Release Notes for *Cisco TelePresence Manager Release 1.7*

Contents

Introduction

This release note describes the open caveats and additional information for all releases associated with Cisco TelePresence Manager (CTS-Manager), Release 1.7.x.

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 Manager (CTS-Manager)	1.7.3.1	5/31/2011
Display Firmware		
Gen 1 Displays: • CTS component firmware: Display AppCode for Gen 1 Displays	1.05	8/15/2007
• CTS component firmware: Display BootCode for Gen 1 Displays	1.01	8/15/2008
Gen 2 Displays: • CTS component firmware: Display App_Code for Gen 2 Displays	11.0D	8/21/2009
• CTS component firmware: Display BootCode for Gen 2 Displays	11.05	8/15/2007
Gen 3 Displays: • CTS component firmware: Display App_Code for Gen 3 Displays	21.05	8/29/2009
• CTS component firmware: Display BootCode for Gen 3 Displays	21.00	8/29/2009
Camera Firmware		
CTS component firmware: Camera firmware version	462	2/7/2008
Cisco Unified CM Components		

Table 1   Software Releases and Component Firmware Versions (continued)

Product/Component	Recommended Version	Release Date
Cisco Unified Communications Manager (Cisco Unified CM)	7.1.5 or later **Note** You must be running a minimum of Release 7.0.2 to use MIDlets.	
Cisco TelePresence System MIDlet	TSPM.1-6-0-1S	10/2009
Cisco Unified IP Phone 7970G	8.4(3)	08/2009
Cisco Unified IP Phone 7975G	8.4(3)	02/2009
Additional Software		
Cisco TelePresence Multipoint Switch (CTMS)	1.6.3	2/2010
Cisco TelePresence System (CTS) software	1.6.2	1/2010

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:
1.1	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-CTS1 MCS-7835-I2-CTS1	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1	1.5, 1.6.0, 1.6.x
1.5, 1.5.x	MCS-7845-H2-CTS2 MCS-7845-I2-CTS2	MCS-7835-H2-CTS1 MCS-7835-I2-CTS1 MCS-7845-H2-CTS2 MCS-7845-I2-CTS2	1.6.0, 1.6.x, 1.7.x

Table 2   Hardware Support and Upgrade Path (continued)

Cisco TelePresence Manager Version	Shipping	Supported	May be Upgraded to CTS-Manager Versions:
1.6.x	MCS-7845-H2-CTSx MCS-7845-I2-CTSx	MCS7845-H2-CTSx MCS7845-I2-CTSx	1.7
1.7.x	MCS-7845-I3-CTS1 MCS-7835-I3-CTS1 (Commercial Express only)	**New Installs:** MCS-7845-I2 or I3 Commercial Express: MCS-7835-I3-CTS1 only **Upgrades:** MCS-7845-H2-CTSx MCS-7845-I2-CTSx MCS-7835-H2-CTSx MCS-7835-I2-CTSx **Note MCS-7835-Ix-CTSx or MCS-7835-Hx-CTSx for enterprise:** CTS-Manager 1.7.0.x when installed on the MCS-7835 enterprise requires a memory upgrade from 2 GB RAM to 4 GB RAM.	N/A

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 1.7.5.

New in Release 1.7.5:

- Fixes for the following bugs:

- – CSCtq95323
- – CSCty29809

- Support for TX-series endpoints is introduced in this release.

✎
Note CTS-Manager 1.8.0 does not support TX-series endpoints.

New in Release 1.7.4:

- Fixes for the following bugs:
  - – CSCto87842
  - – CSCtr75485
  - – CSCts58392
  - – CSCtr98312
  - – CSCts14268
  - – CSCtq58604
  - – CSCts80097

New in Release 1.7.3.1:

- Fixes for the following bugs:
  - – CSCto68728
  - – CSCtq49902

New in Release 1.7.2:

- Support for connection to WebEx via proxy server
- Meeting organizer emails for WebEx account expiration and deactivation
- Support for NTLM v2 session for authentication for Exchange Web Services (EWS)
- Windows 7 support
- Download archived log files by date
- Fix for the following bugs:
  - – CSCtn14950
  - – CSCtj12393
  - – CSCtl79841
  - – CSCto02661
  - – CSCtl91846
  - – CSCtl54564

✎
Note Support for scheduling WebEx-enabled MXE-Interop meetings will require a new version of MXE software to be qualified with CTS-Manager and CTMS in the future.

New in Release 1.7.1:

Fixes for the following bugs:

- CSCtl59520
- CSCtl18870
- CSCtl21057
- CSCtl66829
- CSCtl83567
- CSCtl88491
- CSCtl92212
- CSCtj02033
- CSCtj07960

New in Release 1.7:

- WebEx OneTouch - Meeting organizers can now add WebEx participants to their meeting. Meeting organizers can be assigned to one of three WebEx roles:
  - WebEx Permitted User - can request WebEx for meetings on an individual basis
  - WebEx Premium User - automatically has WebEx for all meetings
  - Non-Permitted WebEx User - is not permitted to use WebEx with meetings

  For complete details on how to configure WebEx for the Cisco TelePresence System, including CTS-Manager, refer to the "Cisco WebEx OneTouch Configuration Guide for the Cisco TelePresence System" at the following URL:

  http://www.cisco.com/en/US/docs/telepresence/cts_admin/webex_solutions/guide/cts_webex_config.html

- Easy Video Conference Scheduling - Third party VC endpoints can now be configured as groupware resources in the same manner as CTS endpoints which allows meeting organizers to reserve VC rooms from their calendar application, along with CTS endpoints. Once a VC room is included in a scheduled TelePresence meeting, CTS-Manager automatically recognizes that it is a video conferencing interop meeting, reserves the necessary resources, generates the call in number and meeting number, and includes the call-in information for the VC participants in the meeting confirmation email.

- Meeting Extension- Flexible meeting extension features, including the new Meeting Extension Premium role that allows specific user groups to have the capability to extend meetings.

- Enforced License-based features:
  - Room-based licenses - correspond to the number of CTS devices (rooms) used for TelePresence meetings, based on one license per room. License are available in groups of 10, 50 and 100 rooms.
  - Feature-based licenses include:
    - Scheduling API - supports organizations that need calendaring integration other than with MS Exchange or IBM Domino.

- Metrics Dashboard and Reporting API - Metrics dashboard gives administrators an overview of scheduled meetings, return on investment, and travel avoidance savings. The reporting API allows developers to gather both scheduled and ad hoc meeting information, plus survey answers to compute custom metrics dashboards to meet customers needs.

- For more information about these APIs, go to http://developer.cisco.com.

  – When upgrading to CTS-Manager 1.7, you can get an upgrade license.

> **Note** Upgrade License Procedure: Please refer to CSCti46839, page 18 for an important note about the process of getting an upgrade license.

- VC Rooms status and configuration - The Support > VC Rooms window displays status information for all video conferencing meeting rooms registered with CTS-Manager. The Configure > VC Rooms window allows you to add and view the status of video conferencing rooms in CTS-Manager.

- Graphic user interface for CTS-Manager updated to Cisco standard style.

- System Resources - The Troubleshoot > System Resources window provides tracking information for memory, disk usage, and Ethernet traffic in a graphical snapshot format.

- Not-A-TelePresence Meeting - Allows a meeting organizer who schedules a meeting with only one Telepresence room to select option of non-Telepresence meeting to prevent an error message.

- Microsoft Exchange 2010 with Windows Server 2008 and IBM Domino 8.5 support.

- HD-Interop with Media Experience Engine (MXE) - New gateway for inter-operation with non-CTS endpoints configured in the Configure > Application Settings > Bridges and Servers window.

- Remove Email Prefixes from the Pushed Meeting Subject - In the Configure > Application Settings > Email window, this feature allows email prefixes including "FW:, RE: and Updated:" can be removed from the subject line of TelePresence meeting emails. This feature is useful when a meeting organizer, participant or administrator wants to sort TelePresence meeting emails by subject in order to find an email related to a specific meeting.

- Cisco Unified Video Conferencing (CUVC) Gateway now supports high definition interoperation with non CTS endpoints using 720P or standard definition using CIF.

- Support for multiple CUVC Servers using CUVC-M solution for scalability.

- Group email by conversation in Microsoft Outlook - This feature allows you to group CTS-Manager emails by Outlook's group by Conversation feature. This feature groups emails according to their subject line making it easier for you to sort and find emails related to scheduled meetings.

New in Release 1.6.5:

- Fixes for the following bugs:
  – CSCtf46535
  – CSCtf60552
  – CSCtg76975
  – CSCtf15500
  – CSCte79769
  – CSCtg90896
  – CSCtg90910

- CSCtg90932
- CSCsz44470
- CSCtg38615
- CSCtg31293
- CSCtg66265

New in Release 1.6.3:

This section describes new and changed information in Cisco TelePresence Manager Release 1.6.3:

- Support for NTLMv2 authentication policy for Exchange 2007 EWS is now available in this release.
- Support for unlimited LDAP servers with Microsoft Exchange WebDAV and EWS environments.

