



Cisco TelePresence Management Suite

Software release notes

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Software version 13.1

Contents

Introduction	3
Software dependencies and upgrades.....	3
DNS records and Provisioning Directory functionality (TMS Agent)	3
New features.....	4
Introduction to CTS support.....	4
Schedule conferences with CTS Endpoints	4
One Button to Push (OBTP) conference launch for CTS endpoints, Cisco C series and Cisco EX series	4
Improved WebEx Scheduling support	5
Extended support for Cisco TelePresence Server with 2.2 API	5
Provisioning support for TC4.1 personal systems.....	6
Changed behavior	7
SNMP v1 support discontinued	7
Billing codes	7
.Net 2.0 dependency	7
numeric_id to TS conferences.....	7
Active directory lookup towards another AD forest	7
Resolved caveats	8
Booking API	8
Installation.....	8
Administrative Tools	9
Conference Control Center.....	9
General	10
Systems	10
Scheduler.....	12
Phone Books	12
Booking.....	12
Provisioning	13
Reporting	14
Known limitations	16
Cisco products	16
Interoperability	18
Compatibility with existing integration products.....	18
Cisco TMS integration compatibility matrix	18
Cisco TelePresence VCS interoperability for Provisioning	18
Upgrading to Cisco TMS 13.1	19
Prerequisites and software dependencies	19
Upgrade instructions.....	19
Get more help	21
References and related documents	22
Disclaimers and notices	23

Introduction

Software version 13.1 is a maintenance release. This document lists and describes the caveats solved for 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 13.1. 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 13.1 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 13.1, and if the TMS Agent is being utilized or intended to be utilized, Cisco recommends that you upgrade the Cisco VCS to X5.2 or later.

During initial Cisco TMS 13.1 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 13.1.

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 13.1.

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

New features

Introduction to CTS support

New in Cisco TMS 13.1 is the support for CTS endpoints. The support is centered around scheduling and requires the Cisco Unified Communication Manager (Cisco Unified CM) version 8.0 and newer to be added to Cisco TMS.

Prerequisites and procedures on how to add Cisco Unified CMs and CTSs is described in the Cisco TMS Administrator Guide.

- ▶ Conferences can be viewed in **Monitoring**, with limited call control for point to point calls. You will have full featured call control when the conference uses a Cisco TelePresence Server (multiparty calls or point to point calls to non CTS systems).
- ▶ System information will be displayed in **Systems > Navigator**. However you cannot edit system details in TMS other than Timezone.

Schedule conferences with CTS Endpoints

It is now possible to schedule a conference with CTS endpoints in Cisco TMS.

A conference is booked in the usual manner. When you select your participants, the following connection methods apply:

- ▶ CTS to CTS (direct TIP connection).
- ▶ CTS to SIP or H.323 systems will connect using a Cisco TelePresence Server (MCU).
- ▶ CTS to multiple systems will connect using a Cisco TelePresence Server (MCU).

One Button to Push (OBTP) conference launch for CTS endpoints, Cisco C series and Cisco EX series

Cisco TMS has incorporated Cisco's One Button to Push - OBTP.

As a conference participant you do not need to know any details like phone numbers or which endpoints to dial. This differs from the conference type *Automatic Connect*. All you need to do with OBTP's scheduled conference is to press the entry on the CTSs or TC5 conference list that is displayed on screen.

An example on how to book an OBTP conference:

1. Go to the **Booking > New Conference > Basic Settings** pane.
2. For **Type**, select *One Button to Push*.
3. Select the participants and proceed as usual with other details for your conference.

When a conference participant presses the entry on his system, he will not launch the conference, but only enter the conference himself. Cisco TMS will use a Cisco TelePresence Server for any call involving multiparty CTS calls, and all calls involving one or more CTSs and one or more systems not supporting TIP.

If you book a conference with participants that do not support OBTP, Cisco TMS will allow the booking. Participants that do not support OBTP will have to enter the conference manually. Dial in information will be presented in the confirmation email sent by Cisco TMS to the conference owner.

Systems where the OBTP is available are:

- ▶ CTS, version 1.7.
- ▶ EX Series, TC5.
- ▶ C series, version TC5.

