



Release Notes for *Cisco TelePresence Manager Release 1.5*

Created: February 25, 2009, OL-12074-04
Revised: May 11, 2009

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Introduction

This Release Note describes the open caveats and additional information for all releases associated with Cisco TelePresence Manager (CTS-Manager), Release 1.5.


Note

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

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)	1.5.1	3/10/2009
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-MAN)	1.5	3/10/2009
Cisco TelePresence Multipoint Switch (CTMS)	1.5	2/25/2009
Cisco Unified Communications Manager (Unified CM)	6.x	5/14/08
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-MAN Versions:
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	1.4
1.4	MCS-7835-H2-CTS1M CS-7835-I2-CTS1	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.5
1.5	MCS-7845-H2-CTS2M CS-7845-I2-CTS2	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1 MCS-7845-H2-CTS2 MCS-7845-I2-CTS2	NA

Cisco TelePresence Software Compatibility Matrix

For Cisco TelePresence software compatibility information, refer to the information located at the following URL:

http://www.cisco.com/en/US/products/ps8332/products_device_support_tables_list.html

What New in this Release

This section describes new and changed information in Cisco TelePresence Manager beginning with Release 1.5.

- “One Button to Push” for intercompany TelePresence meetings in both enterprise and service provider mode
- Secure SOAP communication between CTS/CTMS/CTS-MAN using LSC
- Allow setting concierge number globally and per CTS
- Enhancement to Syslog integration using CiscoLog API
- Enhancements to Rooms view
- Additions to Simple Network Management Protocol (SNMP) Configuration Parameters (supports SNMP v 2c)

- No Calendar mode support for future scheduling API customers
- Added support for MCS-7845-H2-CTS2 and MCS-7845-I2-CTS2

CTS-MAN Release 1.5 Caveat Reference

Table 3 summarizes caveats found in CTS-MAN Release 1.5 and 1.5.1.

Table 3 Release Caveats and Caveats Corrected Reference

CDETS Number	Software Release	
	1.5.1	
	Found in Release	Corrected in Release
CSCsy30732	1.5.1	None
CSCsy91066	1.5.1	None
CSCsz33199	1.5.1	None.
CSCsz59287	1.5.1	None.
CDETS Number	Software Release	
	1.5.0	
	Found in Release	Corrected in Release
CSCtb30112	1.5	1.5.2, 1.6
CSCsr78238	1.4	1.5.1
CSCsu71389	1.4	1.5.1
CSCsv02902	1.4	None
CSCsv77664	1.4	1.5.1
CSCsw15356	1.5	1.5.1
CSCsw98468	1.5	None
CSCsx18364	1.4	1.5.1
CSCsy24454	1.5	1.5.1
CSCsy41859	1.5	None
CSCsy88040	1.5	1.5.1
CSCsy91600	1.4	1.5.1
CSCsz12941	1.5	None

Caveats for CTS-MAN Release 1.5.1

CSCsy30732

Symptom: SNMP trap will be delayed by 40 seconds if a power cord is removed from an HP server.

Conditions: Always - if you remove and plug power cord back in within less than 30 seconds, you may not receive a trap to indicate there was a power change.

Workaround: None

CSCsy91066

Symptom: After applying changes on Discovery or Exchange page, system never comes up.

Conditions: Unknown.

Workaround: The server manager needs to be started from Admin CLI or system needs to be physically power cycled.

CSCsz33199

Symptom: The upgrade from 1.5 to 1.5.1 will fail if the subnet mask is changed to use 000 instead of 0 in the field.

Conditions: On CTS-MAN 1.5 UI, the admin changes the subnet mask to use 000 instead of 0 in the field, for example, from 255.255.252.0 to 255.255.252.000. The upgrade to 1.5.1 will fail.

Workaround: The admin changes the subnet mask back to have 0 instead of 000 in the field. The upgrade will be successful after that change.