New in release 1.6.x

- Studio mode recording - allows an administrator to turn on global studio mode recording if all managed CTS endpoints are upgraded to the supported version. CTS is configured using the CTS UI, with a preferred recording server which would dial out to meetings, allowing the one button to push recording for the meeting
- Concierge changed to Live Desk
- Tentative Room Reservations - CTS-Manager now processes room reservations which are in tentative state. A tentative state implies meeting invite has been viewed by room/CTS-500 owner but not accepted yet. CTS-Manager would treat a tentative reservation as an accepted reservation
- Support for MS Exchange 2003/2007 deployments using Windows 2008 platform
- Enhancement Email Management - more support to email notifications on a global basis, admin can turn off or on email notifications
- Hardware MIB- new hardware MIBs are supported in 1.6 release
- Support for MS Exchange 2007 Web Services using FBA (Form Based Authentication)
- SD Interop supported with CIF; HD Interop with CUVC 7.0 supports 720p
- Support for multiple Unified CM Clusters - supports One Button To Push in Unified CM multi-cluster deployment. The ens user does not need to dial any special number to dial across the clusters in that CTS-Manager will formulate the numbers dialed by CTS end points to go across clusters based on Unified CM configurations.
- Support for multiple LDAP Domains/Forests in MS Exchange Deployments - CTS-Manager supports interacting with a maximum of 5 LDAP servers per deployment
- Optional first-time setup using the Pre-Qualifier tool

CTS-Manager Release 1.7.x Caveat Reference

Table 3 summarizes caveats found in CTS-Manager Release 1.7.x

Table 3   Release Caveats and Caveats Corrected Reference

| CDETS Number | Software Release 1.7 | |
	Found in Release	Corrected in Release
CSCtq95323	1.7.4	1.7.5
CSCtq49902	1.7.3	1.7.3.1
CSCth81331	1.7.0	1.7.3
CSCty29809	1.7.2	1.7.5
CSCto31918	1.7.2	
CSCto08928	1.7.2	
CSCto34809	1.7.2	
CSCto23343	1.7.2	
CSCto26850	1.7.2	
CSCto68728	1.7.0.2	1.7.3.1
CSCtn14950	1.7.0.2	1.7.2
CSCtn12183	1.7.0.2	
CSCtl66949	1.7	
CSCtn54116	1.7.2	
CSCtn88067	1.7.2	
CSCtl92240	1.7.0.2	1.7.3
CSCtn15182	1.7.0.2	
CSCto02661	1.7.0.2	1.7.2
CSCtj13337	1.7	
CSCtn75324	1.7	
CSCtl86572	1.7	
CSCtn63835	1.7	
CSCtl91846	1.7.1	1.7.2
CSCtl21057	1.7.1	1.7.1
CSCtl83567	1.7.1	1.7.1
CSCtl18870	1.7	1.7.1
CSCtl59520	1.7.0.2	1.7.1
CSCtl54564	1.7.0.2	1.7.2
CSCtl88491	1.7.0.2	1.7.1
CSCtl92212	1.7.0.2	1.7.1
CSCtj37423	1.7	
CSCti29463	1.7	
CSCti75883	1.7	
CSCti82509	1.7	

Table 3   *Release Caveats and Caveats Corrected Reference (continued)*

CSCtj07960	1.7	1.7.1
CSCtj10358	1.7	
CSCtj02033	1.7	1.7.1
CSCti76119	1.7	
CSCti66053	1.7	
CSCti43867	1.7	
CSCti46839	1.7	
CSCth96341	1.7	
CSCti43416	1.7	
CSCti28481	1.7	

Caveats for CTS-Manager Release 1.7.4

CSCtq95323

Symptom: Delegate user does not receive confirmation email.

Conditions: After scheduling meeting and receiving a confirmation email from CTS-Manager, the meeting organizer logs into CTS-Manager, goes to the Preferences page and unchecks "Send me email notifications". Meeting organizer then adds delegate user(s) in "Allow others to manage my meetings" field and clicks OK.

Workaround: None.

Fixed: 1.7.5

Caveats for CTS-Manager Release 1.7.3

CSCtq49902

Symptom: Scheduled room does not appear in meeting.

Conditions: User schedules a meeting that includes a room that has tentative reservations enabled, causing a NullPointerException to occur.

Workaround: None.

Fixed: 1.7.3.1

Caveats for CTS-Manager Release 1.7.2

CSCty29809

Symptom: A meeting scheduled in the Russian time zone displays as one hour off, due to Russia's recent change to no longer use daylight saving time (starting autumn 2011) while CTS-Manager still uses DST for Russia.

Conditions: CTS-Manager release 1.7.2.

Workaround: Use Asia/Muscat date/time group for proper offset.

Fixed: 1.7.5

CSCto87842

Symptom: After upgrading from CTS-Manager 1.7.1 to 1.7.2, multiple rooms fail to sync. After booking a point-to-point or multipoint recurring meeting and changing any instance by adding a room, the added room will then show a sync failure.

Conditions:

–   Exchange 2007/2010 with EWS

–   Upgrade from CTS-Manager 1.7.1 to 1.7.2

–   Room calendars have recurring meetings with exceptions prior to upgrade

–   Rooms showing sync error can still be used to create meetings in CTS-Manager; when adding an additional room to a successfully booked point-to-point or multipoint meeting, the room added will then show sync failure.

Workaround: Switching the CTS-Manager version back to 1.7.1 will show rooms synchronizing successfully.

Fixed: 1.7.4

CSCtr75485

Symptom:

–   Symptom 1: Some rooms missing from meeting.

–   Symptom 2: After Exchange maintenance task recurring exceptions are missing.

Conditions: After maintenance cycle.

Workaround: Reacceptance of recurring meetings restores the missing instances. Root cause is that changes done in CTS-Manager to support Exchange 2007 SP2 and Exchange 2010 disabled the handling of recurring exceptions (both for 2010 and 2007). Fixed the behavior as part of this defect.

Fixed: 1.7.4

CSCts58392

Symptom: Modified occurrence of a recurring meeting is not removed.

Conditions: Recurring meeting is canceled.

Workaround: None.

Fixed: 1.7.4

CSCtr98312

Symptom: Upgrade fails due to data migration.

Conditions: Memory has been upgraded to 4GB.

Workaround: None.

Fixed: 1.7.4

CSCts14268

Symptom: Troubleshoot > System Information displays a NullPointerException error.

Conditions: Clustering deployment when one node is down.

Workaround:

– Bring back up the node that is down, and try accessing System Information page again, or

– Remove the node that is down from the cluster, and try accessing the System Information page again.

Fixed: 1.7.4

CSCtq58604

Symptom: Configure > Software Upgrade and Troubleshoot > System Information pages do not display progress/status of the database nodes.

Conditions: When doing software upgrade of CTS-Manager cluster.

Workaround: None.

Fixed: 1.7.4

CSCts80097

Symptom: Two unnecessary log statements displayed.

Conditions: In meeting view.

Workaround: None.

Fixed: 1.7.4

CSCth81331

Symptom: Unified CM is in error state after configuring CTS-Manager in secure mode.

Conditions: This issue can happen when "secure CTI connection" role is missing from the application user profile.

Workaround: Add "secure CTI connection" role to the application user and then do the test connection and initiate discovery on that Unified CM.

Fixed: 1.7.3

CSCto31918

Symptom: Meeting status for point-to-point meeting in Monitor > Meetings window does not change to "In Progress".

Conditions: Meeting has been started and is currently in progress.

Workaround: None.

CSCto08928

Symptom: Some CUVC interop meetings may fail to be updated and display the following error: "Cannot generate unique conf ID on MCU ..." in TelePresence Engine logs.

Conditions: When CUVC Conference ID length is set to 1 and about 9-10 interop meetings are created in the same or overlapping time slot. Updating one of the meetings may cause a failure to generate a unique Conference ID in the TelePresence Engine logs.

Workaround: Move the meeting to a different time slot. This will improve the likelihood of it getting updated with a new and unique Conference ID.

CSCto34809

Symptom: In Configure > LDAP Server window, testing connection fails.

Conditions: User name in Exchange server contains double quotes.

Workaround: Remove double quotes from name in Exchange server.

CSCto23343

Symptom: Some CUVC interop meetings may failed to be scheduled with resource not available error.

Conditions: When CUVC ConfID length is set to 1 and when 10 or more meetings are created in the same time slot, the last meetings may not be scheduled and throw a resource not available error.

Workaround: Move the meeting to a different time slot, it is more likely to get scheduled.

CSCto26850

Symptom: Cannot log in as live desk user.

Conditions: In Exchange server, the OU name in which the live desk group and user exist contains unsupported characters.

Workaround: Remove unsupported characters from OU name.

CSCtn12183

Symptom: No images in the Cisco CTS-Manager confirmation email.

