Release Notes for *Cisco TelePresence Manager*

Updated: September 7, 2007, OL-12073-01
Created: November 26, 2006

Introduction

These release notes describe the open caveats and additional information for the Cisco TelePresence Manager.

New Information

Software Releases and Component Firmware Versions

Table 1 provides the current recommended set of software releases and component firmware versions for the Cisco TelePresence solution.

Table 1   Software Releases and Component Firmware Versions

Product/Component	Recommended Version	Release Date
Cisco TelePresence System (CTS)	1.1.1(365D)	9/03/2007
CTS component firmware: Display AppCode for Gen1 Displays	1.05	8/15/2007
CTS component firmware: Display BootCode for Gen1 Displays	1.01	8/15/2007
CTS component firmware: Display App_Code for Gen2 Displays	11.01	8/15/2007
CTS component firmware: Display BootCode for Gen2 Displays	11.05	8/15/2007

Table 1   Software Releases and Component Firmware Versions (continued)

Product/Component	Recommended Version	Release Date
CTS component firmware: Camera firmware version	346:532	8/15/2007
Cisco TelePresence Manager (CTS-Man)	1.1.0.0(209)	8/17/2007
Cisco TelePresence Multipoint Switch (CTMS)	1.0.2.0(250)	6/17/2007
Cisco Unified Communications Manager (CUCM)	5.1(2b)	8/3/2007
Cisco Unified IP Phone 7970G	8.3(2)	8/10/2007

Open Caveats

- Daylight Savings Time Changes

  Beginning March 2007, Daylight Savings Time (DST) will begin at 2:00 A.M. on the second Sunday in March, and end at 2:00 A.M. on the first Sunday in November. To ensure that meetings managed through Cisco TelePresence Manager reflect the new time zone information, use the following procedure:

  - Apply the appropriate Microsoft Exchange and Active Directory DST patches for all impacted servers in the network. Depending on the Microsoft Exchange cluster environment in your network, it may take up to 24 hours for all servers to sync up (according to IT/MSFT guidelines).

  - If your version of Cisco Unified Communications Manager is earlier than Release 5.1(1x), apply the appropriate patch to the all servers in the Cisco Unified Communication Manager cluster connected with Cisco TelePresence end points.

  - Restart Cisco TelePresence Manager after all the Microsoft Exchange servers are sync'ed.

  - Modify all meetings scheduled to occur during the new time zone overlap and send an update about those meetings to the Microsoft Exchange servers.

- CSCse46112

  Symptom:

  Under certain conditions a meeting deleted from the Microsoft Outlook calendar still appears in Cisco TelePresence Manager.

  Workaround:

  1. Make sure Cisco TelePresence Manager and Microsoft Exchange point to the same NTP server.

  2. Resync the meeting room in question. This deletes the required meeting from Cisco TelePresence Manager.

  3. Log into the room calendar and delete any unwanted meetings manually in case the scheduler has already deleted the meeting, but it still appears in the room calendar.

- CSCsf05057

  Symptom:

  If a meeting is scheduled with two Cisco TelePresence meeting rooms and a meeting room change is made, the deleted meeting room calendar is not updated and the person scheduling the meeting does not receive a clarification e-mail.

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Workaround:

You must log into the room calendar for the deleted meeting room and delete the meeting manually.

Further Description:

This is a known Microsoft issue with Outlook Web Access. Reference http://support.microsoft.com/kb/916160/en-us.

- CSCsf06564

Symptom:

Mailbox usage values are not reflected correctly on the administrative user interface (UI) screens (System Configuration -> Microsoft Exchange). Values displayed show a maximum capacity of –1 KB.

Conditions:

The Microsoft Exchange administrator has not allocated a mailbox size for the user account created for use specifically by the Cisco TelePresence Manager. Instead the size allocated is inherited from the size set for the user group or groups under which this user is created.

Workaround:

Set the mailbox size parameters explicitly for the Exchange user account used by Cisco TelePresence administrator. Product documentation provides pointers on steps required to set the mailbox quota.

Further Description:

In the Cisco TelePresence Manager deployment, when meetings are scheduled via Microsoft Exchange, Cisco TelePresence Manager evaluates the resources available for these meetings and sends out confirmation clarification e-mails to an administrative e-mail account. The mailbox size of this account is monitored by reading the mailbox quota parameters for the account.