CSCsz59287

Symptom: Field Mapping data is blank either partially or completely.

Conditions: This is possibly a timing issue, as it is an intermittent problem.

Workaround: Go back to previous pages, change any value and proceed with FTS.

Caveats for CTS-MAN Release 1.5

CSCtb30112

Symptom: Certain IBM RAID driver versions can cause instability in the RAID environment and lead to hard drives being marked as Read-Only. Since Write access to the RAID array is required with TelePresence Applications, this problem can prevent critical files from being written to the array and eventually can cause a service outage.

Conditions: Affected servers using one of the affected versions may suddenly experience a loss of service. User may get denied access to admin CLI or web UI. System performance may suddenly become sluggish and service will be interrupted. Servers affected are MCS-7835-I2-xxx, MCS-7845-I2-xxx.

Workaround: None. Must perform a software upgrade to version 1.5.2 or 1.6.0

Fixed: CTS-MAN Release 1.5.2, 1.6

CSCsr78238

Symptom: Authentication fails from CTS-MAN to Cisco Unified CM after upgrading Cisco Unified CM version

Conditions: After Cisco Unified CM is upgraded to a new version, the new version certificate needs to be uploaded to CTS-MAN. This is due to storing the certificate in Java keystore.

Workaround: If the certificate already exists, the only other option in uploading a valid certificate is to delete the existing certificate with with the same name and then reload the certificate.

CSCsu71389

Symptom: CTS-MAN reports an error for one or more CTS endpoints. The error may report that this system has a duplicate directory number assigned to it. Cisco Unified Communications Manager does not report a corresponding configuration error for the same Cisco TelePresence System.

Conditions: The directory number used for the stated CTS endpoint was previously used for a different endpoint. Everything else with respect to the Cisco Unified Communication Manager profile and configuration for this system is correct.

Workaround:

1. Log into Cisco Unified Communications Manager as an administrator. Navigate to the page where the application (appuser) user credentials for Cisco Unified CM used by Cisco TelePresence Manager are specified. Take the CTS endpoint (codec) and the associated IP phone out of this profile.
2. Replace the IP phone model 7975 with that of model 7970 in the room.
3. Navigate back to Unified CM and create a new device profile for the new 7970 IP phone.
4. Allocate a new, previously unused, directory number for the CTS endpoint and the new phone, and modify the respective configuration pages in Unified CM with the new information.
5. Add the new IP phone and the CTS endpoint back to the application user (appuser) used by CTS-MAN.
6. Wait for 15 minutes to allow the new configuration to be set.
7. Log into CTS-MAN and trigger a room discovery again. Alternatively, wait for 24 hours and the system will discover the new device automatically.

Further Description: This error is due to incorrect handling of data when the Unified CM administrator deletes a device or reassigns different DNs to existing devices.

Fixed: CTS-MAN Release 1.5.1

CSCsv02902

Symptom: The status for a completed Cisco TelePresence meeting is incorrectly shown as “in progress” or “no-show” in CTS-MAN.

Conditions: CTS-MAN loses IP connectivity with one or more CTS endpoints just before or after a meeting starts. The meeting has ended before it regains this IP connectivity back.

Workaround: Wait for up to 24 hours after the meeting ends and IP connectivity is again regained with all devices in the meeting. Check the status for the meetings again. The meeting status is automatically updated by the Cisco TelePresence Manager.

Further Description: CTS-MAN determines and displays the status of meetings using “meeting start” and “meeting end” notifications generated by a CTS endpoint, Cisco TelePresence Multipoint Switch and/or other Cisco TelePresence component. If any device participating in, or scheduled to

participate in, a call either loses connectivity with CTS-MAN or is restarted, one or more such notifications may be missed resulting in this erroneous state. CTS-MAN resynchronizes status for each meeting with each device once a day which should reconcile any such status errors.

If a meeting is displayed as a “no-show,” it might not be auto corrected.

