Cisco TelePresence Management Suite

Release Note

D14741.01

January 2011

Contents

Document revision history

Revision	Date	Description
01	01/12/2010	TMS rebranded to Cisco product. This new version of TMS contains several improvements to the Conference Control Center, the monitoring of conferences and reporting. Security is also improved.

Introduction

Tandberg is now a part of Cisco and the Cisco TMS has been rebranded together with all of Tandberg's products. The products will have a different logo, new names, and a slightly different look.

Software version 13.0 is a new feature release and incorporates many improvements for the Cisco TelePresence Management Suite (Cisco TMS). This document lists and describes the new features supported in this release.

Customers who have not upgraded to TMS 12.6 must read the Supplemental notes to manuals section of Release Notes for TMS12.6 for installation instructions and other dependencies.

CAUTION: You must back up your configuration before upgrading to 13.0. You must also remember the administrator user name and password for the backup configuration. You will need these if you ever need to make use of this backup file.

Software dependencies and upgrades

There is a software dependency between Cisco TMS 13.0 and VCS X5 or greater. If your installation uses the TMS Provisioning directory functionality for Movi deployments and you are upgrading TMS from either software version 12.1 or 12.2, you *must* follow the upgrade procedures the document Cisco TelePresence VCS Deployment Guide – Cluster creation and maintenance (VCS X5).

When installing and upgrading to Cisco TMS 13.0, and if the TMS Agent is being utilized or intended to be utilized, Cisco recommends that you upgrade the VCS to X5.2 or later.

During initial Cisco TMS 13.0 installs, the **Enable TMS Agents** found under **Administrative Tools > General Settings** is now set to *No* by default. To enable the TMS Agent in the Cisco TMS, the administrator must set this to *Yes*. Cisco recommends that after setting the **Enable TMS Agents** to *Yes* in the Cisco TMS, that the administrator confirm that the Local TMS Agent in the TMS Agent Diagnostics shows no errors and that all diagnostic tests are OK. The TMS Agent Diagnostics can be found under **Administrator Tools > TMS Agent Diagnostics**. If any errors are found on the Local TMS Agent, then these errors need to be fixed before proceeding with replication to the Cisco VCS(s). Refer to the Diagnostic section within the latest available Provisioning Deployment Guide and X5.1.1 for troubleshooting any errors found on the Local TMS Agent or contact your local Cisco partner or customer support for assistance.

Note: Upgrades will be blocked if the procedures found in this document are not followed appropriately. The error message will state that Provisioning on all clusters must be disabled before upgrading to 13.0.

For the proper installation of the OpenDS and Provisioning components, MS DOS or access to execute *.cmd and *.bat files (not necessarily the command prompt) must be available on the server during installation and upgrades.

DNS records and Provisioning Directory functionality (TMS Agent)

For installations using the TMS Provisioning Directory functionality for Movi and E20 deployments, the local hostname of the Cisco TMS server must match the DNS A record for the TMS Agent to operate correctly. Before starting any upgrade, ensure that the DNS servers used by Cisco TMS contain forward lookups for the Cisco TMS server. DNS reverse lookups (PTR records) that were required in TMS 12.5, are no longer required for Cisco TMS 13.0.

Note: The same DNS requirement applies to the Cisco VCS. See TANDBERG VCS Software Release Notes (5.2).

New features and functionality in version 13.0

Errata

Booking emails from TCX

This was a new feature in TMS v12.6 that unfortunately was left out in the release note. It has now been added in TANDBERG Management Suite v12 Release note.

When booking through Outlook, the booking confirmation emails sent by TCX will now use the same email templates from Cisco TMS that are used when booking via Cisco TMS directly.

General

Searching in Cisco TMS

Cisco TMS has improved the search facility. Each term, separated by spaces, is now searched for separately giving better search results. The search results are sorted so the best matches will be at the top of the list.

Booking

Pre-defined audio and video mute

When booking and editing a scheduled conference with an MCU, it is now possible for any specific participant to predefine for a specific participant to have their audio, video, or both muted automatically on connection (currently available when using Cisco TelePresence MCU 4200 and 4500 series MCU).

VC Master Method added to APITMS's 3rd party booking API

A new method has been added to the Cisco TMS Booking API to allow the VC Master role for a conference to be defined. For implementation details, please see the Cisco TMS Booking API Guide.

