Release Note
Cisco TelePresence Manager Release 1.1

Introduction

This Release Note describes the open caveats and additional information for Cisco TelePresence Manager Release 1.1.

Note CTS-Manager is supported only in an enterprise intranet environment. NAT deployment is not supported.

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

Table 1 **Software Releases and Component Firmware Versions (continued)**

Product/Component	Recommended Version	Release Date
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
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

CSCsi64122

Symptom:

1. Updating the meeting privacy preference of meeting series of a recurring meeting from the meeting details view in Cisco TelePresence Manager displays an error:

```
DATA_ACCESS_ERROR: Not all named parameters have been set.
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After this point, all future meeting instances would stay in an 'Error' state (awaiting for more information from Microsoft Exchange).

2. Another possible symptom is when disabling the auto-call launch of a recurring meeting from the meeting details view in Cisco TelePresence Manager displays the same error as above.

Conditions: For symptom #1:

- Recurring multipoint meetings only, and
- meeting was already in the 'Scheduled' state (no error), and
- update is done on the meeting series (updating a single occurence would not be an issue), and
- update is done from the Cisco TelePresence Manager (not from email link).

For symptom #2:

- Recurring meetings only, and
- update is done on the meeting series (updating a single occurence would not be an issue), and
- update is done from Cisco TelePresence Manager (not from email link).

Workaround:

- Change the privacy preference / auto launch via the weblink provided in the confirmation/clarification email, or

- change the privacy preference / auto launch of each single occurence in Cisco TelePresence Manager.

CSCsi55511

Symptom: Meeting detail window when launched for recurring meeting instance shows incorrect data for MCUs available for meeting migration.

Conditions: User navigates to the meeting details view for a recurrent meeting instance/occurance which is hosted on a different MCU as compared to the MCU hosting the recurrent series. This is typically when the user has previously migrated this instance from the MCU hosting the series to a different one. The user selects the option to view 'Select the series'. This is followed by an attempt to migrate ALL occurences of that series to a different MCU.

Workaround:

1. Migrate the recurrent meeting series from a MCU to the target MCU.

2. If this fails, migrate the recurrent meeting series to an alternate MCU temporarily, wait for 10 minutes, and migrate the recurrent meeting series back to the target MCU. This would end up generating an extra email to the scheduling user as a side-effect, which should be communicated to the user appropriately.

CSCsi51327

Symptom: Meetings processed by Cisco TelePresence Manager show up in an error state. The error message indicates resources are not available to service the meeting. This error is not reset when other system resources are released to accommodate such meetings.

Conditions: Required MCU resources are not available when Cisco TelePresence Manager receives information about a new or updated meeting.

Workaround: One of the following two actions would trigger a revalidation of the meeting and correct this error if required resources are available.

- Meetings which do not have sufficient resources are revalidated once every 24 hours. This is the recommended approach, where no user action is necessary. This would not work if the meeting(s) in question are scheduled to start within 24 hours.

- The scheduling user must trigger an update to the meeting, by adding or removing Cisco TelePresence rooms to the meeting. To maintain the same meeting, an available Cisco TelePresence room should be added to the meeting. This room can be removed once the user receives a confirmation from Microsoft Exchange about the availability of the newly added room. It is important this room should not be deleted before the room reservation for this TelePresence room is confirmed in Microsoft Exchange.

CSCsi51161

Symptom: Cisco TelePresence Manager does not migrate certain meetings during an upgrade from version 1.0 to version 1.1.

Conditions: Meetings scheduled to start AFTER the upgrade process starts and end before Cisco TelePresence Manager 1.1 comes back online after the upgrade process finishes are not migrated.

Workaround: Initiate the upgrade process during off-peak hours preferably at a time when no meetings are scheduled for up to two hours after the upgrade is initiated.

Further Description: This works as designed. During the upgrade process, the software only carries over the past meetings from the old server's DB to the upgraded Cisco TelePresence Manager and does not carry over the future meetings. The rational is that future meetings will be synced up from the Microsoft Exchange.

In this case, meetings scheduled to start after the upgrade but end before the upgrade finishes are not carried over to the newly upgraded server. The newly upgraded server misses these meetings as a part of syncup as well, because by the time the syncup happens it is a past meeting in the Microsoft Exchange. Hence we miss the meetings during this time window and loose record for these meetings.

CSCsi24758

Symptom: After scheduling a meeting, Cisco TelePresence Manager does not send confirmation emails.

Conditions:

1. Room MAC address is changed in Cisco Unified Communications Manager.

2. Room is one of the attendees in the scheduled meeting.

Workaround: Restart Cisco TelePresence Manager.

Further Description: This is related to cache in email manager. It is not updated correctly if there is a MAC address change for a room in Cisco Unified Communications Manager setup.

CSCsh83696

Symptom: Meetings scheduled to start after the new DST time begins may be displayed one hour ahead in Cisco TelePresence Manager and from the email link

Conditions: After the DST patch is applied to the Microsoft Exchange server, Cisco Unified Communications Manager, and Cisco TelePresence Manager are restarted.

Workaround: None

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.

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 shows a Cisco TelePresence system room (device) 'In Error'.

Condition: The associated error message states the device is not registered with Cisco Unified Communications Manager. Cisco Unified Communications Manager shows the stated device is not registered.

Workaround:

1. Log into Cisco Unified Communications Manager.

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.

6. Validate the error is corrected in Cisco TelePresence Manager. If the error persists click on System Configuration->Cisco UCM. Then 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 Communications Manager is full Microsoft Exchange rejects e-mails generated by Cisco Unified Communications Manager and these e-mails are not received by the scheduling user.

No error is flagged in Cisco Unified Communications Manager 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 Communications Manager or with Microsoft Exchange on Cisco TelePresence rooms.

Workaround: Use Cisco TelePresence Manager.

1. Percentage completion is displayed in System Configuration->Cisco UCM. Refresh the browser window to see updated information.

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

CSCsg10620

Symptom: A scheduled meeting appears as 'No show' in Cisco TelePresence Manager.

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 IP phone 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 browser running on the machine. All instances of the web browser 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. Meetings in progress show up as 'Completed'.

Condition: A meeting participant 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 in Cisco TelePresence Manager 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 in Cisco TelePresence Manager. Support->Rooms shows these rooms in error. System Configuration->Microsoft Exchange does not allow the user to trigger a resynchronization request for these rooms.

Conditions: This error occurs under one of two conditions:

• Cisco Unified Communication Manager adds more than 100 Cisco TelePresence rooms in the associated Cisco Unified Communication Manager 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 Communication Manager.

Workaround: Add a maximum of 100 Cisco TelePresence systems in Cisco Unified Communication Manager at a time. Go to 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 Cisco TelePresence Manager. Add all rooms in Cisco Unified Communication Manager 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 in Cisco TelePresence Manager, but after some time it disappears.

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: In Cisco TelePresence Manager, go to System Configuration -> System Settings -> SNMP Settings 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 Communications Manager. Meetings from those rooms continue to be processed by Cisco TelePresence Manager.

Conditions:

- The Cisco Unified Communications Manager user profile that applies to Cisco TelePresence Manager is modified using Cisco TelePresence Manager. 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 Communications Manager user profile applied to Cisco TelePresence Manager
  when Cisco TelePresence Manager is not operational.

Workaround:

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

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