Conditions: DNS not set up to resolve hostname only (without domain).

Workaround: Modify DNS or WINS server (if netbios host).

CSCtl66949

Symptom: VC room name with more then 38 characters cannot display in the VC room page and cannot be added but license will be reduced.

Conditions: CTS-Manager 1.7.0 VC room with more then 38 characters.

Workaround: None.

CSCtn54116

Symptom: User cannot resume a system upgrade they already started.

Conditions: User begins a system upgrade and they log out before the upgrade is complete.

Workaround: User must do the upgrade again.

CSCtn88067

Symptom: WebEx meetings are not automatically restored as WebEx meetings

Conditions: WebEx server is deallocated, deleted and re-added in CTS-Manager.

Workaround: All pre-existing WebEx meetings must be manually converted to WebEx One-Button-to-Push after the WebEx server is re-added.

CSCtl92240

Symptom: System message error message misleading.

Conditions: In the case of caveats CSCtl88491 and CSCtl92212.

Workaround: None.

In order to prevent this issue, it is recommended to create some meetings for rooms before adding them to be managed by CTS-Manager. With the fix for this caveat, the workaround is not necessary.

Fixed: 1.7.3

CSCtn15182

Symptom: Download logs is silent, no popup to save the logs.

Conditions: Possibly when the system is stressed related to CSCtn14950.

Workaround: None.

CSCtj13337

Symptom: CTS-Manager login window appears in dialog window after session times out.

Conditions: On the Unified CM page during initialization of CTS-Manager, click "new" button, wait for session to time out and then click "new" again.

Workaround: Close all the CTS-Manager administration web UI windows, then relaunch CTS-Manager and log in.

CSCtn75324

Symptom: The status of inter-device security of CTMS doesn't change.

Conditions: Even after the change security setting of CTMS.

Workaround: None.

CSCtl86572

Symptom: SNMP query for IBM RAID disk controller MIB shows "No Such Instance currently exists at this OID".

Conditions: SNMP query to IBM platforms.

Workaround: None.

CSCtn63835

Symptom: License error when trying to upload a new room license.

Conditions: Upgrading was done 70 days after CTS-Manager was upgraded from 1.6.4 to 1.6.5 and the license had two line items with the same count for room licenses. Because the license file can contain only one line item for any count-based feature, CTS-Manager rejected the license displaying an "Invalid License" message.

Note: CTS-Manager requires a new license to be requested from Cisco licensing team and uploaded.

Workaround: Split the license file into two different license files each containing a single line item for the count based feature (Room) and upload separately.

Caveats for CTS-Manager Release 1.7.1

CSCtl91846

Symptom: Multipoint meeting shows resources as available and has a status of "Scheduled" but starting the meeting using One-Button-to-Push fails in all rooms.

Conditions: The meeting spans two days in the UTC time zone. Applicable only after CTS-Manager was upgraded from 1.7.0 to 1.7.1.

Workaround: On the CTMS where the meeting is scheduled, change the scheduled segments to n-1, wait 10 minutes and change it back to the original value.

Fixed: 1.7.2

CSCtl21057

Symptom: Informix is filling up the /common directory and user cannot log into the CTS-Manager web UI.

Conditions: Schedule over meetings (including some recurring meetings).

Workaround: None

Fixed: 1.7.1

CSCtl83567

Symptom: Meeting is in error even if it has enough CTMS resources.

Conditions: The meeting spans two days in the UTC time zone.

Workaround: None

Fixed: 1.7.1

Note: This fix only applies to meetings scheduled after upgrading to 1.7.1. To fix existing meetings, see the workaround for CSCtl91846.

Caveats for CTS-Manager Release 1.7

CSCto02661

Symptom: Some meetings do not show in CTS-Manager.

Conditions: Meeting information missing start time zone in Domino meeting properties.

Workaround: None.

Fixed: 1.7.2

CSCto68728

Symptom: Fourth room name for a meeting exported in a .tsv file is replaced with "[more than 3 rooms]."

Conditions: From the Monitor > Meetings window, export multipoint meetings with more than 3 rooms.

Workaround: None.

Fixed: 1.7.3.1

CSCtl88491

Symptom: Meeting doesn't appear after upgrade of CTS-Manager from 1.5.x to 1.7.0.2 for some rooms.

Conditions: The calendar push (meeting information) to phone fails when both of the following conditions exist:

1. If any meeting for the next 14 days has no subject

2. The 'Remove Email Prefixes from Meeting Subject on Phone' in Configure > Application Settings is enabled

Workaround: Ask the meeting organizer to update the meeting subject, or disable the 'Remove Email Prefixes from Meeting Subject on Phone'.

Fixed: 1.7.1

CSCtn14950

Symptom: Maintenance task didn't appear to stop after more than 16 hours.

Conditions: This is observed when there are a lot of rooms (1030) to be synced up during maintenance and some of the rooms do not have meetings.

Workaround: Once CTS-Manager maintenance is in this state, restarting CTS-Manager resolves this issue.

Fixed: 1.7.2

CSCtl92212

Symptom: Upgrade to 1.7.0.2 may cause the calendar push (meeting information) to the phone to fail because of a meeting that contains an empty meeting subject.

Conditions: When there are meetings with empty subjects before upgrade.

Workaround: Delete all meetings with empty subject, if possible.

Fixed: 1.7.1

CSCtl18870

Symptom: The available CTMS with resources is not selected when the first CTMS runs out of resources. The scheduling attempt fails due to insufficient resources and the meeting organizer receives an email with this same error.

Conditions: When multiple CTMSes are available.

Workaround: Manually migrate meeting to another CTMS with available resources in order to free up space on the primary CTMS for new meetings.

Fixed: 1.7.1

CSCtl59520

Symptom: CSCtl18870 problem reappears.

Conditions: After maintenance task starts.

Workaround: None.

Fixed: 1.7.1

CSCtl54564

Symptom: Some meetings from the past display "Waiting for more calendar info" and/or are shown without room reservations in the Monitor > Meetings and Meeting Manager windows.

Conditions: The system is restarted before TelePresence engine processes the meeting.

Workaround: None

Fixed: 1.7.2

CSCtj37423

Symptom: When CTS-Manager has been configured in Microsoft Exchange Web Services mode, modifying the time of an individual occurrence of a recurring meeting could create a duplicate occurrence in CTS-Manager.

Conditions: An individual occurrence of a recurring meeting is modified in the Exchange server to have a different start time.

Workaround: None

CSCti29463

Symptom: Using a web browser that can open with multiple tabs or windows can cause Webex user authentication to fail. Also, clicking the Preferences link in the meeting details window can cause an HTTP 500 error.

Conditions: Using a browser with multiple tabs and windows.

Workaround: Close all tabs, windows and browser sessions.

CSCti75883

Symptom: When scheduling a meeting using the Scheduling API, the meeting does not get scheduled.

Conditions: Meeting was scheduled using RDATE.

Workaround: Schedule the meeting using RRULE.

CSCti82509

Symptom: Test connection to Microsoft Exchange server fails in CTS-Manager PreQualification Assistant Tool and CTS-Manager.

Conditions: CTS-Manager admin password includes a percent (%) sign.

Workaround: Avoid creating a CTS-Manager admin password that includes a percent (%) sign.

CSCtj07960

Symptom: Starting a meeting from the phone in a CTS room is not available.

Conditions: CTS room is added into an existing meeting that did not originally have a room.

Workaround: Delete and recreate the meeting in Exchange.

Fixed: 1.7.1

CSCtj10358

Symptom: Clicking the WebEx button in Cisco TelePresence meeting confirmation email to go to the CTS-Manager login screen, meeting organizer cannot log in on first attempt and receives the following error: "Insufficient credential 'Meeting Organizer'. Requires credential 'SysAdmin, Administrator or Live Desk'."

Conditions: When the meeting organizer clicks the WebEx button in the confirmation email and tries to log in to CTS-Manager the first time.

Workaround: Refresh browser window.

CSCtj02033

Symptom: When trying to log in to CTS-Manager, user sees blank page or "Service Temporarily Unavailable" error message.

Conditions: CTS-Manager is under a heavy load of HTTP requests, which can occur when it is managing more than 100 CTS endpoint devices and more than 25 concurrent user logins.

Workaround: Wait for 30 minutes and log in again. If the problem persists after a couple of login attempts, contact Cisco TAC.

Fixed: 1.7.1

CSCti76119

Symptom: Unable to download logs.

Conditions: When the time to build the log tar bundle is outside the range of 30 sec to 3 min. This is related to the total size of the logs, but is driven by time consumed to build the tar bundle.

Workaround: Downloading logs using CLI:

Log in to the CLI as the SysAdmin user and use the following command:

file get activelog ctis/adminui/logs/AdminUI.log

To get all of the logs, you must get all of the files using the above command on an SFTP server.

CSCti66053

Symptom: When the WebEx reserve key pool is below watermark and you try to enable WebEx for a meeting, new WebEx meeting keys will be requested from WebEx. Due to a duplicate WebEx key returned from WebEx site, the WebEx enable operation fails. This happens very rarely.