The mailbox parameters must be explicitly set for this mailbox account. The alternative mechanism of setting default mailbox parameters for all the enterprise and reading them for this administrative account is evaluated here.

There are three possibilities in reading mailbox quota parameters:

- Option 1: Reading the mailbox parameters when these are explicitly set on the user account. In this case, the mailbox quota is read from the attribute in Active Directory:

  mDBStorageQuota

  Also, in this case, the attribute mDBUseDefaults is set to false.

- Option 2: When the user account has no explicit mailbox quota values set on it, and the value

  mDBUseDefaults

  is set to true the default values set on the System Policy object are read and applied on the user. However, the default System Policy must be set in order for this information to be retrieved.

- Option 3: If the default policy is not set the user has unlimited usage of the mailbox. In this case it is not possible to monitor the mailbox usage.

Evaluating all these conditions, it is recommended the deployments use option 1 or option 2.

- CSCsf06619

Symptom:

Cisco TelePresence Manager administrative user interface shows a Cisco TelePresence system room (device) 'In Error'.

Condition:

The associated error message states the device is not registered with Cisco Unified CallManager. The Cisco Unified CallManager UI shows the stated device is not registered with Cisco Unified CallManager.

Workaround:

1. Log onto the Cisco Unified CallManager administrative UI.

2. Navigate to the serviceability page.

3. Stop the CTIManager service.

4. After a few seconds restart or reactivate the CTIManager service.

5. Verify that the service status shows as active on this UI.

6. Validate that the error is corrected on the Cisco TelePresence Manager administrator UI. If the error persists go to the System Configuration->CallManager page and click 'Discover Rooms'.

Further Description:

This issue seems to happen during the Cisco TelePresence equipment setup in Cisco Unified CallManager.

- CSCsf98249

Symptom:

Cisco Telepresence Manager does not send e-mails to scheduling users.

Conditions:

The Exchange administrator has allocated a mailbox to be used by Cisco TelePresence Manager to send e-mails. The capacity usage for this mailbox has exceeded 100%.

This capacity utilization is displayed on the administrative UI. The capacity shown may be up to 24 hours old; that is e-mail generation may stop at times when capacity utilization shows < 100%.

Workaround:

Free up space in the mailbox allocated for use by Cisco TelePresence Manager or allocate additional space to this mailbox using mechanisms provided by Microsoft Exchange tools.

Further Description:

When a user's mailbox is full or near capacity Microsoft Exchange stops processing further e-mails from the user. This is a standard Microsoft Exchange feature.

Since Cisco TelePresence Manager is allocated a mailbox with specific mailbox size or quota it is subject to the same rules. When the mailbox allocated to Cisco Unified CallManager is full Exchange rejects e-mails generated by Cisco Unified CallManager and these e-mails are not received by the scheduling user.

No error is flagged on the Cisco Unified CallManager administrative UI for this error.

- CSCsf99034

Symptom:

Cisco TelePresence Manager does not provide incremental feedback when rooms are discovered, or when room schedules are resynchronized from Microsoft Exchange.

Conditions:

Affects Cisco TelePresence Manager 1.0. Exhibits when it attempts synchronizing its database with Cisco Unified CallManager or with Microsoft Exchange on Cisco TelePresence rooms.

Workaround:

Use the Cisco TelePresence Manager administrative UI.

1. Percentage completion is displayed on the System Configuration->Cisco CallManager screen textually. Refresh the browser screen to see updated information.

2. Status for synchronization of each room's schedule with Microsoft Exchange is displayed in the tabular view on the System Configuration -> Microsoft Exchange page. Refresh the browser screen to see updated information.

- CSCsg10620

   Symptom:

   A scheduled meeting appears as 'No show' on the Cisco TelePresence Manager admistrative UI.

   Conditions:

   The meeting's scheduled start time has passed, but the scheduled end time has not yet been reached.

   Workaround:

   None. The end user interface on the Cisco TelePresence room phone UI continues to show the meeting until the meeting end time is reached. If a call is placed from the rooms in the meantime, the meeting status is updated to 'Completed'.

- CSCsg35192

   Symptoms:

   Cisco TelePresence Manager sends confirmation or clarification e-mails to the scheduler when TelePresence meetings are scheduled. These e-mails have a weblink embedded in the message, allowing the user to view the meeting and possibly modify some parameters.