CSCsv42242

Symptom: Customer tried to schedule meetings for 24 months in advance. Scheduling failed.

Conditions: Cannot schedule meeting beyond 12 months timeframe. This is the design limitation in Cisco CTS-MAN.

Workaround: None

CSCsv77664

Symptom: CTS-MAN pop up is missing the radio button to click Yes/No when a meeting organizer logs into CTS-MAN from a Confirmation email and modifies a recurring meeting.

Conditions: When the browser computer's Display settings has the DPI setting set to “Custom settings” with a larger font size.

Workaround: Select “Normal size (96 DPI)” for Control Panel->Display->Settings->Advanced->General->DPI settings. Your computer will restart after changing the settings.

Fixed: CTS-MAN Release 1.5.1

CSCsw15356

Symptom: Meetings with errors are not displayed when the Scheduled Meetings report is filtered by the Error status.

Conditions: Upgrading from CTS-MAN 1.4 to 1.5.

Workaround: A meeting organizer or CTS-MAN Administrator can trigger an update for the missing meetings to correct meeting state. Alternatively, use “All” option to view meetings with errors.

Fixed: CTS-MAN Release 1.5.1

CSCsw98468

Symptom: CTS-MAN is configured with Lightweight Directory Access Protocol (LDAP) port 389 against Active Directory. When the port is modified to 3268, the CTS endpoints in a second domain do not sync up and users in the second domain are not authenticated.

Conditions: This occurs when CTS endpoints exist in a second domain.

Workaround: Restart CTS-MAN.

Further Description: This issue occurs when LDAP port 389 resolves objects local to the Active Directory domain. Changing to the global catalog port resolves objects in other domains. However, since the current connections are already generated with port 389, the objects are not retrieved until CTS-MAN is restarted.

CSCsx18364

Symptom: The ampersand character “&” is not accepted by the LDAP User Container fields in the first time set-up.

Workaround: Move the necessary user container(s) up to a level in the LDAP tree where no special character is used in the CN or OU name, or do not specify a user container and click **Append Default Context**.

Further Description: In addition to the ampersand, there can be other characters (such as , . + < > etc) which can potentially cause similar authentication failures.

In order to prevent this for any DN string that is entered either in Admin UI or pre-qualifier tool, the DN must be entered as it is actually stored in the directory. Consider the following scenario:

A directory admin creates a container name *Sales, Marketing* under acme.com domain with an AD admin console. On the admin console the string will look like *Sales, Marketing*. However, LDAP uses the comma character as a tree delimiter. LDAP stores the DN of that container as *cn=Sales\, Marketing,dc=acme,dc=com*. This is the string that must be entered in CTS-MAN and pre-qualifier tool.

There are many more LDAP reserved characters. As a general rule, it is typically recommended to avoid having to specify objects containing special characters which can be interpreted incorrectly by either the browser or LDAP. If it is absolutely required, look at how the data is represented in LDAP and enter the value as is.

Fixed: CTS-MAN Release 1.5.1

CSCsx97469

Symptom: After system restart, the database does not come up when the hostname and IP address are changed for CTS-MAN using admin CLI commands **set network hostname** and **set network ip**. The system becomes unusable.

Conditions: When the hostname and IP address are changed for CTS-MAN using admin CLI commands **set network hostname** and **set network ip**.

Workaround: None

CSCsx97676

Symptom: When security certificate is uploaded, and an error is encountered, currently CTS Manager shows only a single error message from the resource bundle. However, this may not be verbose enough for the administrator.

Conditions: This happens when there is a failure in loading LSC.

Workaround: Try to upload LSC with different name after duly deleting the existing certificate (if required) Expected Resolution:

Fixed: CTS-MAN Release 1.5.1

CSCsy24454

Symptom: CTS Manager performs short name to user/resource document resolution. The name to document resolution is done by performing a full text search against Domino. Once a document is obtained, CTS Manager will fetch some necessary attributes and cache that information. Subsequent name resolution will consult the value of this cache.

