct information.

Dashboard Issues

On the Meeting Status page under Monthly Reports, when you display data for the last month, the text under the graph incorrectly indicates that "Problems were experienced in x% of meetings in the last three months." It should read "Problems were experienced in x% of meetings in the last month."

Audio Configuration

On your audio configuration settings, note that G.711 will yield better voice quality than G.729. Refer to "About Configuring Your Audio Settings" in the *Administration Guide* for more information.

IP Communicator 7.0.x Endpoints

IP communicator 7.0.x endpoints joining Cisco WebEx Meetings Server meetings might introduce audio quality issues (echo and other noises) to a conference if it is in unmuted state or the participant using this endpoint becomes an active speaker. To prevent this, make sure you fine tune the IP communicator environment (for example, the headset, microphone, and speaker) or use a different traditional phone.

Documentation Errata

- [Importing, Exporting, and Deactivating Users](#)
- [Installing New Licenses](#)
- [Localization](#)
- [Meeting Trend Time Display](#)
- [Meeting Issues Email Procedure](#)
- [Viewing Your Resource History](#)
- [Generating and Viewing Reports](#)

Importing, Exporting, and Deactivating Users

This section describes errata in the online help pertaining to importing, exporting, and deactivating users. Refer to "User Management" in the online help and the *Administration Guide* for the affected sections.

"About Comma- and Tab-Delimited Files" and "Setting Import File Field Values" Sections

The "About Comma- and Tab-Delimited Files" and "Setting Import File Field Values" online help topics are subtopics of "Deactivating Users." However, both topics are pertinent to all import and export user tasks, not just deactivating users.

The USERID Field in Comma- and Tab-Delimited Files

The topic "About Comma- and Tab-Delimited Files" says that the USERID field "must be left blank" when importing. This is true if you are creating new users, but it is incorrect if you are making changes to existing users.

Deactivating Users by Using the Import Feature

The section, "Deactivating Users," does not state that you can use the import feature to deactivate users. To deactivate users by using import, you must first export to a .csv file. This gets you the USERID field, which the system uses to identify the records you will change when you perform your import. You must build your import .csv file including the following changes:

- Change the ACTIVE column to N for the users you want to deactivate.
- Remove the records for the users that you do not want to change.

Perform your import. If you do not perform these steps, your import will fail for the changed users with the error "email address already exists."

Installing New Licenses

The online help does not describe which actions require the installation of new licenses.

Actions that Require New Licenses

The following system-altering actions require that you install new licenses. For more information on installing licenses, refer to "Managing Licenses" in the *Administration Guide*.

- Expansion—Refer to "Expanding Your System to a Larger System Size" in the *Administration Guide* for more information.
- Upgrade—Refer to "Upgrading the System" in the *Administration Guide* for more information.
- Disaster Recovery—Refer to "Using the Disaster Recovery Feature" in the *Administration Guide* for more information.

Localization

In the localized versions of the online help, there are minor issues: grammar inconsistencies and minor spacing and formatting errors. However, the content is complete and matches the English online help.

Meeting Trend Time Display

The description of Meeting Trend data is not accurate. Refer to "Using Your Dashboard" in the online help and the *Administration Guide* for the affected sections.

Meeting Trend Data

The description of the Meeting Trends graph includes the following statement:

"Meeting trend data is based on Greenwich Mean Time (GMT) and is therefore not accurately displayed over a 24-hour period. For example, if your system hosts 200 meetings during a given day, the database records the occurrence of those meetings based on GMT and not local time."

This is true for the one-month and six-month views but the one-day and one-week view data are based on the user's time zone.

Meeting Issues Email Procedure

When you receive an email indicating that there are issues with meetings, perform the following steps to determine the cause.

Procedure

- Step 1** Select the link in the meeting issue email that you received.
 - Step 2** Sign in to the Administration site.
 - Step 3** On the Dashboard, select the Meetings in Progress chart.
The Meeting Trends page appears.
 - Step 4** Select the far right edge of the graph to open a detailed table showing the status of each current meeting.
You can use the detailed information presented in the table to help determine the cause of the issue described in the email you received.
-

Viewing Your Resource History

The first two items below the network history chart are called "Voice connection using computer" and "Teleconference," rather than "VOIP" and "Phone," as they are described in the "Viewing Your Resource History" section of the online help and *Administration Guide*.

Generating and Viewing Reports

When your system is newly deployed or recently upgraded, there is no data available for any of the reports except the Customized Details Report until the end of the first month. In that case, the **Download** links and all the other reports described in this section are not available until after the end of the first month. Refer to "Generating and Viewing Reports" in the online help and *Administration Guide* for more information.

Troubleshooting

See the *Cisco WebEx Meetings Server Troubleshooting Guide* at http://www.cisco.com/en/US/docs/collaboration/CWMS/b_troubleshootingGuide.pdf.

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>.

Set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.