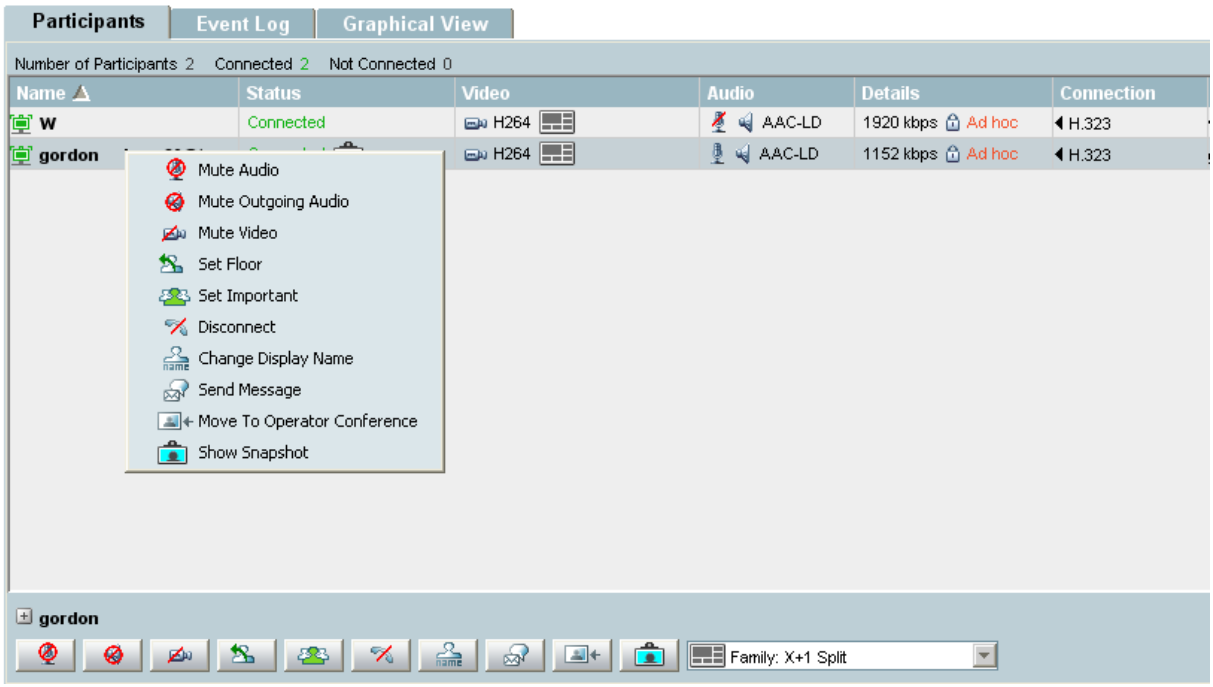
Monitoring

Improved Ad hoc Conference support

Previous versions of Cisco TMS allowed conferences discovered by Cisco TMS, but not initiated by Cisco TMS, to be displayed in **Monitoring > Conference Control Center** (CCC). These ad hoc conferences would be displayed, but an operator would have limited controls for that conference. This functionality has now been improved to give operators the same control over ad hoc conferences as they had previously with scheduled conferences such as muting the microphone and the ability drag & drop participants between conferences. **Show Ad Hoc** must be checked in the left hand pane of the Conference control window in order to view Ad Hoc conferences. When using a Cisco TelePresence MCU, the new Ad hoc conference discovery also enables:

- Viewing Conferences that are active on the MCU, but have no participants, including Permanent Conferences.
- Viewing active instances of an Auto Attendant of the MCU.
- Viewing Conferences initiated through the Auto Attendant of the MCU.
- Active conferences that have been created, but do not have participants currently.

The picture below shows the view in an Ad Hoc conference , where the user has right clicked on a participant, they see the control options for that participant as a drop down menu and they are also viewed as buttons at the bottom of the page.

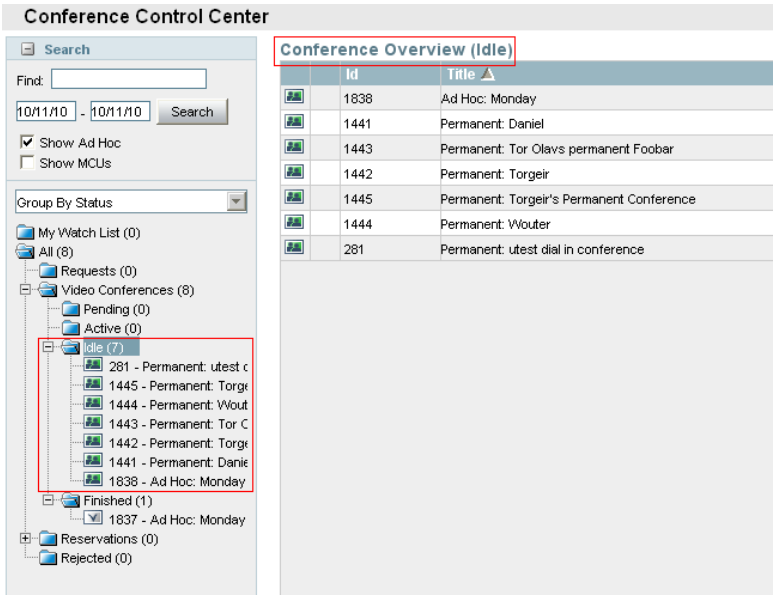


Ad hoc conference view

Note: Only dialing out from an MCU works in an ad hoc conference. The MCU and Users tabs in **add Participants and External Dial in** is disabled.

New conference state - Idle

In the left hand pane of **Conference Control Center**, the list of conferences displayed can be organized by status. A new conference state *Idle* has been added to the possible states. *Idle* represents any conference that is currently running, but has no active participants. This differs from an *Active* conference in that an active conference is one that is running but is in use by having participants currently connected. For example: a conference defined to be *permanent* in the MCU, but currently does not have any sites connected would be listed as *Idle*.



Empty conferences without participants

Send message to unmanaged devices

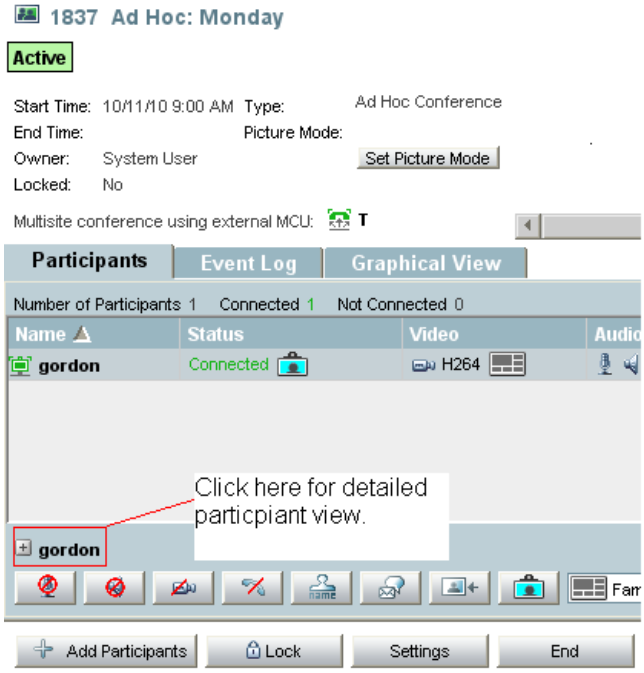
When using a Cisco TelePresence MCU, the Send Message feature of CCC will now be available to all types of participants, not just devices Cisco TMS supported directly. If the device is not managed by Cisco TMS, or does not support the messaging feature, the on-screen text feature of the MCU will be used to display the message to the participant.