Conditions: When you try to make a reserve API call to WebEx, a DB exception error occurs stating a unique constraint violation and WebEx is not successfully enabled.

Workaround: Wait five minutes and try to enable WebEx again. The new set of keys may not have a duplicate key and the operation will be successful.

CSCti43867

Symptom: Insufficient CTMS resources to create meetings.

Conditions: Deleting an in-progress meeting from Microsoft Outlook or IBM Lotus Notes does not delete it from CTS-Manager.

Workaround: Provision the CTMS with enough segments or schedule a new meeting at a different time.

Further Problem Description: Because CTS-Manager doesn't delete in-progress meetings or free up resources used by them, a CTMS that is already scheduled at full capacity will still have insufficient resources for creating new meetings, even if an in-progress meeting is deleted to free up resources.

CSCti46839

Symptom: Production License Registration page does not have a vertical scroll bar, so you can't click the Migration License link that is located at the bottom of the page.

Conditions:

1. Upgrade system from 1.6 or 1.5 to 1.7 and click the Get an Upgrade License.

2. Click the link http://cisco.com/go/license.

Product License Registration page appears, but without scroll bar and Register for Upgrade/Migrate License link is located at the bottom of this page so the user can't find it.

Workaround: Open a new browser window and do the following:

1. Go to http://cisco.com/go/license and log in. The Product License Registration page appears.

2. In the Migration License section at the bottom of the page, click **Register for Upgrade/Migrate License**. The Select Product page appears.

3. From the drop-down menu, select Cisco TelePresence Manager and click **Goto Upgrade/Migration License Portal**. The Upload Features page appears.

4. Copy and paste the MAC Address into the first field and the Upgrade Code into the next field and click the Agreement checkbox to accept the terms of the end-user license agreement.

   If the upgrade code does not appear, please contact licensing@cisco.com.

5. Enter your contact information, making sure your email address is correct, and click **Continue**.

6. The license file will arrive via email in less than one hour.

7. Save the license file.

Note You can rename the file without special characters or spaces, but don't change the information in it.

8. In Cisco TelePresence Manager, go to the **Configure > Licenses** window, click the **License Files** tab and upload the license file.

Note If you don't receive the license file after one hour or have problems uploading the license file, contact the Cisco Technical Assistance Center (TAC). If the number of room licenses you receive does not match the total licenses you purchased, email licensing@cisco.com with information about your license and your proof of purchase, including your Cisco sales order number or purchase order number.

CSCth96341

Symptom: After upgrading CTS-Manager to version 1.7, the IBM Domino VC rooms cannot be added to CTS-Manager.

Conditions: The issue appears when there is an upgrade to version 1.7.

Workaround: Upload the IBM Domino Certificate (TrustedCerts.class) again.

CSCti43416

Symptom: No confirmation email is sent when migrating all meetings from one bridge or server to another.

Conditions: When migrating all meetings from one bridge or server to another.

Workaround: None.

CSCti28481

Symptom: A meeting from one MXE to another MXE results in mismatch of meeting number and bridge number shown in Meetings > Meeting Details > Bridges and Servers window and the confirmation email sent by the CTS-Manager. VC Rooms can join only after CTS joins.

Conditions: Migrating a meeting from one MXE to another or both CTMS and MXE.

Workaround: Use the bridge number shown in the confirmation email to call in to the meeting and make sure CTS rooms join before VC rooms.

The following section contains information to help you save time, solve minor problems and answer questions.

Advisory Notes for CTS-Manager 1.7

- Downloading an LSC may cause the following error message: "Download of LSC failed because LSC has already been downloaded before." This can occur if the admin has downloaded or tried to download an LSC from the Unified CM before. (CSCti45971)

  To resolve this issue: If CTS-Manager is in secure mode, unsecure it. This will clean up all the LSCs and CAPF certificates and CTS-Manager will restart. If CTS-Manager is in non-secure mode, set it to secure mode and then set it back to unsecure mode.

- When the scheduling API is used, a room may appear in error state in the Monitor > Meetings window when some non-displayed parameters (like CTS Alarm or Unknown CTS Error) are in error state. If all the related parameters in the Support > TelePresence Rooms > Status window display a green checkmark the room is actually in OK state. (CSCti49129)

- A Live Desk user cannot be deleted if its ID contains the following characters: backslash (\), apostrophe (') or vertical bar/pipe (|). (CSCti75787)

  Avoid using these characters when creating a Live Desk ID.

- Meeting organizer login fails sometimes and it incorrectly counts toward the number of active sessions allowed. (CSCti79488)

- In CTMS, CTS-Manager and CTRS during an upgrade using FTP, using the back button automatically sets the option to SFTP instead of remaining as FTP. This occurs because the Software Upgrade window does not remember the state of the FTP option. It always selects SFTP when the user clicks the back button. (CSCti46416)

  To resolve this issue, reselect the FTP option.

- Rooms deleted from the Unified CM profile that are included in a scheduled or pending meeting are still shown as included with that meeting in the Monitor > Meetings window of CTS-Manager. (CSCth98586)

- When upgrading CTS-Manager using FTP, the message "Remote host could not be verified" appears when the storage path includes a backslash (\). (CSCti48333)

  To resolve this issue, remove the backslash from the path and try again.

- When changing the Extend Meetings feature in the Configure > Application Settings > Meeting Options window using the Firefox web browser, the meeting revalidation alert message does not appear. (CSCti66093)

  Use the Internet Explorer browser when making changes to the Extend Meetings settings.

- In the CTS-Manager meeting confirmation email for video conferencing meetings, the icon for video conferencing rooms (to the left of each video conferencing room in the meeting details window) does not display correctly. This occurs because the embedded URL for the icon is not complete, but does not affect the video conferencing functionality in any way. (CSCti51343)

- When a CUVC runs out of resources and a meeting has WebEx that was enabled for a WebEx Premium User, they may not be able to disable WebEx. (CSCti48324)

  In this case, the WebEx meeting continues to occur; however, it is not a WebEx OneTouch meeting. The TelePresence meeting will not occur because the CUVC is out of resources.

- When there is no connectivity between CTS-Manager and a WebEx server and the user deallocates the WebEx server, it may fail to deallocate. (CSCti08505)

  To resolve this issue, you may need to restart CTS-Manager after connectivity is re-established.

- When meeting extension minutes are changed in CTS-Manager, the in-progress meetings in CTS endpoints receive the changed value, but the CTMS retains the old meeting extension value for in-progress meetings. As a result, the original meeting extension minutes value is used for in-progress meetings. (CSCth78785)

  Cisco recommends changing meeting settings during a period of low activity.

- In the Monitor > Status Dashboard window, the "TelePresence Rooms" errors link shows an incorrect number of errors when a different status filter has been selected in the Support > Bridges and Servers window. (CSCti09227)

  To resolve this issue, go to the **Support** > **Bridges and Servers** window and select the filter status for ERROR to view the actual result.

- Connectivity fails between CTS-Manager and CTMS when the username contains a leading and/or trailing space. (CSCti08961)

  To resolve this issue, change the username to not have a leading and/or trailing space.

- Current sorted column is not indicated in several windows of CTS-Manager, the first time the window is loaded. (CSCth81598)

  To resolve this issue, click the column you want to sort and that column's indicator will appear.

- MXE capabilities in the Support > Bridges and Servers > Capability window doesn't display SD and HD capabilities accurately, but this does affect actual functionality of the MXE. (CSCti03408)

- MXE segment count shown in the Support > Bridges and Servers window of CTS-Manager is more than it can support. However, all MXEs registered with CTS-Manager are displayed this way because CTS-Manager considers only resources, and not ports. MXE provides only ports, and not resources. (CSCti19535)

  The number of VC endpoints an MXE can actually support is the total segment count of the MXE displayed in CTS-Manager divided by 2.

CTS-Manager Release 1.6.x Caveat Reference

Table 3 summarizes caveats found in CTS-Manager Release 1.4 to 1.6.5.