   When the user tries to click this link the attempt to launch the browser fails at times with an error message stating the user authentication failed, although the credentials provided are correct.

   Conditions:

   This occurs when two different Cisco TelePresence Manager users have different active sessions (different browsers or different tabs in the same browser) pointing to the Cisco TelePresence Manager. This effect could be the result of a combination of circumstances, such as a shared machine used by more than one end user or a concierge or administrator having an active web UI session and an end-user session launched by clicking the web link embedded in such an e-mail.

   Workaround:

   1. Log out of all active sessions to the Cisco TelePresence Manager running on the machine.

   2. Close the web browsers running on the machine. All instances of the web browsers on this machine must be closed.

   3. Start another web browser and log in again through the link provided in the confirmation or clarification e-mail.

   Further description:

   Multiple active sessions from the same machine pass incorrect credentials to the Cisco TelePresence Manager which invalidate user login.

- CSCsg44093

   Symptom:

Cisco TelePresence Manager shows an incorrect state for certain meetings on its administrative UI. Meetings that are in progress show up as 'Completed'.

Condition:

A system end user adds an audio-only participant to an ongoing Cisco TelePresence meeting. While the meeting is in progress the user disconnects the call with the audio-only user. The Cisco TelePresence meeting status incorrectly reflects as a 'Completed' status in such a case.

Workaround:

None. The Cisco TelePresence call is unaffected and the meeting remains operational until the user ends the call.

- CSCsg46465

  Symptom:

  Cisco TelePresence Manager does not send meeting confirmation, clarification, deletion e-mails.

  Conditions:

  Ommission of e-mails can occur under one of two conditions:

  – The size quota of the mailbox assigned for use by Cisco TelePresence Manager has been exceeded. This can be verified by validating the mailbox usage parameters on the web user interface when a user with administrative privileges logs in.

  – Cisco TelePresence Manager has intermittent connectivity or authentication issues with Microsoft Exchange or Active Directory.

  Workaround:

  – Increase the quota for the mailbox allocated to Cisco TelePresence Manager or delete content to create available state.

  – No workaround if the symptoms are caused by intermittent loss of connectivity.

- CSCsg46572

  Symptom:

  The system dashboard on the Cisco TelePresence Manager administrative user interface shows that some services are 'Stopped'. Scheduled meetings and rooms are missing or appear in error.

  Conditions:

  This typically occurs when a normally running instance of Cisco TelePresence Manager is shut down and upon reinitialization is unable to communicate with or authenticate with the associated Active Directory server. It may also occur when the facilities housing Cisco TelePresence Manager loses electrical power and the machine restarts automatically when power is restored.

  Workaround:

  1. Wait until the Active Directory server configured on the Cisco TelePresence System comes up.

  2. Navigate to the Active Directory configuration page on the user interface as an administrative user. Validate the server parameters and access credentials specified for the Active Directory server are correct and validate connectivity and authentication by using the 'Test Connection' button. Change parameters if necessary until 'Test Connection' is successful.

  3. If none of the parameters needs a change and the connection test succeeds on this (Active Directory) screen, navigate to the system settings screen on the 'Restart host' tab and restart the system. Alternatively, the same result can be achieved by using the CLI interface into the system with appropriate credentials.

4. Once the system is restarted or Active Directory configuration changes are committed successfully wait for five minutes and then start using the system.

Further Description:

This behavior occurs because the system component communicating with LDAP does not have a self-correcting mechanism until a change is either pushed to the appropriate configuration or the system is restarted, once an error has been encountered in communicating with the Active Directory server. All services using this server would then appear in a stopped mode until the administrator triggers the system to reattempt communication with the Active Directory server.

- CSCsg55878

Symptom:

Cisco TelePresence meetings for one or more rooms do not appear on the Cisco TelePresence Manager administrator user interface. The Support->Rooms view in the UI shows these rooms in error. The System Configuration->Microsoft Exchange view does not allow the user to trigger a resynchronization request for these rooms.

Conditions:

This error occurs under one of two conditions:

- The Cisco Unified CallManager administrator adds more than 100 Cisco TelePresence rooms in the associated CallManager cluster in a 24-hour period.

- Access credentials and authorization for such rooms are not correctly set on Active Directory when those rooms are initially added to Cisco Unified CallManager.