Conditions: A full text search operation might fail with an error, "NotesException: Notes error: Maximum allowable documents exceeded for a temporary full text index" on an unindexed Domino directory database. If you encounter this issue, there are several workarounds.

Workaround:

1. Indexed the Domino Directory (names.nsf)

2. Increase the parameter Temp_Index_Max_Doc that limits the number of records to search. This value needs to be set to a value higher than the number of user or resource whichever is higher. For more information on this parameter and other related parameters, check the link:

<http://www.ibm.com/developerworks/lotus/documentation/notes-ini/ptot.html>

3. If option 2 is not practical since it might impact other applications, it is recommended to install a new instance of Domino server for CTS Manager and set this parameter on that particular server.

Fixed: CTS-MAN Release 1.5.1

CSCsy41859

Symptom: Upgrade from any previous version to 1.5 failed, - will not switch to 1.5 when the upgrade process completed.

Conditions: This is caused by a sentence in Concierge Description Field broken by a Carriage Return or line feed, sometimes referred to as <CR>.

Workaround: 1. Proactive Action: Before starting the upgrade, change the description into one line sentence without breaking it by <CR> between words (do not hit return key). 2. If already upgraded and having the issue, do the same workaround as above and then do a manual switch version to 1.5.

CSCsy49615

Symptom: CTS-MAN would not generate confirmation or action required emails for a meeting scheduled via Microsoft Outlook.

Conditions: If a meeting subject contains special characters, i.e., Chinese fonts.

Workaround: None

CSCsy88040

Symptom: CTS-MAN is unable to connect with LDAP secure configured in secure mode.

Conditions: Always

Workaround: None. Use non-secure mode if acceptable.

Fixed: CTS-MAN Release 1.5.1

CSCsy91600

Symptom: CTS-MAN is unable to communicate with MS-Exchange 2003/2007. Error is reported as "Certificate contains unsupported critical extensions: [2.5.29.17]."

Conditions:

1. In CTS Manager Web UI, under "System Configuration > Microsoft Exchange" page, "Bind Method" is selected as "Secure".

2. A digital certificate with security extensions viz. SubjectAltName is used.

Workaround: None. Use non-secure mode if acceptable.

Fixed: CTS-MAN Release 1.5.1

CSCsz12941

Symptom: LSC generation failed.

Conditions:

- CAPF User does not have the correct privileges
- Incorrect Certificate Operation mode in CUCM

- Incorrect Instance ID
- Incorrect Authentication string
- Incorrect Port or server details

Workaround: Correct the values and retry.

Caveats for CTS-MAN Release 1.4

CSCte19489

Symptom: PreQualification Assistant failed the connection test for the IBM Domino calendar server.

Conditions: DIIOP and HTTP ports were not set to allow anonymous access.

Workaround: Set both DIIOP and HTTP ports to allow anonymous access. In IBM Domino Administrator, go to Configuration > Ports > Internet Ports. Under the Web and DIIOP tabs in the Authentication Options section, make sure that Anonymous is selected.

Fixed: 1.7

CSCsr21292

Symptom: One or more of the following conditions are observed .

1. When a user schedules a new TelePresence meeting, the requester does not receive an email from Cisco TelePresence Manager for more than 20 minutes. CTS-MAN administrative UI displays (administrative privileges required) “Not available” in the email status corresponding to this meeting.
2. CTS-MAN administrative UI does not display one or more scheduled TelePresence meetings.
3. Cisco TelePresence Multipoint Switch's administrative UI does not display one or more scheduled TelePresence meetings involving three or more TelePresence rooms. Such meetings would have been created in the next 7 days.

Conditions: These symptoms have been observed very infrequently. These are typically observed when CTS-MAN manages more than 150 TelePresence rooms.