Table 4   Release Caveats and Caveats Corrected Reference

CDETS Number	Software Release	
	1.6.1, 1.6.2, 1.6.3, 1.6.4, 1.6.5	
	Found in Release	**Corrected in Release**
CSCtl66829	1.6.5	1.7.1
CSCti56048	1.6.5	None
CSCti55683	1.6.5	None
CSCth75847	1.6.5	1.7
CSCti01542	1.6.5	1.7
CSCth55904	1.6.5	1.7
CSCth29806	1.6.5	1.7
CSCtg17709	1.6.5	1.7
CSCth38766	1.6.5	1.7

Table 4 **Release Caveats and Caveats Corrected Reference (continued)**

CSCtg66265	1.6.5	1.6.5
CSCth40762	1.6.4	1.6.5
CSCtf46535	1.6.2	1.6.5
CSCtj12393	1.6.2	1.7.2
CSCtf60552	1.6.2	1.6.5
CSCtg76975	1.6.3	1.6.5
CSCtf15500	1.6	1.6.5
CSCte79769	1.6.1	1.6.5
CSCtg90896	1.6.4	1.6.5
CSCtg90910	1.6.4	1.6.5
CSCtg90932	1.6.4	1.6.5
CSCsz44470	1.6	1.6.5
CSCtg38615	1.6.4	1.6.5
CSCtg31293	1.6.4	1.6.5
CSCtf96934	1.6	1.6.4
CSCtf63273	1.6	1.6.4
CSCtf63205	1.6.1	1.6.4
CSCtf34465	1.6.3	1.6.4
CSCtf55004	1.6.2	1.6.4
CSCtf70611	1.6.4	1.7
CSCte98832	1.6.3	1.7
CSCtf06189	1.6.3	1.7
CSCtf06584	1.6.3	1.7
CSCtf09279	1.6.3	1.7
CSCtd57073	1.6.1	None
CSCtd72972	1.6.1	1.7
CSCtd76058	1.6.1	1.7
CSCte07818	1.6.2	1.7
CSCte64866	1.6.x	1.7
CSCtg31979	1.6.x	1.6.3
	Software Release	
	1.6	
CDETS Number	**Found in Release**	**Corrected in Release**
CSCte15533	1.6.1	1.7
CSCtl79841	1.6.0	1.7.2
CSCsz60047	1.6.0	1.6.0
CSCsz80533	1.6.0	None

Table 4 **Release Caveats and Caveats Corrected Reference (continued)**

CDETS Number	Found in Release	Corrected in Release
CSCta97404	1.6.0	1.6.0
CSCtb37936	1.6.0	1.6.0
CSCtb45402	1.6.0	1.7
CSCtb74377	1.6.0	1.6.0
CSCtc04031	1.6.0	1.6.0
CSCtc26855	1.6.0	1.6.0
CSCtc33539	1.6.0	1.6.0
CSCtc39950	1.6.0	None
CSCtc42007	1.6.0	1.6.1
CSCtc44339	1.6.0	1.7
CSCtc49952	1.6.0	1.7
CSCtc52790	1.6.0	1.7
CSCtc57772	1.6.0	1.7
CSCtc57776	1.6.0	1.7
CSCtc62358	1.6.0	1.7
CSCtc67046	1.6.0	1.7
CSCtc68154	1.6.0	1.7
CSCtc72044	1.6.0	1.7
CSCtc74099	1.6.0	1.7
CSCtc77284	1.6.0	1.6.1
CSCtc77297	1.6.0	1.6.1
CSCtc77494	1.6.0	1.6.1
CSCtc77744	1.6.0	1.7
CSCtc80656	1.6.0	1.6.1
CSCtc83234	1.6.0	1.6.1
CSCtc85636	1.6.0	1.6.1
CSCtc96559	1.6.0	1.7
CSCtd11066	1.6.0	1.6.0
CSCtd14526	1.6.0	1.7
CSCtd57073	1.5, 1.6	1.6.1
CSCte64866	1.6.x	1.7
	Software Release	
	1.5.1	
CDETS Number	**Found in Release**	**Corrected in Release**
CSCtf34917	1.5.1	1.6.4
CSCsy30732	1.5.1	1.6
CSCsy91066	1.5.1	1.6

Table 4   Release Caveats and Caveats Corrected Reference (continued)

CSCtc80248	1.5.1	1.6
CSCsz33199	1.5, 1.5.1	1.6
CSCsz59287	1.5.1	1.6
	Software Release	
	1.5.0	
CDETS Number	**Found in Release**	**Corrected in Release**
CSCtb30112	1.5, 1.5.1	1.5.2, 1.6
CSCsr78238	1.4	1.5.1
CSCsu71389	1.4	1.5.1
CSCsv02902	1.4	1.7
CSCsv42242	1.5	1.5.1
CSCsv77664	1.4	1.5.1
CSCsw15356	1.5	1.5.1
CSCsw98468	1.5	1.7
CSCsx18364	1.5	1.5.1
CSCsx97469	1.5	
CSCsy24454	1.5	1.5.1
CSCsy41859	1.5	1.6
CSCsy88040	1.5	1.5.1
CSCsy91600	1.4	1.5.1
CSCsz12941	1.5	1.6
	Software Release	
	1.4.0	
CDETS Number	**Found in Release**	**Corrected in Release**
CSCte19489	1.4	1.7
CSCsr21292	1.4	1.5
CSCsr40035	1.4	1.5
CSCsr52514	1.4	1.5
CSCsr53939	1.4	1.5
CSCsr63982	1.4	1.5

Caveats for CTS-Manager Release 1.6.5

CSCtl66829

Symptom: Some Multiforest users cannot authenticate to CTS-Manager as live desk or admin.

Conditions: Multiforest deployment on CTS-Manager 1.6.5.

Workaround: Delete the affected user(s) in Active Directory and recreate the users in Active Directory.

Fixed: 1.7.1.

CSCtj55176

Symptom: CTS-Manager fails to authenticate with Unified CM.

Conditions: CTI Service is not running on the publisher node of the Unified CM cluster.

Workaround: Start the CTI Service on the publisher node of the Unified CM cluster.

Fixed: 1.7.1.

CSCti56048

Symptom: Video Conference Interop: Bridge Phone Number" in confirmation email and "Video Conference Access Number" in webui meeting details not consistent while they mean the same thing.

Conditions:

Workaround: None.

CSCti55683

Symptom: Export schedule meeting -> showing wrong entry after view it via Excel.

Conditions: Seems only for a large amount of data.

Workaround: None.

CSCth75847

Symptom: Question mark shows as status for some future scheduled meetings.

Conditions: Occurs when some future meetings are scheduled.

Workaround: None.

CSCti01542

Symptom: Prequalification test for Microsoft Exchange EWS fails mailbox quota test.

Conditions: If the CTS-Manager user logon name is different from the LHS of the email ID and there is no matching email ID for the user.

Workaround: Add a secondary email ID that uses the CTS-Manager logon name as the LHS of the email ID appended with the SMTP domain.

CSCth55904

Symptom: CTS-Manager shows room synchronization failure in Microsoft Exchange WebDAV mode. System log files show it is unable to perform room synchronization due to an unexpected meeting returned back from the Microsoft Exchange Server. This could manifest to another system where a meeting deleted from the room calendar does not get deleted from CTS-Manager.

Conditions: This occurs if the room calendar does not contain any scheduled meeting during a specific time period.

Workaround: Create a monthly recurring meeting that starts in the past and ends 6 or more months in the future.

CSCth29806

Symptom: One or more recurring meeting instances, deleted from calendar are not deleted from the CTS-Manager database.

Conditions: This issue occurs if the recurring meeting has one or more instances modified (subject, room and/or time) and the whole recurring meeting series is deleted.

Workaround: The workaround is to create a future recurring meeting with the same set of rooms as the original meeting that was not deleted from the CTS-Manager database.

CSCtg17709

Symptom: CTS-Manager fails to communicate with Cisco Unified Communications Manager (Unified CM) displaying the following error message: "Failed to initialize the Trust Manager for CCM Adapter:java.io.IOException: stream does not represent a PKCS12 key store java.io.IOException: stream does not represent a PKCS12 key store".

Conditions: CTS-Manager upgrade from release 1.5 to release 1.6.

Workaround: None.

CSCth38766

Symptom: When the system is loaded with a very large number of meetings, TelePresence Engine may fail to save the resource reservation records for some meetings in the database during first-time startup.

Conditions: This may happen when CTS-Manager is syncing a large number of meetings for the first time along with meeting deletions and modification at the same time.

Workaround: Maintenance cycle will fix this issue. Meeting modification specific meeting will fix this issue.

CSCtg66265

Symptom: The Intercompany Access Number in the confirmation email for an intercompany meeting has a period following the country code. This is not an E164 format.

Conditions: In order for CTS-Manager to evaluate the country code of origin separately from the E164 dial number, the user must provide the E164 number beginning with the country code followed by a "." and the local phone number. Example:123.123455555

Workaround: None.

Caveats for CTS-Manager Release 1.6.4

CSCth40762

Symptom: CTS-Manager Pre-Qualification Assistant Tool doesn't work due to unsupported domain version.

Conditions: Using LDAP with CTS-Manager in an environment where the domain controller is running Windows 2008 R2 OS

Workaround: None.

CSCtg31293

Symptom: Clicking Scheduled Meeting Details opens a very small web browser window.

Conditions: When using the IP address of the CTS-Manager to launch the web UI.
e.g. https://<server ip address>

Workaround: Use the DNS name of CTS-Manager to launch the web UI.
e.g. https://<server name>

Fixed: 1.6.5

CSCtg38615

Symptom: Attempts to log in to CTS-Manager causes a SocketTimeoutException error. Out of memory is noticed in TE logs.

Conditions: Unknown.

Workaround: Restart CTS-Manager.