Improved WebEx Scheduling support

The possibility to include WebEx Conference in conferences is improved in Cisco TMS 13.1.

Web conferencing is an option provided by Cisco TMS, allowing web-based collaboration (f.ex share desktop) to be booked together with a video/audio conference. When you book a conference, check **Include WebEx Conference** in **Booking > New Conference**. When you book via the Cisco Scheduler booking interface, check **Include WebEx Online Conference** in the **Book Meeting Room** page.

The confirmation email will contain a link for the participants to use to connect.

To select default meeting type, go to:

1. **Administrative Tools > Conference Settings.**
2. A drop down box with alternatives will be displayed.

The main improvements to this service are that any changes made to a scheduled conference in Cisco TMS 13.1 such as time, date, duration will also update the WebEx meeting.

A new option is *Default WebEx meeting type*, which can be found in **Administrative Tools > Configuration > Conference Settings > Conference Create Options**, field **WebEx meeting type**. The available meeting types are taken from the WebEx server and are displayed in a drop down box. The selected option will be used as the default meeting type for all WebEx conferences.

Cisco TMS 13.1 will also send any scheduled WebEx conference details to the endpoint if the scheduled conference is a One Button to Push (OBTP) conference. The details of the WebEx conference will be displayed with the meeting information displayed on the screen of a CTS or TC5 system.

Extended support for Cisco TelePresence Server with 2.2 API

Cisco TMS is now able to use the improved feedback in the Cisco TelePresence Server 2.2 software release that will allow Call Detail Records to be collected. Call logs can be viewed in **Reporting** and also in **Systems > Navigator > select systems > Logs**.

There are also extended settings available under **Systems > Navigator > select system > Settings > Extended Settings**.

The new settings are as follows:

- ▶ **Register with Gatekeeper:** *On/Off*.
 - This setting dictates whether the First meeting Id is used or not for creating E.164 alias's on the TelePresence Server.
- ▶ **Conference SIP registration:** *On/Off*.
 - This setting dictates whether the First meeting Id is used or not for creating SIP URIs on the TelePresence Server.
- ▶ **Dual Video Stream:** *On/Off*.
 - States whether the conferences will support H.239 or not.
- ▶ **Display Warning on conference end:** *On/Off*.
 - When set to *On* sends 'This conference is about to end' warning to all participants in the specified conference.
- ▶ **Lock conference on creation:** *On/Off*.
 - Set to *On* will lock the conference preventing any dial ins.
- ▶ **Conference lock Duration:**
 - Number of seconds from the start of the conference in which to unlock this conference.

- ▶ **Use Lobby Screen for conferences:** *On/Off*.
 - Set to on will show a lobby screen before joining a conference.
- ▶ **Conference lobby Message:**
 - Set the Lobby screen message.

Provisioning support for TC4.1 personal systems

It is now possible to provision personal systems running on software TC4.1 and onwards. Additional information in [Known Limitations](#).

Changed behavior

SNMP v1 support discontinued for external event notification

Cisco TMS no longer supports Small Network Management Protocol (SNMP) version 1 for event notifications towards a 3rd party SNMP Server. In **Administrative Tools > Configuration > Network Settings > Event Notification**, field **SNMP Version for Traps** only has *SNMP v2*.

This does not affect support for system using SNMP v1 such as Cisco Classics Systems.

Billing codes

When booking new conferences in the Cisco TMS web interface, users may now select a billing code from a pre-defined list. New billing codes are added to the list under **Administrative Tools > Billing Codes > Manage Billing Codes**.

.Net 2.0 dependency

The SQL Server Express that is bundled with Cisco TMS no longer requires .Net 2.0.

numeric_id to TS conferences

Cisco TMS13.1 will now add the numeric_id of a Cisco TelePresence Server to the booking confirmation email of any conference using the Cisco TelePresence Server.

Active directory lookup towards another AD forest

Cisco TMS can now look up user information in a domain in another AD forest. A new field **GC server or AD forest DNS name** has been added to the **Administrative Tools > Configuration > Network Settings** page.

Resolved caveats

The following issues were found in previous releases and were resolved in 13.1.