Packet loss alerts for Cisco TelePresence MCU

The Packet Loss Alerts of the Cisco TelePresence MCUs are now mapped to errors in Conference Control Center. If a participant is identified by the MCU as having Critical Packet loss, CCC will reflect this by showing the participant as having an error, the Conference Status will show the error, and the event is added to the event log for that conference. The error will automatically clear once the MCU determines the participant is no longer experiencing critical packet loss.

Detailed per participant view

When viewing a Cisco TelePresence MCU conference from the **Monitoring > Conference Control Center** a detailed call view is now possible. Click to highlight any of the participants and an expandable area **+participant name** will be displayed at the bottom of the screen. Clicking on this expandable area will produce a view of the call statistics for this system. The information displayed will be Transmit and Receive for Audio and Video. For Cisco TelePresence MCU 4.2 and newer you will also be able to see the content stream statistics.



Participant view with action buttons

Content Stream

It is now possible to see content stream information in the **Participants** tab in **Monitoring > Conference Control Center** for Cisco TelePresence MCU 4.2 and newer. A double camera Icon will indicate which participant is sending the dual stream.

Warning for participants in Auto Attendant

A warning message will be displayed on **Monitoring > Conference Control Center** when a participant remains in the Auto Attendant for more than a set time interval. The time interval can be set between *0* and *120* seconds. Setting the interval to *0* will deactivate the warning. Set the interval on page **Administrative Tools > Conference Settings > Advanced Conference Options** pane, field **Send Warning When Auto Attendant Conferences Exceed This Duration (in seconds).** The Warning will appear in the Auto Attendant conference viewed in the left hand pane. You will also see a warning note in the event log for that conference.

Viewing the Auto Attendant conference is also new in Cisco TMS 13.

Encryption available on conferences including an MCU

For a conference involving the Cisco TelePresence MCU version 4.1, setting **Secure** to *Yes* in **Booking > New Conference > Advanced Settings** will now result in the **Encryption** field for this conference to be set to *Required* on the MCU. This requires that all endpoints/systems in the conference support encryption. By setting encryption to *No* or *If Possible* in Cisco TMS, the MCU will leave the **Encryption** field as it is configured on the MCU itself.

Reporting

Cisco TelePresence ISDN Gateway – CDR

Cisco TMS and Cisco TelePresence ISDN Gateway version 2.1 will allow Call Detail Records (CDR's) to be viewed. Go to **Reporting > Call Detail Record > Gateway** to view any calls made using the Cisco TelePresence ISDN Gateway.

System > Navigator

Recording device

Cisco TMS now shows active IPVCR recordings in the **Systems > Navigator > Call Status** tab. This is a new feature and requires IPVCR SW 3.0. An active call will show the name of the recording, participant name, Call Protocol, Address Duration (seconds) and Call direction.

IPVCR Video Ports

Cisco TMS now shows the total number of IPVCR video ports available in **Systems > Navigator > Call Settings > Max Number of Active Recordings:** This feature requires SW version 3.0 on the Cisco IPVCR.

MCU cluster type

Cisco TMS will identify the cluster type of a Cisco TelePresence MSE blades running 4.1 and higher. This will be seen **Systems > Navigator > Settings** tab **> Configuration** pane **> MCU Cluster Type** field which will display *Slave*, *Master* or *Unclustered*. The field **MCU Cluster Type** is not possible to edit. If the Cisco TelePresence MSE blade shows Slave then this MCU cannot be edited and cannot be booked in a conference.

Cisco TelePresence MSE 8000 supervisor support

Support is added for Cisco TelePresence MSE 8000 supervisor Blade which requires software version 2.1. When adding a new Cisco TelePresence MSE 8000 supervisor Blade into Cisco TMS **Systems > Navigator** a list of all blades on the chassis will be displayed, you can then choose to add these blades into Cisco TMS rather than add them individually.

Management of the supervisor blade is now possible including ticket handling for chassis alarms such as fan, power, and slot alarms. You can also view the status of all the blades in the chassis from **Systems > Navigator > Supervisor**

Cisco VCS and Gatekeeper integration

The registration search across clusters is added in the **Systems > Navigator > Registrations** tab. Cisco VCS(s) version X6 or greater will show all registrations for the entire cluster and also which peer the registration is on.

Note: The search feature applies to registrations on any Gatekeeper (not only Cisco VCS). The difference is that for Cisco VCS you can go to any cluster member and see all registrations in this tab.