Fixed: 1.6.5

CSCtg90932

Symptom: Microsoft Exchange calendar sync with more than 850 rooms, takes too long and needs to be optimized.

Conditions: Large database.

Workaround: None.

Fixed: 1.6.5

CSCtg90910

Symptom: Restarting CTS-Manager with more than 850 rooms crashes CTS-Manager.

Conditions: Large database.

Workaround: None.

Fixed: 1.6.5

CSCtg90896

Symptom: Discovery of more than 850 rooms takes more than 2.5 hours which is significantly more than the typical 30 minutes for this load.

Conditions: Codec devices version 1.6.4, 1.6.3, and possibly all 1.6.x.

Workaround: None.

Fixed: 1.6.5

CSCtf70611

Symptom: Adding rooms to and deleting rooms from a meeting in the calendar are incorrectly displayed in the Cisco TelePresence Manager UI.

Conditions: Modifying rooms in the calendar for a TelePresence meeting that is in progress.

Workaround: None.

Caveats for CTS-Manager Release 1.6.3

CSCtg76975

Symptom: In Microsoft Exchange EWS deployment, meeting deleted from room calendar is still showing in CTS-Manager.

Conditions: Unknown.

Workaround: None.

Fixed: 1.6.5

CSCtf55004

Symptom: Scheduled multi-point meeting gets rejected due to insufficient MP resource.

Conditions: The scheduled meeting time overlaps with other existing meeting.

Workaround: None.

Fixed: 1.6.4

CSCte98832

Symptom: Meeting is not downloaded to phone.

Conditions: Room is added to a meeting while in progress.

Workaround: None.

CSCtf06189

Symptom: Time zone information is shown with null value on Scheduled Meeting page.

Conditions: N/A.

Workaround: None.

CSCtf06584

Symptom: CTS-Manager throws error while uploading CAPF certificate.

Conditions: This problem happens when CTS-Manager was downgraded from 1.6.x version to 1.5.x version.

Workaround: None.

CSCtf09279

Symptom: Live Desk user cannot login to CTS-Manager.

Conditions: Live Desk user is part of a group in a peer domain or additional domain.

Workaround: Move the Live Desk user to local domain.

CSCtf34465

Symptom: Discovery remains in starting state.

Conditions: Add Cisco Unified Call Manager 8.0.x.

Workaround: None.

Fixed: 1.6.4

Caveats for CTS-Manager Release 1.6.2

CSCtj12393

Symptom: TelePresence room doesn't display sync status in Support > Rooms window when working correctly.

Conditions: When meetings were created when the Resource Reservation database was not using the Resource Reservation Template 7 and later.

Workaround: The Resource Reservation database must be created using the Resource Reservation Template 7 and later. This is a CTS-Manager requirement: http://www.cisco.com/en/US/partner/docs/telepresence/cts_manager/1_6/admin/ctm_instalIBM.html.

Fixed: 1.7.2

CSCtf46535

Symptom: No meeting information in CTS-Manager after upgrading from 15.x to 1.6.x.

Conditions: Domino super user has LDAP DN format name.

Workaround: None.

Fixed: 1.6.5

CSCtf60552

Symptom: Whenever a meeting is created after March 28th (the day when the UK changes from GMT to BST and applies DST), the email notification sent from CTS-Manager displays the wrong time (one hour earlier).

The meeting in the OWA calendar as well as the meeting details of the CTS-Manager web UI (Support > Scheduled Meetings) both have the correct time.

It's only a cosmetic issue with the meeting notification received by the user. This, however, may confuse them.

Conditions: - Microsoft Outlook 2007 SP1, version: 08.01.0240.006

- CTS-Manager 1.6.2.0 (64)

- User scheduling the meeting is in EU/London time (GMT) timezone.

- Scheduled meeting time is during UK Daylight Saving Time (DST) (British Summer Time).

For GMT DST starts on Sunday, March 28, 2010 at 1:00 AM local standard time and ends on Sunday, October 31, 2010 at 2:00 AM local daylight time.

Workaround: None.

Fixed: 1.6.5

CSCte07818

Symptom: DB restore to a different server can cause login failed with, "System is being maintained. Try again later," and never recover.

Conditions: DB didn't initialize successfully.

Workaround: Restart DB and restart server.

CSCte64866

Symptom: Test connection fails for Exchange installed using EWS.

Conditions: Super user's AD domain and SMTP email domain are different. Only windows authentication is enabled in IIS for EWS.

Workaround: Use AD domain without the **.com** in the domain name field on Exchange page. Mailbox quota will say unable to get info though.

CSCtg31979

Symptom: Multi-forest LDAP support needs to be expanded.

Conditions: Can't add more than one LDAP server for Microsoft Exchange WebDAV and EWS.

Workaround: None.

Caveats for CTS-Manager Release 1.6.1

CSCtl79841

Symptom: Backup to remote SFTP server failed.

Conditions: Remote SFTP run on SunOS nemesis 5.9 Generic_118558-27 sun4u sparc SUNW,Sun-Fire-V240.

Workaround: None.

Fixed: 1.7.2

CSCtd78813

Symptom: Adding a Cisco Unified CM server with a secure profile cause the Test Connection command to fail, displaying the following message: 'Unable to create provider null'.

Conditions: Unified CM server has no certificate.

Workaround: When adding a Cisco Unified CM server with a secure profile in CTS-Manager add a certificate for that Unified CM server.

CSCte15533

Symptom: Changing the IP address of a secure Cisco Unified CM requires CTS-Manager to be resecured.

Conditions: Environment contains multiple Unified CM servers.

Workaround: IP address must be used as the identifier for each Unified CM server in environments which have multiple Unified CM servers. Hostname cannot be used because CTS-Manager must also support non-DNS environments.

CSCte15533

Symptom: Cisco Unified CM publisher goes into error mode.

Conditions: Subscriber is deleted from the Cisco Unified CM and discovery is triggered on the publisher with CTI running on both publisher and subscriber.

Workaround: When removing one node from cluster, it's suggested to restart RisDC and AMC services on all nodes.

CSCte79769

Symptom: After deleting a room some meetings in that room are not removed from the CTS-Manager database.

Conditions: CTS-Manager was down or had network connectivity problems when the room deletion occurred and lost its connection to the Microsoft Exchange server.

Workaround: None.

Fixed: 1.6.5

CSCtf63205

Symptom: CTS-Manager web UI login by Live Desk group members or the Admin group members unsuccessful.

Conditions: Unknown.

Workaround: Unknown. System may recover by itself after some time.

Fixed: 1.6.4

CSCtd57073

Symptom: Test Connection with complex password will pass for a secure Unified CM, but will fail in the runtime of Discovery. Once the password is changed and if Discovery is kicked off, Discovery will be OK showing all the rooms, but the Unified CM server will show error status in UI.

Conditions: Secure Unified CM profile with complex password.

Workaround: Change the password to avoid complex characters do a Test Connection, save and restart CTS-Manager.

CSCtd72972

Symptom: When a user tries to convert an intercompany recurrent meeting from one type of intercompany to another type of intercompany, i.e., hosted type to hosting type (type maps on UI to ->Another company option to Our company option) or vice versa. The dialog to apply the settings provide user with both the options, i.e., apply to all the future instances and apply to this instance.

Conditions: Both of the options of intercompany, our company type and another company type are enabled globally in the enterprise and user is trying to convert the recurrent meeting from one type of intercompany to another.

Workaround: User must always choose in this type of conversion the option to apply all and not the option to apply to this instance.

Fixed: CTS-Manager Release 1.6.2

CSCtd76058

Symptom: Pre-Qualification Assistant tool and CTS-Manager Retrieve mailbox quota information failed even with the quota set as recommended.

Conditions: This occurs if the userID and display name are the same for a user in Domino.

Workaround: None, other than ignoring this particular failure message

Caveats for CTS-Manager Release 1.6

CSCsz44470

Symptom: Manual version switch fails after upgrade.

Conditions: Upgrade is done with "automatically switch version after upgrade" set to No. After upgrade is done, CTS-Manager is restarted before the version is switched.

Workaround: Upgrade again but do not restart before switching the version.

Fixed: 1.6.5

CSCtf15500

Symptom: Establishing secure IBM Domino connection does not work when a secure HTTP port is provided.

Conditions: Fresh installation.

Workaround:

- In the CTS-Manager Administration UI, select IBM Domino in the left navigation pane.

- Select secure bind method.

- Specify the port value to the normal DIIOP port configured in IBM Domino Server.

- This workaround requires normal DIIOP port to be enabled.

Fixed: 1.6.5

CSCtf96934

Symptom: Admin user not able to login... System reports that it is in maintenance mode.

Conditions: This occurs after db restore and if db did not recover.

Workaround: * It is fixed - It should not occur any more.

* In rare circumstances - if it occurs again, there is no work around.

Fixed: 1.6.4

CSCtf63273

Symptom: When looking at restore script log, it is observed that it is trying to delete a row from db matching a filename "07.23.10.tar.gz" or "CTSMan_db_backup....03-27-". For both of them, it is throwing errors.