Booking API

Reference ID	Summary
84798	Resolved issue where a <code>getconferencebyid</code> search returned an unspecified error. The error was due to the fact that more than one of the participants had been purged from Cisco TMS.
87585	Resolved issue where the <code>ConferenceServiceDB.GetConferences</code> method didn't return any conferences if there were no participants in the conference. This only happened through the booking API. This is not possible in Cisco TMS Booking as you are not allowed to make a booking without participants.
87666	The Cisco TMS booking API now supports deletion and modification of exceptions by an incoming <code>ExConference</code> instance member, the array <code>RecurrenceException</code> . In previous versions of the booking API, clients needed to call <code>SaveConferenceRecInstance</code> separately for each exception. Clients may now send all exceptions at once in the <code>RecurrenceException</code> array.
87297	Resolved issue where External MCU Usage in Routing is set to <i>Always, except point to point</i> (Administrative Tools > Configuration > Conference Settings > Advanced Conferencing Options) had no effect on the routing for the conference. Multisite was used instead of an MCU. This issue didn't occur in Cisco TMS or Scheduler, only through the API (Cisco TMSXE, Lotus Notes and the API).
88677	Resolved issue where the booking confirmation email showed <i>Reservation only</i> instead of the default reservation type when booking through the API.
86356	Resolved issue where adding a Content Server through the booking API would give an <i>Unspecified error</i> if the client did not provide a recording alias. Cisco TMS will now automatically select an eligible booking alias if none is provided.
89056	The Cisco TMS booking API will now accept recurrent bookings containing instances both in the past and in the future. The instances in the past are now skipped when changes are saved to a series.
88605	Resolved issue where an update to a conference involving an MCU could fail if an MCU no longer was necessary to connect the participants.
87566	The Cisco TMS booking API has a new method <code>GetRecurrentConferenceById</code> , returning a Conference object with the given <code>ConferenceId</code> .
87191	Resolved issue where Cisco TMS did not reset the master participant if a client sent a new <code>TMSMasterParticipant</code> for an existing booking.

Installation

Reference ID	Summary
85134	An improvement has been made to the Cisco TMS installer where the SQL server version and the compatibility level are enforced. The installer will ensure that if SQL 2008 is used the compatibility level will be set to <i>100</i> . If the SQL version is 2005, the compatibility level will be set to <i>90</i> .
85705	Resolved issue where a Cisco TMS upgrade made on Windows Server 2008, did not detect if IIS was installed. This meant that a custom install did not allow virtual directories to be listed. A blank box was displayed and the installation was made using the default website and not on a customer specific virtual directory.
84382	An improvement has been made to the installer so that on a new installation of Cisco TMS,

Reference ID	Summary
	the TMSNG database will be created and the collation name will always be set to Latin1_General_CI_AI.
89164	Improved installer so that an invalid user account being used to install Cisco TMS will be rejected early in the installation process.
89424	Resolved issue where Cisco TMS was not able to use dbowner permissions during an installation where the TMSNG database had been created before hand.
113861	Resolved issue where paths of virtual directories could be changed during a Cisco TMS upgrade on Windows Server 2008 R2.

Administrative Tools

Reference ID	Summary
86515	Resolved issue where the Save and Test Connection button found in Administrative Tools > Configuration > Network Settings > Active Directory produced an exception if the server was unable to contact the domain specified. An <i>Unable to connect</i> message will now be given if connection is not possible.
87461	The critical ticket that was produced when TMS Agent (Administrative Tools > Configuration > General Settings) was set to <i>No</i> has been removed. There will be no ticket created if the TMS Agent is disabled.
87900	Resolved issue where an email template was edited with invalid parameters in Administrative tools > Configuration > Edit E-mail templates . The result was that an error was displayed when the Save changes button was clicked. The user will now be shown the following error when attempting to save any changes made to an email template where the parameters are invalid: <i>The e-mail template contains syntax errors and cannot be saved or used to generate a preview.</i>
85120	Resolved issue where an exception occurred when trying to view, edit, or set configuration templates on systems.
88194	Resolved issue when adding groups from AD only added users to the users Group and not the selected AD Group.
88967	A new <i>Only for MCUs</i> value has been added to the Administrative Tools > Configuration > Network Settings > TMS Services pane > Enable Ad Hoc Conference Discovery drop down. When this value is selected, Cisco TMS will skip ad hoc discovery of conferences not including an MCU. The new setting will also skip ad hoc discovery of conferences using the endpoints' internal MCUs.

