Release Note
Cisco TelePresence Manager Release 1.2

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Contents

Introduction

This Release Note describes the open caveats and additional information for
Cisco TelePresence Manager Release 1.2.

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

Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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
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

Hardware Support and Upgrade Path

Table 2 shows the servers supported for each version of Cisco TelePresence Manager.

Table 2   Hardware Support and Upgrade Path

Cisco TelePresence Manager Version	Shipping	Supported	May be Upgraded to CTManager Versions:
1.0	none	MCS-7835-H1-CTS1	1.1
1.1	MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1	1.2, 1.3
1.2	MCS-7835-I2-CTS1 MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.3

Open Caveats

CSCsk87770

Symptom: If a user selects to switch the version, they are prompted with the message: "Switching versions will reboot the system. This process can take several minutes to complete during which time the Cisco TelePresence Manager will be unavailable."
In this case, if user tries to click on any link the returned status and any information is incorrect.

Workaround: When a switch version is selected, the system takes some time to restart and come back. In this case, if any links are clicked, depending upon the status of the system, the returned info may be incorrect. Hence, it is better to avoid clicking the link, while switching versions.

CSCsj20917

Symptom: The meeting organizer receives extra deletion emails when a single meeting is converted to recurring meeting.

Conditions: Rooms are in manual-accept mode and the room administrator acts upon outdated or stale invites.

Workaround: None required. The deletion email should be ignored. The meeting would be enabled as expected with the modified data.

CSCsj31939

Symptom: If the scheduler modifies one occurance of a recurring meeting from using a non-Cisco TelePresence room (or no room) to using Cisco TelePresence rooms, Cisco TelePresence Manager ignores the event. So the modified occurance is not pushed to the Cisco TelePresence room phone and is not displayed in the Cisco TelePresence Manager Scheduled Meetings window.

Conditions: This problem only occurs when modifying a single instance of a recurring meeting to include a Cisco TelePresence meeting room.

Workaround: Schedule a new meeting with a Cisco TelePresence meeting room instead of modifying a single instance of an existing meeting series.

CSCse46112

Symptom:

1. Meeting is deleted from the meeting organizer's Outlook calendar.

2. Cisco TelePresence Manager's database and UI continue to show the meeting.

Conditions:

1. MS Exchange and Cisco TelePresence Manager system times are out of sync. For example, where Cisco TelePresence Manager is behind MS Exchange by 3 minutes. If a couple of meetings are scheduled in quick succession, and one meeting is deleted, Cisco TelePresence Manager will keep on getting first meeting in search response to delete event, hence delete is missed.

2. This might also happen when the room calendar retains one copy of duplicate meeting. This is being tracked by Case #SRX060823602921 - CSCsf09829.

Workaround:

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

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

3. Log into the room calendar and delete any unwanted meeting manually, in case the meeting organizer has already deleted that meeting, but the meeting still shows up in the room calendar.

CSCsk39537

Symptom: Attempts to migrate all meetings from one CTMS to another fails.

Conditions: This behavior is exhibited intermittently.

Workaround: Close the web browser used to log into Cisco TelePresence Manager. Wait for 10 minutes and log into Cisco TelePresence Manager. Attempt the same operation again.

Further Description: This condition has been observed very infrequently, specifically when Administrator attempts to use this option in conjunction to peak load on the Cisco TelePresence Manager server. This is an error in handling meeting/rooms concurrently by multiple operations. It is recommended the administrator executes this operation during periods of time when the number of meetings processed by Cisco TelePresence Manager is low (off peak hours) ensuring it does not overlap with the time set by the administrator to backup the Cisco TelePresence Manager database (Cisco TelePresence Manager -> System Configuration -> Database settings). This should also be avoided if the administrator has triggered 'Discover rooms' manually using the Cisco TelePresence Manager ->System Configuration -> Cisco UCM settings -> Discover Rooms.