Conditions: The reason is, db output is wrapping long filenames into two lines and hence, they are broken in any single line. They need to be concatenated to form valid filenames and only then, operation should be attempted.

Workaround: None.

Fixed: 1.6.4

CSCsz60047

Symptom: CTS-Manager/CTMS/CTRS won't create a default snmp "admin" user for fresh installation.

Conditions: All the customer created, modified snmp users and trap destinations will still be migrated. However, system created default "admin" user with default password, "snmppassword", unchanged won't be migrated to 1.6 or later releases.

Workaround: None.

Fixed: 1.6.0

CSCsz80533

Symptom: When a Scheduled Studio mode recording call is launched and ended, the meeting doesn't show in-progress/completed on CTS-Manager web UI. CTS-Manager currently doesn't support transitioning meeting states based on Inbound call notifications. CTS gets a inbound call notification from CTRS when a studio mode recording is launched.

Conditions: Happens with studio mode scheduled recording meetings only.

Workaround: None.

CSCta97404

Symptom: A modified Single room recurring meeting instance does not show in CTS-Manager.

Conditions: This might happen if the changes are done within a few minutes of creating the meeting. Sometimes the Exchange doesn't send out event when an instance date is changed.

Workaround: Users can update the meeting instance to reflect the correct request.

Fixed: 1.6.0

CSCtb37936

Symptom: When use MS Exchange 2007 FBA (Form Based Authentication) and connect to CTS-Manager version 1.4, the MS Exchange status on CTS-Manager still shows status as OK.

Conditions: CTS-Manager version 1.4 does not support the Exchange 2007 FBA. It should show the exchange status in Error, not OK status.

Workaround: None

Fixed: 1.6.0

CSCtb45402

Symptom: When pull out redundant power cord from PS2, a trap isn't generated for 7835I2 server.

Conditions: When the redundant power cord is pulled from PS2.

Workaround: None

CSCtb74377

Symptom: Meeting does not show up in CTS-Manager Web UI nor is it pushed to the phone UI.

Conditions: Room mailbox attending the meeting has been switched between auto-accept mode and manual mode.

Workaround: Manually re-accept the meeting again.

Fixed: 1.6.0

CSCtc04031

Symptom: Upgrade from 1.4 to 1.6 with Exchange secure bind failed - certificate not found.

Conditions:

– 1. Ex2007 connected to CTS-Manager with secure bind method

– 2. Re-install Ex2007 server

– 3. Get the new certificate from Ex2007, and connect with CTS-Manager 1.4 status OK.

– 4. Upgrade CTS-Manager to 1.6, the secure connection between Exchange and CTS-Manager is in Error state.

Workaround: Delete the certificate and re-load it. The user needs to delete the old certificate and upload the new certificate. Tests the connection and Apply. The connection is now OK.

Fixed: 1.6.0

CSCtc26855

Symptom: In rare cases, CTS-Manager upgrades might take up to 5 hours or more - when this happens, do not think the system is frozen during the upgrade and do not reboot during this process.

Conditions: Occasionally this happens when performing a CTS-Manager upgrade 1.5.x to 1.6.

Workaround: None.

Fixed: 1.6.0

CSCtc33539

Symptom: If the AD domain controller is null due to some configuration issue on the AD server, CTS-Manager will not work.

Conditions: CTS-Manager requires the Active Directory domain level be set to at least 2.

Workaround: AD domain level be set to at least 2.

Fixed: 1.6.0

CSCtc42007

Symptom: In CTS-Manager Web UI, the room subscription appears in error.

Conditions:

– 1. In CTS-Manager Web UI under Exchange configuration settings, Admin specified an account that does not have valid permissions on the room that is in question.

– 2. Admin changed the account specified in Exchange configuration settings to an account that has valid permissions on the room that is in question.

Workaround: Using CTS-Manager Web UI, resynchronize the room in question.

Fixed: 1.6.1

CSCtc44339

Symptom: One of the TelePresence room goes into subscription error and sync error when email IDs of 2 CTS-rooms are inter-changed and re-discovered.

Conditions: This happens when email IDs of 2 CTS-rooms are inter-changed and then a Discovery is performed.

Workaround: Perform a manual re-sync on the TelePresence room.

CSCtc49952

Symptom: When Pre-Qualification Assistant Tool is uninstalled, it is not removed from the start menu.

Conditions: Prequal uninstall.

Workaround: The start menu item needs to be manually deleted.

CSCtc52790

Symptom: Moving CTS from one call Manager to other causes custom data from that meetings to be lost and triggers emails associated with meetings belonging to that room.

Conditions: This happens when CTS device is moved from one device to the other and running Discovery on clusters.

Workaround: It is recommended to move the room from one cluster (C1) to another cluster (C2) and run Discovery on both clusters back to back. If the operation is not performed back to back, whenever they resume, it is recommended to run Discovery on the clusters again. First on C2 as it belongs first and then on C1, remove the device from profile and Discover again. Otherwise the custom data is lost.

CSCtc57772

Symptom: When the CTS-Manager is configured in Microsoft Exchange Web Service (EWS) mode, if there is any room shown with subscription error, performing manual synchronization on that room does not fix the subscription error.

Conditions:

1. CTS-Manager is configured with Microsoft Exchange Web Service (EWS) mode.

2. CTS-Manager fails to establish a subscription to a room mailbox.

Workaround: Wait for 20 minutes. The CTS-Manager EWS Adapter has a built in logic to detect subscription error and will re-established room subscription every 20 minutes.

CSCtc57776

Symptom: When Pre-Qualification Assistant is uninstalled, it is not removed from the start menu.

Conditions: Pre-Qual uninstall.

Workaround: The start menu item needs to be manually deleted.

CSCtc59787

Symptom: The MCU/Unified CM status does not refresh by itself. To see the latest updated status, clicking the Refresh button is required

Conditions: On MCU and Unified CM views if any change is made such that status for the devices change from ok-error etc, the change is not displayed unless user clicks Refresh, i.e., status change is not detected automatically.

Workaround: Clicking the Refresh button updates the status to display the correct status of the devices.

CSCtc62358

Symptom: Sometimes an unsubscribed room is still shown with a meeting in the meeting view

Conditions: On a studio mode enabled CTS-Manager server, down grade one of the CTS devices to 1.5 version. Then initiate a discovery process on CTS-Manager.

Workaround: None.

CSCtc67046

Symptom: Pre-Qualification dat. file default option does not become the default during optional FTS.

Conditions: If any server other than the first LDAP configured in Pre-Qual is setup as default, using the radio button option.

Workaround: Setup Pre-Qualification with the default LDAP that needs to be used as the first one in Pre-Qualification Assistant tool.

CSCtc68154

Symptom: CTS-Manager Pre-Qualification tool allows adding of multiple LDAP servers for testing connectivity and authenticating scheduler email ID. It doesn't allow the tests to be run until all the servers have details on the scheduler username and password.

Conditions: This occurs when multiple LDAP servers are specified for testing (in Exchange deployment).

Workaround: The scheduler details need to be specified in all the LDAP servers. The LDAP UI interface allows adding of LDAP server details. This includes the scheduler username and password. The scheduler username is valid for all the LDAP servers, however, there is only one scheduler username which needs to be authenticated.

CSCtc72044

Symptom: During Optional FTS using Pre-Qualification Assistant dat. file shows no LDAP data.

Conditions: On Pre-Qual data for MS Exchange connection, logon name value is not added.

Workaround: Enter the logon name for MS Exchange connection in Pre-Qual and regenerate the dat. file and use this when performing the optional FTS.

CSCtc74099

Symptom: The algorithm to select CTMS based on affinity is broken. Normally, resources needed for meetings are allocated on the CTMS that is closest to scheduled rooms. But now they are all allocated on a fixed CTMS which is not closest to the scheduled rooms. When that CTMS runs out of available resources, then the algorithm picks the next CTMS which is also not the closest to scheduled rooms. When a CTS endpoint with 30fps capacity is part of a scheduled MP meeting CTS-Manager will calculate the segment count based on 30fps resource usage which is 4 segments for that CTS when it joins a meeting. CTS-Manager doesn't downgrade the 30fps resource capability to 5fps if the other participants are at 5fps. If there are no resources available for 30fps participants, CTS-Manager marks the meeting in error.

Conditions: Whenever CTMS resources are needed (e.g. multipoint meetings, WebEx enabled meetings), this problem would occur. A 30fps presentation capability Codec present in MP call

Workaround: Critical meetings can be manually migrated from the chosen CTMS to another CTMS that is closer to scheduled rooms. Have enough segments on CTMS to allocate resources.

CSCtc77284

Symptom: Room filter shows all rooms for error filter even if they are not in error.

Conditions: Filter error rooms.

Workaround: None.

Fixed: 1.6.1

CSCtc77297

Symptom: CTS-Manager Administration UI reports Exchange Server 2007 version 8.2.176.2 as not supported in System Log page.