Conference Control Center

Reference ID	Summary
114063	Enhancements made to the Conference Control Center to reduce the risk of random disconnects of ad hoc calls.
85354	Resolved issue where a dial in participant added to a scheduled conference did not have the option to set Mic to <i>On</i> or <i>Off</i> from within the Conference Control Center window.
85754	Resolved issue where the Send Message button was not available from a conference view in the Conference Control Center . This happened only when a TCS was in a disconnected state and it was displayed as the first participant in the list of participants.
85736	Resolved issue where a warning message was displayed in the Conference Control Center when two ad hoc calls were made to the same alias on a TCS. The warning has been removed.
87969	Resolved issue where Cisco TMS altered the settings of an ad hoc conference after 1 minute

	on a Cisco MPS MCU resulting in the maximum duration of the call being changed to 22 minutes and the maximum number video and telephone participants to zero. In order for the error to appear Administrative Tools > Configuration > Network Settings field Enable Ad Hoc Conference Discovery is (by default) set to Yes. The conferences affected were personal conferences and conferences where a participant dialed into the MPS before a conference had been created.
82046	Resolved issue where accessing the web interface of an MCU (right click on MCU and choose view web) from a conference in the Conference Control Center produced a pop up window that didn't have any scroll bars. This prevented the user from viewing parts of the web interface. In Cisco TMS 13.1 a regular web browser window will be displayed.
87296	Resolved issue where the Conference Control Center could not end certain conferences with auto attendants on a Cisco TelePresence MCUs.
114445	Resolved issue where searching for a conference number in the Conference Control Center could make the Java applet hang.
89281	Resolved issue where Polycom systems weren't displayed in the Conference Control Center if Cisco TMS was running on Windows Server 2008.

General

Reference ID	Summary
87177	Cisco TMS has been updated to accommodate the change in Russian daylight saving hours. The last daylight saving time in Russia was made on March 27. There will be no more changes after this date. Cisco TMS has been updated to adjust for this.
88856	Resolved error where a large AD import into Cisco TMS caused the event to fail. The AD import could be for Phonebook sources or Provisioning.
87229	Resolved issue where an event synchronizing the Provisioning Phonebook source information in the tmsng database with the OpenDS database was failing creating an automated email sent to the Cisco TMS system contact. The failure only happened when the TMS Agent was disabled. The event will no longer run if the TMS Agent is disabled.
87578	Mitigated security risk on files uploaded by users via the software manager by removing the execute permission on files uploaded by users.
88578	Resolved security issue where a malicious user uploaded files to directories writable by the IIS user.
114910	Resolved issue where the user information popup windows didn't accept SIP URIs starting with sip:.
113935	Resolved issue where the Cisco TMS web application process (IIS) crashed if user entered two single characters delimited by whitespace in the Cisco TMS search field.
87054	Resolved issue where the TMSDatabaseScanner used too much memory. The service now uses significantly less memory, increasing the scalability of Cisco TMS.
87701	Resolved error produced when accessing the Cisco TMS Server > Start button > All programs > TANDBERG > TMS Tool > Configuration > Change Regional Settings option. The error was seen only on a 2008 R2 server.

Systems

Reference ID	Summary
84231	Resolved issue where the configuration template (Systems > Provisioning > Configuration Templates edit or create new template > Select Advanced settings) called Background Logo (other type) and Logo (TANDBERG MXP endpoint). Both created a background picture