Workaround:

Add a maximum of 100 Cisco TelePresence systems in Cisco Unified CallManager at a time. Go to the Cisco TelePresence Manager and trigger 'Discover Rooms' from the UI view listing all available rooms. Wait for two hours before adding more rooms on the same day and repeat 'Discover Rooms'.

If the resynchronization status for any room's schedule does not change to either 'In Progress' or 'Success' in a couple of hours after the last attempt, restart the Cisco TelePresence Manager. Add all rooms in Cisco CallManager as you need to, prior to restarting Cisco TelePresence Manager.

Further Description:

There is an internal queue that overflows when more than 100 'new' rooms are added to the Cisco TelePresence system at one time. If the rooms are added in smaller groups this error should not occur for this reason.

If the access credentials for a room are not set in Active Directory when Cisco TelePresence Manager first knows of the room, an error is set and this is not revisited when the access errors are corrected. In such a case, a system restart would help.

These conditions are not expected in normal deployment.

- CSCsg56475

Symptom:

1. 'Meeting In Progress' or 'Completed' initially appears on the Cisco TelePresence Manager administrative user interface, but after some time it disappears from the administrative UI.

2. The meeting organizer receives two e-mails confirming deletion, one for the first instance and another one for whole series of recurring meetings.

Conditions:

This error occurs under following conditions (in sequence):

1. The Meeting organizer schedules a recurring meeting.

2. A few minutes before the start time of the first instance the organizer launches the meeting.

3. The organizer deletes the whole series from Microsoft Outlook before the start time of the first instance.

Workaround:

None.

Further Description:

Internally, Cisco TelePresence Manager allows deletion of a meeting instance if the start time is in the future. But if the meeting is already in some valid call state, deletion should not be allowed. Cisco TelePresence Manager should persist such meeting and this would also result in only one deletion e-mail for the organizer.

- CSCsg57601

  Symptom:

  On administrative user interface, go to System Configuration -> System Settings -> SNMP Settings page and click 'Enable' for SNMP. Click on 'Yes' for Trap Receiver Configuration. Put in Host and Port information. Click 'Apply'. An error page will be displayed next with error code 2608.

  Conditions:

  The user doesn't click on the Change.. button to enable username and password fields for taking input.

  Workaround:

  After clicking 'Yes' for Trap Receiver Configuration, the user must click the Change.. button and enter username and password for the trap receiver.

  Further Description:

  The Trap receiver configuration requires a username and password for the trap receiver or it will fail.

- CSCsg58128

  Symptom:

  Cisco TelePresence Manager continues to manage rooms when Cisco TelePresence systems are removed from the user profile on Cisco Unified CallManager. Meetings from those rooms continue to be processed by Cisco TelePresence Manager.

  Conditions:

  – The Cisco Unified CallManager user profile that applies to Cisco TelePresence Manager is modified using the Cisco TelePresence Manager administrative user interface. Devices authorized in the preceding profile that are not authorized for the new profile continue to be managed.

  – Cisco TelePresence system devices are moved out of the Cisco Unified CallManager user profile applied to the Cisco TelePresence Manager when the Cisco TelePresence Manager is not operational.

  Workaround:

  1. Ensure the Cisco TelePresence Manager is operational and has IP connectivity with the Cisco Unified CallManager.

  2. Log into the Cisco Unified CallManager. Add the Cisco TelePresence system device of interest to the user profile used by the Cisco TelePresence Manager.

3. Wait for two minutes, and remove the device from this profile.

Further Description:

The workaround specified would trigger an event from the Cisco Unified CallManager which would revalidate the profile mappings correctly. This is missed when the Cisco TelePresence Manager is not operational, at the time that the stated change is effected.

- CSCsg59782

  Symptom:

  The phone user interface in a Cisco TelePresence meeting room shows an incorrect concierge phone number configured.

  Condition:

  The room was previously associated with a valid concierge number. The concierge number has subsequently been deleted.

  Workaround:

  1. Configure and associate a valid concierge with the affected Cisco TelePresence meeting rooms.

  2. If a concierge is unavailable the system will auto-correct this anomaly within 24 to 48 hours of the appearance of the error provided that the associated Cisco TelePresence system endpoint has IP connectivity with the Cisco TelePresence Manager.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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

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