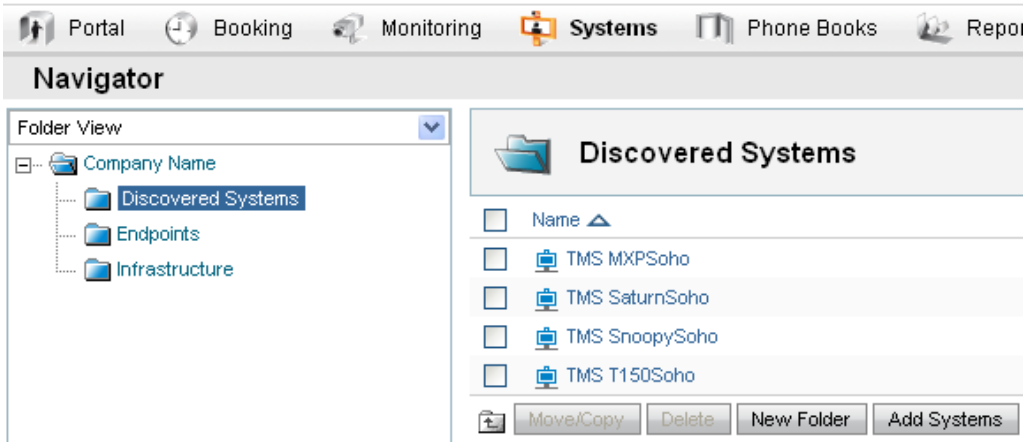
Cisco VCS and Gatekeeper integration

With Cisco VCS X6 and greater all cluster calls can be displayed in the **Systems > Navigator > Active Calls** tab. It is also possible to search for a given source or destination alias.

Show Systems in Navigator Tree

You can now improve the performance of using the **Systems > Navigator.** There is a new option under **Administrative Tools > Configuration > General Settings,** field **Show Systems In Navigator Tree**. When this is set to *No* you will only be able to see folders in the left hand pane of the **Systems > Navigator** page. All folder systems that belong to a folder can be viewed in the main section of the screen when the folder is selected.

The picture below shows the folders on the left hand side pane, the **Discovered Systems** folder is selected and the contents of this folder are shown in the right hand pane.



Administrative tools

In the **TMS Server Maintenance > Purge Old Data in Database Tables plan** page you now have the possibility to initiate a purge of old data from the User Call Log. By doing this, Cisco TMS improves performance. The User call log is the call detail record (CDR) of Movi users.

Security

Cisco TMS 13.0 now uses Kerberos or NTLM V.2 for connection to active directory. Cisco TMS will connect towards Active Directory for User and User group lookup **Administrative Tools > Configuration > Network Settings > Active Directory** and also for **Phone book > Manage Phonebook Sources.**

Installation

Microsoft Windows Server 2008 64bit support

Cisco TMS 13.0 now supports Microsoft Windows Server 2008 64bit OS. For full details of what OS systems are supported please see the Installation and Getting Started document.

Note: Windows 2003 64 bit OS is not supported.

Microsoft SQL Server 2008 support

Cisco TMS 13.0 now supports Microsoft Server SQL 2008 32 bit and 64 bit. Cisco TMS 13.0 will install Microsoft SQL 2008 Express 32 bit version if there is not a Database installed on the server.

Installer

You will now be prompted if the available memory RAM during installation is not sufficient. 1 GB is recommended and if you will be installing Cisco TelePresence Video Identity Module (provisioning), 2 GB RAM is recommended.

Cisco TMS Online Help

Localization will not be supported in Cisco TMS 13.0 for the online help. The former online help will still be available for other languages. TANDBERG plans to release a Cisco TMS 13.0.1 shortly after the Cisco TMS 13.0 release that will include localization support for the new online help. The former online help will then be removed.

Resolved caveats

The following issues have been found in previous releases and are resolved in this release.

General

Reference ID	Summary
73781	Names of standards (for example H.323) corrected and consistently used through Cisco TMS and user help text.
74956	Temp files after exporting to Excel were not deleted. This is now corrected. C:\Program Files\TANDBERG\TMS\wwwTMS\Data\TempFiles
84800	Corrected the issue where the SQL Server slowed down severely. The NET_Statistics_NewProcessedCallLog procedure was taking a very long time to run, eating up all resources.

Installation

Reference ID	Summary
84809	The Cisco TMS installer has been modified to enforce the isolation level for the TMSNG database. The installer configures the TMS DB to use READ_COMMITTED and not READ_COMMITTED_SNAPSHOT, regardless of how the target server is set up.
81651	Corrected the issue where German sql server instance is not resolved.
49350 46704	Corrected issue when making a custom installation to a partition other than C:\. Previously a message would be given stating not enough space on C:\ despite the fact that the install is being made on another partition. Note that some files are still installed on the C drive if that is where the system files are installed.
77464	Corrected issue where log from sql setup during TMS install on Windows 2008 didn't work, and resulted in the message *Unable to open Notepad*.

Administrative tools

Reference ID	Summary
80755 73088	Corrected and improved the synchronization of information for users from Active Directory to Cisco TMS on page **Administrating tools > User administration > Users.** The synchronization can also be scheduled.
78436	Corrected an issue of not being able to connect to sever when setting up a conference with See&Share in **Administrative tools > Configuration > Web conference settings**. Description of new process described in online help.
80443	To avoid conflict between OpenDS and LDAP password the characters used for password has been restricted.
85285	When a booking with single systems was made through the booking API (includes TCX and LNI) and the email template had been edited in an unexpected manner, the booking would fail. This is now resolved.
85264	Corrected the issue where Cisco TMS users with a different UPN to the domain name couldn't populate user information from Active Directory. Example of issue: Active Directory domain name was abc.mydomain.com. User's logon name consisted of yourname@mydomain. ('mydomain' was added as an additional UPN suffix). When a

Reference ID	Summary
	yourname@mydomain reached the server/TMS page, user was authenticated but the user information lookup failed.
76764	A ticket will now be created if there is a mismatch between the Cisco TMS server time and the SQL server time greater than 30 seconds.