Reference ID	Summary
	on a 150 MXP. In previous versions of Cisco TMS, the Logo option set the banner picture on the MXP 150. A new template has been created called upload banner, which specifically sets the banner picture on an MXP 150.
86674	Resolved issue where a C-series codec using TC4.0.0 and higher software were seen with the connectivity status <i>Behind firewall</i> in Cisco TMS when they should have been seen as <i>Reachable on public internet</i> .
86958	Corrected issue when adding a system by hostname. If Cisco TMS has an IPv6 address, Cisco TMS would use the Cisco TMS IPv6 address to configure feedback on the system. At this moment it does not know yet if the system actually is on IPv6.
87440	Resolved issue where Cisco TMS read the Maximum number of Audio calls for C-series endpoints as zero. The result of this problem was that an MCU was always chosen when a C-series endpoint was set to call an ISDN number in a conference booking. The MCU should only be chosen if a Gateway is not available.
88294	Resolved issue where setting the management address on a Cisco MSE Supervisor blade (Systems > Navigator > Select Cisco MSE Supervisor blade > Settings > Monitoring/SNMP with a FQDN) created an error. The error didn't occur if the IPv4 address was used.
85590	A change has been made to the error message received when a password is set on a system from Systems > Navigator > select system > Edit Setting . If the endpoint uses a strict password and a non strict password is used the error will now refer the user to the endpoint documentation for guidance on what formats to use.
88353	Resolved issue where the Software Manager (Systems > System Upgrade > Software Manager, Upload New Software button) didn't allow a .dmg file to be uploaded. The .dmg files are used with Movi installation packages for Macs.
87809	Resolved issue where accessing the audit log of a TelePresence system in Systems > Navigator > Logs created an unhandled exception.
87449	Resolved issue where using the <i>Auto</i> bandwidth value for C series endpoints did not work.
89749	Resolved issue where it was impossible to purge systems that were part of one or more Codian MCU CDRs.
114628	Resolved issue where clustered slave MCUs could not be added to Cisco TMS.
113896	Resolved issue where Cisco TMS did not strip whitespaces from the input field in the Call Status tab of the Systems > Navigator .
88810	A change has been made to the time format used when sending bookings to Cisco C-series systems. Cisco TMS now always sends booking information using a 24 hour format regardless of the time format setting in Cisco TMS itself. In previous versions of Cisco TMS, Cisco C-series endpoints could display incorrect times in the Today's bookings-list.
89537	Resolved issue where the Call Log and Trap Log links were not visible for MCUs in the System > Navigator .
89527	Resolved issue where links to the web interfaces of Cisco MXP and Cisco C series systems were incomplete if the systems were tracked by IPv6.
89002	Resolved issue where Cisco TMS reported an incorrect ISDN bandwidth for Sony systems with BRI lines.
85498	Improvement made to the validation of the management address on systems. The check for a valid management address is now case insensitive.
85745	Changed text in Systems > Navigator, Add Systems button, Pre Register Systems tab. The option to preregister a system using serial number was displayed stating that this was for MPX and HDX systems only, but it is also possible on C-series and E20 systems. The text now points the user to the online help where a list of supported systems is available.

Scheduler

Reference ID	Summary
86606	Improvement made to Cisco TMS Scheduler. A hierarchical phonebook was not displayed correctly. The folder structure was flat instead of nested. The child folder will now be indented displaying the relationship to the parent folder.
89419	Resolved issue where the Cisco TMS Scheduler failed to add a participant to an instance of a recurrent conference series if the system was in use in another instance of another recurrent series.
86470	Resolved issue where the Cisco TMS Scheduler ignored the <i>Default Conference Recording Alias</i> option of the Conference Settings .
89619	Resolved issue where the Cisco TMS Scheduler unchecked the Recording check box if the user clicked the Previous link.
89031	Resolved issue where the Cisco TMS web interface gave conflicting information about whether the conference was going to be recorded or not if the booking was made through the Cisco TMS Scheduler.

Phone Books

Reference ID	Summary
85570	Resolved issue where the buttons named Connect , Update and Disconnect weren't displayed under the Sources tab when creating a new phonebook (Phone Books > Manage Phone Book, New , enter phonebook name, click Save). Only Manage Phone Book Source was displayed.
115099	Added handling of Phonebook Server Type for TC software endpoints managed by Cisco TMS.
88859	Resolved issue where the TMSchedulerService tried to synchronize phonebooks with the TMS Agent even though the TMS Agent was disabled. This led to errors incorrectly being reported in the Phonebook Sources Activity Status page.
149823	Resolved issue where Cisco TMS sent an empty phonebook to systems having a blank network address if the phonebook consisted of entries containing IP addresses.