Conditions: Exchange Server 2007 is patched with SP2.

Workaround: None.

Fixed: 1.6.1

CSCtc77494

Symptom: An initial user is displayed from CLI **show snmp user** command after upgrading from 1.5.1 to 1.6.

Conditions: The migration process migrate the initial user from 1.5.1 to 1.6.

Workaround: Use CLI **set snmp del user** command to delete the initial user.

Fixed: 1.6.1

CSCtc77744

Symptom: A prequal.dat file used for optional FTS (first-time setup) has LDAP in normal mode. However, if the user tries to manually upload the certificate to enable secure mode for LDAP, the Test Connection fails.

Conditions: This will only happen in case a user using a prequal.dat file has normal bind mode and user tries to move to secure mode in case the user is attempting to configure CTS-Manager in optional FTS mode.

Workaround: The user can continue to proceed FTS using the same mode as exported in Pre-Qualification file i.e., configure LDAP in normal mode itself. After FTS, user can change the configuration to secure mode in configuration **>** edit LDAP view to change it to secure connection for LDAP.

CSCtc80248

Symptom: No email sent if meeting has "..." (3 dots) in the subject.

Conditions: Happens all the time

Workaround: remove the "..." from the meeting subject and send update from Outlook.

Fixed: 1.6

CSCtc80656

Symptom: If multiple Unified CM clusters are added to CTS-Manager, System errors reporting failure in discover timezone info may be logged during discovering these multiple clusters after first time setup (FTS) when the clusters are added first time to the CTS-Manager.

Conditions: Condition can occur during FTS when multiple Unified CM clusters are added or whenever multiple Unified CM multiple clusters are added back to back within a short period time span.

Workaround: Avoid adding more than one Unified CM cluster at a time. Add a cluster run discovery on that cluster before adding another Unified CM cluster to CTS-Manager.

Fixed: 1.6.1

CSCtc83234

Symptom: Tentative room meetings are not processed or tentative rooms do not show up in meetings on EWS setup.

Conditions: EWS is configured on CTS-Manager.

Workaround: Daily maintenance will fix the issue for any meetings created after this, for old meetings proxy has to take action manually. A restart also fixes this issue.

Fixed: 1.6.1

CSCtc85636

Symptom: CTS-Manager Administration UI EWS Conversion Wizard confirmation page display valid room as error.

Conditions:

1. CTS-Manager is configured in Microsoft Exchange (WebDAV) mode.

2. An administrator goes to Microsoft Exchange page and click **Configure EWS**.

3. In the confirmation page of the wizard, rooms are marked as error.

Workaround: None. Simply complete the conversion wizard.

Fixed: 1.6.1

CSCtc96559

Symptom: Exchange rooms in error.

Conditions: LDAP is in starting status when CTS-Manager started after upgrade or restart.

Workaround: Restart CTS-Manager, making sure LDAP is in **OK** status before restarting or upgrading.

CSCtd11066

Symptom: Recurring meeting does not show up in CTS-Manager.

Conditions: Scheduler is using Entourage as client for scheduling meetings. Cisco TelePresence room may be **auto-accept** enabled.

Workaround: Use Microsoft Outlook for scheduling your Cisco TelePresence meetings. Entourage is not a supported client for Cisco TelePresence meetings.

Fixed: 1.6.0

CSCtd14526

Symptom: A user with full mailbox access cannot login to email link.

Conditions: A meeting is created by a user on a local disabled account mailbox, but this user does not have associated account permission.

Workaround: Login using the associated account credentials.

Caveats for CTS-Manager Release 1.5.1

CSCtf34917

Symptom: CTS-Manager email showing Etc/UTC time zone instead of scheduler's time zone. The workaround by scheduling a recurring meeting for CTS-Manager to cache the scheduler's time zone didn't work.

Workaround: Use user preference when login to CTS-Manager email link.

No workaround if URL link in email is removed, unless the scheduler happens to be in the live desk group or admin group in Access Management.

Fixed: 1.6.2

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

Fixed: 1.6

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.

Fixed: 1.6

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-Manager 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.

Fixed: 1.6

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.

Fixed: 1.6

Caveats for CTS-Manager 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: 1.5.2, 1.6

CSCsr78238

Symptom: Authentication fails from CTS-Manager 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-Manager. 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 the same name and then reload the certificate.

Fixed: 1.5.1

CSCsu71389

Symptom: CTS-Manager 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-Manager.

6. Wait for 15 minutes to allow the new configuration to be set.

7. Log into CTS-Manager 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: 1.5.1

CSCsv02902

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

Conditions: CTS-Manager 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-Manager 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-Manager or is restarted, one or more such notifications may be missed resulting in this erroneous state. CTS-Manager 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 time frame. This is the design limitation in Cisco CTS-Manager.

Workaround: None

CSCsv77664

Symptom: CTS-Manager pop up is missing the radio button to click Yes/No when a meeting organizer logs into CTS-Manager 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: 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-Manager 1.4 to 1.5.

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

Fixed: 1.5.1

CSCsw98468

Symptom: CTS-Manager 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-Manager.

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-Manager 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 the CTS-Manager 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-Manager 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: 1.5.1

CSCsx97469

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

Workaround: None

Fixed: 1.6

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: 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: 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.

Fixed: 1.6

CSCsy49615

Symptom: CTS-Manager 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

Fixed: 1.6

CSCsy88040

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

Conditions: Always

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

Fixed: 1.5.1

CSCsy91600

Symptom: CTS-Manager 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: 1.5.1

CSCsz12941

Symptom: LSC generation failed.

Conditions:

- CAPF User does not have the correct privileges
- Incorrect Certificate Operation mode in Unified CM
- Incorrect Instance ID

– Incorrect Authentication string

– Incorrect Port or server details

Workaround: Correct the values and retry.

Fixed: 1.6

Caveats for CTS-Manager Release 1.4

CSCte19489

Symptom: Pre-Qualification Assistant Tool 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.

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-Manager web UI displays (administrative privileges required) "Not available" in the email status corresponding to this meeting.

2. CTS-Manager web UI does not display one or more scheduled TelePresence meetings.

3. Cisco TelePresence Multipoint Switch's web 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-Manager manages more than 150 TelePresence rooms.

Workaround: Log in to CTS-Manager's web 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-Manager processes a significantly large amount of data in a short period of time, it results in some synchronization errors which cause these symptoms.

CSCsr40035

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

CTS-Manager web 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-Manager.

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-Manager 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.

CSCsr52514

Symptom: In CTS-Manager, 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-Manager 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 **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.

CSCsr53939

Symptom: In CTS-Manager, 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-Manager web 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.

CSCsr63982

Symptom: CTS-Manager 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-Manager, 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-Manager initialization, the default number of days for room and MCU calendar push is read from Configuration Entry instead of the Configuration policies. The CTS-Manager 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.

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These SEULA terms will apply to the following Software Products:

Product Name	Function
CTS-CTMS	Cisco TelePresence Multipoint Switch
CTS-Manager	Cisco TelePresence Manager
CUVC	Cisco Unified Video Conferencing
CUVC-M	Cisco Unified Video Conferencing Manager

For the purpose of this SEULA, we define the following terms:

"Authorized Service Provider" is a service provider that has an agreement with Cisco that explicitly authorizes support for the Restricted Features.

"Intra-company Use" is a use of the Software Product which occurs within the same company/entity and which traverses a service provider network for the purpose of interconnecting and communicating to endpoints within the same companies/entities.

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"Restricted Features" means one or more of the following features: (i) Inter-company Multipoint encryption; and (ii) Inter-company HD/SD Inter-Operability.

In addition to the Agreement, the following supplemental terms apply:

1. The Restricted Features are available or potentially enabled in this Software Product but may only be used for Intra-company Use. THE RESTRICTED FEATURES CANNOT BE USED FOR THE PURPOSES OF INTER-COMPANY USE UNLESS SUCH USE IS PERMITTED BY AN AUTHORIZED SERVICE PROVIDER. IF YOU WERE TO USE THE RESTRICTED FEATURES FOR INTER-COMPANY USE, YOUR USE OF THE RESTRICTED FEATURES PRIOR TO SUCH AUTHORIZATION WOULD CONSTITUTE A BREACH OF THE AGREEMENT. Unless your use is through an Authorized Service Provider, you are not authorized to use the Restricted Features for Inter-company Use until the Restricted Features have been noted as a generally available feature set in the updated release notes for the Software Product, as posted by Cisco on cisco.com. Notwithstanding the foregoing, your Intra-company Use of the Restricted Features shall not be restricted by this paragraph.

2. The CTS-Manager calendaring feature for scheduling TelePresence calls may only be used for Intra-company Use. The CTS-Manager calendaring feature may not be used with more than one calendaring application. Customers in a shared office space with multiple tenants using their own calendaring solution must deploy one CTS-Manager per tenant.

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, submitting a service request, and gathering additional information, 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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