Conference Control Center

Reference ID	Summary
79874	Changed options for ending permanent conferences. A disconnect button has been added so participants can be disconnected but the conference remains open and therefore permanent.
77312	Resolved the issue where an outbound IP address call, appeared twice in the **Monitoring > Conference Control Center.** One entry showed as an ad hoc call and one as the original dial out call.
84962	Corrected the issue where adding a participant to ad hoc conference through **Conference Control Centre** didn't work. When trying to add a participant to the conference, the user saw this error message in the **Add Participant** popup: *Description: no participant name supplied. System: xx.xx.xx.xx Interface: HTTP Command: 'Dial' Result from system: 'Error, fault code 9'*
84182	Corrected the issue where an error occurred for a conference where an MPS series MCU had dialed out to a C Series codec. Example on error: The call had been manually disconnected in the **Conference Control Center**. When reconnecting the C Series codec using a dial in instead of dial out, an error message was displayed.
82540	Corrected issue where a master codec on a T3 system was disconnected from a telepresence server conference and Cisco TMS was not able to reconnect the call.
79155	Corrected the issue where a T3 point to point call with an Experia system didn't escalate to a Telepresence Server.
74743	Corrected the issue where layout switching didn't work properly in a cascaded conference using MPSs. The conference changes made in Cisco TMS were not reflected on the MCU.
77734	Two Far-End snapshots were displayed in **Conference Control Center** for HDX calls. This has been corrected and you will now see local and far end snapshots.
80589	Corrected the issue in **Conference Control Center** where a system had been disconnected in a conference and if you edited the number before attempting a redial and save, the original number was used instead.
80341	Corrected the issue where a system with a space at the end of the system name, joined a conference on a classic MCU. Cisco TMS weren't be able to poll the system properly for information. The event log in the **Conference Control Center** reports *Warning: No response from main system* three times, followed by *Error: No contact with master system, 3 successive polls*.
77263	Corrected the issue where editing a conference in the **Conference Control Center** where the conference included a content server, would change the Content server URL.

Monitoring

Reference ID	Summary
79475	Improved the Event log for recurrent conferences, **Monitoring > Conference Control Center**. The Event log will be cleared between conferences.

Reference ID	Summary
79916	Resolved the issue where adding a participant to an ongoing ad hoc call changed the end time.
84949	Resolved the issue where scheduled MCU conference participant were sometimes disconnected and reconnected. If Cisco TMS is load balanced and the resource is on the other Cisco TMS than the one receiving the feedback, the resource will not be in the local LiveService but will be in the database.

Portal

Reference ID	Summary
72657	The category **Requests** in the **Portal > Conferences and reservations** pane now displays the correct number of requested meetings regardless of which user and which tool used to book the request for a conference. Requested conference that starts are kept in the **Request** category. Not accepted conferences that are finished are kept in the **Finished** category with status *Rejected*.

Systems

Reference ID	Summary
71299	With regards to software updates, Cisco TMS now runs a Check-for-Updates feature as a back ground event. There is also a **Check for Updates** link in the **Systems > Navigator > Service Contract** pane to allow for update checks for each specific system.
83155	Corrected issue where users were unable to add an HDX system to Cisco TMS when the HDX had an IP password.
84000	When viewing the **Systems > Navigator** and using folder view: **System type** on a server with a large amount of systems, it displayed folders with a + next to them but the folder did not open. The problem was that the search for all of the systems had not completed so the folder did not display its contents. For a Cisco TMS server with a large amount of systems we recommend using the setting found under **Administrative Tools> Configuration > General Settings > Show Systems In Navigator Tree**: select *No* and the search will only be made when you select the folder and the systems will be displayed in the main window.
84544	The possibility to view systems by *MAC Address* or *Serial Number* is removed from the drop-down menu. If you still need this possibility, use **Systems > System Overview** or use the **Search** field available in Cisco TMS.
85373	Example of error: C Series TC4.0 endpoint successfully added into Cisco TMS, username and password are correct. Cisco TMS shows no error in username and password. After 4-5 minutes, when checking back, Cisco TMS displays an error saying wrong username/password. If you navigate between the connection tab and summary tab the error will be cleared. But after a while the error is back again. To solve this issue, TC4.0 has been replaced with TC4.0.1. See the release note for TC4.0.1 software for details if you already have TC4.0. The software upgrade process for systems using TC software is more reliable from Cisco TMS 13.0.
84630	Corrected the issue where the Cisco TMS didn't set a valid URL for feedback expressions on

Reference ID	Summary
	endpoints when an IPv6 address was used for the Cisco TMS management address. The feedback was set correctly when a FQDN was used as the management address. **Administrative Tools> Configuration> Network Settings > Advanced Network Settings for Systems on Internal LAN**.
83685	Corrected the issue where duplicate alias entered in database for content server caused an error when making a booking. The error would be seen as:*Exception Details: System.ArgumentException: An item with the same key has already been added.*
83473	Added system name and MAC address to SNMP messages sent from Cisco TMS when used with **Event notification. Administrative Tools> Configuration > Network Settings > Event Notification**.
83592	Corrected the issue where La Paz was displayed in the incorrect time zone – (GMT -04:30)
83785	Corrected the issue where Cisco TMS failed to update SIP URI from a template for E20 systems whether the system was reachable on LAN or behind firewall.
83216	Corrected issue where some customers were not able to upload the C Series codec software to Cisco TMS.
79024	Corrected the issue where Cisco TMS was not checking the screen license for a Telepresence server
79434	Corrected the issue where there was only one ticket filter option available under **Systems > Navigator> Settings > Ticket filters** > **Add new filter**.