Booking

Reference ID	Summary
85222	Resolved issue where Cisco TMS added a T1 system as a T3 system into a conference booking set up for TelePresence systems including a TelePresence server. The result was that the call was set up incorrectly.
85949	Resolved issue where an MCU was always chosen to host a point to point call for endpoints that did not have SIP enabled. The MCU was chosen even if External MCU Usage in Routing (Administrative Tools > Configuration > Conference Settings) was selected with either <i>Only if needed</i> or <i>Always except point to point</i> .
86975	Resolved issue where conferences that were exceptions to a recurring series didn't start in Cisco TMS. The problem occurred when a recurring meeting was booked and one of the meetings was on a different day to the rest of the meetings. This meeting failed to start.
87301	Resolved issues where an incorrect error was displayed when making a booking. The incorrect error stated that the systems were already booked. The actual problem was that there was no available route. As an example, there was not an MCU available to host a call. This behavior could be seen when editing a booked conference. The original conference had 2 participants but the user added a third or more systems to the call. The conference required an MCU but there were none available.

Reference ID	Summary
85929	Resolved the issue where a user who needed approval for bookings was able to make a booking without, by copying a previous booking from Booking > List Conferences .
87656	Resolved issue where Vilnius (Lithuania) was displayed in the time zone – GMT +1:00. The time zone has been changed to the correct GMT +2:00.
89023	Resolved issue where a booking was made from Cisco TMS using a Cisco TelePresence server. A H.323 prefix was not added when dialing an IP address, causing traversal calls to fail.
89102	Resolved issue where an error was seen when making a booking (Booking > New Conference) if there was two content servers with the same name or a cluster with the same name as content server not in cluster.
88037	Added option to allow SIP>H.320 in call routing. Previously a SIP to H.320 conferences needed to use an MCU. The routing also affected ISDN entries, which wasn't seen in a phonebook of a SIP only system (such as an E20). Now calls will route between SIP and H.320 as long as a Gateway has been set up in the relevant IP zone.
114315	Resolved issue where Cisco C series endpoints could get an incorrect start time if a setup buffer was specified when booking through the Cisco TMS web interface.
89667	Resolved issue where it was impossible to change a future scheduled conference to <i>No recording</i> if a Content Server already was added to the booking.
85397	Resolved issue where participant templates could not be reused in recurrent conferences
86877	Resolved issue where the iCal attachment in the booking confirmation emails did not contain time zone information. Outlook will now display meeting times correctly when a conference series is spanning a Daylight Saving Time border.
88879	Resolved issue where the end time bar disappeared from the New Conference page if the conference spanned two days in UTC (Coordinated Universal Time).
89607	Resolved issue where Cisco TMS incorrectly rejected email addresses ending with .local as invalid when entered in the Conference Information tab.
89269 88868 86605	Improved the booking confirmation templates. Cisco TMS will now include the conference type in the emails, and allow HTML encoded characters in the templates.
86244	Resolved issues with recurrent booking patterns. In previous Cisco TMS versions, using the "Last" recurrence pattern (for example "The Last Sunday of every 2 months") didn't include the current month in the series. Using an "Every X" pattern (for example "Recur every 1 week(s) on Monday") didn't include today, if today was a Monday.

Provisioning

Reference ID	Summary
85601	Resolved issue where incorrect details were given in the TMS Agent Diagnostics (Administrative Tools > TMS Agent Diagnostics) If the authentication diagnostic failed, the text pointed to an incorrect location to resolve the problem. This has now been changed and the correct details are shown.
87336	Resolved issue where the TMS Agent on a VCS configured to be IPv4 still attempted to resolve an IPv6 AAAA DNS lookup for the Cisco TMS hostname. The result was that the replication failed between Cisco TMS and the Cisco VCS. The TMS Agent will now check the VCS IP protocols and will only use the active set.
85663	Resolved issue where the TMS Agent diagnostic (Administrative Tools > TMS Agent

