Release Notes for *Cisco TelePresence Manager Release 1.3.x*

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Contents

Introduction

This Release Note describes the open caveats and additional information for Cisco TelePresence Manager Release 1.3.x.

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

New Information

Version 1.3.2

CTS-Manager 1.3.2 (466) resolves the issue of multiple emails being generated for meetings without modifications. Refer to Issues Fixed in Release 1.3.2 below for a list of additional issues closed in this release.

Also, refer to the TRREADME file on the install DVD for further information regarding installation notes, hardware support, and software compatibility.

Version 1.3.1

CTS-Manager 1.3.1 (453) fixes several field-reported issues. Refer to Issues Fixed in Release 1.3.1 below for a list of specific issues closed in this release.

Also, refer to the TRREADME file on the install DVD for further information regarding installation notes, hardware support, and software compatibility.

Version 1.3

Cisco TelePresence Manager 1.3 now supports Microsoft Exchange 2007 and IBM Domino deployments.

> **Note** The support of Lotus Notes Domino or Microsoft Exchange 2007 is a controlled release. Please have your Cisco representative contact the Cisco TelePresence support team for more information.

Recommended Setup for IBM Domino Deployments

The following caveats must be followed for CTS-Manager to communicate properly with an IBM Domino server:

- The Resource Reservation database, Rnrmgr task, and Domino Mail server need to be on the same Domino server.
- If the Resource reservation databases are distributed across multiple servers in a cluster environment, the replicas of all the databases should be on the Domino server that CTS-Manager is pointing to.

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)	1.2.2	3/11/2008
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:xxx	8/15/2007
Cisco TelePresence Manager (CTS-Manager)	1.3	4/1/2008
Cisco TelePresence Multipoint Switch (CTMS)	1.0.4(21)	4/7/2007
Cisco Unified Communications Manager (CUCM)	5.1.3 or later	1/28/2007
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 CTS-Manager 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
1.3	MCS-7835-I2-CTS1 MCS-7835-H2-CTS1	MCS-7835-H1-CTS1 MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	Future

Cisco TelePresence Software Compatibility Matrix

Table 3 provides information about TelePresence software compatibility.

Table 3   TelePresence Software Compatibility Matrix

Software	CTS 1.0	CTS 1.1.1	CTS 1.2.0/1	CTS 1.2.2/3	CTS 1.3	CTMS 1.0.2 or earlier	CTMS 1.0.3 or 1.0.4	CTMS 1.1	CTS-Man 1.0	CTS-Man 1.1	CTS-Man 1.2	CTS-Man 1.3
CTS 1.0	Yes	Yes	No	No	No	Yes	No	No	Yes	No	No	No
CTS 1.1.1	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	No	No
CTS 1.2.0/1	No	Yes	Yes	Yes	No	Yes	Yes	No	No	No	Yes	No
CTS 1.2.2/3	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	No	Yes	Yes
CTS 1.3	No	No	No	Yes	Yes	No	No	Yes	No	No	No	Yes
CTMS 1.0.2 or earlier	Yes	Yes	Yes	No	No	NA	NA	NA	No	Yes	Yes	No
CTMS 1.0.3 or 1.0.4	No	Yes	Yes	Yes	No	NA	NA	NA	No	Yes	Yes	Yes
CTMS 1.1	No	No	No	Yes	Yes	NA	NA	NA	No	No	No	Yes
CTS-Man 1.0	Yes	Yes	No	No	No	No	No	No	NA	NA	NA	NA
CTS-Man 1.1	No	Yes	No	No	No	Yes	Yes	No	NA	NA	NA	NA
CTS-Man 1.2	No	No	Yes	YEs	No	Yes	Yes	No	NA	NA	NA	NA
CTS-Man 1.3	No	No	No	Yes	Yes	No	Yes	Yes	NA	NA	NA	NA
CUCM 5.1.3	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CUCM 6.0/6.1	No	Yes	Yes	Yes	Yes	No	Yes	Yes	No	Yes	Yes	Yes
SBC 3.5.2	No	No	Yes	Yes	Yes	No	No	No	NA	NA	NA	NA
SIP70.8-3-3SR2S	No	Yes	Yes	Yes	Yes	DC	DC	DC	No	Yes	Yes	Yes
SIP70.8-2-2	Yes	Yes	Yes	Yes	No	DC	DC	DC	Yes	Yes	No	No

Open Caveats

CSCsq48839

Symptom: Meeting organizer receives an Action Required email with "*Error 1212: Insufficient resources to setup multipoint conference.*", due to insufficient available resources on a Cisco TelePresence Multipoint Switch (CTMS).

Conditions: Meeting Organizer trys to schedule a meeting that possibly overlaps with two other meetings. CTS-Manager incorrectly calculates the total resources being used by all three meetings.

Workaround: Schedule a meeting not overlapping with two meetings, or split one meeting into two.

CSCso14162

Symptom: Two meetings show up in CTS-Manager and on phone in same time slot (double booking of a room).

Conditions: One of the meetings in question is created with "Show time as" attribute set to "free". As a result, room calendar itself is double booked.