Workaround: Log in to CTS-MAN's administrative UI as a user with administrator's privileges. Navigate to the “System Settings->System” screen and restart the system. Wait for 30 minutes for the system to come back up (the administrative client would be logged out) and verify that the new meetings have been processed correctly.

Further Problem Description: This behavior is very infrequent. Multiple efforts to recreate this issue have not been successful. When CTS-MAN processes a significantly large amount of data in a short period of time, it results in some synchronization errors which cause these symptoms.

Fixed: CTS-MAN Release 1.5

CSCsr40035

Symptom: A user creates a recurrent meeting with one or more rooms. This recurrent meeting is set without any end date.

CTS-MAN administrative UI displays that the last few instances of such a meeting are in error. It shows that it is awaiting more information from the calendar server (e.g. Microsoft Exchange).

Condition: These symptoms are typically observed for such recurrent meetings created with previous versions of CTS-MAN.

Workaround: The user should navigate to his/her calendar client (e.g. Microsoft Outlook) and delete all instances of such meetings. Wait for 5 minutes. Recreate the recurrent meeting with the same TelePresence rooms.

Further Problem Description: CTS-MAN does not store recurrent meetings without an end-date and certain other characteristics correctly in previous versions of this product. When the product software is upgraded to this version, this erroneous data is not auto-corrected. Deleting these previous meetings would delete such erroneous data and alleviate the issue.

Fixed: CTS-MAN Release 1.5

CSCsr52514

Symptom: In CTS-MAN, under “Support > Multipoint Conference Unit”, user selects MCU and clicks on “View Meetings.” The “Control State” of the MCU device is “Non-Scheduled”, but “Support > Scheduled Meetings” view shows one or more meetings associated with this MCU.

Conditions: 1. Cisco TelePresence Multipoint Switch's (CTMS) admin has reduced CTMS resources.

2. In CTS-MAN UI, under “Support > Multipoint Conference Unit” admin selects an MCU and clicks on “Migrate All Meetings To.”

Step 2 is executed within 2 hours of step 1.

Workaround: Navigate to “Support > Scheduled Meetings” view and select the impacted meeting. Change the value for “MultiPoint Conference Unit” to another MCU and click on “Apply.”

Further Problem Description: MCU resource reduction as well as migrate all operation should occur simultaneously for this problem to occur. This is a very rare condition.

Fixed: CTS-MAN Release 1.5

CSCsr53939

Symptom: In CTS-MAN, under “Support > Multipoint Conference Unit,” there is a MCU that is in a Non-Scheduled state; user selects the MCU and clicks on “View Meetings.” Then, in “Support > Scheduled Meetings” view, one or more meetings are displayed within MCU with questions associated with them.

Conditions: 1. In CTS-MAN administrative UI, under “Support > Multipoint Conference Unit” there is a MCU in “Scheduled” state. User selects the MCU and clicks on “Details” and checks “Migrate All Meetings To” box and clicks on “Save.”

2. There is one (or more) meeting hosted on source MCU that is selected, see the above step, such that the meeting start time is already in past but end time is in the future and the meeting is in a scheduled state (meeting is not launched yet).

Workaround: Before performing Migrate All operation, navigate to “Support > Scheduled Meetings” and make sure that for the source MCU there are no scheduled meetings whose start time is already in past but end time is in future. It is recommended to do migrate all operation in maintenance hours.

Further Problem Description: The Migrate All operation fetches only future meetings from database. It does not fetch current meetings, as a result current meetings are not migrated to target MCU.

Fixed: CTS-MAN Release 1.5

CSCsr63982

Symptom: CTS-MAN restart results in resetting the Calendar window duration to default value.

Conditions: This happens when the default number of days for room and MCU calendar push is modified using the Policy Management screen. These modified numbers take effect. However upon restart of CTS-MAN, the default values are used for the calendar push.

Workaround: Triggering maintenance task, updating room schedule, or modifying the default values in CTS or Cisco TelePresence Multipoint Switch's (CTMS) policy results in pushing the calendar with the right number of days.