Reference ID	Summary
	Diagnostics) “verify that all OpenDS database indexes are in a constant state” failed even though there was not an issue with the indexes. This also produced a critical ticket (the check is made on a weekly basis).
86888	Improved the error response when TMS Agent Diagnostic <i>Verify that all OpenDS database indexes are installed</i> is run (Administrative Tools > TMS Agent Diagnostics). The diagnostic will now fail with the message <i>No contact with port 4444</i> .
84717	Resolved issue where it was not possible to verify that the authentication was disabled on a Cisco VCS with X6 software. The diagnostic was found under Administrative Tools> TMS Agent Diagnostics > Select VCS .
87398	Resolved issue where creating a new provisioning user with, for example the display name <i>Dave Jones</i> , then change this user's display name to <i>Fred Smith</i> , you could find the user by typing <i>Dave</i> , <i>Jones</i> or <i>Fred</i> , but NOT <i>Smith</i> . Now the search will find <i>Fred</i> or <i>Smith</i> .
87095	Resolved the issue where Device URI pattern <code>{username}.{device.model}.{device.connectivity['external']='home','internal']=''}@argon.lab</code> didn't work as intended. There is now the possibility to use special character '.' in the change value expressions. The expression is now: <code>{username}.{device.model}{device.connectivity['external']='.home','internal']=''}@argon.lab</code>
85385	Resolved issue where it was not possible to override generic SIP server address with a specific SIP server address (Systems > Provisioning > Directory > Configurations). The result was that an invalid SIP server address could be set on Movi or an endpoint. Example config: SIP Server Address 10.xx.xx.30 SIP Server Address 10.xx.xx.31 e20 SIP Server Address vcsccluster movi This should give vcsccluster for any Movi version, but it gives 10.xx.xx.30. See the Cisco TMS Provisioning Deployment Guide for recommendations.
86980	Resolved issue where going to Systems > Provisioning> Directory > click on Add Configurations > clicking on the arrow next to the search icon should have given the option to select a model to filter by. The error was that no models were listed.
87973	Improved validation rules of phone numbers when importing users from Active Directory. Cisco TMS now accepts regional codes between one and four digits in round brackets.
89478	Resolved issue where Cisco EX series systems were displayed as Cisco E20 systems in Systems > System Upgrade .
114892	Resolved issue where provisioned systems did not get release keys automatically downloaded.
114502	The Cisco TMS installer will no longer check if provisioning is disabled if upgrading from Cisco TMS 12.6.2 or newer.
113845	Resolved issue where a trailing space in the device URI pattern entered for the findme device template caused high CPU usage on the Cisco TMS server.
88551	Resolved issue where emails sent from the Systems > Provisioning >Directory section of Cisco TMS did not fully support UTF-8. This resulted in some corrupted characters and unreadable text in the email body.
87973	Resolved error where only a 3 digit telephone prefix (area code) could be imported with user information from AD. This is within the Systems > Provisioning > Directory section of Cisco TMS. Now any prefix/area code of 1-4 digits will be accepted.

Reporting

Reference ID	Summary
89618	Resolved issue where a negative duration was displayed for an endpoint CDR. This had an effect on viewing reporting trends. In this release any negative value received from an endpoint will be displayed as zero duration.
87430	Resolved issue where permanent MCU conferences could give an unhandled exception in Cisco TMS's conference statistics.
89433	Improved database queries used for generating the User CDR reports, giving significantly faster load times when browsing CDRs.
114951	Improved Cisco TMS parsing of Cisco TelePresence Server CDRs.
115002	Resolved issue where setting the user language to Turkish gave unhandled exceptions in the Cisco TMS reporting pages.
115015	Resolved issue where certain Unicode characters gave an unhandled exception in the Billing Code Statistics page.
89807	Improved handling of MCU CDRs. Resolved issue where Cisco TMS generated duplicate CDRs for multipoint conferences ending in the Conference Control Center . The duplicate CDRs could lead to incorrect MCU utilization statistics in the Cisco TMSAE.
86183	Resolved issue where cause codes values were translated in the system trap log, giving unpredictable behavior if the operating system language was set to Japanese. As of Cisco TMS 13.1, cause codes are no longer translated.
80252	Cisco TMS now uses a new API for gathering data from the MCU, actively polling the MCU for new data instead of relying on the MCU to transfer data. This lessens the chance of CDRs being lost (for example because the MCU conference was unexpectedly torn down), leading to improved data quality in both the Cisco TMS reporting and the Cisco TMSAE.