Workaround: Do not set "Show time as" attribute to "Free" (set it to "Busy").

Further Description: This is not a CTS-Manager issue. Microsoft Exchange and AAA would allow double booking in such cases, since meeting is created with "Show time as" set to "Free". CTS-Manager would just synchronize the Calendar data, as is populated by Exchange, and it has no say in accepting/denying the second request.

CSCso02588

Symptom: Cisco TelePresence Manager displays an incorrect number of instances for a recurrent meeting

Conditions: Cisco TelePresence Manager is configured to work with IBM Domino calendaring system. User creates a recurrent meeting with more than 1 instance. User deletes one or more instances of this recurrent meeting. Cisco TelePresence manager shows the original instance count.

Workaround: None. Instances deleted are not displayed and do not consume any resources. The instance count is not updated and reflects incorrect data.

CSCso36781

Symptom: For a recurring meeting, recurrence pattern mentioned in CTS-Manager (either Web UI or email) is weekly but in scheduler's calendar and room calendar it is daily (actual meeting dates are same in either pattern).

Conditions:

1. Meeting is scheduled using Outlook/Exchange 2007 and room invites are processed using OWA.

2. Meeting recurring pattern is daily, every weekday.

Workaround: Use Outlook 2003 to process room invites.

Further Description: This is a Microsoft OWA issue. Ref cdet: CSCso13612.

CSCso29301

Symptom: Remote_account user name does not accept names with numbers. CLI will return "unsuccessful" and web UI will return "Invalid account name" as Error.

Workaround: Use names without numbers.

CSCso25992

Symptom: The database maintenance time reflected is UTC time i.e of CTS-Manager server irrespective of user preference timezone reflected everywhere.

Conditions: The time in selecting the maintenance daily back up is UTC i.e CTS-Manager server time..It does not reflect the timezone preference selected by user which is reflected in meeting view and other read only value displayed on CTS-Manager.

Workaround: There is no compromise on functionality The selection of time clearly states (GMT) which can be different than the user preference timezone as per user's selection. No workaround required.The user preference timezone as reflected is only for display purposes and all maintenance tasks, backup, etc use server time i.e UTC. The change/setting up of maintenance task value requires change in CTS-Manager Server data handling hence is using server time.It is such considering different users (administrators) wanting to set the maintenance task schedules.

CSCso15467

Symptom: System Error log level resets to the default 'ERROR' level after an upgrade.

Conditions: This occurs when the default logging level has been set to an alternate value prior to the upgrade.

Workaround: Login to CTS-Manager and reset the log level to the desired value.

CSCso13522

Symptom: A scheduled meeting continues to display inprogress status even after the call is disconnected.

Conditions: This is a rare occurrence wherein an endpoint sends incorrect call start and call end notification. Specifically, if the call fails for an unknown reason.

Workaround: Scheduled meeting continues to stay in progress state and would be eventually marked completed within 24 hours duration.

CSCso05840

Symptom: Meeting stays in "Waiting for more information" state in CTS-Manager. It is not pushed to the phones and meeting organizer does not receive a confirmation email.

Conditions:

1. Exchange 2007 environment.

2. Meeting Organizer is the room itself (proxy logs into room account to schedule a meeting).

3. Outlook Web Access is used to schedule this meeting.

Workaround: Use Outlook 2003 instead of OWA to schedule the meeting. OWA is not supported.

CSCso05318

Symptom: Cisco TelePresence Manager email not received for single meeting. Web UI shows the email state as pending.

Conditions: Meeting scheduled just few minutes before scheduled start time and OBTP call is launched or completed immediately within 15 minutes.

Workaround: None. The call would be enabled for one-button-push launch and the meeting would go through as expected.

Further Description: Since the call is launched for the meeting, there is no point in scheduler getting the email. CTS-Manager does not send email for such a meeting.

CSCsm69020

Symptom: CTS-Manager services fail to authenticate with external subsystems like Cisco Unified Communication Manager, Microsoft Exchange server, IBM Domino server, Microsoft Active Directory, Domino Directory, etc.

Certain users cannot login to the CTS-Manager.

Conditions: User accounts used to connect to the external servers have certain special characters like '@' in the password text. CTS-Manager users have special characters like '@' in their password string.

Workaround: Modify user or service passwords to not have these special characters. As of now, @ is the only special character that is known to cause this failure. Most other special characters do not trigger this error.

CSCsm54149

Symptom: A TelePresence Room associated with Cisco TelePresence System device is not marked as unmanaged in Cisco TelePresence Manager.

Conditions: A Cisco IP phone is not configured on shared directory number with Cisco TelePresence System device in Cisco Unified CM.

Workaround:

1. Configure an IP phone on shared directory number in Cisco Unified CM.

2. Validate that the Cisco Unified CM profile used by Cisco TelePresence Manager has access privileges to this phone.

3. Log in to Cisco TelePresence Manager, navigate to the Rooms view and trigger re-discovery. Wait for 45 minutes and observe results. If this fails, restart CTS-Manager.

Further Description: A Cisco TelePresence System device is unusable without associated phone. It must be configured as standard practice at startup.