Further Problem Description: During CTS-MAN initialization, the default number of days for room and MCU calendar push is read from Configuration Entry instead of the Configuration policies. The Admin UI causes the Configuration policy values to be modified. When these values are modified, these are in effect until the next CTS Manager restart. However, after a restart, CTS-Manager picks these values again from Configuration Entry table instead of the Configuration Policy. The code needs to be fixed to read from the Configuration Policy table.

The remaining configuration parameters (Upcoming Alert, Early start time, etc) are properly read from Configuration Policy and are not impacted.

Fixed: CTS-MAN Release 1.5

Caveats for CTS-MAN Release 1.3.2

None for this release.

Caveats for CTS-MAN Release 1.3.1

CSCsq48839

Symptom: CTS-MAN incorrectly calculates overlapping meeting resources.

Conditions: Scheduler tries to schedule a meeting that possibly overlaps with two other meetings, CTM incorrectly calculates the total resource being used by all 3 meetings.

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

Fixed: CTS-MAN Release 1.4

Caveats for CTS-MAN Release 1.3.0

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-MAN 1.1 or CTS-MAN 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) If necessary, close the previous UI window by terminating the IE browser. Ensure 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-MAN. 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 Problem 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. A permanent fix would be to remove this asynchronous process and provide an acknowledged callback to the UI to display the correct message.

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

Fixed: CTS-MAN Release 1.4

CSCsm34931

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

Conditions: 1. CTS-MAN administrator backs up CTS-MAN data

2. The administrator either switches version on the same hardware or replaces hardware and installs the same CTS-MAN software version
3. The administrator attempts to restore the backup file created in the first step above.

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

Install CTS-MAN 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, try 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 again.

Further Problem Description: CTS-MAN has database dbspaces created in /common/db or /common/db_b directories depending on whether the installation is in partition A or B. Dev made changes in the OS install to refer to these directories as symbolic links. However, the Informix backup/restore utility we use (on tape) seems to resolve this to physical directory names. So when the backup is started on partition A (/common/db) and attempts to restore on partition B (/common/db_b), it fails. Informix documentation does not cover a way of specifying a different location.

Fixed: CTS-MAN Release 1.4

CSCsm54149

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

Conditions: A Cisco IP phone is not configured on shared directory number with CTS 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 CTS-MAN has access privileges to this phone.
3. Log in to the administrative UI for CTS-MAN, navigate to the Rooms view and trigger re-discovery. Wait for 45 minutes and observe results. If this fails, restart CTS-MAN.

Further Problem Description: A CTS device is unusable without associated phone. It must be configured as standard practice at system startup.

Fixed: CTS-MAN Release 1.4

CSCsm69020

Symptom: CTS-MAN 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-MAN administrative UI.

Conditions: User accounts used to connect to the external servers have certain special characters like @ in the password text. CTS-MAN UI 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.

Fixed: CTS-MAN Release 1.4

CSCso02588

Symptom: CTS-MAN displays an incorrect number of instances for a recurrent meeting.

Conditions: CTS-MAN 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. CTS-MAN shows the original instance count in its administrative UI.

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

Fixed: CTS-MAN Release 1.4

CSCso05318

Symptom: CTS-MAN 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 Problem Description: Since the call is launched for the meeting, there is no point in scheduler getting the email. Hence CTS-MAN does not send email for such meeting.

Fixed: CTS-MAN Release 1.4

CSCso05840

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

Conditions: 1. Exchange 2007 environment.
2. Scheduler is room itself (proxy logs into room account to schedule a meeting).
3. Outlook Web Access (OWA) is used to schedule this meeting.

Workaround: Use Outlook 2007 instead of OWA to schedule the meeting. OWA is not supported.

Fixed: CTS-MAN Release 1.5

CSCso13522

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

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

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

Fixed: CTS-MAN Release 1.5

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 the CTS-MAN UI page and reset the log level to the desired value.