Scheduler

Reference ID	Summary
80167	Corrected the issue where Cisco TMS used a default setup and tear down buffer. An incorrect start and end time was be produced.

Phone Books

Reference ID	Summary
84335	Corrected the issue where if a user tried to import phone book data from Active Directory, the import failed due to a primary key violation in the PhoneBookContactIndex table. This was traced back to a user who's **Display Name** contained both *A and Å* . This split the name into parts when using the server collation, which is an AS collation. This means that the *A* and *Å* were seen as different characters. But the SearchString uses a CI_AI collation, and therefore saw the *A* and *Å* as the same character, causing the primary key violation.
80405	Corrected the issue where a phone book request with **Route Phone Book Entries** in **Administrative Tools > General Settings** set to *Yes*, the result didn't contain the fields **SystemType** and **SystemDescription**. T3 systems need these fields to determine if they need to include a TS in a call. Without these fields a T3 will always include a TS in a call with more than 2 participants.

Booking

Reference ID	Summary
80824	Corrected the issue where using setup and tear down buffer caused a meeting to have negative call duration.

Reference ID	Summary
79918	Corrected the issue When booking conferences, Cisco TMS ignored ad hoc conferences when checking availability.
76414	Corrected the issue where See and Share check box is not working in conference template.
84414	VC master is now viewable from **Booking > List Conferences > View**. It was previously only possible to view the VC Master of a booked conference by using the **edit** function.
85608	Corrected the issue where making a booking using a phonebook entry would cause an exception. The exception was caused by the number of phonebooks in TMS. More than 188 phonebooks caused the error. There is now no restriction on number of phonebooks.
80030	Corrected the issue of not being able to establish cascade link when the conference is password protected. The error was caused when setting a password on a cascaded conference. The fix has been to not allow a conference password on a cascaded call. An error will displayed if a password is set up.
83210	Corrected the issue where a conference start time was set to 00:01 and a set up buffer was used. The result was an error message that stated you couldn't book a meeting in the past.
82008	Corrected the issue where ending a cascaded conference will would disconnect the slave MCU.
80333	Corrected the issue where editing the recurrence settings due to a scheduling conflict, resulted in you not being able to book the conference at all.
82733	Corrected the issue where a conference was scheduled with an MCU and an E20 in **Booking > New Conference**, under the tab **Connection Settings** the call direction was changed so that the E20 would call the MCU. The call rate was not sent to the E20 and the E20 ignored the command if there was no call rate. This made the call fail.
79668	Correction to booking API so that an error is given if a non numeric conference password is used. Previously the non numeric password would be accepted even though this would cause a failure with the conference.
81980	When a scheduled conference confirmation email is received, the time zone details are shown, including the GMT offset. However, this GMT offset is just from the description of the time zone. When daylight savings is in effect, the presented GMT offset is incorrect. Now the GMT offset displayed is adjusted for daylight savings.
78811	Corrected the issue for IP calls using Polycom endpoints where Cisco TMS was incorrectly translating * as a TCS-4 delimiter and replacing it with Polycom's ## delimiter. Cisco TMS will now only do this replacement on calls to be dialed using ISDN on Polycom endpoints.
75869	Corrected the issue where a meeting with a duration of move than 597 hours failed after 1 minute of connection time.
76939	Corrected issue where it was not possible to double click on a participant from the **Add participant** page (**Booking > New Conference**) to add them to a conference. You had to check the box next to the systems and use the arrows to move them over.

Provisioning

Reference ID	Summary
76760	A watchdog has been added, which restarts OpenDS on Cisco VCS when an OutOfMemoryError occurs. A warning will also be raised on the Cisco VCS, which will be displayed both in Cisco TMS and Cisco VCS. A fix is available from Cisco VCS database v2.0.2 and device provisioning 3.2.
82738	Added Voicemail to FindMe templates in **Systems > Provisioning > Directory > FindMe Templates**
83455	Corrected the issue where TMSAgent Background jobs send failure emails when TMSAgent was

Reference ID	Summary
	disabled.

Reporting

Reference ID	Summary
83879	Corrected the issue where exported excel file showed **Field name** instead of **Field value** when exporting to an excel file from **Reporting > System > Trap Log**. This can be seen in the description column of the excel report.
83836	Corrected the issue where trap log cause code displayed*????????* when Cisco TMS was running on a Windows 2008 Japanese OS.
78469	Corrected the issue when using **Reporting > Call Detail Record**, you would see **User name**, **Count**, **Duration** etc. If you exported this to Excel, the **Count** field was not included.
82057	A correction has been made to how references are listed in **Booking > New conference > Conference Information**. If no **Reference code** is set, sort on **Reference name**. If **Code** is set, sort on **Code**.
81584	Cisco TMS **System overview** now offers the capability to show the service contract expiration date. There was an error in how sorting by expiration date was performed. This has now been resolved.