CSCsm34931

Symptom: An attempt to restore backed up CTS-Manager data fails. The restore log displays 'Unable to copy partition a to partition b' (or vice versa). It has been verified that the CTS-Manager version used to back up data is identical to the one used to restore the same backup file.

Conditions:

1. CTS-Manager Administrator backs up CTS-Manager data.

2. The Administrator either switches version on the same hardware or replaces hardware and installs the same CTS-Manager software version.

3. The Administrator attempts to restore the backup file created in the step 1.

Workaround: Validate that the disk partition used to back up data is the same partition where the restore is attempted.

Install CTS-Manager on the same partition as the backup and then attempt the restore.

If administrator is unsure of the partition used for backup or restore, and this fails one, attempt upgrading software (UI -> Software upgrade screen) to the same version. Wait for the upgrade to complete. Switch partition when done. Wait for the system to restart and attempt the restore once again.

Further Description: CTS-Manager has database dbspaces created in /common/db or /common/db_b directories depending on whether the installation is in partition A or B. The OS install refers to these directories as symbolic links. However, the Informix backup/restore utility seems to resolve this to physical directory names. When the backup is taken on partition A (/common/db) and is attempted to restore on partition B (/common/db_b), it fails.

CSCsl10618

Symptom: Administrator does not receive a valid confirmation when a software upgrade is finished in certain condition when selecting switch-version at the same time with the upgrade. The 'Finish' button in the upgrade wizard is not enabled in this case. Administrator doesn't know if the upgrade is finished or not.

Conditions: User opts to upgrade software from CTS-Manager 1.1 or CTS-Manager 1.2 to CTS-Manager 1.3 and chooses to switch version to the new version immediately.

Workaround: If the administrator has chosen to upgrade and switch in the same step, and this condition is encountered, the following steps may be taken to work around the error seen.

1. Wait for 30 to 45 minutes from the time the last step in the upgrade wizard is attempted.

2. Close the previous UI window by terminating the IE browser if necessary. Validate that all open instances of the IE browser are closed on the client.

3. Start a new IE browser and point to the URL for CTS-Manager. Login using requisite credentials. Navigate to the 'System Information' page and validate that the software version displayed states the exact version to which the upgrade was attempted.

If the login attempt is unsuccessful in step #3, or if the software upgrade reflects the version of the software prior to the upgrade, wait for 30 minutes and reattempt the workaround. If the error persists, please contact Cisco TAC.

Further Description: The upgrade script used in the backend does not finish logging the final message before it reboots in certain conditions. The upgrade goes through successfully. The UI which monitors the final message does not see this message, despite the fact that the reboot step is delayed by 15 seconds.

The error displayed on the UI is benign, and does not stop the upgrade mid-way.

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.

Closed Caveats

Issues Fixed in Release 1.3.2

CSCsq64865

CTS-Manager sends out confirmation emails without any meeting changes.

CSCsq77460

Email login failed with exception.

CSCsq75176

If the Unified CM page is updated from an IP address to a hostname, or vice versa, multipoint meetings are not pushed to the Cisco TelePresence Multipoint Switch (CTMS).

CSCsq59301

Incorrect version of Unified CM displayed on System Information page.

CSCsq51502

From the System Configuration > System Settings page - changing IP address, Subnet Mask, or Default Gateway returns an error and breaks the network connection.

CSCsq47602

Multipoint meetings with no enddate are not expanded to 365 days after upgrade from 1.2.

CSCsq82862

Data in Logon name field not migrating during upgrade.

CSCsq89781

Discovery failure due to Unified CM AXL service down error can cause phone calendar push failure.

Issues Fixed in Release 1.3.1

CSCso86516

Server gets http error 500 after stop and start Service Manager from admin CLI.

CSCso63587

One button to push is not working for meetings which are in scheduled state in CTS Manager.

CSCso26626

CTS Manager upgrade process states that the CD-ROM patch file is not found.

CSCsq15600

Unified CM Discovery process displays x% progress and appears to be get stuck and does not indicate completion.

CSCsq12855

Switch Exchange user will fail test.

CSCsq15790

One button to push fails and gets busy tone.

CSCsq31094

After upgrade from version 1.1 or 1.2 to 1.3, some multipoint meetings go into err state.

Issues Fixed in Release 1.3

CSCsj20917	CSCsk39537	CSCsk26193
CSCsh83696	SCsi09331	CSCsh83696
CSCsf98249	CSCsf99034	CSCsg44093
CSCsg55878		

Issues Fixed in Release 1.2

CSCsk87878	CSCsk50832	CSCsk64583
CSCsj24637	CSCsi56987	CSCsk56890
CSCsi51327	CSCsi09331	CSCsg26669
CSCsg73287	CSCsi51161	CSCsi49383
CSCsk79109	CSCsk77717	CSCsk74862
CSCsk56979	CSCsk17940	CSCsk38966
CSCsj55847	CSCsj42407	CSCsi64122
CSCsi55511	CSCsi24758	CSCsf06619
CSCsg10620	CSCsg35192	CSCsg46572
CSCsg56475	CSCsg57601	CSCsg58128
CSCsg59782		

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