Known limitations

Cisco products

Equipment	Summary
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.
Upgrade of provisioned EX systems	Cisco TMS is able to upgrade EX systems on version TC4.2 and higher, however the upgrade is not possible with TC4.1 software.
Cisco VCS X7.0	Cisco TMS13.1 will support X7.0 when it is released, however you will see that a ticket will be produced in Cisco TMS if you have TMS Agent enabled, stating an incompatibility between provisioning versions between VCS and Cisco TMS. The ticket should be ignored there is not an issue.
Upgrading to Cisco TMS 13.1	If replication is enabled when running the Cisco TMS 13.1 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 13.1 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 13.1. 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, we recommend a limitation of no more than 5000 users to the Provisioning Directory.
Cisco TMS and Cisco VCS connectivity issues	<p>If Cisco TMS reports <i>no http response from the Cisco VCS</i> when trying to communicate with Cisco VCS X6.0, the following additional Cisco VCS configuration is needed:</p> <ul style="list-style-type: none"> ▶ Log in to Cisco VCS as root. ▶ Enter: <code>echo "ServerAlias *" > /tandberg/persistent/etc/opt/apache2/ssl.d/tmsfix.conf</code> ▶ Enter: <code>/etc/init.d/httpd restart</code> <p>Cisco TMS will now be able to communicate with Cisco VCS.</p>
Cisco TMS, Conference Settings	In error, the setting Enable Cisco CTS Native Interop Call Routing in Administration Tools > Configuration > Configuration Settings > Conference display options pane is displayed. However, CTS native interop is not supported.

Interoperability

Compatibility with existing integration products

Compatibility with Cisco Integration Products for Cisco TMS does not change from Cisco TMS 13.0 to Cisco TMS 13.1. A full list of compatible versions is listed below.

Note: Cisco strongly recommends using the most recent versions of integration products to have access to all features and updates.

Cisco TMS integration compatibility matrix

Product	Compatible software version
TANDBERG See&Share	v3.3
Cisco TelePresence TMS - Microsoft LCS Integration	All versions
Cisco TelePresence Management Suite Extension for Microsoft Exchange	All versions
Cisco TelePresence Management Suite 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 Management Suite Analytics Extension	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 13.1



CAUTION: You **must** back up your configuration **before** upgrading to 13.1.

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 13.1 now supports Microsoft Windows Server 2008 64bit OS and Microsoft SQL server 2008 (32 and 64 bit)
- ▶ Cisco TMS 13.1 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.
- ▶ Cisco TMS 13.1 requires Windows installer 4.5 for upgrades/installations of. The installer will inform you to make the install before continuing and the install package is provided for you.

Upgrade instructions

Cisco TMS 13.1 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 13.1, 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 13.1. Therefore, it is not necessary to upgrade these components on a VCS running X5.2.

During initial Cisco TMS 13.1 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 13.1 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 13.1.

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 chapter [Cisco 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.

Get more help

If you experience any problems when configuring or using the Cisco TMS, consult the online help available within the UI of your Cisco TMS. The online help explains how the individual features and settings work.

If you cannot find the answer you need, check the web site at <http://www.cisco.com/cisco/web/support/index.html> where you will be able to:

- ▶ Make sure that the Cisco TMS is running the most up-to-date software.
- ▶ Find further relevant documentation, for example product user guides, printable versions of the online help, reference guides, and articles that cover many frequently asked questions.
- ▶ Get help from the Cisco Technical Support team. Click on **Technical Support Overview** for information on Accessing Cisco Technical Services. Make sure you have the following information ready before raising a case:
 - 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 emails address or telephone number.
 - A full description of the problem.

References and related documents

For Cisco TMS documentation and software, go to [Cisco.com](https://www.cisco.com).

Cisco maintains a Knowledge Base of frequently asked questions for Cisco TMS. Go to [Tandberg.com > Support > Knowledge Base](https://www.tandberg.com/support/knowledge-base).

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

All Cisco documentation can be found on the [Cisco](https://www.cisco.com) website.

For advice from the technical support team, see the [Knowledge Base](https://www.tandberg.com/support/knowledge-base).

Name	Document reference
Cisco TelePresence VCS Release note	D14787 revision 5
Cisco TelePresence VCS Administrator guide	D14049 revision 10
Cisco TelePresence Managements Suite – Administrator guide.	D13741 revision 13
Cisco TelePresence TMS Provisioning Guide	D14368 revision 05

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