Known limitations

Cisco products

Equipment	Summary
VCS 5.X	Both VCSDatabase and DeviceProvisioning packages needs to be upgraded. If only one of the packages is updated, an error message will be displayed: `Component installation failed: Could not install 'Device Provisioning', opends (>= 2.0.1) not installed.`
TMS Phone books	It is not possible to preview provisioning source (phone book) if you have more than 100 groups. Cisco has not found any low risk fix for this and has decided to rewrite this for the next main release of Cisco TMS. Customer with this problem is encouraged to contact support.
Upgrading to Cisco TMS 13.0	If replication is enabled when running the Cisco TMS 13.0 setup, the installer will stop the installation and show a warning. Due to a weakness in how TMS 12.1/12.2 handled disabling of replication, the user is given the option to continue the installation. Continue only if upgrading from TMS 12.1 or TMS 12.2 and disabling replication has failed.
E20	Cisco TMS cannot guarantee that a scheduled E20 upgrade provisioned by the TMSAgent is actually upgraded.
MCU 4200 and 4500 series Media MSEs	Cisco TMS 13.0 assumes all MCUs/MSEs have at least 2.0 version software installed. Using older software can cause problems in Cisco TMS.
Cisco TMS Cisco VCS	Network latency and 'distance' between Cisco TMS and the Cisco VCS systems can affect the ability to enable Cisco VCS clusters with provisioning on those Cisco VCS. On a network with high latency and lower throughput, enabling a provisioning cluster may lead to timeouts and potentially partial configurations of the TMS Agents. To minimize this impact of network "distance", it is important to configure provisioning clusters before populating the provisioning directory with users as described in the Cisco TMS Provisioning Directory deployment guide. However, if replication is being re-enabled or a Cisco VCS or VCS cluster is being added to the solution in a network with high latency, then the default timeout (one hour) can be increased by adding the registry key tmsAgentReplicationSetupTimeout (in minutes) at the following registry location on the Cisco TMS server: HKEY_LOCAL_MACHINE\SOFTWARE\Tandberg\TANDBERG Management Suite.
Cisco TMS, Provisioning Directory	Provisioning Directory will not be available immediately after server restart as it takes longer to start up than the rest of the Cisco TMS interface. If a user browses to the **Systems > Provisioning > Directory** before the service has finished starting up, an information message is shown to have the user check back shortly.
MCU	Participant drag and drop is not available for SIP participants on a Cisco TelePresence MCU that were originally dial-out calls.
E20	Pre-registering of E20 endpoints in Cisco TMS that will be provisioned by the TMS Agent is not supported at this time. This will be corrected in a future version of Cisco TMS.
Cisco TMS, Provisioning	When **TMS Agent Data Replication** is enabled, if a server (such as Cisco TMS or Cisco VCS) is out of the replication topology for more than 24 hours and then comes online again, all changes that have happened on any other replication member during that time will not be copied across to the server when it comes back online. However, all new changes will be copied as normal. If necessary, missing entries modified or added during the downtime can be recovered to the server by running the "dsreplication initialize" from the command line on the server.
Cisco TMS, Provisioning	Information for the screen **Directory**, in **Systems > Provisioning > Directory** is

	not translated in Cisco TMS 13.0. The information for this screen and the procedures involving this screen is described in Cisco TMS Provisioning Deployment Guide.
E20	When doing a software upgrade on an E20 managed by the TMS Agent and the E20 is offline, Cisco TMS will report the upgrade as successful, when in fact it is not obviously. However, the upgrade will be done when the E20 comes online. This will be corrected in a future version of Cisco TMS.
Cisco TMS	On Cisco TMS installations to Windows 2008 32-bit servers, due to a Windows 2008 server default setting in IIS, the TMS Software Manager cannot upload a file over 30MB. As a work around to this problem, administrators will need to manually copy the software packages to the appropriate folder in the server. This will be corrected in a future version of Cisco TMS.
Cisco TMS Cisco VCS	Cisco VCS tickets in Cisco TMS will only get its status updated when a **Force Refresh** is performed.
Cisco TMS, Provisioning	Due to an OpenDS search limitation, the maximum number of Provisioning Directory folders that you can have when using the Provisioning Directory as a Phone Book Source is 100. Having greater than 100 folders will create an error in the default created Provisioning Source or when trying to create a Phone Book Source utilizing the TANDBERG Provisioning Directory as the source.
Cisco TMS, Provisioning	If the TMS Agent is to be utilized on the Cisco TMS Appliance, then Cisco recommends a limitation of no more than 5000 users to the Provisioning Directory.

Interoperability

Compatibility with existing integration products

Compatibility with Cisco Integration Products for Cisco TMS does not change from TMS 12.6 to Cisco TMS 13.0. A full list of compatible versions is listed below.

Note: Cisco recommends using the most recent versions to have access to all the latest features and updates.

Cisco TMS integration compatibility matrix

The systems below have been tested and verified with this software release.

Equipment	Software revision
TANDBERG See&Share	v3.3
Cisco TelePresence TMS- Microsoft Exchange Integration	All versions
Cisco TelePresence TMS - Microsoft LCS Integration	All versions
Cisco TMS Extension for Microsoft Exchange	All versions
Cisco TMS Extension for IBM Lotus Notes	All versions
Cisco TMS Sametime Integration for IBM Lotus	All versions
Cisco TelePresence Movi for IBM Lotus Sametime	All versions
Cisco TMS 3rd Party Booking API	All versions

Cisco TelePresence VCS interoperability for Provisioning

Installations that utilize the Provisioning Directory functionality of Cisco TMS for Cisco TelePresence Movi deployments must upgrade the Cisco VCS(s) in their clusters to X5.0 or later software to ensure that the TMS Agent is running the same software as the Cisco TMS Server. See the warning note below in the Installation and upgrades section for further details and information.

Upgrading to Cisco TMS 13.0

CAUTION: You **must** back up your configuration **before** upgrading to 13.0

You must also remember the administrator user name and password for the backup configuration. You will need these if you ever need to make use of this backup file.

Prerequisites and software dependencies

- Cisco TMS 13.0 now supports Microsoft Windows Server 2008 64bit OS and Microsoft SQL server 2008 (32 and 64 bit)
- Cisco TMS 13.0 requires Microsoft.NET4. The installer will inform you that this is required before the installation can be made if .NET4 is not installed beforehand.
- If you are to installing SQL Server 2008 on the same server as Cisco TMS, .NET 2.0 SP2 is required.