Fixed: CTS-MAN Release 1.4

CSCso25992

Symptom: The database maintenance time reflected is UTC time which is based on CTS-MAN server irrespective of user preference timezone.

Conditions: The time in selecting the maintenance daily back up is UTC, i.e. CTS-MAN 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-MAN UI.

Workaround: No workaround required. The selection of time clearly states (GMT) which can be different than the user preferred timezone as per user's selection. The user preference timezone as reflected is just for display purpose and all maintenance tasks, backup, etc. use UTC server time. The change and set-up of maintenance task value requires a change in CTS-MAN Server data.

Fixed: CTS-MAN Release 1.4

Caveats for CTS-MAN Release 1.2

CSCso29301

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

Workaround: Use names without numbers.

Fixed: CTS-MAN Release 1.4

Issues Fixed in CTS-MAN Release 1.3.2

CSCsq64865

Symptom: CTS-MAN sends out confirmation mails without any meeting changes.

CSCsq77460

Symptom: Email login failed with exception.

CSCsq75176

Symptom: If the Cisco 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

Symptom: Incorrect version of Cisco Unified CM displayed on System Information page.

CSCsq51502

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

CSCsq47602

Symptom: Multipoint meetings with no end date are not expanded to 365 days after upgrade from 1.2.

CSCsq82862

Symptom: Data in Logon name field not migrating during upgrade.

CSCsq89781

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

Issues Fixed in CTS-MAN Release 1.3.1

CSCso86516

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

CSCso63587

Symptom: One button to push is not working for meetings which are in scheduled state in CTS-MAN.

CSCso26626

Symptom: CTS-MAN upgrade process states that the CD-ROM patch file is not found.

CSCsq15600

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

CSCsq12855

Symptom: Switch Exchange user will fail test.

CSCsq15790

Symptom: One button to push fails and gets busy tone.

CSCsq31094

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

Issues Fixed in CTS-MAN Release 1.3

CSCsf98249

Symptom: If the mailbox assigned to the CTS-MAN is either full or near capacity, users would not receive emails from CTS-MAN until the Administrator creates space in the mailbox used.

CSCsf99034

Symptom: Update resync status on the UI to show progress in a way similar to that of the discovery manager. If there are more than a few rooms, this may take a long time and the user would not know when the full resync cycle is finished.

CSCsg44093

Symptom: Any call made from CTS during the scheduled meeting time, the progress on the meeting is updated on the CTS-Man. This is because CTS sends just call start/end info to CTS-Man and not the meeting id. Now in SR the status shows as completed. This should still be in progress since the TP call is still in progress.

CSCsg55878

Symptom: Missing rooms when 200 rooms were added to CCM in one shot.

CSCsh83696

Symptom: 1. Asked scheduler who has meeting after 3/11 to update their meetings to re-align the display time. 2. Scheduler did and the result is that the CTM email has the correct time in the mail body. However, if click the link in the mail, the pop up window of CTM displays 1hour ahead. The CTM admin UI also display 1 hour ahead.

CSCsi09331

Symptom: This happens when BW login page had Login Button replaced with Submit button. The reason of running into this mode is not know, but DE said it is the browser problem rather. If user had running into this, it could prevent login to BW UI.

CSCsj20917

Symptom: Scheduler gets extra deletion emails when a single meeting is converted to recurring meeting and rooms are in manual and room admin acts upon stale invites. .

CSCsk26193

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

CSCsk39537

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

Issues Fixed in CTS-MAN 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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Product Name

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CTS-CODEC-PRIM- TelePresence Primary Codec

CTS-CODEC-PRI-G2-TelePresence Primary Codec for CTS-3200 and CTS-500

CTS-CTMS1.5-K9- Cisco TelePresence Multipoint Switch

CTS-MAN1.5-K9- Cisco TelePresence Manager

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