CSCsk26193

Symptom: In a confirmation email that was sent out for a Cisco TelePresence meeting, one of the room's local timestamp is missing. Instead of showing the local meeting time, it shows "null", e.g.

"TP_ROOM_1 starting at null" instead of
"TP_ROOM_1 starting at Wednesday, August 29, 2007 3:00:00 AM GMT-08:00"

Conditions: The following steps would lead to the issue:

1. A Cisco Telepresence device is added in CUCM and associated to the Cisco TelePresence Manager user profile.

2. Discovery is triggered in Cisco TelePresence Manager.

3. The device name [MAC Address] of the Cisco Telepresence device is modified to a new value in Cisco Unified Communications Manager, while the room name of this device remains the same. Associate the new device name to the Cisco TelePresence Manager user profile.

4. Discovery is triggered in Cisco TelePresence Manager again.

5. A user creates a meeting that includes this Cisco Telepresence room. The meeting would generate an email that displays null timestamp for this Cisco Telepresence room.

Workaround: Execute one of the following recommendations.

- Wait for up to 24 hours. Cisco TelePresence Manager self corrects this condition automatically within this time frame. Emails sent within this period would continue to exhibit the error. Emails once sent with this error would not be automatically resent.

OR

- Restart the Cisco TelePresence Manager. This would ensure this condition is addressed immediately, once Cisco TelePresence Manager reaches steady state after the restart.

Further Description: Internal cache holding specific information about rooms is not updated correctly in response to the stated event. This cache is automatically updated once a day by the system. It is updated at system startup.

CSCsh83696

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

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

Workaround: None

SCsi09331

Symptom: Cisco TelePresence Manager login page may malfunction and not allow the user to login.

Condition: This happens when Cisco TelePresence Manager login page displays a Submit button instead of a Login button. This is a browser problem. If the user sees the incorrect button, it could prevent login to Cisco TelePresence Manager, even if the user has the correct login info.

Workaround: Close the browser window and re-open a new browser window.

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.

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.

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.

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.

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.

Closed Caveats

CSCsk87878

This issue has been fixed in Release 1.2.

CSCsk50832

This issue has been fixed in Release 1.2.

CSCsk64583

This issue has been fixed in Release 1.2.

CSCsj24637

This issue has been fixed in Release 1.2.

CSCsi56987

This issue has been fixed in Release 1.2.

CSCsk56890

This issue has been fixed in Release 1.2.

CSCsi51327

This issue has been fixed in Release 1.2.

CSCsi09331

This issue has been fixed in Release 1.2.

CSCsg26669

This issue has been fixed in Release 1.2.

CSCsg73287

This issue has been fixed in Release 1.2.

CSCsi51161

This issue has been fixed in Release 1.2.

CSCsi49383

This issue has been fixed in Release 1.2.

CSCsk79109

This issue has been fixed in Release 1.2.

CSCsk77717

This issue has been fixed in Release 1.2.

CSCsk74862

This issue has been fixed in Release 1.2.

CSCsk56979

This issue has been fixed in Release 1.2.

CSCsk17940

This issue has been fixed in Release 1.2.

CSCsk38966

This issue has been fixed in Release 1.2.

CSCsj55847

This issue has been fixed in Release 1.2.

CSCsj42407

This issue has been fixed in Release 1.2.

CSCsi64122

This issue has been fixed in Release 1.2.

CSCsi55511

This issue has been fixed in Release 1.2.

CSCsi24758

This issue has been fixed in Release 1.2.

CSCsf06619

This issue has been fixed in Release 1.2.

CSCsg10620

This issue has been fixed in Release 1.2.

CSCsg35192

This issue has been fixed in Release 1.2.

CSCsg46572

This issue has been fixed in Release 1.2.

CSCsg56475

This issue has been fixed in Release 1.2.

CSCsg57601

This issue has been fixed in Release 1.2.

CSCsg58128

This issue has been fixed in Release 1.2.

CSCsg59782

This issue has been fixed in Release 1.2.

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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