Upgrade instructions

Cisco TMS 13.0 uses a full installation program for both new installations of Cisco TMS and upgrades of previous Cisco TMS versions. Refer to the Cisco TelePresence Management Suite Installation and Getting Started Guide documentation for full instructions for new installations and upgrades.

If upgrading from a version older than TMS 12.2, the onetime database clean-up included in the TMS 12.2 release will be executed. This may add significant time to the time required for the installer to complete. For more details on this update, see the release notes for TMS 12.0 and onwards.

Warning: There is a software dependency between TMS 12.0 and VCS X5. Installations using the TMS Provisioning directory functionality for Cisco TelePresence Movi deployments and upgrading TMS from either 12.1, 12.2 or 12.5 **must** follow the upgrade procedures found in the document Cisco TelePresence VCS Deployment Guide – Cluster creation and maintenance (VCS X5).

When installing and upgrading to Cisco TMS 13.0, Cisco recommends upgrading the Device Provisioning and VCS Database components on the Cisco VCS. **The VCS must be running or upgraded to X5.1.1 before installing these components.** This can be done on the Cisco VCS by going to Maintenance > Upgrade and selecting the relevant upgrade component file. The files for these components (*.tlp files) can be found on the zip file. Replication between the Cisco TMS and Cisco VCS(s) should be disabled when upgrading these components.

Note: The TMS Agent components (Device Provisioning and VCS Database) contained on VCS X5.2 equate to the TMS Agent components in TMS 12.6 and 13.0. Therefore, it is not necessary to upgrade these components on a VCS running X5.2.

During initial Cisco TMS 13.0 installs, the **Enable TMS Agents** found under **Administrative Tools > General Settings** is now set to *No* by default. To enable the TMS Agent in the Cisco TMS, the administrator must set this to *Yes*. Cisco recommends that after setting the **Enable TMS Agents** to *Yes* in the Cisco TMS, that the administrator confirm that the Local TMS Agent in the TMS Agent Diagnostics shows no errors and that all diagnostic tests are in the green. The TMS Agent Diagnostics can be found under **Administrator Tools > TMS Agent Diagnostics**. If any errors are found on the Local TMS Agent, then these errors need to be fixed before proceeding with replication to the Cisco VCS(s). Refer to the Diagnostic section within the Provisioning Deployment Guide for 13.0 and X5.1.1 for troubleshooting any errors found on the Local TMS Agent or contact your local Cisco partner or customer support for assistance.

Upgrades will be blocked if the procedures found in this document are not followed appropriately. The error message will state that Provisioning on all clusters must be disabled before upgrading to 13.0.

For the proper installation of the OpenDS and Provisioning components, MS DOS or access to execute *.cmd and *.bat files (not necessarily the command prompt) must be available on the server during installation and upgrades.

If you are running any of the external integration products with Cisco TMS, such as Messaging, IM, 3rd Party Booking, make sure to review the TMS integration compatibility matrix before starting your upgrade.

For upgrades of all previous versions, the installer will detect the previous installation of TMS and prompt you about whether you wish to upgrade the installation. Microsoft .NET 3.5 must be installed on the server before the installation will continue.

You will need the password of the SQL user from the initial Cisco TMS installation. Installation will interrupt Cisco TMS availability as the installation requires Cisco TMS to be stopped and the server rebooted.

Note: If you had phone books created from an external source with entries that have been added manually, these entries will be converted to a separate, external source in Cisco TMS on upgrade.

The default Booking Confirm email templates and phrase files have been updated in this release. If you have customized these templates, the new additions are not automatically added to your customized files but are still available for use. To see the default usage of these new values and have them in your templates, customers with customized Booking Confirm templates or phrases must use the **Revert to Default** button in the **Edit Email Template** page. Once defaulted, you can re-add the customizations back into the templates or phrase files.

Checking for updates and getting help

Cisco recommends registering your product at http://www.tandberg.com/services/video-conferencing-product-registration.jsp in order to receive notifications about the latest software and security updates. New feature and maintenance releases are published regularly, and we recommend that your Cisco TMS's software is always kept up to date.

If you experience any problems when configuring or using your Cisco TMS, consult the online help (available within the UI of your Cisco TMS) for an explanation of how its individual features and settings work. If you cannot find the answer you need, check on the web site at http://www.tandberg.com/support to make sure that your Cisco TMS is running the most up-to-date software and for further relevant documentation.

You or your reseller can get help from our support team by raising a case at http://www.tandberg.com/support/video-conferencing-online-support.jsp. Make sure you have the following information ready:

- The serial number and product model number of the unit.
- The software build number which can be found on the product user interface.
- Your contact email address or telephone number.

References and related documents

All the documentation for Cisco TMS can be found by opening the index webpage included on the Cisco TMS installation media. Double-click the browse.bat file to load this page.

Note: For some documents you will be redirected to the our website where the latest editions will be available.

Cisco also maintains a Knowledge Base of frequently asked questions for Cisco TMS. Go to Tandberg.com > Support > Knowledge Base.

For other Cisco documentation and software, go to Tandberg.com > support > Documentation.

The following table lists documents and websites referenced in this document.

All Cisco documentation can be found on the TANDBERG website.

For advice from the technical support team, see the Knowledge Base.

Name	Document reference
Cisco TelePresence VCS Release note	D50582 revision 4
Cisco TelePresence VCS Administrator guide	D14049 revision 7
Cisco TelePresence Managements Suite – Administrator guide.	D13741 11
Cisco TelePresence TMS provisioning guide	

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